

國立中山大學九十三年學年度碩士班招生考試試題

科目：管理學 (醫管所)(甲、乙組)

共 2 頁 第 1 頁

一、選擇題(30%)

1. 下列敘述何者為是？(1)虛擬實境 (virtual reality) 最近被使用於模擬模式中，以預測環境改變對經營決策的影響，(2)在世界各國工作價值觀層次中，法國的權力差距等級較高，而加拿大和美國的不確定性逃避層次則較低，(3)在產品生命週期的成熟階段中，處於一般的競爭地位則會使用成長策略以維持穩定的佔有率。
2. 下列管理理念何者為是？(1)工作豐富化運用於分工很細的專門技術上(2)M. Hammer 認為從事流程改造最重要的能力是創新的思考能力，(3)戰略性的規劃以確保企業長期的生存與成長。
3. 下列管理理念何者為非？(1)零售商、銀行、旅行社及書局等的服務固定且有標準的互動流程，屬於非例行性服務技術，(2)塑膠業代表一種需要不斷技術創新的產業，其部門間的差異化程度較高，(3)組織文化在穩定的環境中可能是一種資產，但在變動的環境中卻是組織的負擔。
4. 關於組織設計的敘述，下列何者正確？(1)市場或服務部門的協調張力強於部門張力，(2)人事和工業有關部門在招募員工的政策和程序上享有命令權，以建立其專業的權威，(3)產品部門組織比功能式部門組織較正式且較標準化，可運用於穩定的環境。
5. 下列激勵理論何者為非？(1)公司政策及管理是赫茲伯格(F. Herzberg)兩要因模式的激勵要因，(2)亞得佛(C. P. Alderfer)認為若某一層次需求無法得到滿足時，會自動去尋求低層次需求的滿足，(3)大人不理會小孩子的哭鬧行為，此乃激勵的取消行為。
6. 下列人力資源報償管理概念中何者為是？(1)我國勞動基準法第四十條規定童工及技術生不得於午後十時至凌晨五時之間內工作，(2)依據我國「職工福利金條例」規定工廠、礦場或其他組織每月於每個員工薪資內扣0.5%為福利金，(3)絕對薪資乃指每位員工所獲得的薪資額與其他員工相比時覺得公平。
7. 下列人力資源管理概念中何者為真？(1)人力資源管理強調成果導向及績效考核的重點，(2)當管理者發現員工的工作能力高，工作意願低時，則應採增強策略，以提升其工作意願，(3)總體的勞資關係領域以怠工或關廠的手段來解決。
8. 下列的領導概念何者正確？(1)正式組織管理者的領導行為是其職位伴隨而來的專家權力，(2)雷定(W. J. Redin)的三構面理論強調親切隨和型，較苦口婆心者高效能，(3)費德勒(F. E. Fielder)的權變領導模式強調工作導向的領導方式在中度控制的情境下，會有較好的領導效能。

國立中山大學九十三年學年度碩士班招生考試試題

科目： 管理學 (醫管所) (甲, 乙組)

共 2 頁 第 2 頁

9. 下列敘述何者為錯誤？(1)介於組織文化的最低層次，最易觀察但卻不易解讀的部分為人為飾物層次，(2)幕僚人員在低正式職權上享有命令權，(3)MBO 是強調將組織的目標轉化為各部門及各個員工的目標。
10. 為高階經營層能力開發所實施的教育訓練在於加強：(1)分配與協調能力，(2)企劃與決策能力，(3)執行與技術能力。

二、簡答題(20%)

1. 管理控制的模式？
2. 職權 (authority) 的來源？
3. 群體中的角色型態有哪些？
4. 就勞工工作條件的觀點，勞工享有的權益有哪些？
5. 離職的型態有哪些？

三、問答題 (50%)

1. 請定義醫療組織機構相關之服務三部曲 (service triad)。為何服務三部曲包括此三界面？
2. 何謂醫療組織機構之服務路徑 (service pathways)? 實施服務路徑括哪五大步驟，並舉例。
3. 何謂即時生產系統 (just-in-time, JIT)? 並詳述即時生產系統分為哪二大類？
4. 即時生產系統 (JIT)在物料規劃需求 (material requirements planning, MRP)，常被應用在數量、品質管制、供應商，與運輸等四種密切關係，試詳述此四重要角色。

INSTITUTE OF HEALTH CARE MANAGEMENT
NATIONAL SUN YAT-SEN UNIVERSITY

English Test
MA Entrance Examination
May 2, 2004

This test consists of a Grammar part, a Vocabulary part, and a Reading Comprehension part. The total number of questions is 50, and you get 2 points for each correct answer.

- For the Grammar and Vocabulary part, circle the letter of the word or phrase that fits best in the blank of the given sentence.
- For the Reading Comprehension part, circle the letter of the answer that comes closest to the meaning of the text.

