

(B09) 人為因素學

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(B) 1. CRM是

(A)一種立刻見效的特效藥。(B)一種用以改善組員績效的廣義系統。(C)一種消極的講授課程。

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(C) 2. 下列何者不屬於CRM訓練階段：

(A)認知階段。(B)練習與回饋階段。(C)突破階段。

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(A) 3. CRM訓練的第一階段為：

(A)認知階段。(B)練習與回饋階段。(C)持續增強階段。

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(B) 4. CRM訓練的第二階段為：

(A)認知階段。(B)練習與回饋階段。(C)持續增強階段。

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(C) 5. CRM訓練的第三階段為：

(A)認知階段。(B)練習與回饋階段。(C)持續增強階段。

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(C) 6. CRM訓練可分為三個階段，其中第一階段的重點在於確認何者的重要性？

(A)操作技巧。(B)技術知識。(C)組員協調。

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(A) 7. 有效的CRM訓練需要誰的支持？

(A)高階主管。(B)旅客。(C)航管。

原始題號:0066886 題組:0 難易度:易 (R20180605)

(A) 8. 下列有關SHELL模型的哪個敘述不正確：

(A)S代表情境。(B)H代表硬體。(C)E代表環境。

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(B) 9. 在"SHELL"模型中，軟體(software)意指

(A)機器、裝備等。(B)文件、程序、信號等。(C)工作場合的內部與外部。

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(A) 10. 在"SHELL"模型中，硬體(hardware)意指

(A)機器、裝備等。(B)文件、程序、信號等。(C)工作場合的內部與外部。

原始題號:0066889 題組:0 難易度:易 (R20180320)

(C) 11. 在"SHELL"模型中，環境(environment)意指

(A)機器、裝備等。(B)文件、程序、信號等。(C)工作場合的內部與外部。

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- (A) 12. 在"HELL"模型中，生命體(liveware)意指
(A)人員。(B)文件、程序、信號等。(C)工作場合的內部與外部。

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- (C) 13. SHELL模型中的核心元素是:
(A)情境。(B)硬體。(C)人員。

原始題號:0066892 題組:0 難易度:易 (R20180906)

- (A) 14. SHELL模型中，勞資關係是屬於下列哪一介面的範疇?
(A)人員與人員。(B)人員與硬體。(C)人員與軟體。

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- (B) 15. SHELL模型中，駕駛艙的設計是屬於下列哪一介面的範疇?
(A)人員與人員。(B)人員與硬體。(C)人員與軟體。

原始題號:0066894 題組:0 難易度:易 (R20180906)

- (C) 16. SHELL模型中，法規、手冊、標準操作程序是屬於下列哪一介面的範疇?
(A)人員與人員。(B)人員與硬體。(C)人員與軟體。

原始題號:0066895 題組:0 難易度:易 (R20180906)

- (B) 17. SHELL模型中，天氣、地形、場站設施是屬於下列哪一介面的範疇
(A)人員與人員。(B)人員與環境。(C)人員與軟體。

原始題號:0066898 題組:0 難易度:易 (R20180906)

- (C) 18. 正常狀況下，當飛機自動化的程度愈高
(A)飛行員的工作負荷愈高。(B)飛行員的飛行技巧更精進。(C)飛行員覺得比較無聊。

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- (A) 19. 正常狀況下，當飛機自動化的程度愈高，飛行員所扮演的角色
(A)監控性質較高。(B)控制性質較高。(C)監控性質與控制性質都升高。

原始題號:0066900 題組:0 難易度:易 (R20180320)

- (B) 20. 通常能夠阻止一連串事件造成失事的最後屏障是
(A)法規。(B)人員。(C)裝備。

原始題號:0066901 題組:0 難易度:易 (R20180907)

- (C) 21. 在事故或事件的調查中，有系統的追尋肇事原因是為了
(A)追究責任。(B)找出單一原因。(C)找出潛在問題。

原始題號:0066902 題組:0 難易度:易 (R20180320)

- (C) 22. 為了達成調查的目的，調查單位必須採取何種觀點?
(A)飛行員觀點。(B)旅客觀點。(C)全方位觀點。

原始題號:0066903 題組:0 難易度:易 (R20180907)

- (C) 23. 團體中，全體或幾乎全體成員所共同分享的信念或價值觀，吾人稱為
(A)法律。(B)氣氛。(C)文化。

原始題號:0066904 題組:0 難易度:易 (R20180907)

- (C) 24. 下列何者不是安全文化的特徵?
(A)高級主管重視安全。(B)高級主管不迴避批評。(C)尊重資深人員。

原始題號:0066905 題組:0 難易度:易 (R20180907)

(A) 25. 下列何者不是安全組織的特徵？

(A)對於法規的倚賴多過於內部責任感 (B)擁有適當的危機管理架構 (C)視安全為生產力的重要因素

原始題號:0066906 題組:0 難易度:易 (R20180907)

(B) 26. 當作業人員對新的自動系統的性能太過於習慣，可能會發生何種現象？

(A)失去系統知覺 (B)過度倚賴 (C)不信任

原始題號:0066907 題組:0 難易度:易 (R20180907)

(C) 27. 當人員與自動系統對於狀況的判斷出現差異時，可能會發生何種現象？

(A)失去系統知覺。 (B)系統性決策錯誤。 (C)不信任。

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(C) 28. 人員與機器之間的訊息傳遞，屬於哪個範疇的問題？

(A)過度倚賴。 (B)系統性決策錯誤。 (C)介面設計。

原始題號:0066910 題組:0 難易度:易 (R20180907)

(A) 29. 當自動系統提供的選擇太多時，可能會發生何種現象？

(A)模式混淆。 (B)系統性決策錯誤。 (C)不信任。

原始題號:0066911 題組:0 難易度:易 (R20180907)

(C) 30. 自動化技術必須是

(A)以環境為中心。 (B)以機器為中心。 (C)以人為中心。

原始題號:0066912 題組:0 難易度:易 (R20180907)

(C) 31. 在航空系統中，人員必須負起飛安的最終責任，因此

(A)機器必須做主。 (B)自動系統必須設計得很複雜。 (C)人員必須能夠監督自動系統。

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(C) 32. 領導者的職責不包括

(A)建立團隊。 (B)決策。 (C)掩飾部屬的錯誤。

原始題號:0066914 題組:0 難易度:易 (R20180320)

(C) 33. 當飛航組員因生理或心理因素而無法執行任務，吾人稱之為

(A)積極性錯誤。 (B)消極性錯誤。 (C)失能。

原始題號:0066915 題組:0 難易度:易 (R20180320)

(A) 34. 下列何者是克服壓力的行動方式？

(A)改變現況。 (B)取得先機。 (C)領導團隊。

原始題號:0066917 題組:0 難易度:易 (R20180320)

(A) 35. 個人感受到的壓力大小主要取決於

(A)個人能力與加諸其上之要求。 (B)遇到刺激的生理反應。 (C)遇到刺激的心理反應。

原始題號:0066918 題組:0 難易度:易 (R20180907)

(A) 36. 有關建立適當的輪班制度，以下敘述何者有誤？

(A)建立一個可預測的輪班制度，使工作人員得以妥善的規劃個人的休息及睡眠時間，以降發生疲勞的可能性。(B)考量體能及精神負荷，避免在夜間安排執行高時間壓力的工作。(C)採用循環更動輪值時間(Rotating Shift Pattern)的制度，較能有效避免發生疲勞的狀況。

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(B) 37. 何謂同儕壓力？

(A)組織領導者對組織成員的影響力。(B)團體其他成員的影響。(C)某個會影響整個團體的人的影響。

原始題號:0066920 題組:0 難易度:易 (R20180320)

(A) 38. 有關「工作環境因素所帶來的壓力」的敘述何者正確？

(A)包括噪音、煙塵、高溫與震動。(B)通常不會累積。(C)大家都能忍受。

原始題號:0066921 題組:0 難易度:易 (R20180320)

(B) 39. 好的交接班程序應：

(A)書面交接資料。(B)書面交接資料與口頭交接。(C)口頭交接。

原始題號:0066924 題組:0 難易度:易 (R20180320)

(A) 40. 在使用工作單執行例行性檢查工作時會碰到的問題是：

(A)工作人員的反應會變成制式化而不用心。(B)以不同顏色標釋出的重點說明在晚上看不清楚。(C)過多的細節說明使工作人員找不到執行步驟。

原始題號:0066925 題組:0 難易度:易 (R20180320)

(A) 41. 在高度壓力下的生理反應有

(A)流汗、口乾舌燥、呼吸困難。(B)缺乏判斷力、注意力不集中、行為退縮。(C)害怕、焦慮、沮喪。

原始題號:0066926 題組:0 難易度:易 (R20180320)

(A) 42. 暴露在噪音環境下對聽力造成的損壞程度因何而異

(A)噪音的強度與暴露時間的長短。(B)只與噪音的強度有關。(C)只與暴露時間的長短有關。

原始題號:0066927 題組:0 難易度:易 (R20180320)

(C) 43. 當你正在執行工作時仍然能聽到旁人提到你名字，這叫做

(A)感知力。(B)決斷力。(C)雞尾酒會效應。

原始題號:0066928 題組:0 難易度:易 (R20180320)

(C) 44. 技巧性的行為模式與下列何者有關？

(A)過去的經驗。(B)檢查表。(C)機械化行為模式。

原始題號:0066929 題組:0 難易度:易 (R20180320)

(C) 45. 諮商是屬於克服壓力的哪一種方式？

(A)解決行動式。(B)認知理解式。(C)情境引導式。

原始題號:0066930 題組:0 難易度:易 (R20180320)

(A) 46. 在團體討論中，人們傾向於附和誰的意見？

(A)最高階者。(B)最會辯論者。(C)最堅持己見者。

原始題號:0066931 題組:0 難易度:易 (R20180320)

- (A) 47. 在夜班結束後，哪一種食物適合用來增加血糖含量？
(A)碳水化合物含量高的食物。(B)碳水化合物含量低的食物。(C)高蛋白質食物。

原始題號:0066932 題組:0 難易度:易 (R20180320)

- (B) 48. 長時加班工作會
(A)增加你的判斷能力。(B)降低你的判斷能力。(C)讓你逐漸習慣適應。

原始題號:0066933 題組:0 難易度:易 (R20180320)

- (A) 49. 人格特質是
(A)與生俱來不會改變的。(B)隨著年齡增長與經演累積而改變。(C)穩定但可以藉由修練來輕易改變。

原始題號:0066934 題組:0 難易度:易 (R20180907)

