

國立高雄大學九十五學年度轉學招生考試試題

科目：計算機概論

系所：資訊管理學系二年級

可

使用計算機

考試時間：90 分鐘

本科原始成績：滿分 100 分

否

選擇題(四選一，每題 2.5 分，共 100 分)；本份試卷共四頁，請將題號及答案依序寫在答案紙空格內。

- () 1. In regard to intelligent techniques, which of the following is **NOT** true (A). LISP and Prolog are artificial intelligent programming languages. (B) Backward and forward training are searching mechanisms. (C) Artificial intelligent shell is designed for knowledge engineers to acquire domain knowledge. (D) A rule is with the format of IF condition THEN action.
- () 2. With respect to the transaction properties of database management, which statement is true? (A) Atomicity is treated as a multiple units of operation. (B) Concurrency control allows single transactions to read and update data simultaneously. (C) Isolation assures that transactions can access data that is being updated. (D) Commit processing allows commitment of transaction changes if it executes properly.
- () 3. Among wireless technologies, which of the following is **NOT** true to describe the radio frequency identification (RFID) (A) It can be used to track the movement of goods. (B) It uses tiny tags with embedded barcode that contains data. (C) Its tags are categorized as either active or passive. (D) Automated toll-collection systems use active tags.
- () 4. In regard to the combination of computer and network, (A) convergence describes the combining of several industries through various devices. (B) portability emphasizes on the connection of computers to one another. (C) personalization is to trade off computing power and convenience in turn for smaller size and weight. (D) interactivity concerns the creation of information tailored to preference.
- () 5. A network of computers that serves users located relatively near each other is called: (A) PDA; (B) OS; (C) TCP/IP; (D) LAN.
- () 6. Application software (A) consists of several electronically coded operating programs. (B) helps the computer perform essential operating tasks. (C) enables you to perform specific tasks. (D) is independent to the system software that is being used.
- () 7. An intranet uses: (A) mainframe technology. (B) Internet technology within the boundaries of the firm. (C) the telecommunications capacities of fiber optic networks. (D) infrared telecommunications systems.
- () 8. For immediate messaging, (A) e-mail is the most popular way. (B) it can avoid entirely basic privacy that most other forms of communication provide. (C) it has come to a common standard. (D) any user on a given system can send a message and have it pop up instantly on the screen of anyone else logged onto that system.
- () 9. When you use a search engine, you can specify one or more: (A) keywords. (B) operators. (C) URLs. (D) nodes.
- () 10. In regard to the Mobile-Commerce, which of the following is **NOT** true: (A) It enables Internet-enabled cell phones and PDAs using mobile computing. (B) Personalized services are based on what a customer wants. (C) Purchasing stocks, tickets, or games is is the main services it provides. (D) Banking and financial services is one of the popular service

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categories.

- () 11. For programming language, which statement about pointers is true. (A) They can be defined to point to objects of some specific data types. (B) The indirection operator * distributes to all comma-separated variable names in a definition. (C) The letters ptr in a pointer variable name are optional. (D) A pointer may be initialized to 0 and NULL.
- () 12. The speed with which a disk can find data being sought is: (A) access time. (B) direct time. (C) data transfer time. (D) cylinder time.
- () 13. With respect to wireless computer network, which of the following is **NOT** true? (A) Bluetooth is a wireless networking standard. (B) Wi-Fi wireless network technology allows users to access the Web only if they are in the range of wireless networks. (C) Weak security feature is one of the major drawbacks of Wi-Fi. (D) Bluetooth can communicate with each other and operate each other with direct user intervention.
- () 14. Distributed processing is the method of computer processing work where tasks (A) are accumulated and stored until a specified time when it is convenient or necessary to process them as a group. (B) are processed among multiple computers linked by communications network. (C) are entered directly into the computer system and processed immediately. (D) are accomplished by one large central computer.
- () 15. Which of following is **NOT** true: (A) The HTML commands have attributes. (B) In HTML, links are created by using the anchor tag. (C) Background graphics are tiled by the browser. (D) Once you begin coding with authoring software, it is possible to insert any code in HTML.
- () 16. Which of the following is true: (A) The operating system is an example of applications software. (B) You are legally required to pay for shareware. (C) An advantage of groupware is the ability to collaborate with others. (D) Custom software is specially tailored to user needs.
- () 17. In database domain, QBE stands for: (A) Question By Entry. (B) Query By Example. (C) Questionable Basic Entries. (D) Query By Entry.
- () 18. Regarding the description of cell phones, which of the following is **NOT** true? (A) Each cell has a base station to which a call is made and sent. (B) They send and receive information in the form of radio waves, using a range of frequencies. (C) Each cell phone has a unique number that FCC assigned. (D) They are actually wireless one-way radios.
- () 19. Which of the following is **NOT** true: (A) Groupware provides capabilities for supporting enterprise-wide communication and collaborative work. (B) Teamware enables companies to implement collaboration application, but need specific software on which it can activate. (C) VoIP uses Internet Protocol to deliver voice information in digital form. (D) A virtual private network is a network that is configured with a public network to take advantage of the economies of scale.
- () 20. Which of the following is **not** a component of a URL to a desired file: (A) type. (B) path. (C) size. (D) address.

