

國立清華大學 103 學年度碩士班考試入學試題

系所班組別：科技管理研究所

考試科目（代碼）：英文(4403)

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There are total 20 multiple-choice questions, carrying 5 points each. Please choose the one best answer to each question.

Section One: Vocabulary, Grammar, and Structure

- _____ that fear, happiness, sadness, and surprise are universally reflected in facial expressions.
A. Anthropologists have discovered
B. Anthropologists discovering
C. The discovery by anthropologists
D. Discovered by anthropologists
- Managers often receive considerable training in the “technical” aspects of their jobs _____ very little in the “people management” aspects.
A. so
B. just as
C. but
D. and that
- The early railroads were _____ the existing arteries of transportation: roads, turnpikes, canals, and other waterways.
A. those short lines connected
B. short lines that connected
C. connected by short lines
D. short connecting lines
- During the flood of 1927, the Red Cross, _____ out of emergency headquarters in Mississippi, set up temporary shelters for the homeless.
A. operates
B. is operating
C. has operated
D. operating

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5. _____ are not leached out of the soil, reclamation procedures are needed to restore the land's productivity.
- A. For concentration of salt
 - B. Salt concentrations that
 - C. If salt concentrations
 - D. With concentrations of salt
6. Even at low levels, _____ .
- A. the nervous system has produced detrimental effects by lead
 - B. lead's detrimental effects are producing the nervous system
 - C. lead produces detrimental effects on the nervous system
 - D. the detrimental effects produced by lead on the nervous system
7. Founded around 1075, the Acoma pueblo is considered _____ settlement in the United States.
- A. the oldest continuously occupied
 - B. occupied continuously the oldest
 - C. the oldest occupied continuously
 - D. continuously the oldest occupied
8. _____ by transferring the blame to others is often called scapegoating.
- A. Eliminate problems
 - B. The eliminated problems
 - C. Eliminating problems
 - D. Problems are eliminated
9. By the middle of the twentieth century, painters and sculptors in the United States had begun to exert _____ over art.
- A. influence worldwide a great
 - B. a great worldwide influence
 - C. influence a great worldwide
 - D. a worldwide great influence

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Section Two: Reading Comprehension

Industrial Psychology is the branch of psychology that concentrates on the workplace and the application of psychological theories to solve workplace issues and combat possible worker related problems that have to do with job design and leadership from the managers. The discipline plays an important part in the planning and analysis of workers and the positions that they fill. In years past, it was centered on the wellbeing of the worker but has not expanded to include the whole work system. Industrial Psychology descends from applied psychology and became popular during times of rapidly increasing industrialization, urbanization, and a desire to maximize efficiency in the evolving workplace.

An industrial psychologist wields immense influence in an organization and is given the responsibility to help contribute to its design, development, structure, and at times even teamwork guidelines. Industrial psychologists can influence a corporation as much as clinical psychologists can with their own human patients. When an organization is facing a conundrum with its own work system or worker morale, it will call in an industrial psychologist to help solve the problem. Industrial psychologists are typically looked upon as business consultants with an expertise in human resources that work to eliminate disorders that affect the normal operations of a “healthy” company.

Industrial psychologists work towards high productiveness from firms while striving to maintain the psychologically and physically healthy lives of their workers. Consultation is directed towards core areas which include the workers, the company structure, and leadership. When needed, an industrial psychologist will assist in the creation of new positions. At this point an industrial psychologist will begin a job analysis geared towards measuring all the qualities required of someone who would be suitable for the new position. These qualities are broken down into KSAO or knowledge, skills, abilities, and other characteristics. Once completed, the analysis will provide information that will help the psychologist structure the position and set performance standards. Qualities needed in the perfect candidate for the position will also be revealed in the analysis enabling the psychologist to make the best possible hiring decision in the future.

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One popular theory among the many that industrial psychologists reference before making a decision is the theory of Working in Teams vs. Working in Pairs or Singly. Research has indicated that workers working in teams tend to work less efficiently than those that are working in pairs or individually. The reason for the discrepancy in productiveness is the existence of different levels of industriousness in each worker. In a group setting, there is in theory always one worker who performs at a slower speed than the other workers. Other workers will recognize this and alter their speed to more closely match that of the less productive worker. Unlike popular thought, group production does not increase because of peer pressure but often decreases because of the differences in the work ethics of its members. 35 40

Companies face a variety of problems that may require hiring an industrial psychologist. Whether it is the issue of retaining employees, creating a new position, or trying to modify an existing one, industrial psychologists use a variety of theories to make the decision on what option to ultimately choose whether it is popular or not. Industrial psychologists typically work from the standpoint of pleasing both workers and management but are also constrained by the financial situation of the company which may lead to job enlargement. Job enlargement is also used when a company is facing an increased workload and may or may not be cutting down on the size of its work force. Though this approach is effective in the short term, it is beginning to fall out of favor after scattered reports of lowered quality work resulting from this method. Job enlargement is adding job responsibilities to someone's existing job. Originally thought of as a way to maximize productivity and better filter out candidates unworthy of promotion, it has been shown to violate achievement principles and its long-term effectiveness is highly suspect. 45 50 55 60