- (B) 50. 在SHELL模型中，位於中心的元素是
(A)硬體 (B)人 (C)環境

原始題號:0066935 題組:0 難易度:易 (R20180907)

- (A) 51. 在SHELL模型中，組織屬於
(A)環境 (B)軟體 (C)人

原始題號:0066936 題組:0 難易度:易 (R20180605)

- (C) 52. 在SHELL模型中，人為失誤的發生主要來自
(A)硬體 (B)軟體 (C)介面

原始題號:0066937 題組:0 難易度:易 (R20180605)

- (A) 53. 在航空發展歷史上，最早與人有關的問題來自於
(A)人-環境界面 (B)人-人界面 (C)人-硬體界面

原始題號:0066938 題組:0 難易度:易 (R20180605)

- (C) 54. 從SHELL模型的觀點，領導統御的問題屬於那一個界面？
(A)人-硬體 (B)人-環境 (C)人-人

原始題號:0066939 題組:0 難易度:易 (R20180907)

- (B) 55. 從SHELL模型的觀點，空間迷向的問題屬於那一個界面
(A)人-硬體 (B)人-環境 (C)人-軟體

原始題號:0066940 題組:0 難易度:易 (R20180907)

- (A) 56. 下列那一種是克服睡眠問題的適當方法？
(A)合理安排組員作息時間 (B)使用藥物或鎮定劑 (C)運動

原始題號:0066941 題組:0 難易度:易 (R20180907)

- (B) 57. 下列那一個功能不屬於人為資訊流程的三階段模式？
(A)感知 (B)決策 (C)認知

原始題號:0066942 題組:0 難易度:易 (R20180907)

- (C) 58. 透過常規訓練無法改變一個人的
(A)態度 (B)知識 (C)性格

原始題號:0066943 題組:0 難易度:易 (R20180907)

- (C) 59. 決定人際溝通的品質與有效性的因素是
(A)完整性 (B)清晰度 (C)可理解性

原始題號:0066944 題組:0 難易度:易 (R20180605)

- (A) 60. 工作人員必需立即採取行動以保持系統安全的資訊類別屬於
(A)警告(warning) (B)提醒(alert) (C)咨詢(advisory)

原始題號:0066945 題組:0 難易度:易 (R20180907)

- (C) 61. 在起司模型的方塊中，會發生主動失效的方塊是
(A)防衛措施 (B)線上管理 (C)生產活動

原始題號:0066946 題組:0 難易度:易 (R20180907)

- (A) 62. 在起司模型的方塊中，潛在失效與顯性失效都會發生的方塊是
(A)防衛措施 (B)線上管理 (C)決策人員

原始題號:0066947 題組:0 難易度:易 (R20180907)

- (A) 63. 人員訓練不足就上線工作，從起司模型觀點，是屬於那一個層面的問題？
(A)先決條件 (B)防衛措施 (C)線上管理

原始題號:0066948 題組:0 難易度:易 (R20180605)

- (B) 64. 人為因素中最重要的議題之一是維修資訊的溝通，從SHELL模型的觀點，本項因素位於
(A)人-環境介面 (B)人-軟體介面 (C)人-硬體介面

原始題號:0066949 題組:0 難易度:易 (R20180907)

- (A) 65. 大部份與維修人為疏失有關的事故，都是來自於夜班維修工作，從SHELL模型觀點，本項人為疏失產生於那個介面？
(A)人-環境介面 (B)人-軟體介面 (C)人-硬體介面

原始題號:0066950 題組:0 難易度:易 (R20180907)

- (B) 66. 在維修工作中，自動化科技最能夠改善的領域是
(A)物料管理 (B)資訊管理 (C)工具管理

原始題號:0066951 題組:0 難易度:易 (R20180907)

- (C) 67. 下列那一項關於解決睡眠障礙的方式是不正確的？
(A)學會放鬆技巧 (B)改善睡眠環境 (C)使用藥物

原始題號:0066952 題組:0 難易度:易 (R20180907)

- (C) 68. 人優於自動化科技的地方是
(A)決策(decision making) (B)偵測(detection) (C)推理(reasoning)

原始題號:0066953 題組:0 難易度:易 (R20180907)

- (A) 69. 人類感官中最重要的是
(A)視覺 (B)味覺 (C)聽覺

原始題號:0066954 題組:0 難易度:易 (R20180907)

- (B) 70. 下列那一項因素是屬於操作人員的人為疏失
(A)不當的人機介面 (B)人為表現不佳 (C)不良的硬體設計

原始題號:0066955 題組:0 難易度:易 (R20180605)

- (C) 71. 下列那一項不屬於語音的四個主要特徵
(A)強度 (B)頻率 (C)情緒

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(C) 72. 人類大腦處理資訊所依賴的基礎是

(A)知識 (B)經驗 (C)記憶

原始題號:0066957 題組:0 難易度:易 (R20180907)

(B) 73. 下列何者是飛航的最終目標：

(A)經濟效益 (B)飛航安全 (C)快速省時

原始題號:0066958 題組:0 難易度:易 (R20180907)

(C) 74. 時差反應(Jet Lag)之癥兆不包括下列何者：

(A)睡眠失調 (B)習慣改變 (C)精神亢進

原始題號:0066959 題組:0 難易度:易 (R20180907)

(A) 75. 急性疲勞是由於

(A)長時間工作或在短時間內執行一連串艱鉅的任務 (B)一段長時間的疲勞積累 (C)感情壓力

原始題號:0066960 題組:0 難易度:易 (R20180907)

(B) 76. 影響身體生理節奏之最普遍因素為？

(A)加班 (B)時差 (C)周末

原始題號:0066961 題組:0 難易度:易 (R20180907)

(A) 77. 失眠是

(A)睡眠品質差 (B)睡眠時間不足 (C)睡眠太多

原始題號:0066962 題組:0 難易度:易 (R20180605)

(B) 78. 最常見的飛機意外事件都可以追溯為

(A)技術問題 (B)人為疏失 (C)管理失誤

原始題號:0066963 題組:0 難易度:易 (R20180907)

(C) 79. 執行交接班，相關交接事項應用何種方式交接

(A)書面交接 (B)口頭交接 (C)書面及口頭交接

原始題號:0066964 題組:0 難易度:易 (R20180605)

(B) 80. 長時間加班會造成

(A)效率增加 (B)降低效率 (C)對效率沒有影響

原始題號:0066965 題組:0 難易度:易 (R20180605)

(C) 81. 同儕壓力是誰造成的？

(A)老闆 (B)家人 (C)同事

原始題號:0066966 題組:0 難易度:易 (R20180907)

(A) 82. 有錯誤或違反規定立即產生不利影響，通常與工作人員有關稱之為

(A)主動錯誤 (B)潛在錯誤 (C)系統錯誤

原始題號:0066967 題組:0 難易度:易 (R20191205)

(B) 83. 一個決定或行動，其後果可能會保持很長一段時間處於穩定狀態，但會由不利系統條件觸發，稱之為

(A)主動錯誤 (B)潛在錯誤 (C)系統錯誤

原始題號:0066968 題組:0 難易度:易 (R20180605)

(A) 84. SHELL Model 是由哪五個字組成

- (A)Software 軟體, Hardware 硬體, Environment 環境, Liveware 人體, Liveware 人體
(B)Standard 標準, Health 健康, Engineering 工程, Life 生活, Life 生活
(C)Structure 結構, Horizontal stabilizer 水平安定面, Engine 發動機, Landing Gear 起落架, Life 生活

原始題號:0066969 題組:0 難易度:易 (R20180907)

(A) 85. 視覺感官功能分為 3 個組成部分:

- (A)光, 形式, 色彩 (B)光, 形狀, 大小 (C)長度, 寬度, 面積

原始題號:0066970 題組:0 難易度:易 (R20180907)

(B) 86. 短期記憶, ...

- (A)可以處理大規模資訊 (B)必須不斷複習才能確保長期保留資訊 (C)資訊可以保留很長一段時間

原始題號:0066971 題組:0 難易度:易 (R20180907)

(A) 87. 人類具有對周遭資訊處理及感知的功能, 如期望、經驗、態度等, 稱之為...

- (A)知覺(Perception) (B)聽覺(Listening) (C)學習(Learning)

原始題號:0066972 題組:0 難易度:易 (R20180907)

(C) 88. 長期記憶是由於以下哪一種能力被加強了

- (A)資訊處理及掌握 (B)資訊管理及安排 (C)資訊保留及檢索

原始題號:0066973 題組:0 難易度:易 (R20180907)

(A) 89. 維修及檢驗人員不依照建立的程序與方法, 是為

- (A)主動錯誤 (B)潛在錯誤 (C)監督錯誤

原始題號:0066974 題組:0 難易度:易 (R20180605)

(C) 90. 依系統的能力, 嘗試使錯誤不至於造成嚴重事故的策略謂之?

- (A)減少錯誤 (B)抓取錯誤 (C)容錯範圍

原始題號:0066975 題組:0 難易度:易 (R20180907)

(A) 91. 環境壓力是

- (A)噪音、油煙、熱、振動造成的 (B)不正常的累積 (C)容忍人人平等的狀況

原始題號:0066976 題組:0 難易度:易 (R20180907)

(B) 92. 長期性的壓力是指

- (A)通常緊張而短暫的 (B)經常復發或長期的壓力 (C)長期的巨大壓力

原始題號:0066977 題組:0 難易度:易 (R20180907)

(B) 93. 疲勞導致視力敏銳度

- (A)提高 (B)降低 (C)不影響視力的疲勞

原始題號:0066978 題組:0 難易度:易 (R20180907)

(A) 94. 下列何種情形會造成兩名工程師之間技術性的溝通發生錯誤

- (A)接受者對發送的信息作出假設的含義 (B)發件人使用的草圖, 以增強信息傳送 (C)收件人使用身體語言來反饋給予發件人

原始題號:0066979 題組:0 難易度:易 (R20180907)

(B) 95. 哪種類型的人為錯誤是最容易被改正?

- (A)變化無常的錯誤 (B)不斷地錯誤 (C)可逆的錯誤

原始題號:0066980 題組:0 難易度:易 (R20180907)

(C) 96. 人員感冒或流感時

(A)如果工作合約包含他的病假工資時，則他可以休息 (B)在他的工作地點或團隊沒有工作人員短缺，則他可以休息 (C)不管任何因素，應休息至康復為止

原始題號:0066981 題組:0 難易度:易 (R20180907)

(B) 97. 「工作記憶」是指...

