

所別：工業管理研究所碩士班 甲組 科目：管理學

第一大題：問答題（25分）

What is the sociotechnical approach to job design? Using the sociotechnical approach, give some guidelines for job design.

第二大題：問答題（25分）

What trends do you think will influence business in the next 10 years? If you opened a business today, what things would you do to plan for its future success?

第三大題：共 25 題選擇題，每題 2 分，共 50 分。

請注意，請標明題號，並以大寫 A, B, C, D 或 E 回答。

- The management process functions consist of \_\_\_\_\_
  - planning, organizing, staffing, and directing
  - planning, organizing, leading, and directing
  - planning, organizing, leading, and staffing
  - planning, organizing, leading, and controlling
- A deliberate arrangement of people to accomplish some specific purpose is \_\_\_\_\_
  - a structure
  - a process
  - an organization
  - an assembly operation
- Frank and Lillian Gilbreth were the first researchers to utilize motion pictures to the study of \_\_\_\_\_.
  - reactions of workers in group settings
  - hand-and-body motions
  - workers reactions to pay increases
  - groups of workers in tense situations where they are assigning each other tasks
- The quantitative approach involves applications of \_\_\_\_\_.
  - statistics
  - optimization models
  - information models
  - computer simulations
  - all of the above
- Decisions on determining a company's optimum inventory levels have been significantly influenced by \_\_\_\_\_.
  - linear programming
  - work scheduling
  - economic order quantity modeling
  - regressing analysis
- One outcome of the Hawthorne studies could be described by which of the following statements?
  - Social norms or group standards are the key determinants of individual work behavior.
  - Money is more important than the group on individual productivity.
  - Behavior and employee sentiments are inversely related.
  - Security is relatively unimportant.
- All of the following are characteristics of total quality management except \_\_\_\_\_.
  - intense focus on the competition
  - concern for continual improvement
  - improvement in the quality of everything the organization does
  - accurate measurement
  - empowerment of employees
- \_\_\_\_\_ involves cultivating a learning culture where organizational members systematically gather knowledge and share it with others in the organization so as to achieve better performance.
  - Systems management
  - Software management
  - Technical management
  - Knowledge management
- A borderless organization \_\_\_\_\_.
  - utilizes ethnocentrism
  - focuses its efforts on a polycentric attitude
  - globalizes their structure to reduce artificial global barriers
  - is another version of a multinational organization
- Which of the following is the basic difference between multinational corporations and transnational corporations?
  - Multinational corporations typically do business with more countries than transnational corporations do.
  - Transnational corporations are run by the parent company but must be owned by a local, national company.
  - Decision making in transnational corporations takes place locally rather than from the home country.
  - Multinational corporations pay more in taxes than transnational corporations do.
- Which of the following characterizes the first stage of an organization's global evolution?
  - exporting its products to other countries
  - cross-culturally training its managers
  - hiring foreign brokers to represent the

注：背面有試題

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- organization's product line
- D) sending domestic employees on regular foreign business trips
12. The socioeconomic view is that management's social responsibility goes beyond making profits to include \_\_\_\_\_.
- A) placing members of society on welfare
  - B) protecting and improving society's welfare
  - C) minimizing the welfare of society in exchange for profits
  - D) protecting and improving the organization's profits
13. Which of the following is true regarding shared corporate values?
- A) Individual adapt easily to shared corporate values.
  - B) Top management dictates shared corporate values.
  - C) It is not easy to establish shared corporate values.
  - D) Most corporations will be unable to successfully establish shared corporate values.
14. Decision making is (simplistically) typically described as which of the following?
- A) deciding what is correct
  - B) putting preferences on paper
  - C) choosing among alternatives
  - D) processing information to completion
15. The most efficient way to handle well-structured problems is through \_\_\_\_\_ decision making.
- A) linear
  - B) unique
  - C) focused
  - D) programmed
16. Which of the following best describes "maximizing the minimum possible payoff"?
- A) maximax
  - B) maximin
  - C) minimax
  - D) minimin
17. A well-designed goal should be measurable, have a specified time frame, and be \_\_\_\_\_.
- A) written down
  - B) nearly unattainable, so that even if the unit or employee misses their goal, performance is still very high
  - C) communicated to anyone who needs to know
  - D) both A and C
18. The organizational hierarchy becomes flattened as the responsibility for establishing goals and developing plans is \_\_\_\_\_.
- A) moved to the middle organizational levels
  - B) shoved the lowest organizational levels
  - C) shifted to a formal planning department
  - D) more the work of the financial department
19. When an organization attempts to combine with other organizations in different, but associated industries, the strategy is known as a \_\_\_\_\_ strategy.
- A) growth
  - B) horizontal integration
  - C) vertical integration
  - D) related diversification
20. Process development strategies seek to achieve a competitive advantage by \_\_\_\_\_.
- A) looking for ways to enhance existing work processes
  - B) making the firm more efficient
  - C) making the firm more effective
  - D) A and B
21. Collaborative Forecasting And Replenishment (CFAR) offers a standardize way for retailers and manufacturers to use the Internet to exchange data \_\_\_\_\_.
- A) and to develop a mutual collaborative forecast when necessary
  - B) to develop forecast and establish delivery dates
  - C) and determine the best products to offer the ultimate consumer
  - D) to develop a pricing model and a demand model
22. Qualitative forecasting uses the judgment and opinions of \_\_\_\_\_ to predict outcomes.
- A) customers and suppliers
  - B) distributors and suppliers
  - C) executives
  - D) knowledgeable individuals
23. Communication problems are less likely to occur in organizations if the managers use \_\_\_\_\_.
- A) body language
  - B) feedback loop
  - C) verbal intonation
  - D) filtering
24. Which of the following forms of communication do cross-functional teams rely heavily on?
- A) downward
  - B) upward
  - C) theoretical
  - D) lateral
25. The three components that make up an attitude are \_\_\_\_\_.
- A) cognitive, affective, and behavioral
  - B) traits, behavioral, and emotional
  - C) knowledge, opinion, and individual history
  - D) intention, opinion, and environment