

所別：工業管理研究所碩士班 甲組科目：管理學

請注意，答題時請清楚標明題號，並以大寫英文字母 (A, B, C, D, E) 作答，否則以零分計算。
共五十題，每題兩分。

1. In a(n) _____ production system, production is performed on a start-and-stop basis.
A) input
B) positive
C) standard
D) intermittent
E) small
2. _____ is an interactive computer-based system that facilitates the solution of unstructured problems by a team of decision makers.
A) Electronic mail
B) Videoconferencing
C) A group decision-support system
D) Modeling
E) A collaborative writing system
3. With respect to information's characteristics, _____ is defined as the absence of information about a particular area of concern.
A) pertinence
B) relationship
C) accuracy
D) cost
E) uncertainty
4. _____ are the obvious signs and symbols of corporate culture.
A) Cultural cues
B) Employee uniforms
C) Company size
D) Company revenues
E) Cultural artifacts
5. Given a commitment to being socially responsible, one way that a firm can measure its progress and commitment to social responsibility is to conduct a(n) _____.
A) social probe
B) social responsibility audit
C) ethical probe
D) communications audit
E) diversity sensitivity scenario
6. _____ can be defined as the totality of features and characteristics of a product or service that bears on its ability to satisfy given needs, or put another way, how well a product or service meets customer needs.
A) Quantity
B) Prestige
C) Style
D) Quality
E) Durability
7. Our behavior is not just motivated by stimuli. It is also motivated by _____, which is the unique way each person sees and interprets things.
A) goals
B) sights
C) sensations
D) perception
E) thoughts
8. The role of the social or people-oriented leader is to:
A) reduce tension and boost morale
B) earn a profit
C) clarify the jobs to be done and force people to focus on their jobs
D) provide innovative solutions
E) lead by working hard
9. Most organizational change will not be successful unless employees assist in the change. Therefore, it is advisable that employees be _____ to bring about change in their own domains.
A) required
B) stimulated
C) coerced
D) empowered
E) driven
10. Everyone carries within him or her _____, which go unaroused until the proper conditions bring them forth.
A) motivational dispositions
B) preliminary motives
C) concurrent motives
D) aroused motives
E) digressed motives
11. The extent to which a group can influence its members' behavior depends largely on the attraction of the group for its members. This is called _____.
A) group cohesiveness
B) group dynamics
C) group subculture
D) group reaction
E) group norms
12. With respect to measuring and distinguishing goals, the terms "productivity," "number of rejects," "absenteeism," and "turnover" would all be examples of _____.
A) methods.
B) yardsticks.
C) evaluations.
D) correlations.
E) performances.
13. Which of the following best describes the competence with the ability to identify, analyze, and solve problems under conditions of incomplete information and uncertainty?
A) analytical competence
B) interpersonal competence
C) emotional competence
D) political competence
E) cultural competence
14. One of the main purposes of diagnostic controls in an organization is to reduce the need for managers _____.
A) to have high absenteeism among employees
B) to define sickness before it occurs
C) to constantly monitor everything
D) to speed internationalization
E) to speed computerization in the workplace
15. _____ is a process to assess the firm's progress toward its strategic objectives and taking corrective action as needed.
A) Strategy quantification
B) Strategy development
C) Strategic modeling
D) Strategic implementation
E) Strategic control
16. Generally speaking, the functions of a task-oriented leader are to:
A) reduce tension and boost morale
B) earn a profit
C) clarify the jobs to be done and force people to focus on their jobs
D) provide innovative solutions
E) lead by working hard
17. Which of the following best describes the process of owning or controlling the channels through which the firm's products or