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- () 21. To describe digital networking technologies, which of the following is **NOT** true: (A) Client/server computing is a distributed computing model. (B) Packet switching is a method of slicing digital messages into parcels called packets. (C) A protocol is a set of rules and procedures governing transmission of information between two points in a network. (D) TCP is transmission control protocol that handles the movement of data between websites.
- () 22. When debugging a computer program, (A) run-time errors are mistakes that occur when running a program. (B) logic errors are mistakes in a program's grammar. (C) acceptance testing is to make sure it meets the hardware specifications. (D) syntax errors are mistakes made in the way an algorithm solves a problem.
- () 23. Which set of languages is server-side Web programming languages? (A) CGI, JavaScript, ASP. (B) CGI, ASP, PHP. (C) JavaScript, CGI, PHP. (D) ASP, VBScript, JavaScript.
- () 24. A ____ is a subset of a data warehouse in which a summarized or highly focused portion of the organization's data is placed in separate database for a specific population of users. (A) Data mining. (B) Dataset. (C) Data mart. (D) Data cub.
- () 25. Open source software (A) is free, but can not be modified by users. (B) is by definition restricted to specific operating systems. (C) has extended its range from operating systems to office suits, browsers, and games. (D) is based on the premise that it is superior to commercially produced proprietary software.
- () 26. A(n) _____ is a computer, with special software, that sits between an organization's network and the Internet for the purpose of preventing unauthorized access to the network: (A) firewall. (B) spamming. (C) antivirus. (D) hacker.
- () 27. To distinguish between information and data, it is realized that: (A) data is any knowledge that information presents. (B) data basically comes from information. (C) when information is in the form that a computer can use, it is called data. (D) data and information are generally facts.
- () 28. Advances in networking technology promise to reduce greatly the costs of: (A) advertising on the Web sites of other companies. (B) moving and accessing large quantities of data. (C) maintaining surveillance over employee Internet use. (D) security and encryption.
- () 29. Which of the following is **NOT** true? (A) B2B means business-to-business; (B) B2C means business-to-customer; (C) C2C means customer-to-customer; (D) B2E means business-to-e-marketer.
- () 30. For a relational database, which of the following is true? (A) A foreign key is a primary key field of one database table that also appears in another database table. (B) An integrity constraint is a foreign key that ensures that quality of information in a database. (C) A primary key is to concurrently identify a record in a table. (D) There can be only a candidate key in a table.
- () 31. A LAN: (A) is a central switching system that handles a firm's voice and digital communications. (B) connects all computers in a closed loop in a manner that passes data

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in one direction from one computer to another. (C) links all computers and other devices to a central host computer, through which all communications must pass. (D) connects computers and peripheral devices located close to each other, often in the same building.

