

考試科目	行政學 21411	所別	公共行政學系	考試時間	3月1日(日)第一節
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一、英文題(20%)

請就以下公共行政學者 Guy Peters 的觀點作說明：

At least four of the old chestnuts that have guided our thinking about the public service and its role in the process of governance are no longer as canonical as they once were. The first of these principles is the assumption of an apolitical civil service, and associated with that the politics/administration dichotomy and the concept of the "neutral competence" within the civil service.... The second significant change in government relevant for this discussion is the decline of the assumption of hierarchical and rule-based management within the public service, and the authority of civil servants to implement and enforce law and policy outside the narrow confines of the public service.....The third change in the assumption about governance and the public bureaucracy concerns the permanence and stability of the organizations within government. Joining a public organization is sometimes conceptualized like joining a Japanese corporation once was: It is lifetime employment.....The last "chestnuts" is that civil service should be acquiescent and respond almost entirely to the policy directives given to them by their nominal political masters.

資料來源：Guy Peters, "Model of Governance for the 1990s," in Donald F. Kettl & H. Brinton Milward (eds.), *The State of Public Management* (Baltimore: Johns Hopkins Press, 1996), 15-17.

二、簡答題(30%)每題 15 分

1. 試說明我國「考銓制度」的意義、特色及其運作上的優缺點。
2. 試列出五項「新公共行政」(new public administration)與「新公共管理」(new public management)主張的差異點。

三、問答題 (20%)

近來由於高鐵 BOT 的營運問題，使得「政府與民間的合作」成為公眾關注的焦點。請問何謂「Public-Private Partnership (PPP)」？PPP 出現的原因及理由為何？在討論 PPP 的時候大都採取哪一主要理論來解釋？在此理論下，Information Asymmetry 會導致哪兩項主要的問題？政府可以透過何種途徑來避免上述問題？

備

註

- 一、作答於試題上者，不予計分。
- 二、試題請隨卷繳交。

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四、多選題 (30%) 每題 2 分。每題至少有兩個以上的正確答案，全部答對才給分。回答時請標明「題號」及「對應之答案」。題號與答案標示不明以致無法判斷者該題不給分。

1. 請問以下那些學者「非」屬於人群關係學派？ (1) G. E. Mayo (2) H. Fayol (3) F. Taylor (4) W. Wilson (5) M. Weber
2. Thomas Kohn 在其《科學革命的結構》(The Structure of Scientific Revolution)一書中提到下列哪些概念？ (1) Anomalies (2) Original Position (3) Veil of Ignorance (4) Paradigm (5) Unit of Consensus
3. 公共行政理論的建構與發展過程，依 Nicolas Henry 的歸納可分為五個典範發展時期，請將公共行政典範的五個發展時期依序排列(順序全對才給分)：
(1) 行政原理 (2) 公共行政學即管理學 (3) 公共行政學即公共行政學 (4) 公共行政學即政治學 (5) 政治與行政分立時期
4. 行政的意義可從多個不同的角度來剖析，其中「公共性(Publicness)的觀點」近年來尤其受到重視，請問下列何者是學者 B. Bozeman 用來評斷組織「公共性」高低的主要依據？ (1) Constitutional Authority (2) Economic Authority (3) Cultural Authority (4) Political Authority
5. 請問下列何者為「新公共服務(New Public Service)」之內涵？ (1) 多面向的課責型態 (2) 以經濟理論為基礎 (3) 重視公民精神勝於企業精神 (4) 政府為操盤者
6. 請問「內在」與「外在」兩種不同類型的激勵因素可「同時」在下列哪些激勵理論中找到 (1) 激勵保健理論 (2) ERG 理論 (3) 需求層級理論 (4) XY 理論
7. 請問下列哪些論述是正確的？ (1) 轉換型領導源自於交易型領導與魅力型領導 (2) Single-Loop Learning 強調「學習如何學習」 (3) Job Enlargement 的做法在於增加工作者「垂直性」的工作內容，亦可產生較強的激勵效果 (4) 矩陣式組織可確保組織運作上的彈性

