

管理學 試題

(限用答案本作答)

一、單選題：請在每題的選項中，選出一個最適切的答案，每題3分，共60分。

1. \_\_\_\_\_ is the process of organizing and interpreting sensory impressions to give meaning to the environment.  
a. Attribution    b. Selection    c. Learning  
d. Conditioning    e. Perception
2. Conflict that prevents the organization from achieving its goals is considered  
a. destructive conflict.    b. negative conflict.  
c. dysfunctional conflict.    d. nonstrategic conflict.  
e. random conflict.
3. A middle manager who is expected by his/her boss to keep performance evaluations low to save on merit increase costs, but feels compelled to reward his/her high performing subordinates fairly, is experiencing which of the following?  
a. Norm decisiveness    b. Role conflict    c. Status separation  
d. Conformity pressure    e. Cohesiveness conflict
4. The degree to which members are attracted to a group and share the group's goals is referred to as  
a. group diversity.    b. group cohesiveness.  
c. group expansion.    d. group norms.    e. group continuity.
5. In \_\_\_\_\_ an employee compares his job's inputs-outcomes ratio with that of relevant others and then corrects any inequity.  
a. reinforcement theory    b. the job characteristics model  
c. job design    d. equity theory    e. expectancy theory
6. According to Herzberg, in order to provide employees with job satisfaction, managers should concentrate on  
a. hygiene factors.    b. issues such as pay.  
c. motivator factors.    d. extrinsic factors.    e. nonmotivators.
7. According to Fielder's leadership theory, in what types of situations do task-oriented leaders perform best?  
a. Very favorable, very unfavorable  
b. Moderately favorable, moderately unfavorable  
c. Very favorable, unfavorable    d. Very unfavorable, unfavorable  
e. Very favorable, favorable
8. What type of control can prevent ongoing problem situations from becoming too costly?  
a. Concurrent control    b. Definitional control  
c. Feedforward control    d. Feedback control    e. Projected control
9. \_\_\_\_\_ is the basis on which jobs are grouped in order to accomplish organizational goals.  
a. Departmentalization    b. Centralization  
c. Formalization    d. Coordination    e. Efficiency
10. The \_\_\_\_\_ is the continuous line of authority that extends from upper organizational levels to the lowest levels and clarifies who reports to whom.  
a. chain of demand    b. chain of command  
c. demand hierarchy    d. continuous design structure
11. \_\_\_\_\_ refers to the degree to which jobs within the organization are standardized and the extent to which employee behavior is guided by rules and procedures.  
a. Standardization    b. Centralization  
c. Chain of command    d. Strategy    e. Formalization

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12. The \_\_\_\_\_ organizational structure is characterized by high specialization, extensive departmentalization, narrow spans of control, and high formalization. a.mechanistic b.organic c. contingency d.adhocracy e.functional
13. The \_\_\_\_\_ is an organizational structure that assigns specialists from different functional departments to work on one or more projects being led by project managers. a. functional structure b.simple structure c. matrix structure d.divisional structure
14. The final link in the communication process is \_\_\_\_\_. a. encoding b.decoding c.feedforward d. feedback e.noise
15. \_\_\_\_\_ is when people selectively interpret what they see or hear on the basis of their interests, background, experiences, and attitudes. a. Filtering b.Selective perception c.Feedback d. Defensiveness e.Acculturation
16. A company that decides to decentralize its sales procedures is managing what change category? a. Technology b.People c.Equipment d. Competitors e.Structure
17. Techniques to change people and the quality of interpersonal work relationships are termed a. operations. b.organizational development. c. downsizing. d.robotics. e.automation.
18. Which of the following terms is defined as "an employee's orientation toward the organization in terms of his/her loyalty, identification, and involvement"? a. Job Satisfaction b. Self-perception c. Organizational commitment d.Job involvement e. Pay satisfaction
19. \_\_\_\_\_ refers to gestures, facial expressions, and other body movement that convey meaning. a. Body language b.Body tone c. Body features d.Body intonation
20. Woodward's studies generally demonstrate that organization \_\_\_\_\_ should adapt to their \_\_\_\_\_. a. processes; environment b.employees; leaders c.technologies; legal constraints d.structures; technology e.outputs; resources

二、問答題:40%

1. 試以「淺談管理學」為題，以日間部理工科大二學生為對象，撰寫一篇簡短而有力的演講稿大綱。(請您於500字之內作答，若超出此限將予扣分)(本題佔20分)
2. 請說明規劃的程序主要包括那幾個步驟？並舉一個實例說明之。(本題佔20分)