

本試題是否可以使用計算機: 可使用, 不可使用 (請命題老師勾選)

一 解釋名詞 (25 分 每小題 5 分)

- (1) Utility theory
- (2) Hierarchy of objectives
- (3) Informal organization
- (4) Line and staff
- (5) Decentralization of authority

二 問答題

1. There are different schools and approaches to management. Please explain behavioral school, management science school, and systems approach. (15 分)
2. Even where we may have a workable system of objectives and strategies and their implementation, it can easily fail unless responsible managers continue to stress the nature and importance of these elements. This process may seem tedious and unnecessarily repetitious, but it is the best way to make sure that members of an organization learn about them. 請解釋並說明你的觀點。(15 分)
3. 組織有不同的層級 (level) 與管理幅度 (span), 現今似乎都朝向扁平化組織, 層級愈少愈好, 請問你的看法。可從不同行業、部門、工作性質角度解釋。(15 分)
4. 你的公司(單位)是否衡量工作績效? 利用哪些指標, 若你覺得不理想, 應如何改善? (15 分)
5. 你工作上碰到哪些問題, 覺得可以從工程管理碩士學程中學到哪些知識與技術, 對解決問題有幫助, 請舉例說明。(15 分)