

2022학년도 2학기 전공시험 예상문제 (영어트랙)

[영어트랙]

[Organizational Behavior (조직행동론)]

1. “Job redesign is an effort where job responsibilities and tasks are reviewed, and possibly re-allocated among staff, to improve output. It is the approach to revisiting and restructuring jobs in order to meet the specific needs of a particular segment of the workforce.” Explain the three job redesign options to improve both productivity and job satisfaction.
2. “Organizational conflict arises when the goals, interests or values of different individuals or groups are incompatible and those individuals or groups block or thwart one another’s attempts to achieve their objective. Conflict Process shows how conflict works within the organization.” Identify the five stages of the conflict process, and provide an example of how a manager from the resolution-focused school of thought would apply each stage of the conflict process in the workplace.
3. “The stressor can be considered as an agent which can induce stress in an individual. In an organization there are many stressors which can put the employees into stress.” List and explain the four types of stressors.
4. “One of the problems with an organization that is rigid and mechanistic is that it cannot adapt. Whatever challenges that come along will strain the organization. Eventually, a challenge will come along that is so massive that the organization may falter.” Discuss some of the new developments in leadership theory related to spirituality and the need for greater flexibility today.
5. “Edwin Locke's expanded model of goal-setting theory assumes that goal-directed behavior is a function of four goal attributes.” Define these attributes and discuss how they relate to motivated work behaviors.

[Operations Management (생산운영관리)]

1. “SERVQUAL is a multi-dimensional research instrument, designed to capture consumer expectations and perceptions of a service and measure service quality.” Explain briefly five dimensions of SERVQUAL, and discuss how SERVQUAL differs from SERVPERF.
2. “Capacity refers to an upper limit or ceiling on the load that an operating unit can handle, and many decisions about system design have an impact on capacity.” List and explain in detail three

factors that may inhibit capacity utilization.

3. "Time series analysis is concerned with decomposing of a series into variations and other irregular fluctuations. Although this approach is not always the best but still very useful." List and explain in detail five sources of variation in time series data.
4. "Location decisions for many types of business are made infrequently, but they tend to have a significant impact on the organization." Discuss how manufacturing and non-manufacturing location decisions are different.
5. "Growth brings both advantages and disadvantages to a business. These interact, and depending on the nature of the business and the way it is managed, decide the optimum or most efficient size for the business." Explain economies and diseconomies of scale in a manufacturing plant, and discuss how to decide the optimal size of a plant.