一、配合題（30%，每小題3分）

請將下列解釋名詞配合A~J的陳述，選出一個最恰當的答案。

題號：
1. Organizational commitment
2. Knowledge management
3. Learning organizations
4. Quality management
5. Management information system (MIS)
6. Supply chain management
7. Emotion intelligence (EI)
8. Charismatic leader
9. Differentiation strategy
10. Social responsiveness

選項：
A. An enthusiastic, self-confident leader whose personality and actions influence people to behave in certain ways.
B. An assortment of non-cognitive skills, capabilities, and competencies that influence a person’s ability to cope with environmental demands and pressures.
C. The ability of a firm to adapt to changing societal conditions.
D. An employee’s orientation toward the organization in terms of his or her loyalty to, identification with, and involvement in the organization.
E. A philosophy of management that is driven by continual improvement and
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第2節

注意事項：選擇題請於答案卡作答；非選擇題請於答案卷作答，未依規定作答不予計分。

二、問答題（佔 70%。第(1)題 30 分，第(2)題 20 分，第(3)題 20 分）

(1) 近來中國大陸的勞工管理問題，以及東日本大破震引發的通膨效應等，突顯出企業處於瞬息萬變的全球化環境中，隨時可能面對危及生存的突發性事件。若你/妳為企業的執行長，會如何進行危機管理以因應層出不窮的經營挑戰？請說明之。

(2) 事出必有因，為提升工作績效，管理者往往必須探究員工行為背後的動機。請闡述歸因理論(Attribution theory)的意涵，並舉例說明歸因理論的應用。

(3) 根據情境領導理論(Situational leadership theory)，領導型態的有無性與德新生的成熟程度有無。請說明在應對德新生成熟度的差異，所採取的領導方式。

responding to customer needs and expectations.

F. Cultivating a learning culture where organization members systematically gather knowledge and share it with others in the organization so as to achieve better performance.

G. A system used to provide management with needed information on a regular basis.

H. An organization that has developed the capacity to continuously learn, adapt, and change.

I. A business-level strategy in which a company offers unique products that are widely valued by customers.

J. Management of the facilities, functions, and activities involved in producing and delivering a product or service, from suppliers to customers.