備

註

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<p>8. 下列何者「不」符合帕金森律(Parkinson's Law)對組織的描述? (1) 組織開會的時間與議題的重要性成正比 (2) 少數領導人間的權力鬥爭是組織內鬥的來源 (3) 組織用人傾向重質不重量 (4) 組織應對事不對人(去人情化)</p> <p>9. 霍桑實驗(Hawthorne Experiment)及其影響與下列那些概念有關? (1) 心理因素(內在激勵) (2) 永業化 (3) 人群關係學派 (4) 生產力</p> <p>10. 賽門(H. Simon)認為人是「行政人(Administrative Man)」, 請問此一論點與下列何者有關? (1) Zone of Indifference (2) Intended Rationality (3) Limited Information (4) Satisfying Decision-Making Model (5) Bounded Rationality</p> <p>11. 請問下列敘述何者正確? (1) 權變理論認為最好的途徑即是「情勢」原理的運用 (2) 「人才律」亦即「用人唯才主義」, 是用人行政的基本定律 (3) 代表性官僚概念中的「積極代表性(Active Representation)」係指「公務人員之組成應與整體社會有相似的結構與特質」 (4) 「動態平衡理論」在組織理論的演進分期中屬於「整合時期」</p> <p>12. 下列何者為「目標設定理論(Goal Setting Theory)」的要件? (1) Feedback (2) Goal Difficulty (3) Goal Clarity (4) Employee Participation</p> <p>13. 請問政府在公共服務上供應不足與無效率的原因有哪些? (1) Externalities (2) Philanthropic Insufficiency (3) Rising Costs (4) Inadequacy of Governmental Provision</p> <p>14. Rhodes & Marsh 將政策網絡分為「政策社群(Policy Community)」與「議題網絡(Issue Network)」, 請問其分類依據有那些? (1) 成員資格 (2) 整合程度 (3) 法定地位 (4) 權力關係</p> <p>15. 請問下列敘述何者與 W. Ouchi 所提出的 Z 理論(Theory Z)有關? (1) 主要為討論「組織文化」的理論 (2) 強調「全人」的觀點 (3) 強調個人對組織的「信任」與「忠誠」 (4) 強調「系統思考」</p>					
備註	<p>一、作答於試題上者, 不予計分。</p> <p>二、試題請隨卷繳交。</p>				

考試科目	公共政策 1412	所別	公共行政學系	考試時間	3 月 1 日(日)第二節
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- 一、發生於 2014 年 3 月的「太陽花學運」，學生占領立法院及周邊道路 22 天，抗議國會通過兩岸服貿協議的程序不正義，以及臺灣社會代議體制的失靈。這群參與者嫻熟於數位新傳媒的使用，與傳統媒體相較，數位新傳媒呈現甚麼傳播特質？新媒體對於這些網路使用者促成了什麼樣的培力效果？在議題設定與政策論述上，又發揮了甚麼樣的功能？(15%) 在這場學運中，政府的聲音相對太弱了，您認為立法院長、行政院長、監察委員、司法檢調體系、甚至總統，各應扮演或不應扮演一定的角色，請討論。(10%)
- 二、何謂政策終結(policy termination)？爭議中的「國光石化開發案」未動工興建即宣告中止，請問這算是政策終結嗎？Hogwood and Gunn(1984)認為推動政策終結時常會遇到各種不同的困境，為什麼？(15%) 為了有效執行政策終結，Geva-May (1997)提出那些策略來因應？(10%)



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三、

Explain the following terms with proper examples. (5% for each)

1. Substantive and procedural policies
2. Value conflict and resolution
3. Cost-benefit and cost-effectiveness analyses
4. Policy instrument
5. Judicial evaluation for public policy

四、

Read an excerpt of an article attached below published in *Journal of Policy Analysis and Management* (Volume 33, Issue 2, 2014) and answer the following questions.

1. What is the main theme of the excerpt? (10%)
2. Provide and explain three concepts in public policy related to the main theme. (15%)

While there are many strong forces at play in the field of policy analysis and management, the strongest and most fundamental changes that will shape the field of policy analysis over the next decade are in the types of data that are increasingly available to researchers. Because research designs and statistical/econometric approaches are codependent with data, changes in the types of data available to public policy and management researchers will transform the field. Additionally, continuing research on the ability of econometrics to compensate for selection biases will continue to push researchers interested in the *does it work* question further down the path toward random assignment studies. Creative work on better quasi-experimental methods could change this movement, but in the absence of better econometrics, researchers will continue the movement into experimental research. Let me begin with the low-lying fruit, changes in the types and accessibility of data. (魏. 碩. 進. 有)

備

註

- 一、作答於試題上者，不予計分。
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Data are key inputs to the production of public policy and management research. Early in my career there were warnings related to data, typically framed as GIGO or garbage in-garbage out. While this adage still stands the test of time, data quality, and availability is perhaps better today than it has ever been. The data.gov Web site alone lists over 80,000 datasets, searchable by key words, and produced by governments at all levels, universities, nonprofits, commercial, and collaborative efforts. This list is incomplete inasmuch as it does not include the larger number of datasets that are not immediately available because they require the completion of human subjects' protocols to safeguard the privacy of the data.