Grammar

1. When professor Jones lectures, all the students have a very _____ look on their faces.
 - a. bored
 - b. boring
 - c. boorish
 - d. boredom
2. Isn't it _____: Janet acts so stupidly because she loves John!
 - a. awkward
 - b. obvious
 - c. obviously
 - d. strangely
3. George _____ privately admit that he hates his boss.
 - a. has
 - b. fears
 - c. would have
 - d. will
4. I _____ awful if he had tripped over my bike.
 - a. felt
 - b. would have felt
 - c. should feel
 - d. will feel
5. "Are you ready to go?"
"_____ Just let me check the gas"
 - a. No
 - b. Where?
 - c. Tonight
 - d. Almost

6. His watch is slow. He keeps using it, _____, and is always late.
- a. all the time
 - b. although
 - c. therefore
 - d. though
7. "You shouldn't have screamed at her!"
"I know, and I really regret _____ my temper."
- a. lose
 - b. to lose
 - c. having lost
 - d. for losing
8. "Look, the key is in the lock!"
"Thank God! I _____ forgotten to take it out and put it in my pocket!"
- a. should have
 - b. shall have
 - c. must have
 - d. haven't
9. Please, _____ your litter in a responsible way.
- a. dispose
 - b. dispose of
 - c. disposing
 - d. disposal
10. Can't you see that I am _____ busy?
- a. extremely
 - b. so
 - c. how
 - d. greatly
11. It is unwise to love someone _____ your parents do not approve.
- a. who
 - b. of whom
 - c. that
 - d. which
12. That dress really _____ her figure!
- a. shows up
 - b. shows
 - c. shows of
 - d. shows off
13. "Tea or coffee?"
"Tea, please. I really do not _____ coffee."
- a. care much about
 - b. care much for
 - c. stand
 - d. like much

14. "Do you like mountain climbing?"
"Yes, I do. I like everything that _____ nature"
a. contacts me with
b. contacts me with the
c. gets me out in the
d. gets me in touch with
15. Fixing a car transmission is not _____ done.
a. easy to
b. by yourself
c. without help
d. easily
16. My room was fine, but _____ was horrible.
a. Ernests'
b. Ernest
c. Ernests's
d. Ernest's
17. John's mother objected to _____ to smoke.
a. he is allowed
b. his being allowed
c. he been allowed
d. allowing
18. "Is he a lenient teacher?"
"Yes, a little too much _____."
a. leniency
b. that
c. so
d. then
19. I would have phoned you, _____ your number.
a. if I have
b. would I have
c. had I had
d. if you give me
20. But I do have hobbies! _____, fishing, reading, and mountain climbing.
a. For examples
b. For example
c. On the contrary
d. At the same time

Vocabulary

21. Protesters _____ against the outcome of the election.
a. accused
b. rallied
c. procrastinated
d. organized

22. The pattern of that sweater he is wearing is so ____!
- a. intricate
 - b. intoxicant
 - c. intrinsic
 - d. intolerant
23. My plane's departure was ____ by a bomb scare.
- a. put out
 - b. extended
 - c. moved forward
 - d. depended
24. What measures, ____, do you think the president should take to solve this particular crisis?
- a. generally
 - b. specifically
 - c. normally
 - d. supposedly
25. She plays the piano so ____ that the glasses rattle in the cupboard.
- a. compulsively
 - b. frequently
 - c. vigorously
 - d. intently
26. The two presidents ____ for days to hammer out a compromise.
- a. congregated
 - b. confabulated
 - c. conferred
 - d. confederated
27. I sometimes wonder if there is anything at all that ____ common ground between Carla and her boyfriend.
- a. constitutes
 - b. comprises
 - c. confers
 - d. entails
28. The ____ scholar of Chinese visited NSYSU on March 2nd.
- a. extinguished
 - b. distinct
 - c. pertinent
 - d. distinguished
29. Don't worry. I think his advice is truly ____.
- a. disinterested
 - b. indifferent
 - c. uninterested
 - d. interesting
30. Why are you crying? Is ____ OK?
- a. all
 - b. something
 - c. everything
 - d. anything

31. In the ____ world, people order all sorts of things over the Internet.
- nowadays
 - today's
 - of today
 - modern
32. When you write an English letter, make sure to ____ a dictionary.
- counsel
 - consult
 - consider
 - concord
33. George and his wife Mary slowly drifted apart, mostly, I think, because George ____ Mary.
- hit
 - omitted
 - neglected
 - inconsiderate of
34. My grandmother's voice grew ____ with age.
- tremulous
 - sonorous
 - booming
 - melodious
35. Back after a week's vacation, I found my email program ____ with junk mail.
- annoyed
 - inundated
 - aborted
 - stalled
36. He ____ that smoking is a dangerous habit, but he cannot give it up.
- believes
 - denies
 - declares
 - grants
37. He has the ____ look of not having slept a week.
- caring
 - cheerful
 - charitable
 - unkempt
38. This road goes in a ____ direction all the way to Taipei.
- straight
 - far
 - mountain
 - northerly
39. That dog had a ____ escape from being run over by that truck!
- near
 - clear
 - narrow
 - bare

