

課程名稱	中文名稱	組織行為		
	英文名稱	Organisation Behaviour		
授課年段	高二下	學分數	2	
課程屬性 (單選)	<input type="checkbox"/> 專題探究 <input type="checkbox"/> 跨領域/科目專題 <input type="checkbox"/> 跨領域/科目統整 <input type="checkbox"/> 實作(實驗) <input type="checkbox"/> 探索體驗 <input type="checkbox"/> 第二外語 <input type="checkbox"/> 本土語文 <input type="checkbox"/> 全民國防教育 <input checked="" type="checkbox"/> 職涯試探 <input type="checkbox"/> 通識性課程 <input type="checkbox"/> 大學預修課程 <input type="checkbox"/> 特殊需求 <input type="checkbox"/> 其他 _____			
師資來源 (單選)	<input type="checkbox"/> 校內單科 <input type="checkbox"/> 校內跨科協同 <input type="checkbox"/> 跨校協同 <input type="checkbox"/> 外聘(大學) <input checked="" type="checkbox"/> 外聘(其他)			
課綱 核心素養	A 自主行動	<input type="checkbox"/> A1.身心素質與自我精進 <input type="checkbox"/> A2.系統思考與問題解決 <input checked="" type="checkbox"/> A3.規劃執行與創新應變		
	B 溝通互動	<input type="checkbox"/> B1.符號運用與溝通表達 <input checked="" type="checkbox"/> B2.科技資訊與媒體素養 <input type="checkbox"/> B3.藝術涵養與美感素養		
	C 社會參與	<input type="checkbox"/> C1.道德實踐與公民意識 <input checked="" type="checkbox"/> C2.人際關係與團隊合作 <input type="checkbox"/> C3.多元文化與國際理解		
學生圖像 (依校選填)	(各校的學生圖像不同)			
學習目標	<p>組織行為關注的是人們在組織中的行為方式，可以是個人行為，也可以是團體行為。許多組織表示他們將員工視為珍貴的資產，主要是因為員工的技能、知識和態度。由於勞動力既是昂貴且珍貴的資源，因此重要的是要確保有計劃地進行勞動，並從員工的貢獻中獲得最大的價值。</p> <p>本單元主要在向學生介紹管理者在計劃當前和將來的人力資源需求時，需要了解如何激勵員工並獲得他們對組織的支持。該單元將向學生展現激勵理論、員工參與技巧以及獎勵系統在獲得員工支持中可以發揮的作用，學生將探索管理者用來評量和管理員工績效的方法。</p> <p>Organizational behavior looks at how people behave in an organization, this could be as an individual and/or within a group setting. Many organizations say that their employees are their most valuable resource because of their skills, knowledge and attitudes. As labour is both an expensive and valuable resource, it is important to ensure it is planned and that the best value is obtained from employees contributions.</p> <p>This unit introduces students to managers when they are planning current and future human resource requirements. Managers need to understand how to motivate employees and gain their commitment to the organization. The unit will show students motivational theories, employee involvement techniques and the role that reward systems can play in gaining commitment from employees. Students will explore the methods that managers use to measure and manage the performance of their employees.</p>			
教學大綱	週次	單元/主題	內容綱要	
	1	可能影響組織行為的內部和外部因素 Internal and External Factors that can Affect Organizational Behavior:	內部因素：組織需求，例如對產品和服務的需求、新產品和服務的需求、新市場、技術變化、生產地點、技能要求、勞動力概況（年齡、性別、種族、能力）。 Internal factors: organizational needs e.g. demand for products and services, new products and	

		services, new markets, technological change, location of production; skills requirements; workforce profiles (age, gender, ethnicity, ability).
2	可能影響組織行為的內部和外部因素 Internal and External Factors that can Affect Organizational Behavior:	外部因素：勞動力供應（國際、國家、區域、地方、長期趨勢、短期趨勢）、勞動力成本、勞動力技能、政府政策、勞動力市場競爭、工作性質的變化、員工期望，例如全職、兼職、永久、臨時、臨時工、自動化的影響、對產品和服務的需求。 External factors: supply of labour (international, national, regional, local, long-term trends, short-term trends); labour costs; workforce skills; government policy; labour market competition; changing nature of work; employee expectations eg full-time, part-time, permanent, temporary, casual work; impact of automation; demand for products and services.
3	知道組織如何激勵員工 激勵理論 Know How Organizations Motivate Employees Motivation Theory	激勵理論：馬斯洛、赫茲伯格和佛洛姆的獎勵系統 Theories of motivation: Maslow, Herzberg and Vroom Reward systems:
4	知道組織如何激勵員工 激勵理論 Know How Organizations Motivate Employees Motivation Theory	動機對業務績效、個人和部門（小組/團隊）的影響。 Impact of motivation on business performance, the individual and the department (group/team).
5	知道組織如何激勵員工 激勵理論 Know How Organizations Motivate Employees Motivation Theory	考慮點：薪酬、績效工資、利潤共享、員工認股、調職津貼、獎金、公司車輛、貸款/墊款、育兒、公司服裝、員工折扣、彈性工作、休假、衛生保健。Consideration points: pay; performance-related pay; profit sharing; employee share options; relocation fees; bonuses; company vehicles; loans/advances; childcare; corporate clothes; staff discounts; flexible working; leave; health care.
6	管理者和領導者參與員工活動：Managers and Leaders Gaining	管理和領導技巧：決策、動機、團隊建設、以身作則、諮詢、解決問題、重視和支持他人、管理衝突、建立積極關係、良好的溝通和提供