Administrative data maintained by governments at all levels are not new and in fact, they have been used by policy analysts and management researchers for decades. As such, the changes I describe here are perhaps the least surprising or innovative, but in the short-run, these changes are likely to be adopted by many public policy and management researchers, because the changes are producing data that are quite similar to the types of data in current use. Hence, using these data will not require big changes in research designs or statistical approaches. Researchers will, however, have access to more complete or comprehensive data on citizens, and having a fuller picture of individuals should, all other things being equal, improve public policy and management research.

Efforts to link records across government programs and agencies are occurring at both the state and federal levels. While a seemingly simple concept, most governmental information systems are designed to operate programs, not conduct research. As such, how the data are stored can be inconsistent with data storage for research purposes. Additionally, many programs do not use social security numbers as unique identifiers and in the absence of a national identification number, how one correctly merges records is not as simple as it may first seem. Nonetheless, efforts to merge data across government agencies and programs are moving forward at both the federal and state levels.

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註

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一、台北市政府以網路投票的方式來決定勞動局長人選以及決定公館徒步區是否繼續實施，引起社會上許多的討論。試從政治、法律、行政及技術面向，評估未來將 i-voting 運用在我國中央及地方公職人員選舉以及公民投票的可行性。(25%)

二、試舉出我國中央政府當前所面對最嚴重的公共治理問題，說明該問題的本質及後果、解釋其成因，並提出可行又具創意的解決對策。(25%)



備註	一、作答於試題上者，不予計分。 二、試題請隨卷繳交。
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請閱讀以下三則新聞後，回答下列問題 三與四：(在頁4)

《第一篇》 **Taking off the stabilisers: Sharing two wheels is becoming ever more popular**

Oct. 12th, 2013 The Economist

IN MORE than 500 cities in 50 countries, shared bicycles have become a colourful addition to street life. Schemes have increased tenfold since 2004. Most work on the principle that a user hires a bicycle at one of a number of docking stations dotted around a city. The first 30 minutes are usually free for members (annual memberships range from a \$35 deposit to a \$145 fee), and charges rise the longer users hang on to the bikes. The two-wheelers vary from clanking, no-frills frames in Hangzhou, in China, to the luxury models with built-in GPS and smart tablets that will be launched in Copenhagen next month.

Bicycle-sharing has come a long way since the 1960s, when 50 white “free bikes” were scattered around Amsterdam, only to be promptly stolen. A second generation of coin-operated bicycles still got nicked. A third generation solved that problem with electronic docking stations and credit-card payments. Susan Shaheen, an expert on sustainable transport at the University of California, Berkeley, thinks that bike-sharing is now heading towards a fourth, less wobbly generation. Innovations such as mobile solar-powered docking stations and IT-based redistribution systems (to get the bikes to the right place at the right time) are already well established. Some cities are now moving on to offer seamless integration with public transport.

According to a study by the Earth Policy Institute (EPI) in Washington, Europe accounts for most of the programmes, but Asia has the largest number of shared bicycles, with over 350,000 in China alone. Even in often bike-hostile America, which in 2012 had 21 schemes with 8,500 bicycles, the EPI expects the fleet to more than quadruple by 2014, to 37,000. In London, which has 8,000 shared bikes, another 2,000 will be added later this year. In Paris the Vélib scheme, which opened in 2007, has already racked up 173m journeys.

Many of the larger bike-sharing schemes are public-private partnerships that rely on a combination of user fees, advertising revenue, sponsorship and government money. New York’s 6,000-bike venture, launched this summer and sponsored by Citibank and MasterCard, charges a lot more than other cities (\$10.83 for 24 hours against \$2.30 in Paris), and hopes to make a profit. In Paris JCDecaux, an advertising firm, pays for the programme in exchange for advertising space on bus stops and billboards.

London’s “Boris bikes”, named after Boris Johnson, the mayor who introduced the scheme, benefit from a £50m (\$80m) sponsorship deal with Barclays bank, but nearly half this year’s running costs will still come from the public purse. Transport for London, which runs the scheme, says that all public transport in the capital is subsidised, and bikes are no exception. No two bike-sharing business models are alike, but for most cities the point of such schemes is not to make a profit but to reduce congestion, ease parking problems and encourage their

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increasingly flabby inhabitants to take more exercise.