- () 32. To differentiate application software from system software, it is realized that: (A) system software are programs to solve specific problems. (B) system software manages a computer system and interact with the hardware. (C) application software are tools to help others write programs. (D) application software are more complicated than system software.
- () 33. Among the steps of system development life cycle, (A) the system investigation is to install new hardware and software. (B) the system implementation is to maintain and support the system over time. (C) the system design is to generate several alternative technical solutions and develop detailed software specifications. (D) the system development is to train users and test software.
- () 34. For the five main categories of computer, which of the following is **not** included: A) supercomputer. (B) workstation. (C) movable computer. (D) mainframe computer.
- () 35. Which one is object-oriented languages: (A) C++, Java. (B) FORTRAN, C++. (C) C, VB. (D) HTML.
- () 36. The ethical privacy issue in this information age may ask a question, like (A) In what areas of life should we as a society encourage people to think they are in private territory as opposed to public view? (B) Should expectations of privacy be extended to criminal conspirators? (C) Do we have to inform people that we are eavesdropping? (D) To what extent should e-commerce sites and other businesses be allowed to maintain personal data about individuals?
- () 37. USB stands for: (A) Uniform Security Business. (B) Uniform Software Business. (C) Universal Software Browser. (D) Universal Serial Bus.
- () 38. Which of the following is **NOT** true? (A) Fuzzy logic is a mathematical method of handling statistical or subjective information. (B) Expert system is to apply reasoning capability to reach a solution. (C) Neural network has the capability of learning to differentiate patterns. (D) Genetic algorithm can mimic the evolutionary survive-of-the-fittest process to come up with better solutions.
- () 39. Most antivirus software is effective against (A) any virus. (B) only those viruses already known when the software is written. (C) any virus except those in wireless communications applications. (D) only macro viruses, worm viruses, and Trojan horses.
- () 40. An intranet uses: (A) mainframe technology. (B) infrared telecommunications systems. (C) the telecommunications capacities of fiber optic networks. (D) Internet technology within the boundaries of the firm.

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一、選擇題(單選)：70%(每題 2 分)

Part A:

1. Which of the following statements about the grapevine is *false*?
 - a. Everyone is included.
 - b. The grapevine exists in most organizations.
 - c. Some people are included in most messages.
 - ✓d. The information from the grapevine flows in all directions.
2. Which two variables are used in the Gantt chart?
 - a. time and activities to be scheduled
 - b. time and expenses incurred
 - c. expenses incurred and activities to be scheduled
 - ✓d. efficiency of activities to be scheduled and expenses
3. In a multinational company spread out across many locations, methods of controlling employee behavior
 - ✓a. are similar from one foreign country to another.
 - b. are highly centralized.
 - c. are quite different in different countries.
 - d. are based on indirect control devices.
4. The _____ type of leader generally does not generate much emotion, passion or excitement among his or her followers.
 - a. participative
 - b. charismatic Heroic
 - ✓c. transformational
 - d. transactional
5. According to Herzberg's Motivation-Hygiene theory, _____ would be considered a motivator?
 - a. pay
 - b. working conditions
 - c. hygiene factors
 - ✓d. an opportunity to show what you can do
6. A manager who has a reputation for being open and honest and understands how to motivate employees and customers is said to have good _____ skills.
 - a. sales
 - b. political
 - ✓c. Interpersonal
 - d. technical

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7. Which of the following is a characteristic of the new economy?
- Population is relatively homogeneous.
 - National borders are nearly meaningless in defining an organization's operating boundaries.
 - Business is estranged from its environment.
 - Customers get what business chooses to give them.
8. Plans that apply to the entire organization, establish the organization's overall objectives, and seek to position the organization in terms of its environment are called _____ plans.
- operational
 - tactical
 - strategic
 - single-use
9. Which of the following is not an ingredient in MBO programs?
- goal specificity
 - participative decision making
 - performance feedback
 - general time period
10. When a plant manager who is trying to reduce turnover of production workers notices that turnover has decreased by 10 percent four months after he instituted a new training program, at which step in the rational decision-making process is this manager?
- Identify the problem.
 - Evaluate the decision criteria.
 - Analyze the alternatives.
 - Evaluate the results.
11. The wider the span of control, the more the organization will tend to _____.
- have many levels of management
 - be more costly than organizations with narrower spans of control
 - have flat structures
 - have tall structures
12. Which of the following statements is false?
- Teams are more flexible than traditional departments.
 - Teams are less responsive to a changing environment.
 - Teams can serve as a source of job satisfaction.
 - Teams better utilize employee talents.

