

一、解釋名詞 (每題 5 分，共 20 分)

- (一) portfolio management techniques
- (二) market skimming pricing
- (三) management by objectives
- (四) contingency theory

二、問答題 (每題 15 分，共 30 分)

- (一) 何謂心理契約?其有何重要性?請問政府的年金改革制度，大幅縮減公務人員的退休金，是否政府違反與公務人員之間的心理契約?
- (二) 組織變革(organizational change, OC)、組織發展(Organizational development, OD)、學習型組織(Learning organization, LO)、知識管理(knowledge management, KM)都是近年來流行的管理名詞，請說明其間有何關聯度?政府部門如何運用這些工具來提升政府的管理效率?

三、Please write your answer in the separate sheet of paper. (每題 10 分，共 50 分)

1. In a short essay, list the seven elements of the communication process and explain the process of interpersonal communication.
2. In a short essay, discuss the basics of the path-goal leadership theory developed by Robert House.
3. In a short essay, discuss how social loafing can affect a team and how it can be combated.
4. In a short essay, identify and discuss how internal forces can bring about the need for an organization to change.
5. In a short essay, discuss the differences among a procedure, a rule, and a policy. Include specific examples of each to support your answer.