(A)超短期記憶 (B)短期記憶 (C)長期記憶

原始題號:0066982 題組:0 難易度:易 (R20180907)

(B) 98. 忘記更換發動機整流罩在「疏忽、失誤和過失」錯誤的定義中，被視為

(A)疏忽 (B)失誤 (C)過失

原始題號:0066983 題組:0 難易度:易 (R20180907)

(C) 99. 壓力的症狀是：

(A)提高工作績效的跡象 (B)暴力，疾病，缺席，吸毒和酗酒 (C)煩躁，健忘，疾病，缺席，吸毒和酗酒

原始題號:0066984 題組:0 難易度:易 (R20180907)

(B) 100. 一個好的團隊是每個成員都有

(A)意見 (B)投入 (C)工作

原始題號:0066985 題組:0 難易度:易 (R20180907)

(A) 101. 信息處理的第一階段是

(A)感知 (B)記憶 (C)決定

原始題號:0066986 題組:0 難易度:易 (R20180605)

(C) 102. 有效率的工作團隊是...

(A)大家只討論想法和意見 (B)人人有工作做 (C)每個人都以某種方式作出貢獻

原始題號:0066987 題組:0 難易度:易 (R20180907)

(B) 103. 一個錯誤是

(A)故意背離規則 (B)一個意外的錯誤 (C)故意破壞行為

原始題號:0066988 題組:0 難易度:易 (R20180907)

(C) 104. 體溫的週期、睡眠需求和警覺是所謂的

(A)地球週期 (B)表面的-經絡循環 (C)晝夜節律

原始題號:0066989 題組:0 難易度:易 (R20180907)

(C) 105. 從理論上來說，人為疏失最有可能發生在

(A)當體溫穩定 (B)在炎熱的天氣 (C)當體溫達到其最低點

原始題號:0066990 題組:0 難易度:易 (R20180907)

(C) 106. 過失與違規之間的差異是

(A)過失的嚴重性不如違規 (B)違規不是蓄意 (C)過失是無意，違規是蓄意

原始題號:0066991 題組:0 難易度:易 (R20180907)

(A) 107. 人為因素SHELL模型的中心是

(A)人件 (B)硬體 (C)環境

原始題號:0066992 題組:0 難易度:易 (R20180907)

- (A) 108. 群體兩極化可能導致
(A)一組作出更謹慎的或極端的決定 (B)一個小組作出比個人更好的決策 (C)群體成員彼此不說話

原始題號:0066993 題組:0 難易度:易 (R20180907)

- (C) 109. 誰負責保持你的身體及精神狀態?
(A)同事 (B)民航局 (C)你

原始題號:0066997 題組:0 難易度:易 (R20180605)

- (B) 110. 負面同儕壓力的安全意涵包括?
1) 分擔工作負荷會增加風險
2) 隱性壓力會增加風險
3) 降低的標準會增加風險
(A)1) 和 2)。 (B)2) 和 3)。 (C)1) 和 3)。

原始題號:0066998 題組:0 難易度:易 (R20180907)

- (B) 111. 什麼是正向同儕壓力的安全意涵?
1) 隱藏的壓力, 降低風險.
2) 更多的適應性, 降低風險.
3) 更高的標準, 降低風險.
(A)僅1和2 (B)僅2和3 (C)僅1和3

原始題號:0066999 題組:0 難易度:易 (R20181129)

- (C) 112. 哪些是組織文化的要素?
1) 程序
2) 選擇和培訓標準
3) 品質保證系統
(A)僅1和2 (B)僅2和3 (C)1, 2和3

原始題號:0067000 題組:0 難易度:易 (R20180605)

- (C) 113. 在一個強有力的安全文化組織什麼不是重要的成份?
(A)態度 (B)規範 (C)秘密

原始題號:0067001 題組:0 難易度:易 (R20180907)

- (C) 114. 在一個強而有力的安全文化組織中, 下列何者不是重要的部分?
(A)信息共享 (B)信任的氣氛 (C)秘密會議

原始題號:0067002 題組:0 難易度:易 (R20180605)

- (C) 115. 關係到一個團隊的觀念, 追隨者要如何做呢?
(A)代表的職責 (B)監控任務 (C)提供支持

原始題號:0067003 題組:0 難易度:易 (R20180907)

- (C) 116. 涉及到一個正常運作的團隊要如何相互支持?
(A)每個人都提高自己的能力. (B)每個人都找到團隊成員的缺點. (C)每個人在弱點上工作.

原始題號:0067004 題組:0 難易度:易 (R20180605)

- (B) 117. 是什麼讓一個領導成為有效的領導者?
(A)一個有效的領導者是雙方之間的調解. (B)一個有效的領導者激勵他人去達到目標.
(C)一個有效的領導者使用職權來完成任務.

原始題號:0067005 題組:0 難易度:易 (R20180907)

(C) 118. 什麼是一個領導者最需要的特質？

(A)可以使用職權來完成工作 (B)能承受工作壓力 (C)瞭解人的感覺和思考

原始題號:0067006 題組:0 難易度:易 (R20180907)

(A) 119. 自然光在工作環境中的優勢？

(A)是最好的識別顏色. (B)它給人最淺的陰影. (C)方便在飛機內使用.

原始題號:0067007 題組:0 難易度:易 (R20180907)

(B) 120. 工作前, 書面指導的重要性是什麼？

(A)它消除了同事之間的溝通需求. (B)可免除對執行工作的疑慮. (C)減少疲勞和壓力.

原始題號:0067008 題組:0 難易度:易 (R20180907)

(B) 121. 相關於重複工作的危險性是什麼？

(A)工作程序是自覺地遵循. (B)工作程序是不自覺地修改. (C)假設被事實取代.

原始題號:0067009 題組:0 難易度:易 (R20180907)

(C) 122. 人為因素研究最初目的是什麼？

(A)人機配合 (B)減少壓力 (C)減少人為錯誤

原始題號:0067010 題組:0 難易度:易 (R20180907)

(B) 123. SHELL 模式是如何作為人為因素的架構？

(A)它顯示個別標題是如何的相互分離. (B)它顯示個別標題如何相互影響. (C)它顯示人為疏失的領域.

原始題號:0067011 題組:0 難易度:易 (R20180907)

(B) 124. 打斷錯誤鏈是什麼意思？

(A)引起一次事故 (B)停止一次事故 (C)做更好的工作程序

原始題號:0067012 題組:0 難易度:易 (R20180907)

(C) 125. 墨菲法則是什麼？

(A)只要是人, 就會錯誤 (B)人們會欺騙使生活更自在 (C)會出錯的事情一定會出錯

原始題號:0067013 題組:0 難易度:易 (R20180907)

(C) 126. 在工作環境中表現自滿進而導致疏失發生, 此為？

(A)馬斯洛的需求層次 (B)框架模式 (C)墨菲定律

原始題號:0067014 題組:0 難易度:易 (R20180907)

(A) 127. 積極傾聽的過程, 正確順序是什麼？

(A)理解、解釋和評估 (B)解釋、理解和評估 (C)解釋、評估和理解

原始題號:0067016 題組:0 難易度:易 (R20180907)

(C) 128. 正向壓力將引起什麼？

(A)掩蓋你的感情 (B)低品質的工作 (C)高品質的工作

原始題號:0067017 題組:0 難易度:易 (R20180907)

(A) 129. 下列何者為真？

(A)壓力如果被變成行動為正壓力。 (B)壓力如果被變成行動為負壓力。 (C)壓力如果掩蓋你的感情為正壓力。

原始題號:0067018 題組:0 難易度:易 (R20180907)

(B) 130. 當你執行一份工作，卻比其他人要花費更多時間，最可能的原因是...

(A)受到過度刺激. (B)未受到過度刺激. (C)壓力增大.

原始題號:0067019 題組:0 難易度:易 (R20180907)

(A) 131. 你被賦予去執行數個新的工作，因為你是一個好的工作者。你最有可能犯錯由於 ...

(A)... 過度刺激. (B)...未受到刺激. (C)... 環境因素.

原始題號:0067020 題組:0 難易度:易 (R20181129)

(C) 132. 什麼是 "晝夜節律"?

(A)容易生活的一種方法 (B)某種腦電波 (C)身體時鐘

原始題號:0067021 題組:0 難易度:易 (R20180907)

(C) 133. 何者是慢性疲勞的症狀?

(A)充滿活力和感覺良好 (B)無聊和厭煩 (C)活力不足和感覺不良

原始題號:0067022 題組:0 難易度:易 (R20180907)

(A) 134. 何者是正確的工作場所危險認知與通報?

(A)雇主必須認識到潛在的危險和僱員必須報告它們. (B)雇主必須認識到的危害和報告它們. (C)員工必須認識到潛在的危險，雇主必須他們報告它們.

原始題號:0067024 題組:0 難易度:易 (R20180907)

(C) 135. 什麼型態的工作易造成到自滿?

(A)... 新的工作. (B)... 困難的工作. (C)... 重複性的工作.

原始題號:0067025 題組:0 難易度:易 (R20180907)

(A) 136. 重複性工作的危險是什麼?

(A)自主地修改工作程序 (B)自主地遵循工作程序 (C)隨機應變

原始題號:0067026 題組:0 難易度:易 (R20180907)

(B) 137. 如何打破「錯誤鏈」以防止發生意外?

(A)阻止根本因素 (B)阻止任何後續可能因素發生 (C)阻止任何先決因素

原始題號:0067027 題組:0 難易度:易 (R20180907)

(C) 138. 墨菲定律是什麼呢?

(A)五種感官限制性的規則. (B)體能限制的規則. (C)可能性和或然性的規則.

原始題號:0067028 題組:0 難易度:易 (R20180907)

(C) 139. 何者是有有效雙向溝通之重要因素?