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13. A manager who experiments with new ideas, takes chances with new products, and leads his or her department to try new ways to solve problems has high _____.
- self-control
 - competitiveness
 - internal locus of control
 - risk propensity
14. Jill has been teaching for 18 years. Each day she arrives at work smiling and ready to teach another room full of students. She loves her job. This describes which of the following?
- job satisfaction
 - job involvement
 - organizational development
 - organizational commitment
15. Which of the following is not a factor in the Big-Five model?
- extroversion
 - agreeableness
 - conscientiousness
 - introversion
16. Kevin is a very relaxed, easy-going person who appears to have all the time in the world. He is never too busy to stop and chat for a moment. Kevin has which of the following?
- type A personality
 - type B personality
 - hyperactivity
 - karoshi
17. Which of the following essentially attempts to determine which applicant, if hired, will be successful?
- selection process
 - human resource inventory report
 - recruitment
 - strategic human resource planning

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否**Part B**

John has been hired to establish a control system for SRP Inc. John knows several decisions must be made before the control system can be implemented. Several contingencies must also be considered. One of the first decisions that must be made is where to place the controls and what needs to be controlled. John also knows the organization is relatively small and will be for some time, and that management intends to decentralize extensively. Furthermore, management has indicated that if-then guidelines are to be implemented. John looks forward to designing a system that will work well for the company for years to come.

18. The first step deals with which of the following characteristics of effective control systems?
- a. accuracy
 - b. understandability
 - ✓c. strategic placement
 - d. multiple criteria
19. Controls should be implemented for
- ✓a. everything that goes on in the organization.
 - b. areas where variations are unlikely to occur.
 - c. areas where variations will cost little.
 - d. all critical activities, operations, and events.
20. The need for the standards of a control system to have a dual positive effect is termed
- a. reasonable criteria.
 - b. understandability.
 - ✓c. strategic placement.
 - d. multiple criteria.
21. The if-then guidelines refer to which of the following characteristics of control systems?
- ✓a. economy
 - b. understandability
 - c. strategic placement
 - d. corrective action
22. Because John cannot control all activities, he should place the strategic control devices where those devices can call attention only to
- a. the inequities.
 - b. the exceptions.
 - c. the deficiencies.
 - ✓d. ambiguous elements.

Part C

Mary was excited. She had just returned from a manager's retreat where MBO had been discussed. This had never been used in her organization before, and she was enthusiastic about implementing the program in her department. She received the OK from her manager, the division head, who vaguely remembered having heard of the program several years earlier. Mary looked over the handout she had received. She was still somewhat confused on who was to choose the goals for the employees. However, she knew that the goals once chosen needed to be specific and have explicit time periods attached. Even though there was a lot of work to do in order to implement the program, Mary was excited. She knew this would prove to be beneficial to the organization.

23. Who should develop the employee goals for the MBO program?
- Mary
 - Mary's manager
 - employees
 - Mary and the employees
24. Which of the following is a well-written objective to be used in MBO?
- increase productivity
 - increase sales
 - decrease department costs by 8% over the next six months
 - decrease personnel costs
25. In order for MBO to work most effectively in Mary's department, which level of support does she still need to receive?
- first-line managers
 - middle managers
 - top managers
 - She does not need the support of management.
26. Mary knew that the research showed that MBO allows which of the following?
- increased employee performance
 - increased employee turnover
 - increased profits
 - increased sales

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否**Part D**

Tom has just returned from a conference on performance appraisal methods. It was an interesting conference and one that was needed. Tom knew that the company method of evaluating employees needed some drastic revision. The current method is to have the immediate supervisor write out an evaluation of each individual employee. The method was time-consuming for the supervisors, and as much a test of their writing skills as it was an evaluation of performance. Tom was leaning toward three choices. The first choice involved one of the oldest and most popular performance appraisals. This involved listing a set of performance factors such as quantity of work, quality of work, cooperation, etc. and then rating each factor on an incremental scale. The second choice involved a system that would focus on specific and measurable job behaviors. The third choice was very results-oriented and used extensively with managers and professional employees.

