

一、 解釋名詞（40 分，每題 5 分）

1. Expectancy Theory
2. Telecommuting
3. High-Performance Work System
4. Fundamental Attribution Error
5. Charismatic leader
6. Organizational Culture
7. Virtual Team
8. SOP (Standard Operation Procedure)

二、 問答題（60 分，每題 15 分）

1. Differentiate between moods and emotions. How do moods and emotions affect the organization?
2. It has been said that managing diversity makes good business sense. Do you agree or disagree with this statement? Defend your argument with either pros or cons.
3. 柯文哲說：最好的管理，就是不用管理（引自：《經理人月刊》第 112 期）。請問，柯文哲先生說出這句話，是建立在哪些管理學的基礎理論中？
4. 何謂組織變革？促成變革的力量有哪些？