(A)肢體語言 (B)文字表達 (C)回應

原始題號:0067029 題組:0 難易度:易 (R20180907)

(C) 140. 長期記憶之訊息

(A)易於轉為短期記憶。 (B)易於喪失。 (C)不易喪失。

原始題號:0067030 題組:0 難易度:易 (R20180605)

(C) 141. 警示標誌之設計目的為

(A)當操作者持續進行手邊的工作時，警示標誌能增加操作者的注意力。 (B)使操作者投入完全的注意力於手邊的工作。 (C)吸引操作者全部的注意力。

原始題號:0067031 題組:0 難易度:易 (R20180907)

(C) 142. 動作再學習法

(A)是行為的部分例行機制。(B)需要意識思維啟動之。(C)以工作常規儲存為長期記憶。

原始題號:0067032 題組:0 難易度:易 (R20181129)

(C) 143. 「錯誤」是指

(A)蓄意偏離規定。(B)蓄意之破壞行為。(C)非蓄意之失誤。

原始題號:0067033 題組:0 難易度:易 (R20180907)

(C) 144. 錯誤與違規之差異在於?

(A)錯誤較違規不嚴重。(B)違規並非蓄意。(C)錯誤屬非蓄意，而違規屬蓄意。

原始題號:0067034 題組:0 難易度:易 (R20180907)

(C) 145. SHELL Model之人為因素樞紐為何?

(A)硬體。(B)軟體。(C)人。

原始題號:0067035 題組:0 難易度:易 (R20180907)

(C) 146. 何謂潛在失效(latent failure)?

(A)未被預測到之失效。(B)遵從不熟悉飛機維修之管理者指示。(C)可被預測到之失效。

原始題號:0067036 題組:0 難易度:易 (R20180907)

(C) 147. 當你打破失誤鏈時，下列何者將發生?

(A)事故發生。(B)機師在72小時內呈交報告。(C)事故未發生。

原始題號:0067037 題組:0 難易度:易 (R20180907)

(A) 148. 風險評估與管理

(A)降低風險至可接受標準並監控各項情形。(B)調查各項風險，將其予以排除，並監控新的工作常規。(C)選擇較便宜之零件供應商或製造商。

原始題號:0067038 題組:0 難易度:易 (R20180907)

(B) 149. 當執行風險評估

(A)人員需配戴安全工作帽。(B)有必要識別出工作裝備或程序可能出錯的地方。(C)監督人員應負完全之責任。

原始題號:0067039 題組:0 難易度:易 (R20180907)

(C) 150. 人為因素(Human Factors)探討的層面不包括下列何項?

(A)硬體設計 (B)組織文化 (C)空氣動力

原始題號:0067040 題組:0 難易度:易 (R20180907)

(C) 151. 下列人為因素相關訓練課程的優先或重要順序何者正確?(1)法律要求(2)減少錯誤(3)安全

(A)(1), (2), (3) (B)(2), (3), (1) (C)(3), (2), (1)

原始題號:0067041 題組:0 難易度:易 (R20180907)

(A) 152. 情境警覺可分為三個階段，哪一項是情境警覺的第一階段?

(A)感知 (B)理解 (C)預測

原始題號:0067042 題組:0 難易度:易 (R20180907)

(B) 153. 情境警覺可分為三個階段，以下哪一項不是屬於情境警覺的三個階段？

(A)感知 (B)回饋 (C)預測

原始題號:0067043 題組:0 難易度:易 (R20180907)

(C) 154. 當重要資訊到達腦部後，仍因缺乏資料而發生錯誤。這是因為資訊處理過程中，資料的缺乏會被什麼所取代？

(A)回饋 (B)運動神經元的編碼 (C)知識與經驗

原始題號:0067044 題組:0 難易度:易 (R20180907)

(C) 155. 什麼是群體責任？

(A)個人責任的加總 (B)合併責任的結果 (C)群體的整體目標

原始題號:0067045 題組:0 難易度:易 (R20180907)

(C) 156. 群體責任意味著"若干人負擔起責任"。此因素...？

(A)改善可追朔性 (B)視眾人意願而定 (C)有優點，但也有缺點

原始題號:0067046 題組:0 難易度:易 (R20180907)

(B) 157. 下列何者是有動機的人所具有的特徵？

(A)冷淡 (B)接受改變 (C)誇大困難

原始題號:0067047 題組:0 難易度:易 (R20180907)

(C) 158. 下列何者是缺乏動機的人所具有的特徵？

(A)接受改變 (B)設定目標 (C)誇大困難

原始題號:0067048 題組:0 難易度:易 (R20180907)

(C) 159. 經常性的缺席、誇大困難並且漠不關心等現象可能會被誤認為是缺乏動機，然而這些現象也可能是何者所引起的？

(A)武斷 (B)缺乏意識 (C)壓力

原始題號:0067049 題組:0 難易度:易 (R20180907)

(C) 160. 下列何者讓你容易被同儕壓力影響：(1)文化環境 (2)自我認同 (3)人際關係

(A)(1)、(2) (B)(2)、(3) (C)(1)、(2)、(3)

原始題號:0067050 題組:0 難易度:易 (R20180907)

(C) 161. 同儕壓力...？

(A)對工作能力一點影響都沒有 (B)總是很負面 (C)可能是正面也可能是負面

原始題號:0067051 題組:0 難易度:易 (R20180907)

(C) 162. 感受到同儕壓力意味著被要求要...？

(A)負責任 (B)被激勵 (C)順應

原始題號:0067052 題組:0 難易度:易 (R20180907)

(B) 163. 在人為因素訓練中，文化議題多針對下列何者？

(A)國家文化 (B)公司文化 (C)國際文化

原始題號:0067053 題組:0 難易度:易 (R20180907)

(C) 164. 根據國際民航組織(ICAO)，以下何者綜合納入態度、規範、角色、社會與技術實務，據以降低危害及風險？

(A)技術文化 (B)商業文化 (C)安全文化

原始題號:0067054 題組:0 難易度:易 (R20180907)

(A) 165. 甚麼職位的人最適合影響公司的文化？

(A)公司的領導者 (B)第一線員工 (C)民航局

原始題號:0067055 題組:0 難易度:易 (R20180907)

(B) 166. 下列何者是團隊合作中互相支援的要素：(1)了解員工的長處與短處 (2)衡量員工個人的貢獻 (3)善用每個員工的能力

(A)(1) (2) (B)(1) (3) (C)(2) (3)

原始題號:0067056 題組:0 難易度:易 (R20180907)

(C) 167. 管理階層與工作團隊之間的連結為何？

(A)民航局檢查員 (B)公司高層 (C)工作團隊的領班/領工

原始題號:0067057 題組:0 難易度:易 (R20180907)

(C) 168. 管理階層或是現場作業人員都應該把安全當作是...？

(A)你的責任 (B)我的責任 (C)我們大家的責任

原始題號:0067058 題組:0 難易度:易 (R20180907)

(C) 169. 在SHELL模型中，領導階層應屬於...？

(A)軟體 (B)硬體 (C)人員

原始題號:0067059 題組:0 難易度:易 (R20180907)

(A) 170. 蒐集、分析並提供飛安事件及查核報告結論的資訊系統是下列何者的一部分？

(A)安全文化 (B)商業文化 (C)技術文化

原始題號:0067060 題組:0 難易度:易 (R20180907)

(A) 171. 壓力源以及壓力的敘述何者正確？

(A)壓力源是事件，壓力則是人的反應 (B)壓力源是人的反應，壓力則是事件 (C)壓力源與壓力都是事件

原始題號:0067061 題組:0 難易度:易 (R20180907)

(C) 172. 壓力源導致壓力是因為...？

(A)只有內在的因素 (B)只有外在的因素 (C)內在與外在的因素都有

原始題號:0067062 題組:0 難易度:易 (R20180907)

(B) 173. 噪音、環境毒害與過度刺激是屬於？

(A)內向壓力源 (B)外在壓力源 (C)外向壓力源

原始題號:0067063 題組:0 難易度:易 (R20180907)

(A) 174. 面對壓力，最好的方法包括：(1)減少壓力源 (2)轉移壓力 (3)等壓力自己消失

(A)(1) (2) (B)(1) (3) (C)(2) (3)

原始題號:0067064 題組:0 難易度:易 (R20180907)

(C) 175. 期限接近所帶來的壓力會因為下列何者而增加？

(A)被時間控制 (B)專心完成自己的工作 (C)工作太多但時間不夠

原始題號:0067065 題組:0 難易度:易 (R20180907)

(A) 176. 以下何者可以減少期限接近所帶來的壓力：(1)要求更多時間 (2)尋求協助 (3)要求事後接受更多的訓練

(A)(1) (2) (B)(1) (3) (C)(2) (3)

原始題號:0067066 題組:0 難易度:易 (R20180907)

- (C) 177. 雖然期限不可避免會造成工作壓力，但是良好的團隊合作可以用甚麼方式來減少壓力：
(1)增加每個人的責任 (2)互相支援(3)依照個人能力分派工作
(A)(1) (2) (B)(1) (3) (C)(2) (3)

原始題號:0067067 題組:0 難易度:易 (R20180907)

- (C) 178. 雖然期限不可避免會造成工作壓力，但為了減少壓力，溝通該如何進行? (1)模糊 (2)簡單 (3)清楚
(A)(1) (2) (B)(1) (3) (C)(2) (3)

原始題號:0067068 題組:0 難易度:易 (R20180907)

- (A) 179. 工作感到無聊可能是因為...
(A)工作量較少 (B)具挑戰性的工作 (C)有時間壓力

原始題號:0067069 題組:0 難易度:易 (R20180907)

- (B) 180. 過度刺激可能是因為...
(A)有多餘的時間完成工作 (B)工作量太大 (C)有其他人協助完成工作

原始題號:0067070 題組:0 難易度:易 (R20180907)

- (C) 181. 甚麼情況下的刺激反應，會讓人們的工作績效達到最大?
(A)接受最大的刺激 (B)接受比最大的刺激略小的刺激 (C)接受中等的刺激

原始題號:0067071 題組:0 難易度:易 (R20180907)

- (B) 182. 下列何者是工作量不足的可能反應：(1)注意力渙散 (2)生理疲勞 (3) 工作動機減少
(A)(1) (2) (B)(1) (3) (C)(2) (3)

原始題號:0067072 題組:0 難易度:易 (R20180907)

- (A) 183. 出現工作績效、判斷能力、反應時間、解決問題的能力、記憶力、心情都比平常表現差的情況，可能是甚麼原因造成的?
(A)睡眠不足 (B)警覺性不足 (C)信心不足

原始題號:0067073 題組:0 難易度:易 (R20180907)

- (A) 184. 規律的睡眠習慣可以減少...?
(A)疲勞 (B)體力消耗 (C)生產力

原始題號:0067074 題組:0 難易度:易 (R20180907)

- (C) 185. 關於急性疲勞與慢性疲勞的敘述何者正確?
(A)兩者都屬於長期徵狀 (B)急性疲勞屬於長期徵狀，慢性疲勞則屬於短期 (C)急性疲勞屬於短期徵狀，慢性疲勞則屬於長期

原始題號:0067075 題組:0 難易度:易 (R20180907)

- (C) 186. 為了工作忽略休息會造成：(1) 降低效率 (2)容易受傷 (3) 身體疲勞
(A)(1) (2) (B)(1) (3) (C)(1) (2) (3)

原始題號:0067076 題組:0 難易度:易 (R20180907)

- (A) 187. 工作到極限狀況時，以下何者情況不會出現?
(A)減少疲勞 (B)判斷力降低 (C)工作水準降低

原始題號:0067077 題組:0 難易度:易 (R20180907)

- (A) 188. 重複性的工作容易造成...?
(A)自滿 (B)警覺 (C)同儕壓力

原始題號:0067078 題組:0 難易度:易 (R20180907)

(A) 189. 有關"錯誤鏈"的敘述何者較為貼切?