27. What is the name of Tom's first choice?
- a. written essay
 - b. graphic rating scales
 - c. BARS
 - d. MBO
28. What would be the primary advantage of using the first choice?
- a. rich example of behaviorally based data
 - b. quantitative data
 - c. focuses on end goals
 - d. compares employees with one another
29. Tom's second choice is the critical incident method. What would be the major disadvantage of this method?
- a. time consuming and lack of quantification
 - b. depends on evaluator's writing skills
 - c. unwieldy with large numbers of employees
 - d. provides information on only critical behaviors that foster ineffective job performance
30. One method that is commonly used is the one that she overlooked. It focuses on specific and measurable job behaviors, although it is time consuming and difficult to develop measures.
- a. critical incidents
 - b. graphic rating scales
 - c. BARS
 - d. 360 degree appraisal

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否**Part E**

Harry knows that there are a variety of differing ways to effectively lead. However, he would like to be more effective at his job as well as helping his first-line managers also be effective leaders. As he thinks about his first-line managers, he realizes that they all demonstrate a wide variety of leadership styles. Jennie lets her employees know exactly what is expected of them and gives specific guidelines on how tasks are to be accomplished. Jack, on the other hand, always solicits employee information and suggestions before making a decision. Kate expects so much from her employees. She sets challenging goals and expects her employees to reach those goals. Then, there is Frank who is always outgoing and friendly, endlessly concerned with his employees and their welfare. Harry decides to use House's path-goal theory to analyze his current situation.

31. Jennie uses the _____ leadership style.
- a. achievement-oriented
 - b. supportive
 - c. participative
 - d. directive
32. Which of the following leadership styles does Jack use?
- a. achievement-oriented
 - b. supportive
 - c. participative
 - d. directive
33. Kate demonstrates which leadership style?
- a. achievement-oriented
 - b. supportive
 - c. participative
 - d. directive
34. Frank uses the _____ leadership style.
- a. achievement-oriented
 - b. supportive
 - c. participative
 - d. directive
35. If Harry follows the path-goal theory, which of the following could he do to help his first-line supervisors?
- a. Explain the task even if he thinks the supervisors understand.
 - b. Compensate for shortcomings in the supervisors.
 - c. Compensate for shortcomings in the work setting.
 - d. Compensate for shortcomings in the supervisors and the work setting.

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二、問答題：30% (請以中文作答，每題 10 分)

1. All employees in Kwang Yang Motor factory dress white uniform, why the uniform color is white? Does it mean anything in management? And, the employees dress white uniform has related to which function of management?

2. A businessman tells us a case which indicates communication defeat. A director makes an internal phone call for the secretary to inquire: "Do you know the phone number of general manager's mobile?" The secretary replied: "Yes" and hung up the phone immediately. This director calls the secretary again and asks: "Do you really know general manager's mobile phone?" The secretary replied once more: "Yes, I know". And she hung up the phone again. Finally, this director is very unhappy and walks in front of the secretary to say that: "If you knew you should tell me!". What is the reason which makes communication defeat in this case? How we can improve it? And how the director overcomes the communication barrier?

3. Scientists cage four monkeys in a close room and feed them very few foods every day that make these monkeys very hungry. After days, scientists lay down a string of banana from a small hole that locates on the top of this room. A hungriest big monkey rush to step forward to it, but before it gets the banana it hurts badly by boiling water which splash from pre-established machinery. When the other three monkeys climb for the banana in turn, they also hurt by the boiling water. That's why these monkeys just can look at the banana but can't do anything. After other days, scientists trade a new monkey to entry in this room. When this new monkey try to eat the banana, it is stopped by other three monkeys and be told that there has dangers, don't try to get it. The scientists trade a new monkey to enter again, when this only new monkey wants to eat the banana, something interesting happened. This time, not only two old monkeys who had burned try to stop it, the almost new monkey also tries to stop it. The experiment goes on, after all monkeys have been exchanged, no one has been burnt, and the machinery has also turned off, the banana is easy to obtain, but no one dare to go to enjoy it.
 After reading this story, do you think it has any connection with the business management? Do they give you any inspiration on business management?