

國立臺北科技大學附設進修學院

九十三學年度經營管理系招生考試

管理學試題

填 准 考 證 號 碼

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注意事項：

1. 本試題共 40 題單一選擇題，每題 5 分，配分共 200 分。
2. 答案請依題號填於試卷之答案格內，答在本試題上者，不予計分。

1. An organization is commonly considered a
(A) systematic arrangement of people to sell goods or services
(B) structural grouping of people to accomplish a set of objectives
(C) structural grouping of managers and subordinates who are attempting to increase profits
(D) systematic grouping of people to establish procedures, rules, and regulations
2. Operatives can BEST be described as
(A) those who actually do the tasks of an organization
(B) those who work anonymously behind the scenes
(C) manual laborers
(D) those who supervise others
3. Management is BEST described as the process of
(A) personally completing tasks in an efficient manner
(B) efficiently completing tasks with the help of others
(C) using scarce resources to minimize output
(D) organizing activities over a long period to time
4. The managerial concept that focuses on task completion is
(A) efficiency
(B) of little concern for first-line managers
(C) mostly the job of top managers
(D) effectiveness

5. Which one of the following BEST demonstrates the concept of efficient management?
(A) getting activities completed
(B) maximizing output
(C) maintaining output with fewer resources
(D) increasing output and input
6. When a manager fails to complete the department's tasks but has used the resources sparingly and wisely, the results are said to be
(A) efficient and effective
(B) efficient and ineffective
(C) inefficient and effective
(D) inefficient and ineffective
7. The planning function of management includes
(A) directing the activities of others
(B) monitoring an organization's performance
(C) comparing actual results with plans
(D) establishing an organization's goals
8. The organizing function of management includes
(A) how tasks are to be grouped
(B) conflict resolution among subordinates
(C) comparison of actual results with a budget
(D) definition of an organization's goals
9. The view that management involves recognizing and responding to variables as they arise is known as the
(A) systems approach
(B) functional approach
(C) process approach
(D) contingency approach
10. In terms of total quality management, the customer is
(A) always right
(B) the party actually using the good or service
(C) any internal or external party who interacts with the organization
(D) the party who buys an organization's products or services
11. Institutions and forces outside an organization that affect its performance
(A) are collectively called environmental forces
(B) create an organization's culture
(C) have a minor impact on management's options
(D) define an organization's structure

注意：背面尚有試題

12. Organizations are gaining more flexibility by eliminating layers of hierarchy. This layering is best reflective of
- (A) reengineering
 - (B) controlling the environment
 - (C) downsizing
 - (D) none of the above
13. A code of ethics is NOT
- (A) formal
 - (B) an increasingly popular response
 - (C) aimed at encapsulating an organization's primary values
 - (D) required by law
14. Which of the following is NOT an attribute associated with entrepreneurial spirit?
- (A) taking risks
 - (B) learning from mistakes
 - (C) controlling one's own destiny
 - (D) accepting the status quo
15. Which of the following is NOT a characteristic associated with TQM?
- (A) continuous improvement
 - (B) predictability
 - (C) customer focus
 - (D) accurate measurement
16. The use of outside firms for providing necessary products and services to an organization is called
- (A) outsourcing
 - (B) reengineering
 - (C) layering
 - (D) total quality management
17. A lack of planning can
- (A) foster cooperation among employees
 - (B) reduce wasteful activities
 - (C) ensure the coordination of activities
 - (D) none of the above
18. Plans are commonly described according to all of the following EXCEPT
- (A) breadth
 - (B) time frame
 - (C) length
 - (D) specificity

19. Which of the following is NOT a technique for assessing the environment?
- (A) forecasting
 - (B) environmental scanning
 - (C) national weather service long-range outlook
 - (D) benchmarking
20. The search for the best practice among other organizations is
- (A) forecasting
 - (B) benchmarking
 - (C) TQM
 - (D) substitution effect
21. When would a PERT network NOT provide much help?
- (A) when sequencing is important
 - (B) for complicated jobs
 - (C) for independent projects
 - (D) for jobs with many steps involved
22. Once a problem is formulated, the next step is to
- (A) select an alternative
 - (B) list all possible solutions
 - (C) observe a discrepancy
 - (D) decide what is critical in the decision
23. The decision criteria are
- (A) factors that determine what is important
 - (B) used to implement a decision
 - (C) what we use to spot a discrepancy
 - (D) guidelines for deciding who can make a decision
24. Well-structure problems are
- (A) new
 - (B) closely aligned with the assumptions of perfect rationality
 - (C) ambiguous
 - (D) characterized by limited information
25. The document describing how a job fits into the organization's strategic direction is called
- (A) a job description
 - (B) a job evaluation
 - (C) a job specification
 - (D) a job analysis

26. Technology is best defined as
(A) transferring inputs into outputs
(B) substituting machinery for human labor
(C) increasing the use of multimedia and interactive software
(D) none of the above
27. Authority is to a specific position as
(A) decision making is to an individual.
(B) responsibility is to an individual.
(C) span of control is to an individual.
(D) power is to an individual.
28. For potential stress to become actual stress, which two conditions must exist?
(A) people and organizations
(B) uncertainty and importance
(C) certainty and importance
(D) uncertainty and risk
29. Role conflict refers to a situation in which
(A) contradictory demands are placed on employees
(B) jobs are ill defined
(C) decision-making is centralized
(D) job boredom is rampant
30. Innovation refers to
(A) a decision-making technique
(B) a type of process consultation
(C) the implementation of a creative idea
(D) a type of automation
31. Organizational behavior essentially seeks to
(A) explain and manage behavior.
(B) predict and manipulate behavior.
(C) predict and manage behavior.
(D) explain and predict behavior.
32. Joining a group that others view as important and influential refers to what kind of motivation?
(A) affiliation
(B) status
(C) self-esteem
(D) power
33. Formal groups differ from informal groups in that formal groups
(A) have a leader
(B) have a purpose
(C) are organizationally sanctioned
(D) are often friendship groups
34. A prestigious ranking within a group is
(A) a role
(B) a norm-conformity pattern
(C) status hierarchy
(D) indicative of cohesive groups
35. Large groups are generally superior when
(A) more diversity is sought
(B) speed of decision making is desired
(C) performing productively with predetermined facts
(D) flexibility is necessary
36. As groups get larger
(A) average performance declines
(B) total performance declines
(C) individual effort increases
(D) speed increases
37. Benefits of work teams generally do NOT include
(A) faster decisions
(B) lower costs
(C) improved performance
(D) improved morale
38. Quality circles
(A) identify problems
(B) determine their own membership
(C) investigate the causes of problems
(D) make final decisions regarding recommended solutions
39. Readjusting work skills to fit the needs of the team is called
(A) career development
(B) job-morphing
(C) skill training
(D) none of the above
40. Factors that eliminate dissatisfaction are
(A) motivators
(B) referents
(C) eliminators
(D) hygiene factors