	Employee Involvement:	建設性反饋。 Management and leadership skills: Decision making, motivation, team building, leading by example, consulting, problem solving, valuing and supporting others, managing conflict, build positive relationships, good communication and giving constructive feedback.
7	管理者和領導者參與員工活動：Managers and Leaders Gaining Employee Involvement:	經理VS負責人：管理職能：計劃、組織、協調、控制、監視和委派。 Manager VS Leader: Functions of management: planning, organizing, coordinating, controlling, monitoring and delegating.
8	管理者和領導者參與員工活動：Managers and Leaders Gaining Employee Involvement:	經理 VS 負責人：領導職能：激發、激勵、影響利益相關者、設想、確定實現成功的最佳途徑。Functions of Manager VS Leader: Leadership: inspiring, energizing, influencing stakeholders, envisioning, determining best path/route to achieve success.
9	管理者和領導者參與員工活動：Managers and Leaders Gaining Employee Involvement:	管理和領導風格，包括專制、民主、參與、放任、協商。 Management and leadership styles, including, autocratic, democratic/participative, laissez-faire, consultative.
10	管理者和領導者參與員工活動：Managers and Leaders Gaining Employee Involvement:	員工參與技巧：工作組成員，例如董事會，工作委員會等；建議方案；權力和責任轉移。 Employee involvement techniques: membership of working groups e.g. board, works councils, etc.; suggestions schemes; devolved authority and responsibility;
11	管理者和領導者參與員工活動：Managers and Leaders Gaining Employee Involvement:	開放式溝通（正式、非正式、上到下、下到上、橫向）；交流類型（通訊刊物、公司公告）。 Open communications (formal, informal, top-down, bottom-up, lateral); types of communication (newsletters, company bulletins);

	12	管理者和領導者參與員工活動：Managers and Leaders Gaining Employee Involvement:	組織文化（精神、價值觀、使命）。Organizational culture (ethos, values, mission).
	13	管理員工的工作績效 Managing Employee Performance at Work	衡量績效 A：績效指標（達到目標）；例如：銷售目標、增長目標、財務目標。Measuring performance, A: performance indicators (achievement against targets); targets eg sales targets, growth targets, financial targets.
	14	管理員工的工作績效 Managing Employee Performance at Work	衡量績效 B：績效指標（達到目標）；例如：等待時間、及格率、準時、出勤率和標桿分析法。Measuring performance B: performance indicators (achievement against targets); waiting times, pass rates, punctuality, attendance and benchmarking.
	15	管理員工的工作績效 Managing Employee Performance at Work	管理績效 A：試用期、評價、指導、監督、能力、獎勵員工、學科。Managing performance, A: probation; appraisal; mentoring, monitoring, competence; linking rewards to performance; discipline;
	16	管理員工的工作績效 Managing Employee Performance at Work	管理績效 B：員工發展（培訓、工作輪替、加速升遷計劃、個人發展、專業發展）。Managing performance B: Employee development (training, job rotation, accelerated promotion programme, personal development, professional development).
	17	主題報告 Presentation	學生須解釋對於開放式溝通與激勵理論的知識和理解。Demonstrate knowledge and understanding of open communications, and motivation theory.
	18	主題報告 Presentation	學生須解釋對於員工參與技巧與管理績效的知識和理解。Demonstrate knowledge and understanding of measuring performance, and employee involvement techniques
學習評量 (請註明評量百分比)	平時70% (平台使用、出席狀況、課程互動), 期末30% (心得報告、測驗評量)		
對應學群 (限6)	<input type="checkbox"/> 資訊 <input type="checkbox"/> 工程 <input type="checkbox"/> 數理化 <input type="checkbox"/> 醫藥衛生 <input type="checkbox"/> 生命科學 <input type="checkbox"/> 生物資源 <input type="checkbox"/> 地球環境 <input type="checkbox"/> 建築設計 <input type="checkbox"/> 藝術 <input checked="" type="checkbox"/> 社會心理 <input type="checkbox"/> 大眾傳播 <input checked="" type="checkbox"/> 外語 <input checked="" type="checkbox"/> 文史哲 <input type="checkbox"/> 教育 <input type="checkbox"/> 法政 <input checked="" type="checkbox"/> 管理 <input checked="" type="checkbox"/> 財經 <input type="checkbox"/> 遊憩運動		
備註	筆電，投影機，直播設備		