《第一篇》

北市 YouBike 前半小時擬收 5 元

2015-01-28 聯合報／台北報導

台北市公共自行車 YouBike 因補助經費不足，擬取消前卅分鐘免費優惠，台北市交通局長鍾慧諭昨說，為了讓有限資源更有效率運用，將回歸使用者付費，根據民調顯示，前半小時收五元的支持度最高，交通局將彙整意見，三月底定案，最快四月上路。

交通部昨舉辦公路公共運輸計畫成果研討會，今年起公共運輸補助範疇將首度納入自行車補貼。公路總局監理組副組長梁郭國說，YouBike 性質已更趨公路運輸的一環，銜接捷運、公車到目的地最後一哩，若北市府提出申請，中央將評估，使用 Youbike 前後一小時內轉乘捷運或公車，予以補貼；但若純騎車而非轉乘，就不補助。

目前 YouBike 前半小時免費，之後四小時內每半小時十元，目前八成使用者使用時間都不超過半小時，等於實際付費的僅兩成民眾。鍾慧諭說，民調統計，若前半小時收五元，七成三民眾支持；若前半小時免費取消（收十元），則支持率僅五成。市府評估，前半小時收六至八元較能合理反映成本。

北市交通局指，台北市 YouBike 發展已成熟，每輛車每天周轉十二次，更勝巴黎、阿姆斯特丹等國際大都會，今年編列補助一點五億元補助 YouBike 前半小時免費措施，最快六月就會用完。為了公共運輸永續發展，北市會率先回歸使用者付費，這也是未來全台各縣市都會面臨的議題。

為了鼓勵騎乘，市府傾向採取部分補貼措施，若五元民眾接受度最高，則另五元由市府補貼。另因北市與新北市公共自行車可相互借還，若兩市租借費率不同，可能造成使用者困擾及消費爭議，還須新北市與營運商捷安特協調後，三月底定案。

台北市交通局科長劉嘉祐說，為避免雙北消費爭議，可能朝「屬地主義」推行，例如在新北借、台北市還，就以新北市費率計費。北市議員何志偉說，希望雙北費率相同，使用者才不會困擾。

備註	一、作答於試題上者，不予計分。 二、試題請隨卷繳交。
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《第三篇》

取消補助? 劉金標: YouBike 的優惠是全球最低的

2015-01-15 自由時報/台北報導

台北市政府 YouBike 微笑單車擬取消前半小時租車優惠，巨大董事長劉金標表示，巨大是負責營運的廠商，市府怎麼決定？巨大就怎麼配合，但 YouBike 租車優惠是全球最低的，市府可能要去評估，取消前半小時租車優惠，市民的感動是不是會不見了。

劉金標今天表示，當初承包營運台北市 YouBike，由於公共自行車是公共政策，不是能賺錢的事業，全世界沒有自行車業者願意做，「我花了很多心血」，認為要做就要做世界第一，不然就不做，至今 YouBike 的品質和服務超越市民期待的水準，使用周轉率並創下世界奇蹟。

劉金標並指出，YouBike 是台北市政府的公共福利政策，YouBike 不會收班，是唯一 24 小時不打烊的公共運輸工具，Ubike 前半小時租車免費優惠其實在全世界算是最底的，高雄是前一小時租車免費，其它很多國家公共自行車也是前一小時租車免費。

他說，台北市因為 YouBike 已經改變了，變成綠色友善城市，政府補助會讓使用率提升，但巨大不方便幫政府做任何決定與建議，會尊重市府決定。

劉金標的女兒、YouBike 事業部發言人劉麗珠則表示，YouBike 有高達 9 成的滿意度，是大多數市民的感動，市府應考量的是取消優惠，收那 10 元，市民的感動會不會不見了。

三、請簡述第一則經濟學人報導的內容大意，並依據報導內容，說明公共腳踏車系統發展的背景與現況，以及各國主要採行的營運模式（請勿逐行翻譯）。(25%)

四、目前台北市政府擬取消使用 YouBike 前 30 分鐘免費的政策，選擇前 30 分鐘收取 5 元費用，並由市府補貼 5 元的方案。如果使用者付費是普遍被接受的原則，那為何取消 YouBike 前 30 分鐘免費的政策會受到民眾的批評與反彈？請試從台北市政府、一般使用民眾、巨大公司等三方立場提出分析，說明取消 YouBike 前 30 分鐘免費的政策對其分別可能產生的影響。(25%)

備

註

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