(A)一連串的失誤造成失事 (B)潛在錯誤往往可能造成嚴重的損害或疏失 (C)工作的動機

原始題號:0067079 題組:0 難易度:易 (R20180907)

(B) 190. 有關"冰山理論"的敘述何者較為貼切?

(A)一連串的失誤造成失事 (B)潛在錯誤往往可能造成嚴重的損害或疏失 (C)工作的動機

原始題號:0067082 題組:0 難易度:易 (R20180907)

(B) 191. 瑞士起司模型中，起司上的洞與起司片分別代表甚麼?

(A)沒有回報的錯誤、顯見的錯誤 (B)未被察覺的錯誤、防範機制 (C)自我滿足的需求、生理需求

原始題號:0067084 題組:0 難易度:易 (R20180907)

(C) 192. 未中斷的失誤鍊會得到甚麼結果?

(A)安全的文化 (B)改善的維修 (C)失事

原始題號:0067085 題組:0 難易度:易 (R20180907)

(A) 193. 瑞士起司模型中的安全箭頭呈現何種狀態時表示會發生危險?

(A)穿過起司的洞時 (B)被起司片擋住時 (C)穿過起司之後中斷了

原始題號:0067086 題組:0 難易度:易 (R20180907)

(B) 194. 失誤鍊模型中，最危險的情況會發生在下列何時?

(A)意外沒有回報時 (B)失誤鍊沒有中斷時 (C)失誤鍊中斷時

原始題號:0067087 題組:0 難易度:易 (R20180907)

(C) 195. 冰山模型中，浮出水面可見的部分...

(A)是最安全的部分 (B)是最危險的部分 (C)跟隱藏的部分一樣危險

原始題號:0067088 題組:0 難易度:易 (R20180907)

(C) 196. 以下哪一項屬於潛在或隱性的失誤?

(A)安全檢查 (B)失誤回報 (C)工作排程太緊

原始題號:0067089 題組:0 難易度:易 (R20180907)

(B) 197. 對於沒有釀成失事但仍產生些許問題的疏失，下列分類何者正確?

(A)事變 (B)意外 (C)情節

原始題號:0067090 題組:0 難易度:易 (R20180907)

(B) 198. 對於人為疏失，以下何者是正面的看法?

(A)不好的因素已經被移除掉 (B)我們可以從錯誤中學習 (C)可以決定責任歸屬

原始題號:0067091 題組:0 難易度:易 (R20180907)

(A) 199. 失誤管理的兩大要素包括...

(A)失誤的遏阻與降低 (B)失誤的消除與責任 (C)失誤的可能性與機率

原始題號:0067092 題組:0 難易度:易 (R20180907)

(B) 200. 失誤管理的基本原則是甚麼?

(A)失誤是隨機發生的事件 (B)失誤是無法避免的 (C)失誤可以被消除

原始題號:0067093 題組:0 難易度:易 (R20180907)

(A) 201. 以下何者不是減少失誤的方法?

(A)減少對失誤的容忍度 (B)減少失誤發生的可能性 (C)減少特定工作失誤的危險性

原始題號:0067094 題組:0 難易度:易 (R20180907)

(C) 202. 以下何者是減少失誤的方法?

(A)讓潛在的狀況更不清楚 (B)減少對失誤的容忍度 (C)遵照程序

原始題號:0067095 題組:0 難易度:易 (R20180907)

(A) 203. 誰最應該負責確認工作是否按照安全規定或訓練完成?

(A)工作人員 (B)主管 (C)民航局的檢查員

原始題號:0067096 題組:0 難易度:易 (R20180907)

(C) 204. 以下何者對於個人的安全及健康態度有最多的影響?

(A)團隊的架構 (B)品管的效率 (C)組織的文化

原始題號:0067097 題組:0 難易度:易 (R20180907)

(B) 205. 維持工作場所的安全與健康的目的為何?

(A)創造最大的利益 (B)將風險最小化 (C)運用資源

(B09) 人為因素學

最近更新日期：108/12/05 ~ 108/12/05；更新題號：0066967

原始題號:0066876 題組:0 難易度:易 (R20180320)

(B) 1.CRM is

(A)a quick fix that can be implemented overnight. (B)a comprehensive system for improving crew performance. (C)a passive lecture-style classroom course.

原始題號:0066877 題組:0 難易度:易 (R20180320)

(C) 2.Which of the following is not included in CRM training phases:

(A)awareness phase. (B)practice and feedback phase. (C)breakthrough phase.

原始題號:0066878 題組:0 難易度:易 (R20180320)

(A) 3.The first phase of CRM training is:

(A)awareness phase. (B)practice and feedback phase. (C)continual reinforcement phase.

原始題號:0066879 題組:0 難易度:易 (R20180320)

(B) 4.The second phase of CRM training is:

(A)awareness phase. (B)practice and feedback phase. (C)continual reinforcement phase.

原始題號:0066880 題組:0 難易度:易 (R20180320)

(C) 5.The third phase of CRM training is:

(A)awareness phase. (B)practice and feedback phase. (C)continual reinforcement phase.

原始題號:0066881 題組:0 難易度:易 (R20180320)

(C) 6.CRM trainings include three phases, and the first phase focuses on the importance of

(A)operational skills. (B)technical knowledge. (C)crew coordination.

原始題號:0066885 題組:0 難易度:易 (R20180906)

(A) 7.Effective CRM training needs the support from

(A)Top management. (B)Passenger. (C)ATC.

原始題號:0066886 題組:0 難易度:易 (R20180605)

(A) 8.Which description is not correct about the "SHELL" model:

(A)S means situation. (B)H means hardware. (C)E means environment.

原始題號:0066887 題組:0 難易度:易 (R20180320)

(B) 9.In the "SHELL" model, software means

(A)machinery, equipment, etc. (B)documentation, procedures, symbols, etc. (C)both internal and external to the workplace.

原始題號:0066888 題組:0 難易度:易 (R20180320)

- (A) 10. In the "SHELL" model, hardware means
(A)machinery, equipment, etc. (B)documentation, procedures, symbols, etc.
(C)both internal and external to the workplace.

原始題號:0066889 題組:0 難易度:易 (R20180320)

- (C) 11. In the "SHELL" model, environment means
(A)machinery, equipment, etc. (B)documentation, procedures, symbols, etc.
(C)both internal and external to the workplace.

原始題號:0066890 題組:0 難易度:易 (R20180320)

- (A) 12. In the "SHELL" model, liveware means
(A)Human. (B)Documentation, procedures, symbols, etc. (C)Both internal and external to the workplace.

原始題號:0066891 題組:0 難易度:易 (R20180320)

- (C) 13. The central component of the SHELL model is
(A)Situation. (B)Hardware. (C)Liveware.

原始題號:0066892 題組:0 難易度:易 (R20180906)

- (A) 14. In the SHELL model, the relationship between labor and management is an issue of
(A)liveware-liveware interface. (B)liveware-hardware interface.
(C)liveware-software interface.

原始題號:0066893 題組:0 難易度:易 (R20180906)

- (B) 15. In the SHELL model, cockpit configuration is an issue of
(A)liveware-liveware interface. (B)liveware-hardware interface.
(C)liveware-software interface.

原始題號:0066894 題組:0 難易度:易 (R20180906)

- (C) 16. In the SHELL model, the regulations, manuals and SOPs are the issues of
(A)liveware-liveware interface. (B)liveware-hardware interface.
(C)liveware-software interface.

原始題號:0066895 題組:0 難易度:易 (R20180906)

- (B) 17. In the SHELL model, the weather, terrain and physical facilities are the issues of
(A)liveware-liveware interface. (B)liveware-environment interface.
(C)liveware-software interface.

原始題號:0066898 題組:0 難易度:易 (R20180906)

- (C) 18. Normally, the higher degree an aircraft on automation is,
(A)the higher the pilot's workload becomes. (B)the more skillful the pilot's flying technique is. (C)the more boring the pilot feels.

原始題號:0066899 題組:0 難易度:易 (R20180906)

- (A) 19. Normally, when an aircraft is more automated, the role of a pilot is
(A)more in monitoring. (B)more in controlling. (C)more in both monitoring and controlling.

原始題號:0066900 題組:0 難易度:易 (R20180320)

- (B) 20. Normally the last barrier that stops the sequence of events from causing an accident is
(A)Regulation. (B)Human. (C)Equipment.

原始題號:0066901 題組:0 難易度:易 (R20180907)

- (C) 21. Systematic search for "WHY" in the investigation is to
(A)assign blame or liability. (B)pinpoint a single cause. (C)identify the underlying deficiencies.

原始題號:0066902 題組:0 難易度:易 (R20180320)

- (C) 22. To fulfill the purpose of investigation, the investigating authority must take view from
(A)pilot. (B)passenger. (C)all aspects.

原始題號:0066903 題組:0 難易度:易 (R20180907)

- (C) 23. The beliefs and values which are shared by all or almost all members of a group is defined as
(A)law. (B)atmosphere. (C)culture.

原始題號:0066904 題組:0 難易度:易 (R20180907)

- (C) 24. Which is not a characteristic of a safe culture?
(A)Top management emphasizes safety. (B)Top management do not avoid criticism. (C)People respect seniors.

原始題號:0066905 題組:0 難易度:易 (R20180907)

- (A) 25. Which is not a trait of a safe organization?
(A)rely on regulatory rather than internal responsibility (B)have appropriate risk management structure (C)regard safety as a major contributor to productivity

原始題號:0066906 題組:0 難易度:易 (R20180907)

- (B) 26. What may happen when an operator is too accustomed to the new automated system's performance?
(A)Loss of system awareness. (B)Over reliance. (C)Distrust.

