

國立高雄應用科技大學
106 學年度研究所碩士班招生考試
人力資源發展系碩士班
管理學

試題 共 5 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10 題，選擇題有20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 (20%)：10題，每題2分，共計20分。若該題目內容所敘述為正確，請在答案卷上以「0」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. A vision is a general statement of intended direction that evokes emotional feelings in organization members.
2. A contract that allows management to require nonunion membership as a condition for employment is called a yellow chicken contract.
3. Realistic self-assessment of one's career helps avoid mistakes.
4. Diversity is referred as any perceived difference among people as age, race, religion, sexual orientation, geographic origin, lifestyle, position, and any other perceived difference.
5. Each enterprise does not need to take moral obligation.
6. The five steps of group development are forming, storming, norming, performing, and adjuring.
7. Human resource management is the process of organizing work activities and the techniques used to control people at work.
8. A strategy is the company's plan on how it will match its internal strengths and weaknesses with its external opportunities and threats in order to maintain a competitive advantage.
9. Organizational climate is a system of shared assumptions, values and beliefs that governs how people behave in organizations.
10. Bigger office is not a positive reinforcement available to organizations independent of incentive plans.

二、選擇題 (50%)：20 題，每題2.5 分，共計50分。請選出最適當的單一答案。

1. Which of the following is the correct order of management cycle?
 - A. PDAC
 - B. PADC
 - C. PDCA
 - D. PCDA
2. John spends most of his time at work maintaining morale and motivating subordinates. Which function of management does he perform?
 - A. planning
 - B. leading
 - C. organizing
 - D. developing
3. Which of the following is **NOT** the good method in dealing with resistance to organizational change?
 - A. support
 - B. communication
 - C. negotiation
 - D. order
4. Which of the following is to be defined as consisting of people with formally defined roles who work together to achieve goals?
 - A. business
 - B. organization
 - C. workforce
 - D. function
5. Which of the following is to refer to the standards someone uses to decide what one should behave?
 - A. morals
 - B. ethics
 - C. autonomy
 - D. duty
6. Which of the following is **NOT** a potential source of sexual harassment?
 - A. customers
 - B. supervisors
 - C. visitors to place of work
 - D. all of the above

7. Which of the following is to refer to fair process?
 - A. distributive justice
 - B. procedural justice
 - C. normative justice
 - D. interactional justice
8. Based on Maslow's Need Hierarchy Theory, which need is to fulfill what one is potentially good at?
 - A. self-actualization
 - B. esteem
 - C. belonging
 - D. safety
9. Which of the following is the first important element for Interviewing ?
 - A. jumping right into the heart of the matter
 - B. highlighting what the interview will be doing
 - C. explaining the qualifications of the interviewer
 - D. establishing rapport
10. If a person scores a 98 on a test on one day and scores a 96 when retested on another day. What would you conclude about this test ?
 - A. reliable
 - B. unreliable
 - C. valid
 - D. invalid
11. Firms that do not have specialized HR departments may
 - A. not be able to pay very well
 - B. be too small to survive
 - C. not be fully in compliance with compensation regulations and laws
 - D. none of the above
12. Which of the followings may mostly provide top managers with information for making longer term decisions?
 - A. executive support
 - B. transaction-processing
 - C. management information
 - D. information

13. Which of the followings is **NOT** the major function of human resource management?
- A. planning
 - B. employee and labor relations
 - C. compensation
 - D. staffing
14. Which one of the followings is to indicate that employees should be evaluated in terms of how well they accomplish duties specified in their job descriptions ?
- A. job training
 - B. job analysis
 - C. performance appraisal
 - D. performance placement
15. According to the book of Kim & Mauborgne (2005), which one is the cornerstone of Blue Ocean Strategy?
- A. environmental determinism
 - B. competition-based strategy
 - C. wealth of redistribution
 - D. value innovation
16. Which is the first step in a training program ?
- A. assess the program's successes or failures
 - B. design the program content
 - C. conduct a needs analysis
 - D. train the targeted group of employees
17. Which one of the followings is to have the signs of abusive behavior, threats and intimidation?
- A. depression
 - B. bullying
 - C. stress
 - D. disorder
18. Which of the followings is **NOT** the formal selection process for job applicants?
- A. selection tests
 - B. employment interviews
 - C. private communication
 - D. review of applications and resumes

19. It is essential to restore humanity to leadership. Which of the followings is **NOT** towards humanity?
- A. respect individual difference
 - B. provide communication channel
 - C. encourage employee
 - D. neglect employee demand
20. What is more concerned with in today's environment HR ?
- A. transactional issues
 - B. strategic issues
 - C. compensation issues
 - D. recruiting and selection issues

三、問答題 (30%)：2 題，每題15 分，共計30分。中英文回答均可。

1. The concept of emotional intelligence (EI) was first introduced by Salovey & Mayer (1990). However, Goleman popularized emotional intelligence in his 1995 book and the notion that EI might “matter more” than IQ for career success. Currently, there are several definitions of EI. Based on the definitions of Salovey & Mayer and Goleman, what is EI defined? (15%)

2. Work motivation is considered as an essential factor for work efficiency and has a significant impact on personal and organizational performance. Please briefly specify the construct of work motivation. (15%)