

科目：工商心理學

系所組：工商心理與衡鑑學組

題1：目前您所要申請就讀的為工商心理學(Industrial- Organizational Psychology)領域，該領域主要想訓練出的是 Industrial- Organizational Psychologist。附件是職業資訊系統 O*NET 中查詢到的 Industrial- Organizational Psychologist 相關資訊。請問此資訊可以怎樣運用於 Industrial- Organizational Psychology 碩士 Program(也就是你現在正在考的 program) 之招募與甄選？另外，由此資訊來看，你適合就讀此 program 嗎？為什麼？(100%)

※ 注意：1.考生須在「彌封答案卷」上作答。

2.本試題紙空白部份可當稿紙使用。

3.考生於作答時可否使用計算機、法典、字典或其他資料或工具，以簡章之規定為準。



O*NET OnLine

Summary Report for: 19-3032.00 - Industrial-Organizational Psychologists

Updated 2010



Apply principles of psychology to personnel, administration, management, sales, and marketing problems. Activities may include policy planning; employee screening, training and development; and organizational development and analysis. May work with management to reorganize the work setting to improve worker productivity.

Sample of reported job titles: Consultant, Industrial/Organizational Psychologist (I/O Psychologist), Organizational Psychologist, Research Scientist, Consulting Psychologist, Organizational Consultant, Customer Leader, Management Consultant, Industrial Psychologist, Management Psychologist

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Tasks

- Develop and implement employee selection and placement programs.
- Analyze job requirements and content to establish criteria for classification, selection, training, and other related personnel functions.
- Develop interview techniques, rating scales, and psychological tests used to assess skills, abilities, and interests for the purpose of employee selection, placement, and promotion.
- Advise management concerning personnel, managerial, and marketing policies and practices and their potential effects on organizational effectiveness and efficiency.
- Analyze data, using statistical methods and applications, to evaluate the outcomes and effectiveness of workplace programs.
- Assess employee performance.
- Observe and interview workers to obtain information about the physical, mental, and educational requirements of jobs as well as information about aspects such as job satisfaction.
- Write reports on research findings and implications to contribute to general knowledge and to suggest potential changes in organizational functioning.
- Facilitate organizational development and change.
- Identify training and development needs.

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Tools & Technology

Tools used in this occupation:

Desktop computers

High capacity removable media drives — Universal serial bus USB flash drives

Notebook computers — Laptop computers

Personal computers

Scanners — Data input scanners

Technology used in this occupation:

Analytical or scientific software — SAS software; Scientific Software International TESTFACT; SPSS software; Winsteps

Enterprise resource planning ERP software — Oracle PeopleSoft

Human resources software — Human resource information system HRIS software

Office suite software — Microsoft Office software

Project management software — Microsoft Project

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Knowledge

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

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Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Speaking — Talking to others to convey information effectively.

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Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Science — Using scientific rules and methods to solve problems.

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Abilities

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

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Work Activities

Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.

Provide Consultation and Advice to Others — Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.

Interpreting the Meaning of Information for Others — Translating or explaining what information means and how it can be used.

Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.

Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.

Analyzing Data or Information — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.

Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.

Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Judging the Qualities of Things, Services, or People — Assessing the value, importance, or quality of things or people.

Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

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Work Context

Electronic Mail — How often do you use electronic mail in this job?

Telephone — How often do you have telephone conversations in this job?

Face-to-Face Discussions — How often do you have to have face-to-face discussions with individuals or teams in this job?

Contact With Others — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?

Deal With External Customers — How important is it to work with external customers or the public in this job?

Importance of Being Exact or Accurate — How important is being very exact or highly accurate in performing this job?

Spend Time Sitting — How much does this job require sitting?

Structured versus Unstructured Work — To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals?

Freedom to Make Decisions — How much decision making freedom, without supervision, does the job offer?

Work With Work Group or Team — How important is it to work with others in a group or team in this job?

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Job Zone

Title Job Zone Five: Extensive Preparation Needed

Education Most of these occupations require graduate school. For example, they may require a master's degree, and some require a Ph.D., M.D., or J.D. (law degree).

Related Experience Extensive skill, knowledge, and experience are needed for these occupations. Many require more than five years of experience. For example, surgeons must complete four years of college and an additional five to seven years of specialized medical training to be able to do their job.

Job Training Employees may need some on-the-job training, but most of these occupations assume that the person will already have the required skills, knowledge, work-related experience, and/or training.

Job Zone Examples These occupations often involve coordinating, training, supervising, or managing the activities of others to accomplish goals. Very advanced communication and organizational skills are required. Examples include librarians, lawyers, aerospace engineers, wildlife biologists, school psychologists, surgeons, treasurers, and controllers.

SVP Range (8.0 and above)

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Education

Percentage of Respondents	Education Level Required
53	Master's degree
41	Doctoral or professional degree
6	Bachelor's degree

This occupation may require a background in the following science, technology, engineering, and mathematics (STEM) educational disciplines:

Life Sciences — Industrial and Organizational Psychology; Psychology, General

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Interests

Interest code: IEA

Investigative — Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.

Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

Artistic — Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.

Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.

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Work Styles

Analytical Thinking — Job requires analyzing information and using logic to address work-related issues and problems.

Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.

Integrity — Job requires being honest and ethical.

Achievement/Effort — Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.

Initiative — Job requires a willingness to take on responsibilities and challenges.

Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.

Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.

Leadership — Job requires a willingness to lead, take charge, and offer opinions and direction.

Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

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Work Values

Working Conditions — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.





Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.

Achievement — Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.

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Related Occupations

- 11-3040.00 [Human Resources Managers](#)
- 11-9032.00 [Education Administrators, Elementary and Secondary School](#)
- 13-1072.00 [Compensation, Benefits, and Job Analysis Specialists](#)  **Bright Outlook**
- 13-1073.00 [Training and Development Specialists](#)  **Green**
- 25-9031.00 [Instructional Coordinators](#) 
- 43-1011.00 [First-Line Supervisors/Managers of Office and Administrative Support Workers](#) 

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Wages & Employment Trends



National

- Median wages (2009)** \$40.03 hourly, \$83,260 annual
- Employment (2008)** 2,000 employees
- Projected growth (2008-2018)**  Much faster than average (20% or higher)
- Projected job openings (2008-2018)** 1,300
- Top industries (2008)** [Professional, Scientific, and Technical Services](#)
[Self-Employed](#)

State & National

Select a State 




Source: Bureau of Labor Statistics [2009 wage data](#)  and [2008-2018 employment projections](#) . "Projected growth" represents the estimated change in total employment over the projections period (2008-2018). "Projected job openings" represent openings due to growth and replacement.

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Sources of Additional Information

Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Psychologists](#)  Bureau of Labor Statistics, U.S. Department of Labor. *Occupational Outlook Handbook, 2010-11 Edition*.

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Send comments or questions to [O*NET Info \(onet@onetcenter.org\)](mailto:onet@onetcenter.org).