原始題號:0066907 題組:0 難易度:易 (R20180907)

- (C) 27. What may happen when the assessment of a particular situation by a human differs from the one by an automated system?
(A)Loss of system awareness. (B)Systematic decision error. (C)Distrust.

原始題號:0066909 題組:0 難易度:易 (R20180907)

- (C) 28. The information transmission between human and machine is an issue of
(A)Over-reliance. (B)Systematic decision error. (C)Interface design.

原始題號:0066910 題組:0 難易度:易 (R20180907)

- (A) 29. What may happen when too many possibilities are offered by automation?
(A)Mode confusion. (B)Systematic decision error. (C)Distrust.

原始題號:0066911 題組:0 難易度:易 (R20180907)

(C) 30.Automation technology must be
(A)Environment-centered. (B)Machine-centered. (C)Human-centered.

原始題號:0066912 題組:0 難易度:易 (R20180907)

(C) 31.The human has the final responsibility for the safety, therefore
(A)machine must be in command. (B)automation must be designed to be complicated.
(C)the human must be able to monitor the automated system.

原始題號:0066913 題組:0 難易度:易 (R20180320)

(C) 32.Which is not a leader's responsibility?
(A)Building the team. (B)Making decision. (C)Covering team member's mistake.

原始題號:0066914 題組:0 難易度:易 (R20180320)

(C) 33.When flight crew member is unable to perform his/her duty due to physical or psychological inability, we call it
(A)active failure. (B)passive failure. (C)incapacitation.

原始題號:0066915 題組:0 難易度:易 (R20180320)

(A) 34.What is an action to deal with the stress?
(A)Changing the situation. (B)Taking the initiative. (C)Leading the group.

原始題號:0066917 題組:0 難易度:易 (R20180320)

(A) 35.Stress of an individual is largely dependent on:
(A)individual's ability and the demands placed on him/her. (B)physiological reaction to stimulus. (C)psychological reaction to stimulus.

原始題號:0066918 題組:0 難易度:易 (R20180907)

(A) 36.In order to build up a proper shift-work system, which of the following is incorrect?
(A)Establish a predictable shift-work system, to enable staff could properly planning of individuals rest and sleep time, and minimize the possibility of the occurrence of fatigue. (B)Take account of reduced physical and mental capacity at night by avoiding the scheduling of such work under strong time pressures. (C)Establish a Rotating Shift Pattern system to effectively prevent the occurrence of fatigue.

原始題號:0066919 題組:0 難易度:易 (R20180907)

(B) 37.What is peer pressure?
(A)The influence of the leader to the member of a group. (B)The influence by the member of a group. (C)The influence by someone who influences the group.

原始題號:0066920 題組:0 難易度:易 (R20180320)

(A) 38.Which statement is correct? The stress of the environment
(A)comes from noise, fumes, heat and vibration. (B)is not cumulative. (C)can be tolerated by everyone.

原始題號:0066921 題組:0 難易度:易 (R20180320)

- (B) 39. What is a better way of a hand over?
(A) Written only. (B) Both written and verbal. (C) Verbal only.

原始題號:0066924 題組:0 難易度:易 (R20180320)

- (A) 40. What is the potential problem when using the checklist to conduct a routine check:
(A) Individual responses may become automatic rather than diligent. (B) The use of colored pages to highlight important points make them useless at night. (C) Too much information in the lists makes an operator difficult to find his/her immediate action.

原始題號:0066925 題組:0 難易度:易 (R20180320)

- (A) 41. The physiological responses to high level of stress are:
(A) Sweating, dryness of the mouth, breathing difficulties. (B) Indecision, inattention, withdrawal. (C) Fear, anxiety, depression.

原始題號:0066926 題組:0 難易度:易 (R20180320)

- (A) 42. The degree of hearing damage following exposure to loud noise depends upon:
(A) Noise intensity and exposure duration. (B) Noise intensity only. (C) Exposure duration only.

原始題號:0066927 題組:0 難易度:易 (R20180320)

- (C) 43. The ability to hear your name when you are engaged in another task is known as:
(A) Perception. (B) Central decision making. (C) The cocktail party effect.

原始題號:0066928 題組:0 難易度:易 (R20180320)

- (C) 44. Skill-based behavior is associated with:
(A) Past experience. (B) Checklists. (C) Motor programs.

原始題號:0066929 題組:0 難易度:易 (R20180320)

- (C) 45. Counselling is a tool that can be used to cope with stress. It is a form of:
(A) Action coping. (B) Cognitive coping. (C) Symptom directed coping.

原始題號:0066930 題組:0 難易度:易 (R20180320)

- (A) 46. The person who is most likely to be agreed with in a discussion is:
(A) The one with the highest rank. (B) The best debater. (C) The one who sticks to one's opinion.

原始題號:0066931 題組:0 難易度:易 (R20180320)

- (A) 47. What meal is recommended to increase sugar levels after a long night shift?
(A) One in high carbohydrates. (B) One in low carbohydrates. (C) One that is high in protein.

原始題號:0066932 題組:0 難易度:易 (R20180320)

- (B) 48. Prolonged extra work will
(A)increase your ability of judgement. (B)decrease your ability of judgement.
(C)make you get used to it.

原始題號:0066933 題組:0 難易度:易 (R20180320)

- (A) 49. Personality is:
(A)difficult to change. (B)changed with experience and age. (C)stable but can be relatively easily changed with discipline.

原始題號:0066934 題組:0 難易度:易 (R20180907)

- (B) 50. In SHELL model, the element at the center is
(A)hardware (B)liveware (C)environment

原始題號:0066935 題組:0 難易度:易 (R20180907)

- (A) 51. In SHELL model, organization belongs to
(A)environment (B)software (C)liveware

原始題號:0066936 題組:0 難易度:易 (R20180605)

- (C) 52. In SHELL model, human errors mainly come from
(A)hardware (B)software (C)interface

原始題號:0066937 題組:0 難易度:易 (R20180605)

- (A) 53. In aviation history, the initial human related problems come from
(A)human-environment interface (B)human-human interface (C)human-hardware interface

原始題號:0066938 題組:0 難易度:易 (R20180605)

- (C) 54. In SHELL model, the leadership problems belong to which interface?
(A)liveware-hardware (B)liveware-environment (C)liveware-liveware

原始題號:0066939 題組:0 難易度:易 (R20180907)

- (B) 55. In SHELL model, the space disorientation problems belong to which interface?
(A)liveware-hardware (B)liveware-environment (C)liveware-software

原始題號:0066940 題組:0 難易度:易 (R20180907)

- (A) 56. Which method is appropriate to solve the sleeping problem?
(A)scheduling crew with consideration of circadian rhythms (B)using drug or tranquilizers (C)exercise

原始題號:0066941 題組:0 難易度:易 (R20180907)

- (B) 57. Which of the following functions does not belong to the three stages model of human information processing?
(A)perception (B)decision making (C)cognition

原始題號:0066942 題組:0 難易度:易 (R20180907)

- (C) 58. Through routine training it is unrealistic to expect a change in
(A)attitude (B)knowledge (C)personality

原始題號:0066943 題組:0 難易度:易 (R20180907)

(C) 59.The quality and effectiveness of communication is determined by its
(A)completeness (B)clearness (C)intelligibility

原始題號:0066944 題組:0 難易度:易 (R20180605)

(A) 60.A signal that a crew must react in order to maintain the system safety is
(A)a warning (B)an alert (C)an advisory

原始題號:0066945 題組:0 難易度:易 (R20180907)

(C) 61.In cheese model, the block with possible occurrence of active failures is
(A)defences (B)line management (C)productive activities

原始題號:0066946 題組:0 難易度:易 (R20180907)

(A) 62.In cheese model, the block with possible occurrence of both latent and active failures is
(A)defences (B)line management (C)decision makers

原始題號:0066947 題組:0 難易度:易 (R20180907)

(A) 63.Using cheese model, the problem about inadequate training of personnel is at the stage of
(A)preconditions (B)defences (C)line management

原始題號:0066948 題組:0 難易度:易 (R20180605)

(B) 64.One of the most important issue in human factors is communication. Thus, with SHELL model, this core concern locates at the interface between
(A)liveware-environment (B)liveware-software (C)liveware-hardware

原始題號:0066949 題組:0 難易度:易 (R20180907)

(A) 65.In most maintenance-error accidents, the faulty maintenance work was performed during night shift working hour. With SHELL model, this error locates at the interface between
(A)liveware-environment (B)liveware-software (C)liveware-hardware

原始題號:0066950 題組:0 難易度:易 (R20180907)

(B) 66.The area that has benefited most from applications of automation is
(A)materials management (B)information management (C)tools management

原始題號:0066951 題組:0 難易度:易 (R20180907)

(C) 67.Which of the following descriptions about improving sleeping difficulty is not correct?
(A)learning relaxation techniques (B)optimizing the sleeping environment
(C)using drug

原始題號:0066952 題組:0 難易度:易 (R20180907)

(C) 68.What a human superior to automation is
(A)decision making (B)detection (C)reasoning

原始題號:0066953 題組:0 難易度:易 (R20180907)

(A) 69. Among the human sensors, the most important one is
(A)vision (B)taste (C)hearing

原始題號:0066954 題組:0 難易度:易 (R20180907)

(B) 70. Which of following items can be attributed to operators human errors?
(A)improper man-machine interface (B)deficient human performance (C)poor hardware design

原始題號:0066955 題組:0 難易度:易 (R20180605)

(C) 71. Which of the following is not the primary characteristic of sound?
(A)intensity (B)frequency (C)emotion

原始題號:0066956 題組:0 難易度:易 (R20180605)

(C) 72. The essential base of human information processing is
(A)knowledge (B)experience (C)memory

原始題號:0066957 題組:0 難易度:易 (R20180907)

(B) 73. Which of the following item is the ultimate objective of all those involved in aviation?
(A)Economy profit. (B)Flight safety. (C)Fast and time saving.

原始題號:0066958 題組:0 難易度:易 (R20180907)

(C) 74. Which of the following item is not the symptom of Jet lag?
(A)Sleep disturbance. (B)Elimination habits. (C)Exciting.

