

單選題（每題請選擇一個最適合的答案，每題 3 分，共 60 分）

- 1) Which of the following is an example of a service organization?
A) an automobile producer
B) a healthcare organization
C) a semiconductor firm
D) a food processing company
- 2) In _____, the organization becomes its own supplier so it can control its inputs.
A) concentrated integration
B) backward vertical integration
C) forward vertical integration
D) horizontal integration
- 3) The _____ is the entire series of organizational work activities that add value at each step from raw materials to finished product.
A) production cycle
B) value chain
C) manufacturing cycle
D) distribution network
- 4) Which of the following refers to the overall output of goods or services produced divided by the inputs needed to generate that output?
A) Yield
B) Demand function
C) Effectiveness
D) Productivity
- 5) _____ leadership is the ability to create and articulate a realistic, credible, and attractive vision of the future for an organization that improves on the present.
A) Visionary
B) Charismatic
C) Trait
D) Transactional
- 6) _____ refers to the vertical expansion of a job by adding planning and evaluating responsibilities.
A) Job enrichment
B) Job enlargement
C) Job sharing
D) Job rotation
- 7) In the job characteristics model, task significance refers to the degree to which a job _____.
A) provides freedom, independence, and discretion to the individual in carrying out the work
B) requires a variety of activities and uses a number of different employee skills and talents
C) requires completion of a whole and identifiable piece of work
D) has a substantial impact on the lives or work of other people
- 8) The degree to which an employee identifies with a particular organization and its goals and wishes to maintain membership in the organization is the employee's _____.
A) job involvement
B) organizational commitment
C) global commitment

D) organizational citizenship

9) According to research, employees who have a high internal locus of control _____.

- A) exhibit more satisfaction with their jobs than externals
- B) are more alienated from their work setting than externals
- C) are less involved in their jobs as compared to externals
- D) blame their bosses for poor performance more often than externals

10) Which of the following is true about group decision making?

- A) Groups tend to foster equal participation in decision making.
- B) The pressure to conform is low when working in groups.
- C) Groups take more time to arrive at a decision.
- D) Groups usually make decisions based on incomplete information.

11) Which of the following is a performance measurement tool that looks at four areas that contribute to a company's performance?

- A) market value method
- B) economic value method
- C) balanced scorecard approach
- D) information control approach

12) Research evidence suggests that teams typically outperform individuals when _____.

- A) one or more members are allowed to dominate the other team members
- B) projects are short-term and need quick solutions
- C) tasks require multiple skills, judgment, and experience
- D) tasks are simple and do not involve critical thinking

13) Managers begin human resource planning by _____.

- A) locating capable applicants
- B) inventorying current employees
- C) job analysis
- D) recruitment and decruitment

14) In which of the following traditional training methods do employees work with an experienced worker who provides information, support, and encouragement?

- A) e-learning
- B) experiential exercises
- C) mentoring and coaching
- D) on-the-job training

15) Which of the following is a characteristic of a matrix organization?

- A) It conforms to the unity of command principle.
- B) It consists of outside specialists who are temporarily hired to work on projects.
- C) It has formal departments to which employees return after completing a project.
- D) It is free of both internal and external boundaries.

16) Which of the following is a characteristic of a learning organization?

- A) contingent workforce
- B) multiple structural and physical barriers
- C) empowered work teams
- D) several managerial roles to direct and control employees

17) As the number of employees in an organization grows, structure tends to become more _____.

- A) specialized
- B) informal
- C) centralized
- D) relaxed

18) Which of the following is a characteristic of an organic organization?

- A) high specialization
- B) cross-functional teams
- C) rigid departmentalization
- D) narrow span of controls

19) Top-level managers are responsible for _____ strategies.

- A) differentiation
- B) corporate
- C) competitive
- D) functional

20) _____ refers to gathering information about competitors that allows managers to anticipate competitors' actions rather than merely react to them.

- A) Due diligence
- B) Competitor intelligence
- C) Data aggregation
- D) Value analysis

申論題 (共 40 分)

- 一、請舉出二個管理學的理论並討論其內容。(各 10 分，共 20 分)
- 二、請以上題所舉的二個理论，分別討論其應用於醫療產業的實例。(各 10 分，共 20 分)

