

淡江大學九十一學年度碩士班招生考試試題

系別：管理科學研究所

科目：管 理 學

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Please answer the following four questions. You do not need to answer the questions in order, be sure, however, to clearly indicate the question number in the booklet. Good luck.

Question 1

What are the major arguments made by Mintzberg regarding "strategy"?

Question 2

Managers should diagnose organizational situations and make choices between centralization and decentralization. Please describe the situations that would influence centralization versus decentralization.

Question 3

Please describe the "leadership grid" and identify the most effective leadership style.

Question 4

Total quality management (TQM) does not always work despite its prevalence in the business world. Please identify the organizational contingency factors that have an effect on the success of a TQM program.