

注意事項: 1.作答時請清楚標明各題號，2.請以中文作答全數考題。

I . Transcribe each term as followed in Chinese and then explain each term with the right meaning **in detail** as you can:

1. Business Process Reengineering (Business Process Redesign) (5%)
2. Participative Management (5%)
3. Knowledge Management (5%)
4. Performance Appraisal (5%)
5. Supply Chain Management (5%)
6. Customer Relationship Management (5%)
7. Management Information System (5%)
8. Financial Leverage (5%)

II . 請先列點分別說明四項「管理功能」(management functions) 的個別意義 (10%)，接著請詳細地和邏輯地解釋此四項管理功能是如何地建構成一個「管理循環」(management cycle)。(10%)

III . 請定義何為「目標管理 (Management By Objectives ; MBO)」(5%)？目標管理的四項要素為何 (5%)？請任舉一實例，藉此以列點而詳細地說明目標管理的執行過程或步驟為何 (10%)？

V . Give examples to highlight and explain the several differences between 「work groups」 and 「work teams」 **in detail**. (20%)