40. I don't know how foreigners _____ without eating rice at least once a day!
- get on
 - get by
 - get through
 - get up

Reading Comprehension

Generally speaking, humor is a quality in an event or expression of ideas which often evokes a physical response of laughter in a person. It is an evasive quality that over the centuries has been the subject of numerous theories attempting to describe its origins. There are essentially three main theories of humor, each of which has a number of variants: the superiority theory, the incongruity theory, and the relief theory. The superiority theory, which dates back to Aristotle, through Thomas Hobbes (1651) and Albert Rapp (1951), describes all humor as derisive. In other words, people laugh at the misfortunes of others or themselves. Humor is, therefore, a form of ridicule that involves the process of judging or degrading something or someone thought to be inferior.

The incongruity theory, on the other hand, maintains that humor originates from disharmony or inappropriateness. Koestler (1964), for example, argues that humor involves coexisting incompatible events. In other words, when two opposite or opposing ideas or events exist at the same time, humor exists. Finally, the relief theory rejects the notion that either superiority or incongruity are the bases for humor. Rather, proponents of this theory believe that humor is a form of release from psychological tension. Humor provides relief from anxiety, hostility, aggression, and sexual tension. Earlier psychologists, such as Freud, Dewey, and Kline, were strong proponents of this theory.

(Adapted from John M. Swales and Christine B. Feak, *Academic Writing for Graduate Students*. Ann Arbor: U of Michigan P, 1994)

41. What is humor?
- a physical response of laughter in a person
 - an evasive quality of laughter
 - some quality in words or events that makes people laugh
 - a form of ridicule that involves the process of judging or degrading someone or something
42. According to this passage, which of the theories of humor is the correct one?
- The superiority theory
 - The incongruity theory
 - The relief theory
 - The article doesn't judge correctness of the theories, but only describes them
43. According to the incongruity theory of humor, ...
- humor is inappropriate and creates disharmony
 - humor is not superior to disharmony or inappropriateness
 - humor occurs when incongruous ideas or events exist at the same time
 - humor brings anxiety, hostility, aggression, and sexual tension
44. Which of the three theories is the oldest one?
- The superiority theory
 - The incongruity theory
 - The relief theory
 - It doesn't become clear from the passage which is the oldest one.

45. The relief theory of humor ...
- is based in psychology
 - is based in criminology
 - is based in sexology
 - incorporates the incongruity theory

As a people, we Americans have become obsessed with health. There is something fundamentally, radically unhealthy about all this. We do not seem to be seeking more exuberance in living as much as staving off failure, putting off dying. We have lost all confidence in the human body.

The new consensus is that we are badly designed, intrinsically fallible, vulnerable to a host of hostile influences inside and around us, and only precariously alive. We live in danger of falling apart at any moment, and are therefore always in need of surveillance and propping up. Without the professional attention of a health-care system, we would fall in our tracks.

This is a new way of looking at things, and perhaps it can only be accounted for as a manifestation of spontaneous, undirected, societal *propaganda*. We keep telling each other this sort of thing, and back it comes on television or in the weekly newsmagazines, confirming all the fears, instructing us, as in the usual final paragraph of the personal-advice columns in the daily paper, to "seek professional help."

It is extraordinary that we have just now become convinced of our bad health at the very time when the facts should be telling us the opposite. In a more rational world, you'd think that we would be celebrating our general good health. Despite the persisting roster of still-unsolved major diseases—cancer, heart disease, stroke, arthritis, and the rest—most of us have a clear, unimpeded run at a longer and healthier lifetime than could have been foreseen by any earlier generation.

(Adapted from Lewis Thomas, "The Health Care System." *The Medusa and the Snail*. New York: Viking, 1979.)

46. According to this passage, why is it unhealthy to be obsessed with health?
- Because this obsession is too fundamental and radical.
 - Because this obsession cannot help us to stave off failure and put off dying.
 - Because this obsession prevents us from living life exuberantly.
 - Because this obsession makes the human body lose confidence.
47. "The new consensus is that we are badly designed..."
- The author agrees with this consensus.
 - The author disagrees with this consensus.
 - The author thinks that this consensus might be based in facts.
 - The author thinks that this consensus will be based in facts.
48. "In a more rational world, you'd think that we would be celebrating our general good health."
- The author wishes that we would look at the facts more rationally.
 - The author expects that the world will become more rational.
 - The author knows that celebrations are good for our general good health.
 - The author hopes that our general good health will improve in the future.
49. What does the author remark about those major diseases that continue to plague us?
- That people can become healthier if they exercise regularly.
 - That cures for those diseases will be found in the lifetime of most of us.
 - That surviving those diseases makes you stronger than you were earlier.
 - That in spite of those diseases, most of us can still look forward to a longer, healthier life than earlier generations.
50. According to this author, television, news magazines and newspapers ...
- Keep us informed about health matters.
 - Instruct us as to when it is wise to seek professional help.
 - Are part of the societal propaganda that confirms irrational fears about health.
 - Warn us about our bad state of health.

