

# 義守大學九十二學年度轉學生入學招生考試

## 『管理學』參考試題

一、選擇題(請將答案依序寫在答案紙上) 50% (每題 5 分, 答錯一題, 倒扣 1 分)

1. Fayol's theory of equity specifies that :
  - A. employees should be paid equally regardless of their positions
  - B. managers should be treated equally
  - C. employees should be treated with respect and justice
  - D. people should get equal pay for equal work
2. A principal that requests a new field teacher be hired for every increase in enrollment of 40 students is using what type of decision making?
  - A. programmed
  - B. operational
  - C. systematic
  - D. non-programmed
3. In the determination of an organization's mission, the first step managers should take is \_\_\_\_\_.
  - A. identify customers
  - B. establish major goals
  - C. define the business
  - D. forecast the future
4. In general, the more highly qualified an organization's workforce, \_\_\_\_\_.
  - A. the greater the need for centralized control
  - B. the greater the need for standard operating procedures
  - C. the greater the need for flexible structure
  - D. the lower the need for empowerment
5. The measure of units of output to units of input is known as:
  - A. efficiency
  - B. gross margin
  - C. quality
  - D. effectiveness
6. \_\_\_\_\_ includes all of the activities managers engage in to forecast their current and future human resource needs.
  - A. Recruitment and selection

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- B. Job analysis and job design
  - C. Selection and job design
  - D. Human resource planning
7. While each manager has his or her own personal style of leading, some research suggests that leadership styles vary by country or culture as well. Two primary variables that are found to vary across cultures are people orientation and time horizon. Typical managers in the U.S. have a \_\_\_\_\_ people orientation and \_\_\_\_\_ time horizon.
- A. high, short-term
  - B. low, short-term
  - C. high, long-term
  - D. low, long-term
8. \_\_\_\_\_ groups are often referred to as "departments" or "units" within an organization.
- A. Formal
  - B. Informal
  - C. Friendship
  - D. Command
9. Management by wandering around is a form of \_\_\_\_\_.
- A. nonverbal communication
  - B. face-to-face communication
  - C. perceptual bias
  - D. information richness
10. In TQM, it is the \_\_\_\_\_ who defines what quality is.
- A. customers
  - B. managers
  - C. engineers
  - D. quality control managers

## 二、問答題 ( 50% )

1. 試分析比較效率 ( Efficiency ) 與效能 ( Effectiveness ) 之異同。 ( 10% )

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2. 何謂 MBO ( Management by objectives ) ? 其程序為何 ? ( 10% )
3. 何謂衝突管理 ? ( 10% )
4. 何謂 Herzberg ( 赫茲伯格 ) 的雙因子理論 ? ( 10% )
5. 何謂虛擬組織(virtual organization) ? ( 10% )

\*備註：試題隨卷繳交