參考用

注意：背面有試題

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- services are distributed?
A) backward integration
B) forward integration
C) diagonal integration
D) horizontal integration
E) geographic integration
18. Which of the following best describes the theory in which a firm should be free to strive for profits so long as it commits no harm?
A) profit maxim
B) moral minimum
C) philosophy triangle
D) Delphi approach
E) greed-gain approach
19. In which of the following types of organizations is decision-making centralized and jobs and departments are more specialized?
A) organic organization
B) mechanistic organization
C) monopolistic organization
D) flat organization
E) limited organization
20. _____ can be defined as the automatic operation of a system, process, or machine.
A) Computer-aided design (CAD)
B) Computer-aided manufacturing (CAM)
C) Automation
D) Flexible manufacturing system (FMS)
E) Computer-integrated manufacturing (CIM)
21. It's usually not just what the leader says but what he or she does that shapes employees' decisions. The leader creates a particular _____ and the employees then take their signals from it.
A) organizational psychology
B) organizational development process
C) team group
D) matrix structure
E) organizational culture
22. _____ provides a unifying framework against which decisions can be measured.
A) A plan
B) A mission
C) A vision
D) A theory
E) A budget
23. _____ refers to the process of improving the effectiveness of a team.
A) Team building
B) Team reorganization
C) Team confrontation
D) Team exploitation
E) Team facilitation
24. Which of the following best describes what is meant by flatter organizational structures?
A) decreasing the number of front-line employees in an organization
B) decreasing the number of management levels in an organization
C) emphasizing the top-down approach to management
D) using statistical analysis to implement organizational structure
25. Which of the following management pioneers were known for work in motion-study principles, the development of Therbligs (elemental motions like grabbing), and micromotion studies to determine lengths of time it took to do fundamental tasks?
A) Frederick W. Taylor
B) Henri Fayol
C) Rensis Likert
D) Max Weber
E) Frank and Lillian Gilbreth
26. Employee _____ are aimed at ensuring that all new employees have the basic knowledge required to satisfactorily perform the job.
A) manuals
B) training programs
C) orientations
D) socials
E) appraisals
27. Group _____ is (are) defined as being the attraction of the group for its members.
A) cohesiveness
B) norms
C) functions
D) parallels
E) systems
28. Several types of bias can distort the decision a person makes. The _____ bias is a bias specific to particular people or groups.
A) gender
B) foreign
C) person-specific
D) xenophobic
E) color
29. All of the following are mentioned in the text as specific ways in which managers can shape their organization's culture EXCEPT:
A) clarify expectations
B) use signs and symbols
C) employee education
D) play favoritism
30. The more communications must be channeled through the president, the more _____ the firm.
A) decentralized
B) centralized
C) multi-functional
D) random-box
E) clover leaf
31. Which of the following would be a primary problem that an inventory manager would want to avoid?
A) over investment in machinery
B) under investment in labor
C) over investment in warehouses
D) over investment in inventories
E) unbalanced publicity and promotion
32. The organization's _____ statement is a "general statement of its intended direction that evokes emotional feelings in organization members."
A) vision
B) mission
C) strategy
D) belief
E) challenge
33. Consider the following example: At Toyota, the employees are not only given the authority to solve problems on the assembly line, they are also given the training, tools, and management support required to enable them to solve their problems. This process is called _____.
A) empowerment.
B) improvement.
C) shifting responsibility.
D) diffusion.
E) Entrepreneurship.

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34. All of the following represent the various ways to layout the production system EXCEPT:
A) product layout.
B) material requirements planning.
C) process layout.
D) fixed-position layout.
E) cellular manufacturing.
35. A(n) _____ is an individual or a group that coordinates the activities of several interdependent departments.
A) negotiator
B) figurehead
C) liaison
D) independent negotiator
E) independent integrator
36. _____ attempt to measure the effectiveness of the employment of resources.
A) Quality ratios
B) Liquidity ratios
C) Leverage ratios
D) Activities ratios
E) Profitability ratios
37. A(n) _____ is any supplement to wages or pay that employees get based on working for the organization.
A) gainsharing plan
B) financial incentive
C) compensation plan
D) employee benefits plan
E) retainer system
38. In modern organizations, the highest level or degree of employee involvement is _____.
A) owner-manager
B) team-based
C) cooperative
D) dual
E) multi-faceted
39. _____ refers to the number and nature of activities in a job.
A) Job enlargement
B) Job enrichment
C) Job rotation
D) Job design
E) Job empowerment
40. _____ is(are) data presented in a form that is meaningful to the recipient.
A) Technology
B) Words
C) Information
D) Linguistics
E) Commentary
41. A _____ is a group of interconnected computers, workstations or computer devices (such as printers and data storage systems).
A) collaborative writing system
B) group scheduling system
C) work flow automation system
D) telecommuting system
E) network
42. _____ should ensure that all parts and members of the company are contributing in a useful way toward the strategy's implementation.
A) Strategy quantification
B) Strategy development
C) Strategic modeling
D) Strategic implementation
E) Strategic control
43. In planning when top management approves a long-term plan first; then each department creates its own budgets and other plans to show how it will contribute to the company's long-term plan, this is known as _____ to management planning.
A) hierarchical aspect
B) horizontal aspect
C) hypothetical aspect
D) vertical aspect
E) behavioral aspect
44. Within the context of the five P's of operations and production management, _____ are the procedures that management uses to operate the system and to control quality.
A) plants
B) processes
C) parts
D) people
E) planning and control systems
45. With respect to measuring actual performance, the simplest and most common way of comparing actual performance to standards is by _____.
A) linear measurement
B) scale adjustment
C) engineering graphics
D) computer graphics
E) personal observation
46. _____ is one way to amplify the creative energies of a group. It has been defined as a group problem-solving technique whereby group members introduce all possible solutions before evaluating any of them.
A) Group decision-making
B) Groupthink
C) Brainstorming
D) Consensus building
E) Problem solving
47. _____ is the right to take action, to make decisions, and to direct the work of others.
A) Control
B) Coordination
C) Authority
D) Leadership
E) Sponsorship
48. With respect to conflict-resolution styles, there are several general rules for which style to use. One of these rules is that if you have a small problem, the manager can use _____.
A) forcing or avoidance
B) avoidance or smoothing over
C) smoothing or confrontation
D) smoothing or collaboration
E) accommodation or competition
49. _____ is (are) the "process of establishing objectives and courses of action, prior to taking action."
A) Goals
B) Objectives
C) Planning
D) Policies
E) Rules
50. The _____ is a nine-cell matrix that can be used to analyze a business portfolio. Each company or unit is plotted into the appropriate cell according to its industry attractiveness and business unit position.
A) BCG matrix
B) GE Business Screen
C) competitor's curve
D) McDonald profit model
E) Complex model