第一部份情況題：共計 50%

我國的醫療費用大部分花費在門診，中央健保局於民國 90 年 1 月實施合理門診量，目的為了控制成本、降低就醫人數、改善醫療品質。政策實施後，實證研究的結果如表一及表二：

表一、區域醫院以上之醫院門診費用、就診人次之成對樣本 t 檢定

| 變數 | 平均數差異 | 標準差 | t 檢定 | | |
|---------------|-----------|--------|---------|---------|------|
| | | | t-value | p-value | |
| 部分負擔 | 2001-1999 | 44965 | 39762 | 8.76 | 0.00 |
| 用藥明細金額小計(1) | 2001-1999 | 19298 | 137058 | 1.09 | 0.27 |
| 診察明細金額小計(2) | 2001-1999 | 24198 | 178245 | 1.05 | 0.29 |
| 診察費(3) | 2001-1999 | -16849 | 41641 | -3.13 | 0.00 |
| 藥事服務費(4) | 2001-1999 | -51.3 | 7752.2 | -0.05 | 0.95 |
| 合計金額(1+2+3+4) | 2001-1999 | 26595 | 300264 | 0.69 | 0.49 |
| 申請金額 | 2001-1999 | -18277 | 297418 | -0.48 | 0.63 |
| 就診人次 | 2001-1999 | 73.45 | 152.31 | 3.74 | 0.00 |

註：1. 合併後醫院數為 60 家；2. 分析單位=醫院

表二、對醫師溝通方面的滿意度結果 (樣本數=198)

【level =1 為醫學中心； level =0 為區域醫院】

【滿意度以五等量表測量，1=非常不滿意，5=非常滿意；共計 3 題】

Group Statistics

| | level | N | Mean | Std. Deviation | Std. Error Mean |
|--------|-------|-----|----------|----------------|-----------------|
| 3題溝通加總 | 0 | 81 | 11.03704 | 1.728037 | .192004 |
| | 1 | 113 | 10.66372 | 1.975794 | .185867 |

Independent Samples Test

| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | | |
|--------|-----------------------------|---|------|------------------------------|---------|-----------------|-----------------|-----------------------|
| | | F | Sig. | t | df | Sig. (2-tailed) | Mean Difference | Std. Error Difference |
| 3題溝通加總 | Equal variances assumed | 3.766 | .054 | 1.366 | 192 | .173 | .37332 | .273198 |
| | Equal variances not assumed | | | 1.397 | 184.475 | .164 | .37332 | .267230 |

請回答下列問題：

- 1) 醫院在門診合理量實施後在控制醫療費用、降低就醫人數的功效為何？5%
- 2) 醫學中心與區域醫院的平均滿意度為何？5%
- 3) Levene's test 的目的為何？5%
- 4) 請問醫學中心與區域醫院間在滿意度上是否有差異？15% (說明 t-value, p-value, 及自由度為何?)
- 5) 根據這些實證的資料，合理門診量的政策有效嗎？20%
並以你所觀察的證據 (本題所提供的證據範圍) 加以佐證。

第二部分：共計 50 分

(一) 醫療電子化 (e-Healthcare) 是目前醫療機構提升競爭力的重要策略之一，而電子病例、HL7 與網路等是醫療電子化過程中必須面對的重要議題。

請回答下列問題：

- (1) 為何需要將病例電子化？有哪些病例需要電子化（請舉五例）？（10分）
- (2) 何謂 HL7？為何需要遵循 HL7？（10分）
- (3) 何謂 Intranet、Extranet 與 Internet？（6分）

(二) 在醫療管理領域，許多醫療機構應用資訊科技結合資料處理技術來幫助管理者或專業人員作決策，以提升其決策效能。其中，決策支援系統 (Decision Support Systems) 結合資料探勘 (Data Mining) 技術是常見的應用之一。

請回答下列問題：

- (1) 何謂決策支援系統？（5分）
- (2) 何謂資料探勘？（5分）
- (3) 請舉一例說明如何將決策支援系統與資料探勘技術結合以支援醫療管理之決策；請務必說明決策者所面對的問題、資料分析與所面對問題的相關性、如何選擇資料探勘技術與資料分析以支援所面對的問題等。（14分）