原始題號:0066959 題組:0 難易度:易 (R20180907)

(A) 75. Acute fatigue is induced by
(A)long duty period or by string of particular demanding tasks perform in short term (B)cumulative effects of fatigue over long term (C)emotional stress

原始題號:0066960 題組:0 難易度:易 (R20180907)

(B) 76. What is the most common terms of disturbance of body rhythm?
(A)Overtime (B)Jet lag (C)weekend

原始題號:0066961 題組:0 難易度:易 (R20180907)

(A) 77. Insomnia is
(A)quality of sleep is poor (B)lack of sleep (C)too much sleep

原始題號:0066962 題組:0 難易度:易 (R20180605)

(B) 78. Most of the aircraft incidents can be traced to
(A)technical problems (B)human error (C)Management error

原始題號:0066963 題組:0 難易度:易 (R20180907)

(C) 79. When conducting a shift hand-over, instructions should be
(A)written only (B)verbal only (C)both written and verbal

原始題號:0066964 題組:0 難易度:易 (R20180605)

(B) 80. Prolonged extra work will
(A)increase efficiency (B)decrease efficiency (C)have no effect on efficiency

原始題號:0066965 題組:0 難易度:易 (R20180605)

- (C) 81. Peer pressure comes from
(A) Boss (B) Families (C) Colleagues

原始題號:0066966 題組:0 難易度:易 (R20180907)

- (A) 82. The error or violation having an immediate adverse effect, generally associated with operation personnel is called
(A) Active failures (B) Latent failures (C) System failures

原始題號:0066967 題組:0 難易度:易 (R20191205)

- (B) 83. The decision or actions and its consequence of may remain dormant for a long time, but trigger by adverse system conditions is called
(A) Active failures (B) Latent failures (C) System failures

原始題號:0066968 題組:0 難易度:易 (R20180605)

- (A) 84. SHELL stands for
(A) Software, Hardware, Environment, Liveware, Liveware (B) Standard, Health, Engineering, Life, Life (C) Structure, Horizontal stabilizer, Engine, Landing Gear, Life

原始題號:0066969 題組:0 難易度:易 (R20180907)

- (A) 85. It is convenient to separate the visual function into 3 component senses:
(A) light, form, color (B) light, shape, size (C) length, width, area

原始題號:0066970 題組:0 難易度:易 (R20180907)

- (B) 86. Information in the short term memory
(A) can process large amount information (B) must be actively rehearsed to ensure long-term retention (C) can be retained for long periods

原始題號:0066971 題組:0 難易度:易 (R20180907)

- (A) 87. Humans have information processing & sensing function around them. Such as expectation, experiences, attitude...etc. It is called
(A) Perception (B) Listening (C) Learning

原始題號:0066972 題組:0 難易度:易 (R20180907)

- (C) 88. Long term memory can be enhanced with
(A) Information process and handling (B) Information management & arrangement (C) Information retention and retrieval

原始題號:0066973 題組:0 難易度:易 (R20180907)

- (A) 89. Maintenance and inspection personnel fail to adhere to the established method & procedures is an
(A) Active failures (B) Latent failures (C) Supervisory failure

原始題號:0066974 題組:0 難易度:易 (R20180605)

- (C) 90. The strategy refers to the ability of a system to allow room for an error without causing catastrophic consequences called
(A) Error reduction (B) Error capturing (C) Error tolerance

原始題號:0066975 題組:0 難易度:易 (R20180907)

- (A) 91.Environmental stresses are
(A)caused by noise, fumes, heat and vibration (B)not cumulative (C)tolerated by everyone equally

原始題號:0066976 題組:0 難易度:易 (R20180907)

- (B) 92.Chronic stress is
(A) typically intense but of short duration (B)a frequently reoccurring stress or of long duration (C) intense stress of long duration

原始題號:0066977 題組:0 難易度:易 (R20180907)

- (B) 93.Tiredness causes visual acuity to
(A)increase (B)decrease (C) Visual acuity is not affected by tiredness

原始題號:0066978 題組:0 難易度:易 (R20180907)

- (A) 94.Technical communication between two engineers can go wrong if
(A) the recipient makes an assumption of the meaning of the information being transmitted (B) the sender uses a sketch to augment the information transmittal (C) the recipient uses body language to provide feedback to the sender

原始題號:0066979 題組:0 難易度:易 (R20180907)

- (B) 95.Which type of human error is easiest to correct?
(A)variable error (B)constant error (C)reversible error

原始題號:0066980 題組:0 難易度:易 (R20180907)

- (C) 96.If a worker has a cold or flu, he/she should
(A)only absent himself from duty if his work contract includes sickness pay (B)only absent himself from duty if there are no staff shortages at his workplace or within his work team (C)absent himself from duty until fully recovered, regardless of other factors

原始題號:0066981 題組:0 難易度:易 (R20180907)

- (B) 97.The "working memory" is...
(A)ultra short term memory (B)short term memory (C) long term memory

原始題號:0066982 題組:0 難易度:易 (R20180907)

- (B) 98.Forgetting to replace an engine cowling will be considered a
(A)slip (B)lapse (C)mistake

原始題號:0066983 題組:0 難易度:易 (R20180907)

- (C) 99.The symptoms of stress are
(A) indications of improved work performance (B) violence, sickness, absence from work, drug and alcohol abuse (C)irritability, forgetfulness, sickness, absence from work, drug and alcohol abuse

原始題號:0066984 題組:0 難易度:易 (R20180907)

- (B) 100.A good team is one where every member has
(A) an opinion (B)an input (C) a job

原始題號:0066985 題組:0 難易度:易 (R20180907)

- (A) 101. The first stage in information processing is
(A)perception (B)memorizing (C)decision

原始題號:0066986 題組:0 難易度:易 (R20180605)

- (C) 102. An effective team work is when...
(A)everyone discusses ideas and opinions (B)everyone has a job to do (C)everyone contributes in some way

原始題號:0066987 題組:0 難易度:易 (R20180907)

- (B) 103. A mistake is
(A) a deliberate departure from the rules (B) an unintentional error (C) an intentional act of sabotage

原始題號:0066988 題組:0 難易度:易 (R20180907)

- (C) 104. The cycles of body temperature, sleep requirement and alertness are called
(A)earth cycles (B)ecto - meridian cycles (C) circadian rhythms

原始題號:0066989 題組:0 難易度:易 (R20180907)

- (C) 105. In theory, human error is most likely to occur
(A)when the body temperature is stable (B) during very hot weather (C) when the body temperature is at its lowest

原始題號:0066990 題組:0 難易度:易 (R20180907)

- (C) 106. The difference between a mistake and a violation is
(A) a mistake is less serious than a violation (B)a violation is not deliberate
(C) a mistake is unintentional and a violation is deliberate

原始題號:0066991 題組:0 難易度:易 (R20180907)

- (A) 107. The hub of the SHELL model of human factors is
(A)liveware (B)hardware (C)environment

原始題號:0066992 題組:0 難易度:易 (R20180907)

- (A) 108. Group polarisation can result in
(A)a group making a more cautious or extreme decision (B)a group making a better decision than the individual (C)members of the group not talking to one another

原始題號:0066993 題組:0 難易度:易 (R20180907)

- (C) 109. Who is responsible for maintaining your physical or mental condition?
(A)colleague (B)CAA (C)you

原始題號:0066997 題組:0 難易度:易 (R20180605)

- (B) 110. What are the safety implications of negative peer pressure?
1) Shared work loads increase risk.
2) Hidden pressure increases risk.
3) Lower standards increase risk.
(A)1) and 2). (B)2) and 3). (C)1) and 3).

原始題號:0066998 題組:0 難易度:易 (R20180907)

- (B) 111. What are the safety implications of positive peer pressure?
- 1) Hidden pressure decreases risk.
 - 2) More adaptability decreases risk.
 - 3) Higher standards decrease risk.
- (A)1 and 2 only (B)2 and 3 only (C)1 and 3 only

原始題號:0066999 題組:0 難易度:易 (R20181129)

- (C) 112. What is part of organizational culture?
- 1) procedures
 - 2) selection and training criteria
 - 3) quality assurance system
- (A)1 and 2 only (B)2 and 3 only (C)1, 2 and 3

原始題號:0067000 題組:0 難易度:易 (R20180605)

- (C) 113. What is NOT a key component in an organization with a strong safety culture?
- (A)attitudes (B)norms (C)secrets

原始題號:0067001 題組:0 難易度:易 (R20180907)

- (C) 114. What is NOT a key component in an organization with a strong safety culture?
- (A)sharing of information (B)an atmosphere of trust (C)a hidden agenda

原始題號:0067002 題組:0 難易度:易 (R20180605)

- (C) 115. How do "followers" relate to the concept of a team?
- (A)delegates responsibilities (B)monitor tasks (C)offer support

原始題號:0067003 題組:0 難易度:易 (R20180907)

- (C) 116. How does mutual support relate to a properly functioning team?
- (A)Everyone improves their abilities. (B)Everyone finds team member faults.
(C)Everyone works on a weak point.

原始題號:0067004 題組:0 難易度:易 (R20180605)

- (B) 117. What makes a leader effective?
- (A)An effective leader mediates between two sides. (B)An effective leader motivates others to achieve the goal. (C)An effective leader uses authority to accomplish tasks.

原始題號:0067005 題組:0 難易度:易 (R20180907)

- (C) 118. What is the most needed quality of an effective leader?
- (A)can use authority to get work done (B)can work under pressure (C)understands how people feel and think

原始題號:0067006 題組:0 難易度:易 (R20180907)

- (A) 119. What is the advantage of natural light in the working environment?
- (A)It is best for recognizing colors. (B)It gives the lightest shadow. (C)It is easy to use inside the airplane.

原始題號:0067007 題組:0 難易度:易 (R20180907)

- (B) 120. What is the importance of written guidance material when preparing a task?
(A) It eliminates the need to communicate between colleagues. (B) They eliminate doubts on the work to be performed. (C) They minimize exhaustion and stress.

原始題號:0067008 題組:0 難易度:易 (R20180907)

- (B) 121. What is a danger associated with repetitive tasks?
(A) Work procedures are consciously followed. (B) Work procedures are unconsciously modified. (C) Assumptions are replaced with facts.

原始題號:0067009 題組:0 難易度:易 (R20180907)

- (C) 122. What is the original purpose of human factors research?
(A) man machine fit (B) reduction of stress (C) reduction of human error

原始題號:0067010 題組:0 難易度:易 (R20180907)

- (B) 123. How does the SHELL model work as a framework for human factors?
(A) It shows how individual topics are separated from each other. (B) It shows how individual topics affect each other. (C) It shows the areas for human error.

