

國立高雄應用科技大學
100 學年度碩士班招生考試
人力資源發展系

准考證號碼□□□□□□□□ (考生必須填寫)

管理學

試題 共 7 頁，第 1 頁

- 注意：a.本試題共分為是非題、選擇題及問答題等三種題型，共計 100 分。是非題有 15 題，選擇題有 25 題及 2 題問答題。
b.作答時不必抄題。
c.考生作答前請詳閱答案卷之考生注意事項。

一、是非題 (30%)：15題，每題2分，共計30分。若該題目內容所敘述為正確，請在答案卷上以「O」作答；反之，若該題目內容所敘述為錯誤，請在答案卷上以「X」作答。

1. Supervisors and team leaders may both be considered first-line managers.
2. Spiritual organizations are characterized by mutual trust, honesty, and openness.
3. Supply chain management is externally oriented, whereas value chain management is internally oriented.
4. Horizontal boundaries separate employees by the specialization of their job.
5. The four contemporary management processes are planning, organizing, leading, and accomplishing.
6. Kurt Lewin sees the first step in change as the unfreezing of the status quo.
7. When Tina tells her manager what the manager wants to hear, information is being filtered.
8. Academic intelligence is more important than emotional intelligence for career success.
9. The balanced scorecard approach is used to evaluate organizational performance from only internal process aspect.
10. Type A personality people encounters more stress.
11. The advantage of work specialization is that it tends to result in high employee motivation and high productivity.

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12. In feedforward control, the control takes place after the actual activity.
13. A behavior followed by something pleasant, such as praising an employee for a job well done, is called positive reinforcement.
14. With green management, managers consider the impact of their organization on the natural environment.
15. Persistence is the amount of drive and intensity a person applies to a task.

二、選擇題 (50%)：25 題，每題 2 分，共計 50 分。請選出最適當的單一答案。

1. What is an incapacitating condition where individuals lose a sense of the basic purpose and fulfillment of their work called?
 - A. heart failure
 - B. stress
 - C. burnout
 - D. arteriosclerosis
2. The disciplinary action that should have the following consequences: burns immediately, provides warning, gives consistent punishment, and burns impersonally is called:
 - A. progressive disciplinary action
 - B. disciplinary action with punishment
 - C. disciplinary action without punishment
 - D. hot stove rule
3. A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation is referred to as:
 - A. internships
 - B. selection
 - C. advertising
 - D. employee referrals

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4. The interview type that has potential legal woes because of the likelihood of discussing ill-advised, potentially discriminatory information is called:
 - A. directive interview
 - B. unstructured interview
 - C. structured interview
 - D. behavioral interview

5. An evaluation appraisal error that occurs when employees are incorrectly rated near the average or middle of a scale is called:
 - A. leniency
 - B. halo error
 - C. central tendency error
 - D. recent behavior bias

6. What is the basic purpose of job evaluation?
 - A. eliminate internal pay inequities
 - B. prepare job descriptions
 - C. lay the groundwork for job analysis
 - D. price jobs

7. Employees being encouraged to take whatever action they deem necessary to meet customer needs or help fellow workers, even if it goes against company policies is referred to as:
 - A. employee expression
 - B. employee authority
 - C. employee empowerment
 - D. employee decision

8. According to McClelland, what kind of need is the desire for friendly and close interpersonal relationships?
 - A. need for power
 - B. need for achievement
 - C. need for relation
 - D. need for affiliation

試題 共 7 頁，第 4 頁

9. All organizations produce goods or services through the _____ process.
- A. operations
 - B. transformation
 - C. manufacturing
 - D. service
10. A bus company is a _____ organization because its product is _____.
- A. service; transportation
 - B. manufacturing; buses
 - C. manufacturing; transportation
 - D. service; buses
11. _____ is the degree to which people believe they can control their own fate.
- A. Ego strength
 - B. Value system
 - C. Internal motivation
 - D. Locus of control
12. What kind of effect is that occurs when John is generalized one positive performance to all aspects of performance by his teacher?
- A. Stereotyping effect
 - B. Halo effect
 - C. Hawthorne effect
 - D. Perception effect
13. Which managing power is the power a leader has to punish or control?
- A. Legitimate power
 - B. Coercive power
 - C. Reward power
 - D. Expert power
14. Recruitment is the process of _____.
- A. assessing the national, international, and local labor market
 - B. hiring from inside the organization
 - C. hiring from outside the organization
 - D. locating, identifying, and attracting potential employees

試題 共 7 頁，第 5 頁

15. What does "calm waters" metaphor imply an organization as?
- A. a small raft on a calm sea
 - B. a large ship on a calm sea
 - C. a small raft on a roiling sea
 - D. a large ship on a roiling sea
16. Which of the following is the ability that a person can notice and manage one's and other's emotions?
- A. Emotional management
 - B. Emotional awareness
 - C. Emotional intelligence
 - D. Emotional identification
17. Which of the following is **NOT** the criticism of planning?
- A. Planning is to establish targets and some direction for an organization.
 - B. Planning can not be developed for a dynamic environment.
 - C. Formal planning can not replace intuition and creativity.
 - D. Planning may create rigidity.
18. Human resource management is concerned with _____ competent employees.
- A. obtaining
 - B. training and keeping
 - C. obtaining, training, and motivating
 - D. obtaining, training, motivating, and keeping
19. The _____ is the firm that has corporate units in a number of countries that are integrated to operate as one organization worldwide.
- A. multinational corporation
 - B. global corporation
 - C. international corporation
 - D. foreign corporation

試題 共 7 頁，第 6 頁

20. Which level of moral development is the choice between right and wrong based on personal consequences from physical punishment and reward?
- A. Preconventional level
 - B. Conventional level
 - C. Principled level
 - D. Self-chosen ethical level
21. David who brags about his company to friends and recommends all company products as gifts is likely to have high _____
- A. organizational citizenship
 - B. personal commitment
 - C. organizational commitment
 - D. job involvement
22. Which training is that asks the participant to establish priorities for and then handle a number of business papers, e-mail messages, memoranda, reports, and telephone messages that would typically cross a manager's desk?
- A. On- the- job-training
 - B. Business games
 - C. Role-playing
 - D. In-basket training
23. What would be a good management solution if a job is found to be underpaid?
- A. Ignore it
 - B. Notify the affected employees at once
 - C. Bring the job into the proper pay grade
 - D. Wait until the next across-the-board increase
24. According to Maslow's hierarchy of needs theory, which need is considered as achieving one's potential?
- A. Self-actualization need
 - B. Esteem need
 - C. Social need
 - D. Safety need

試題 共 7 頁，第 7 頁

25. Jeff has demonstrated an ability to inspire his employees and is also an enthusiastic, and self-confident leader. What type of leader is Jeff?
- A. a transformational leader
 - B. a transactional leader
 - C. a charismatic leader
 - D. a visionary leader

三、問答題 (20%)：2 題，每題 10 分，共計 20 分。中英文回答均可。

1. To promote effective human resource management, please briefly identify the **functions** of human resource management. (10%)

2. Success in business today demands innovation. Which variables have been found to stimulate innovation? (10%)