

一、 配合題（30%）：以下共有 15 個敘述，請從題後的選項表中找出適當的答案，並將答案之題號 寫在答案卷上。

1. The degree that an individual wishes to maintain membership in an organization.
2. A budget system that each budget item must be justified. All the resource needs are calculated based on next year priorities rather than previous appropriations.
3. Management plans a change, does it, checks the results, and acts to standardize the change or begin the cycle of improvement again with new information.
4. An inventory control system that prioritizes items by importance.
5. Workers are sensitive to relative differences in rewards, and they will compare their job inputs and outcome with those of others.
6. The assumption that employees are creative, will seek responsibility, and can exercise self-direction.
7. Drawing a general impression about persons based on a single characteristic.
8. The written documents state the minimum acceptable qualification for a job.
9. A tool to determine a particular sale volume to generate sufficient revenue to cover its costs.
10. Top management makes the key decisions with little or no input from the lower-level personnel.
11. A bar graph with time and activities on the axis and vertical axis, respectively.
12. An organization seeks to eliminate the chain of command, create limitless spans of control and minimize other boundaries.
13. A strategy to manage the environment by using influence to achieve certain purpose.
14. Intrinsic factors are related to jobs satisfaction, while extrinsic factors are related to dissatisfaction.
15. A theory states three core needs: existence, relatedness, and growth.

選項表

A. Boundary less organization	B. Halo effect
C. Type A personality	D. Organization commitment
E. Lobbying	F. Theory Y
G. Incremental budget	H. Zero-based budget
I. Motivation-hygiene theory	J. Centralization
K. Break-even analysis	L. Gantt chart
M. Job analysis	N. ABC system
O. PDCA cycle	P. Expectancy theory
Q. Equity theory	R. Job specification

S. TQM	T. ERG theory
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二、解釋名詞（30%）：以下共有六題，每題五分。以中文或英文作答均可。

1. Hierarchy of needs of Maslow
2. Learning organization
3. ISO 9000 standards
4. Open- book management (OBM)
5. SWOT
6. Contingency approach to organization design

三、問答題（40%）：以下共有二題，每題二十分。以中文或英文作答均可。

1. 近年來台灣有許多廠商紛紛外移他國設廠或投資，連號稱台灣最有競爭力的晶圓代工大廠台積電也申請前往大陸設 8 吋晶圓廠。請以競爭優勢 (competitive advantage) 觀點提出你（妳）的看法。
2. 西遊記中，孫悟空有 72 變的功夫，筋斗雲一翻十萬八千里，但卻翻不出如來佛的手掌心。？請以「企業如何因應環境」的觀點提出你（妳）對這個故事的想法及其帶來的啟示。