

一、解釋名詞(30%)

- 1.unity of command
- 2.stereotyping
- 3.nonprogrammed decision
- 4.network organization
- 5.job rotation
- 6.interest group

二、問答題：

- 1.請闡述衝突與組織績效的關聯(15%)
- 2.說比較魅力型、交易型與移轉型領導(15%)

三、個案分析：(20%)

李小姐是甲公司行銷經理，公司產品每出問題必要求生產部門員工改善，但總是得到極不友善的回應，甚至不予理會。請問：李小姐可以運用管理學上那些理論解決其煩惱？

四、翻譯(20%)

- 1.When a conflict between a foreign investor and its partner in a host country or the host government becomes apparent, the two sides must make every effort to come to a mutually agreeable solution.
- 2.Whatever views you may have on the subject, there is clear evidence of a worldwide movement toward more participative management, whether on the work floor or in the board room. It may be useful to think of the various alternatives that have been discussed as a series of concentric rings of authority or self-determination around the individual employee.