

銘傳大學 96 學年度轉學生招生考試

企業管理學系、國際企業學系、會計學系  
財務金融學系、經濟學系、應用統計資訊學系

7 月 26 日 第三節

管理學試題

(第 1 頁共 4 頁)

(限用答案本作答)

可使用計算機

不可使用計算機

一、選擇題 (單選) 40% :

請在你的答案卷上畫出跟下列相似的表格，再填上答案。

1.	2.	3.	4.	5.
6.	7.	8.	9.	10.
11.	12.	13.	14.	15.
16.	17.	18.	19.	20.

- Productivity includes the overall output of goods and services that is then \_\_\_\_\_ by the inputs.
  - multiplied
  - added
  - subtracted
  - divided
- In value chain management, ultimately \_\_\_\_\_ are the ones with the power.
  - suppliers
  - customers
  - employees
  - buyers
- Investment in which of the following types of information technology allows Shell Chemical Company better anticipates customer demand?
  - an ERP system
  - a supplier inventory management order network
  - an E-Marketplace
  - a corporate intranet
- Organizations with extensive and successful quality improvement programs tend to rely on two important people approaches: \_\_\_\_\_ and \_\_\_\_\_.
  - cross-functional work teams; closely supervised work teams
  - closely supervised work teams; empowered work teams
  - empowered work teams; cross-functional work teams
  - self-directed work teams; transgenerational work teams
- The first step in the control process is \_\_\_\_\_.
  - setting standards
  - measuring performance
  - comparing performance against expectations
  - taking managerial action
- The balanced scorecard is an approach that looks at four areas—financial, customer, internal processes, and \_\_\_\_\_—that contribute to a company's performance.
  - shareholder value
  - people assets
  - managerial decision making
  - none of the above

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(第 2 頁共 4 頁)

(限用答案本作答)

7. Which of the following is an accurate statement about transformational leaders?
  - a. They clarify task requirements.
  - b. They focus on tasks and pay little attention to followers.
  - c. They are poor motivators.
  - d. They exhibit more than just charisma.
8. The managerial grid uses \_\_\_\_\_.
  - a. a two-dimensional grid for appraising leadership styles
  - b. two behavioral dimensions of leadership style
  - c. a two-dimensional grid for determining leadership styles
  - d. a two-dimensional grid for assessing the dimensions of leadership styles
9. Which of the following is not an input according to equity theory?
  - a. effort
  - b. experience
  - c. pay level
  - d. education
10. According to Herzberg, because they do not create dissatisfaction, \_\_\_\_\_ were not seen as capable of motivating employees.
  - a. achievement needs
  - b. affiliation needs
  - c. power needs
  - d. hygiene factors
11. What type of team operates without a manager?
  - a. functional
  - b. self-directed
  - c. cross-functional
  - d. temporary
12. Work group norms are \_\_\_\_\_.
  - a. very powerful in influencing an individual's performance
  - b. sometimes productive in influencing an individual's performance
  - c. always powerful in influencing an individual's performance
  - d. never powerful in influencing an individual's performance
13. The degree to which an employee identifies with his or her job or actively participates in it refers to the employee's \_\_\_\_\_.
  - a. job involvement
  - b. organizational commitment
  - c. global commitment
  - d. job satisfaction
14. In attribution theory, an employee who underestimates the influence of external factors and overestimates the influence of internal factors, a person is said to have \_\_\_\_\_.
  - a. attribution error
  - b. self-serving bias
  - c. low risk-taking
  - d. high risk-taking

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(第 3 頁共 4 頁)  
 (限用答案本作答)

15. Global recessionary pressures force organizations to become more \_\_\_\_\_.
  - a. price competitive
  - b. quality conscious
  - c. cost efficient
  - d. conservative with raw materials
16. Which of the following is true concerning stress?
  - a. It is a static condition.
  - b. Stress is a negative reaction to an outside force.
  - c. Stress is often associated with constraints and demands.
  - d. Stress limits performance.
17. While \_\_\_\_\_ reaches a tremendous number of people, it also generates many unqualified candidates for jobs.
  - a. an advertisement
  - b. the Internet
  - c. a public employment agency
  - d. a private employment agency
18. \_\_\_\_\_ training can disrupt the workplace and result in an increase in errors while learning takes place.
  - a. Problem-solving
  - b. On-the-job
  - c. Skill-based
  - d. Technical
19. By definition, noise \_\_\_\_\_.
  - a. does not exist if communications are completed
  - b. disrupts to the point that it makes communicating improbable
  - c. has to be noisy
  - d. is disturbances that interfere with the transmission, receipt, or feedback of a message
20. Although the economic benefits of information technology are obvious, managers must not forget to address the \_\_\_\_\_.
  - a. differences in time zones
  - b. psychological drawbacks
  - c. differences in organizational levels
  - d. personality difference of people

二、專有名詞：40%

以下是專有名詞的解釋（說明），請你在表格中回答專有名詞的中文與英文。  
 請在你的答案卷上畫出跟下列相似的表格，再填上答案。

	中文	英文
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		

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(限用答案本作答)

21. An organizational design that's adaptive and flexible
22. The search for the best practices among competitors or noncompetitors that lead their superior performance.
23. Single business of an organization in several different businesses that are independent and formulate their own strategies.
24. A management system in which specific performance goals are jointly determined by employees and their managers, progress toward accomplishing those goals is periodically reviewed, and rewards are allocated on the basis of this progress.
25. A choice from two or more alternative.
26. Individuals who raise ethical concerns or issues to others inside or outside the organization.
27. The degree to which people tolerate risk and prefer structured over unstructured situations.
28. A system of shared meaning and beliefs held by organizational members that determines, in large degree, how employees act.
29. A form of organization characterized by division of labor, a clearly defined hierarchy, detailed rules and regulations, and impersonal relationships.
30. Someone who works with and through other people by coordinating their work activities in order to accomplish organizational goal.

三、問答題 20% (可用中文或英文作答)

31. Discuss three of the traditional training methods that managers use to improve employee skill sets.
32. Differentiate between transactional and transformational leaders.

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試題完