A more highly thought of method for modifying a person's job is job enrichment. It is suited to ambitious workers who wish to make a sizeable contribution to a company. Job enrichment is a favorite approach of industrial psychologists and is the process of giving an employee more autonomy through increased responsibility and added decision making authority. Workers work more smartly and management reaps the benefits of 65

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a motivated workforce. Recently, as industrial psychology has entered into another phase of rapid development, industrial psychologists have begun to take a more neutral stance in the war between workers and their employers. Whereas previous theories were biased in favor of workers or management, 70 steps have been taken to create solutions equally appealing to both sides. The field is moving towards a system based approach which will allow for even more detailed analysis of a company management system while being able to better mediate from a nonbiased perspective in a manner beneficial to both parties.

10. The phrase “maximize efficiency” in the passage is closest in meaning to
 - A. make it as efficient as possible.
 - B. lower the efficiency.
 - C. add to the efficiency.
 - D. maintain the current level of efficiency.
11. The passage supports which of the following statements about the use of industrial psychology in the workplace?
 - A. Industrial psychology is used as a tool for the management of problem employees.
 - B. Industrial psychology is used as a method of minimizing employee tardiness.
 - C. Industrial psychology is used for analyzing the actions of customers.
 - D. Industrial psychology is used to resolve and lessen conflicts in the workplace.
12. According to paragraph 2, which of the following would NOT be a particularly good time to hire an industrial psychologist?
 - A. When there is a need to design and develop ideal worker profiles of new jobs the company is creating.
 - B. When employee morale is suffering and management needs to find a way to satisfy the workers.
 - C. When teamwork guidelines are not fully developed, which has led to several embarrassing presentations to potential clients.
 - D. When an employee is suffering from mental problems and is threatening to attack her coworkers.

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13. The word “immense” in the passage is closest in meaning to.
- A. prolonged.
 - B. humble.
 - C. slender.
 - D. huge.
14. What is the purpose of using KSAO in assessments?
- A. To help assess what kind of qualities the ideal candidate for a position should have.
 - B. To predict what kind of people will be applying for the job in the future.
 - C. To identify what employees will best be able to train new employees for a position.
 - D. To decide which employees should be laid off and which to leave on in their current positions.
15. What was the purpose of analyzing the difference in productivity when working in groups as opposed to pairs or individually.
- A. To try to predict what factors cause lowered output on average per employee when employees are split into teams.
 - B. To prove that when placed in a team setting, people will work harder than they usually do.
 - C. To study what types of projects are better suited for groups and which are better worked on individually.
 - D. To study the amount of added productivity that comes with adding an additional member to a pair.
16. The word “industriousness” in the passage is closest in meaning to
- A. diligence.
 - B. idleness.
 - C. contentment.
 - D. eagerness.
17. Which of the sentences below best expresses the essential information in the sentence “Industrial psychologists typically work from the standpoint of pleasing both workers and management but are also constrained by the financial situation of the company which may lead to job enlargement”.
- A. Industrial psychologists sometimes decide against the interests of workers.

- B. Industrial psychologists must work to benefit both workers and managers while keeping in mind the company's financial situation.
 - C. Industrial psychologists work to please management and keep a company in good financial condition.
 - D. Industrial psychologists frequently recommend job enlargement to help a company out financially.
18. According to paragraph 5, job enlargement deals with
- A. Adding more employees to a department that has fallen behind on its work.
 - B. Adding more positions as a particular job becomes more important.
 - C. Adding responsibility and giving a raise to workers doing their jobs well.
 - D. Adding extra job responsibilities to an existing position.
19. The passage supports which of the following statements about job enrichment?
- A. Job enrichment is used as a way to lower operations costs for a company.
 - B. Job enrichment is used as the main way to grade a worker on their job performance.
 - C. Job enrichment is the only way to ensure that workers are working to the best of their abilities.
 - D. Job enrichment is designed to increase an employee's job satisfaction by giving them more decision making power.
20. What is the author's primary purpose in paragraph 6?
- A. To talk about job enrichment and how it has evolved over time and to introduce a new technique that may be used in the future.
 - B. To mention job enrichment and advise also that it should be used more in the future.
 - C. To demonstrate that job enrichment will have less of a role the future of industrial psychology than previously thought.
 - D. To argue that the future of industrial psychology will be more balanced if industrial psychologists favor neither workers nor management than the other.