

國立臺北護理學院九十六學年度碩士班招生
醫 護 管 理 系 碩 士 班
管 理 學 試 題

注 意	1.請用 <u>中文或英文</u> 作答。 2.請標明題號依序於 <u>答案卷</u> 上作答。
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I . Please explain the following: (25%, 5 points each)

1. Expert Power
2. Span of Control
3. Organizational Citizenship Behavior
4. Job Enrichment
5. Customer Relationship Management

II . How can a leader or manager actively listen? (25%)

III . What is transformational leadership? Explain the differences between transformational leadership and transactional leadership. Give an example of each. (25%)

IV . Please describe the differences between mechanistic and organic organizations. Based on these characteristics, explain what form of your organization (family or class, if you are not in-service) is. (25%)