一、If you are a manager, how many types of power are available to you? Describe these sources of leader power. 25%

二、Describe Taylor’s contribution to scientific management and the findings of Hawthorne Studies. 25%

三、Management is concerned with efficiency and effectiveness. Please define what is management? And describe management functions in some details. Besides, differentiate between efficiency and effectiveness. 15%

四、Define what are so-called BPR and TQM, respectively? And differentiate between them. 10%

五、依 Hersey and Blanchard 所提之情境領導模式，何謂 readiness？部屬的 readiness 可分成哪四個階段？又領導者針對這四種不同的部屬，各該如何領導？ 15%

六、Explain the following terms in some details in Chinese: 10%

1. stakeholder  
2. empowerment  
3. locus of control  
4. span of control