

國立中央大學97學年度碩士班考試入學試題卷

所別：人力資源管理研究所碩士班 科目：管理學 共一頁 第一頁

*請在試卷答案卷(卡)內作答

問答題(每題20分,共100分):

1. Defend this statement: Diversity is a fact of life that no organization can afford to ignore; and based on your previous arguments, then discuss the following statement: Usually, organizations can easily satisfy the demands of all of its stakeholders simultaneously.
2. Identify and briefly define the three basic control methods, and explain the factors that can help managers to determine whether more (or different) control is necessary.
3. Discuss the logic behind the following statement: "Organizations never make big decisions. They make small decisions that eventually add up to a big decision."
4. Explain "reinforcement theory" and specify how reinforcement contingencies and schedules of reinforcement have differential effects on behavior.
5. Please explain how organizational members' perception process and perceptual filters could complicate the communication process for the HR staff at a company, which is trying to implement an unpopular change in policy requiring the payment of an additional fee to use the sports facilities (gym and swimming pool) in the company (where no fee has been charged for these use). The HR department has placed notification of the change in the student registration newspaper, as an e-mail message to all employees, and on posters across the company.

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