

注意：共 30 題選擇題，其中第 1~20 題，每題 3 分，第 21~30 題，每題 4 分，共 100 分。

1. Which of the following is a basic definition of ethics?

- A) rules that define good and evil
- B) laws that define legal and illegal
- C) principles that define standards of decency
- D) principles that define right and wrong

2. A multinational corporation (MNC) \_\_\_\_\_.

- A) is defined as any company that has no "home base"
- B) includes any company that exports goods overseas
- C) is defined as a company that has its home base in the United States and various operations overseas
- D) is any organization that maintains operations in more than one country

3. The decision-making process consists of a series of eight steps that identify a problem and work toward ultimately \_\_\_\_\_.

- A) making a plan to solve the problem
- B) breaking down the problem into a series of steps
- C) determining if there is a solution to the problem
- D) solving the problem

4. It is assumed that a rational decision maker \_\_\_\_\_.

- A) would face only difficult decisions
- B) would never make a wrong choice
- C) would be objective and logical
- D) would be subjective and impractical

5. Informal planning is \_\_\_\_\_.

- A) general and usually lacks continuity
- B) performed exclusively by middle managers
- C) always performed at the lowest organizational level
- D) more specific than formal planning

6. Growth strategies include \_\_\_\_\_.

- A) vertical integration, horizontal integration, lateral integration, horizontal concentration
- B) diversification, concentration, integration, stabilization
- C) integration, allocation, horizontal diversification, vertical diversification
- D) vertical integration, horizontal integration, concentration, diversification

7. A traditional "top down" organization is \_\_\_\_\_ organization.

- A) a largely decentralized
- B) an absolutely decentralized
- C) an absolutely centralized
- D) a largely centralized

8. In a team structure, team members \_\_\_\_\_.

- A) make decisions and are accountable for their decisions
- B) are subject to decisions made by their supervisors
- C) can influence decisions made by top managers
- D) make decisions only after first checking with management

9. The first step in any employment planning process involves making a \_\_\_\_\_.

- A) human resource inventory
- B) job description
- C) job specification
- D) product evaluation

10. The difference between firing and layoffs is that \_\_\_\_\_.

- A) layoffs are not permanent
- B) layoffs are permanent
- C) firing is not voluntary
- D) firing is not permanent

11. Which of the following is an organizational technology change?

- A) purchase of a new backhoe
- B) widening of span of control
- C) employees expecting a raise
- D) employees accepting a new schedule

12. A stressor is defined as \_\_\_\_\_.

- A) an attitude that causes stress
- B) a personal or job-related factor that causes stress
- C) an emotion that causes stress
- D) a person who causes stress

13. An innovative organization needs to tolerate risk because employees \_\_\_\_\_ the creative process.

- A) being in physical danger is not part of
- B) making mistakes is not part of
- C) making mistakes is part of
- D) being in physical danger is part of

14. The extroversion versus introversion scale on the Myers-Briggs Type Indicator® determines whether a person is oriented \_\_\_\_\_.

- A) outwardly or inwardly
- B) toward planning or flexibility
- C) toward gathering data or the big picture
- D) logically or emotionally

15. In attribution theory, \_\_\_\_\_ behavior is largely beyond an individual's control.

- A) inconsistent
- B) internally caused
- C) consistent
- D) externally caused

16. As the size of a group increases, the output of \_\_\_\_\_.

- A) each group member tends to increase
- B) the group stays the same
- C) the group decreases
- D) each group member tends to decrease

17. Autonomy is a \_\_\_\_\_ factor that contributes to team effectiveness.

- A) process
- B) context
- C) work design
- D) composition

18. A major benefit of global teams is \_\_\_\_\_.

- A) little stereotyping
- B) idea diversity
- C) groupthink
- D) minimal distrust

19. The key to motivation, according to Maslow, is to identify \_\_\_\_\_.

- A) lower-order needs last
- B) a person's level in the needs hierarchy
- C) higher-order needs first
- D) a person's most important level in the needs hierarchy

20. In goal-setting theory, which of the following is the best kind of feedback?

- A) self-feedback
- B) feedback from a peer
- C) group feedback
- D) feedback from a superior

21. \_\_\_\_\_ can improve employee performance by sharing the financial circumstances of the organization with the employee.

- A) Pay-for-performance
- B) Contingency management
- C) Open-book management
- D) Equity management

22. The key to the Fiedler contingency model of leadership is to match \_\_\_\_\_.

- A) leadership style and situation
- B) leader and leadership style
- C) leadership style and follower
- D) leader and follower

23. Team leadership and traditional leadership in hierarchical organizations are thought to be \_\_\_\_\_.

- A) fairly similar
- B) somewhat different
- C) virtually identical
- D) very different

24. Which communication sequence is correct?

- A) sender  $\Rightarrow$  channel  $\Rightarrow$  medium  $\Rightarrow$  decoding  $\Rightarrow$  receiver
- B) sender  $\Rightarrow$  encoding  $\Rightarrow$  channel  $\Rightarrow$  decoding  $\Rightarrow$  receiver
- C) sender  $\Rightarrow$  decoding  $\Rightarrow$  channel  $\Rightarrow$  encoding  $\Rightarrow$  receiver
- D) source  $\Rightarrow$  sender  $\Rightarrow$  encoding  $\Rightarrow$  decoding  $\Rightarrow$  receiver

25. What are the four essential elements of active listening?

- A) summarizing, integrating, empathy, concentration
- B) intensity, empathy, acceptance, willingness to take responsibility for completeness
- C) intensity, concentration, empathy, acceptance
- D) concentration, intensity, willingness to take responsibility for actions, receptivity

26. The first step in the control process is to \_\_\_\_\_.

- A) compare performance against a standard
- B) compare a standard against an ideal
- C) take action
- D) measure actual performance

27. When feedback control shows that planning goals and actual performance were dramatically different, the most likely conclusion is that \_\_\_\_\_.

- A) planning was on-target
- B) planning was not on-target
- C) goals do not need to be changed
- D) performance measurements were unreliable

28. An effective feedforward strategy for dealing with employee theft is \_\_\_\_\_.

- A) openly state the real costs of stealing
- B) have managers set good examples
- C) hire professional investigators
- D) screen workers before they are hired

29. The purpose of operations management is to manage \_\_\_\_\_.

- A) outputs
- B) the manufacturing process
- C) inputs
- D) the transformation process

30. A business model is \_\_\_\_\_.

- A) a competitor that a company seeks to emulate
- B) an unrelated organization whose practices a company seeks to emulate
- C) a strategic design for how a company intends to make profit
- D) a theoretical ideal that a company seeks to emulate