

國立中正大學

111 學年度碩士班招生考試

試題

[第 2 節]

科目名稱	管理學
系所組別	資訊管理學系醫療資訊管理

—作答注意事項—

※作答前請先核對「試題」、「試卷」與「准考證」之系所組別、科目名稱是否相符。

1. 預備鈴響時即可入場，但至考試開始鈴響前，不得翻閱試題，並不得書寫、畫記、作答。
2. 考試開始鈴響時，即可開始作答；考試結束鈴響畢，應即停止作答。
3. 入場後於考試開始 40 分鐘內不得離場。
4. 全部答題均須在試卷（答案卷）作答區內完成。
5. 試卷作答限用藍色或黑色筆（含鉛筆）書寫。
6. 試題須隨試卷繳還。

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A. Multiple choice: (3% for each, total 57%)

1. Began in the closing decades of the 19th century after the Industrial Revolution. There were five major scientific management theories as following. Please order the sequence by time of the evolution
a. Behavioural management theory b. Scientific management theory
c. Organizational environment theory d. Administrative management theory
e. Management science theory
(A) abcde (B) edcba (C) daebc (D) bdaec
2. Following people are well-known on management. Who is the “Father of Scientific Management”?
(A) Henri Fayol (B) Frederick Winslow Taylor (C) Fred Fideler (D) Peter Ferdinand Drucker
3. Following people are well-known on management. Who is the “Father of Modern Management”?
(A) Henri Fayol (B) Frederick Winslow Taylor (C) Fred Fideler (D) Peter Ferdinand Drucker
4. Following people are well-known on management. Who is the “Father of Management”?
(A) Henri Fayol (B) Frederick Winslow Taylor (C) Fred Fideler (D) Peter Ferdinand Drucker
5. While an employee is lazy, dislike work, will try to do as little as possible, has little ambition, and will avoid responsibility, the manager must supervise closely and control behavior via rewards or punishments. In this situation, the manager is based on which management theory?
(A) Theory X (B) Theory Y (C) Theory Z (D) Management science theory
6. Which theory is focused on structuring organizations in a hierarchy so there are clear rules of governance?
(A) Management science theory (B) Systems management theory
(C) Bureaucratic management theory (D) Human relations theory
7. “Employees are the most important components of a company, and departments, workgroups and business units are all additional crucial elements for success.” The describes are based on which theory?
(A) Management science theory (B) Systems management theory
(C) Bureaucratic management theory (D) Human relations theory
8. Which one is NOT managers’ decisional role?
(A) Entrepreneur (B) Disturbance handler (C) Negotiator (D) Monitor
9. Which one is NOT the sub-functions in coordination?
(A) Measuring current performance (B) Unity of direction
(C) Effective communication (D) Effective leadership
10. Which one is qualitative decision making techniques?
(A) Stochastic methods (B) Synectics (C) Payoff table (D) Breakeven analysis
11. Organization as a structure or framework of relationships. It has to be first designed for determining the channel of communication and flow of authority and responsibility. For this, analysis of different types has to be done. Peter F. Drucker suggests three types of analysis. Which one is NOT the three types of analysis?

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(A) Technician analysis (B) Activities analysis (C) Relations analysis (D) Decision analysis
<p>12. Following descriptions, which one is about human relations approach?</p> <p>(A) It was pioneered by Feith Davis, Rensis Likert and others.</p> <p>(B) It stressed upon groups and group behavior.</p> <p>(C) It focused on group relationships.</p> <p>(D) It was based on Hawthorne experiments and so its scope is limited.</p>
<p>13. The difference between formal and informal organization can be enumerated briefly as below. Which one is incorrect?</p> <p>(A) A formal organization is based upon rules and procedures.</p> <p>(B) A formal organization exists independently of the informal groups that are formed within it.</p> <p>(C) An informal organization is deliberately created by management.</p> <p>(D) An informal organization cannot be depicted in the chart or manual of the enterprise.</p>
<p>14. In "Contingency Management Theory," three general variables determine business management and structure. Which one is NOT included?</p> <p>(A) The size of the organization (B) The division of labor</p> <p>(C) The technology employed (D) The leadership at all levels of the business</p>
<p>15. The multi-dimension of stress that infects an individual has been projected in four ways: work-place/job related stress, inter-personal stress, intra-personal stress, and inter-organizational stress. Which one is work-place/job related stress?</p> <p>(A) Conflict management (B) Insubordination relation with customers</p> <p>(C) Career constraints (D) Overload of work</p>
<p>16. The multi-dimension of stress that infects an individual has been projected in four ways: work-place/job related stress, inter-personal stress, intra-personal stress, and inter-organizational stress. Which one is inter-personal stress?</p> <p>(A) Conflict management (B) Insubordination relation with customers</p> <p>(C) Career constraints (D) Overload of work</p>
<p>17. The multi-dimension of stress that infects an individual has been projected in four ways: work-place/job related stress, inter-personal stress, intra-personal stress, and inter-organizational stress. Which one is intra-personal stress?</p> <p>(A) Conflict management (B) Insubordination relation with customers</p> <p>(C) Career constraints (D) Overload of work</p>
<p>18. The multi-dimension of stress that infects an individual has been projected in four ways: work-place/job related stress, inter-personal stress, intra-personal stress, and inter-organizational stress. Which one is inter-organizational stress?</p> <p>(A) Conflict management (B) Insubordination relation with customers</p> <p>(C) Career constraints (D) Overload of work</p>
<p>19. Much of what we know about stress today could be traced to the pioneering work of Dr. Hans Selye.</p>

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Among Selye's most important contributions were his identification of the general adaptation syndrome (GAS) and the concepts of stress and distress. Which one is NOT one of stages of GAS?
(A) Alarm (B) Eustress (C) Resisting the effects of the stressor (D) Exhaustion

B. Short answers: (total 43%)

1. Henri Fayol points out the 14 management principles and those principles are universally accepted guidelines for managers to do their job according to their responsibility. Please list any 5 principles of the 14 management principles. (3% for each, total 15%)
2. Please order the following positions by its level of management from lower to top management level: "purchase manager," "supervisor," and "managing director." (5%)
3. Please order the following positions by its level of planning from the third level to the top level planning: "overall/strategic planning," "tactical planning," and "operational/activity planning." (5%)
4. In order to be able to successfully discharge his/her roles, a manager should possess three major skills. Please list the three skills. (3% for each, total 9%)
5. Leadership is regarded as the process of influencing the activities of an individual or a group in efforts towards goal achievement in a given situation. As Heresy and Blanchard suggest, the process can be explained in the form of the following equation: $\text{Leadership} = f(L, F, S)$. Please identify what L, F, and S are. (3% for each, total 9%)