原始題號:0067011 題組:0 難易度:易 (R20180907)

- (B) 124. What does it mean to break the chain of errors?
(A) to cause an accident (B) to stop an accident (C) to make better work procedures

原始題號:0067012 題組:0 難易度:易 (R20180907)

- (C) 125. What is Murphy's law?
(A) we make mistakes because we are human (B) people will cheat to make life easier
(C) things that can go wrong will go wrong

原始題號:0067013 題組:0 難易度:易 (R20180907)

- (C) 126. What is a cause of errors due to complacency in the work environment?
(A) Maslow's hierarchy of needs (B) The Shell Model (C) Murphy's law

原始題號:0067014 題組:0 難易度:易 (R20180907)

- (A) 127. What is the correct order for the active listening process?
(A) understand, interpret and evaluate (B) interpret, understand and evaluate
(C) interpret, evaluate and understand

原始題號:0067016 題組:0 難易度:易 (R20180907)

- (C) 128. What will positive stress cause?
(A) you hide your feelings (B) bad quality work (C) good quality work

原始題號:0067017 題組:0 難易度:易 (R20180907)

- (A) 129. What is true for stress?
(A) Stress is positive if turned into action. (B) Stress is negative if put into action. (C) Stress is positive if you hide your feelings.

原始題號:0067018 題組:0 難易度:易 (R20180907)

(B) 130. You have been given a job to do because you have done it more times than anyone else. You are most likely to make an error due to...

(A)overstimulation. (B)under stimulation. (C)increased stress.

原始題號:0067019 題組:0 難易度:易 (R20180907)

(A) 131. You have been given several new jobs to do because you are a good worker. You are most likely to make an error due to ...

(A)... overstimulation. (B)... under stimulation. (C)... environmental factors.

原始題號:0067020 題組:0 難易度:易 (R20181129)

(C) 132. What are "circadian rhythms"?

(A)a way to live easy (B)a type of brain wave (C)the body clock

原始題號:0067021 題組:0 難易度:易 (R20180907)

(C) 133. What is the symptom of chronic fatigue?

(A)lots of energy and feeling good (B)a quiet mind and boredom (C)little energy and NOT feeling good

原始題號:0067022 題組:0 難易度:易 (R20180907)

(A) 134. What is true for the recognizing and reporting of hazards in the work place?

(A)The employer must recognize potential hazards and an employee must report them. (B)The employer must recognize hazards and report them. (C)The employee must recognize potential hazards and an employer must report them.

原始題號:0067024 題組:0 難易度:易 (R20180907)

(C) 135. What type of task causes complacency?

(A)a new task (B)a difficult task (C)a repeated task

原始題號:0067025 題組:0 難易度:易 (R20180907)

(A) 136. What is a danger associated with repetitive tasks?

(A)Work procedures are consciously modified. (B)Work procedures are consciously followed. (C)Assumptions are replaced with facts.

原始題號:0067026 題組:0 難易度:易 (R20180907)

(B) 137. How does breaking the "error chain" prevent an accident?

(A)It stops the root causes. (B)It stops any following causes. (C)It stops any preceding causes.

原始題號:0067027 題組:0 難易度:易 (R20180907)

(C) 138. What is Murphy's law?

(A)A rule on the limitations of the five senses. (B)A rule on physical limitations. (C)A rule on possibility and probability.

原始題號:0067028 題組:0 難易度:易 (R20180907)

(C) 139. What is the critical element of an effective two-way communication?

(A)body language (B)written words (C)feedback

原始題號:0067029 題組:0 難易度:易 (R20180907)

(C) 140. Information in the long term memory

(A)is easily transferred to the short term memory. (B)is easily lost. (C)is hardly lost.

原始題號:0067030 題組:0 難易度:易 (R20180605)

(C) 141. Attention Getters are designed to

(A)to gain the operators attention whilst allowing them to continue with the task in hand. (B)to make the operator focus his/her attention fully on the task in hand. (C)to get the operators full attention.

原始題號:0067031 題組:0 難易度:易 (R20180907)

(C) 142. Motor programmes

(A)are behaviour subroutines. (B)require conscious thought to engage. (C)are stored as working rules in long term memory.

原始題號:0067032 題組:0 難易度:易 (R20181129)

(C) 143. A mistake is

(A)a deliberate departure from the rules. (B)an intentional act of sabotage. (C)an unintentional error.

原始題號:0067033 題組:0 難易度:易 (R20180907)

(C) 144. The difference between a mistake and a violation is.

(A)a mistake is less serious than a violation. (B)a violation is not deliberate. (C)a mistake is unintentional and a violation is deliberate.

原始題號:0067034 題組:0 難易度:易 (R20180907)

(C) 145. The hub of the SHELL model of human factors is

(A)Hardware. (B)Software. (C)Liveware.

原始題號:0067035 題組:0 難易度:易 (R20180907)

(C) 146. What is a latent failure?

(A)A failure which could not have been predicted. (B)Receiving bad instruction from a manager who is out of touch with maintenance. (C)A failure which could have been predicted.

原始題號:0067036 題組:0 難易度:易 (R20180907)

(C) 147. What happens when you break the 'chain of error'?

(A)Accident happens. (B)Pilot submits report within 72 hours. (C)Accident does not happen.

原始題號:0067037 題組:0 難易度:易 (R20180907)

(A) 148. Risk assessment and management is

(A)reduction of risks to a tolerable standard and monitoring the situation. (B)the investigation of risks and totally removing them and the monitoring of new work practices. (C)choosing a cheaper supplier or manufacturer for parts.

原始題號:0067038 題組:0 難易度:易 (R20180907)

- (B) 149. When carrying out a risk assessment
(A) a hard hat should be worn. (B) it is necessary to identify where equipment/procedures might fail. (C) supervisors take the full responsibility for it.

原始題號:0067039 題組:0 難易度:易 (R20180907)

- (C) 150. Which factor does not include in the field of human factors?
(A) Hardware design (B) Organizational culture (C) Aerodynamics

原始題號:0067040 題組:0 難易度:易 (R20180907)

- (C) 151. What is the correct priority for human factors training?
1) legal requirements
2) minimize errors
3) safety
(A) (1), (2), (3) (B) (2), (3), (1) (C) (3), (2), (1)

原始題號:0067041 題組:0 難易度:易 (R20180907)

- (A) 152. Situation awareness is divided into three stages. What is the first stage of situation awareness?
(A) perception (B) understanding (C) prediction

原始題號:0067042 題組:0 難易度:易 (R20180907)

- (B) 153. Situation awareness is divided into three stages. What is NOT a stage of situation awareness?
(A) perception (B) feedback (C) prediction

原始題號:0067043 題組:0 難易度:易 (R20180907)

- (C) 154. Important information reaches the brain but an error still occurs because data was missing. What replaces missing data during information processing?
(A) feedback (B) motor neuron programming (C) knowledge and experience

原始題號:0067044 題組:0 難易度:易 (R20180907)

- (C) 155. What is group responsibility?
(A) the sum of individual responsibilities (B) the results of combined responsibilities (C) the general goal of the group

原始題號:0067045 題組:0 難易度:易 (R20180907)

- (C) 156. Group responsibility means "Several people carry the burden of responsibility." This factor ...
(A) ... improves traceability. (B) ... depends on willingness. (C) ... is an advantage and disadvantage.

原始題號:0067046 題組:0 難易度:易 (R20180907)

- (B) 157. Which of the following is characteristic of a motivated person?
(A) indifference (B) accepts change (C) exaggerates difficulties

原始題號:0067047 題組:0 難易度:易 (R20180907)

- (C) 158. Which of the following is characteristic of a de-motivated person?
(A) accepts change (B) has set goals (C) exaggerates difficulties

原始題號:0067048 題組:0 難易度:易 (R20180907)

- (C) 159. Frequent absence, exaggeration of difficulties and indifference may be mistaken for demotivation. However, these signs can also be most likely ...
(A)... assertiveness (B)... lack of awareness. (C)... stress.

原始題號:0067049 題組:0 難易度:易 (R20180907)

- (C) 160. Which of the following affect your susceptibility to peer pressure?
1) cultural environment
2) self esteem
3) relationships
(A)(1) and (2) only (B)(2) and (3) only (C)(1), (2) and (3)

原始題號:0067050 題組:0 難易度:易 (R20180907)

- (C) 161. Peer pressure ...
(A)... has NO affect on your working ability. (B)... is always negative. (C)... can be positive or negative.

原始題號:0067051 題組:0 難易度:易 (R20180907)

- (C) 162. If you are subject to peer pressure, you are expected to ...
(A)... take responsibility. (B)... be motivated. (C)... conform.

原始題號:0067052 題組:0 難易度:易 (R20180907)

- (B) 163. In human factors training, culture issues refers to ...
(A)... national culture. (B)... company culture. (C)... international culture.

原始題號:0067053 題組:0 難易度:易 (R20180907)

- (C) 164. According to ICAO, what is the sum of attitudes, norms, roles and social and technical practices that aim to minimize dangerous and risky conditions?
(A)technical culture (B)business culture (C)safety culture

原始題號:0067054 題組:0 難易度:易 (R20180907)

- (A) 165. Who is in the best position to influence all aspects of company culture?
(A)the head of the organization (B)the workers on the shop floor (C)the national aviation authority

原始題號:0067055 題組:0 難易度:易 (R20180907)

- (B) 166. Which of the following are factors of mutual support in team work?
1) recognize strengths and weaknesses
2) evaluate employees by their contribution
3) employ workers according to abilities
(A)(1) and (2) only (B)(1) and (3) only (C)(2) and (3) only

原始題號:0067056 題組:0 難易度:易 (R20180907)

- (C) 167. What is the link between management and teams?
(A)CAA inspectors (B)the head of the company (C)work group leaders

原始題號:0067057 題組:0 難易度:易 (R20180907)

- (C) 168. Both management and workers should understand safety as ...
(A)... your responsibility. (B)... my responsibility. (C)... our responsibility.

原始題號:0067058 題組:0 難易度:易 (R20180907)

- (C) 169. Where does leadership fit into the SHELL working environment model?
(A)S (B)H (C)L

原始題號:0067059 題組:0 難易度:易 (R20180907)

- (A) 170. An information system for collecting relevant incidents as well as audit reports analyzing them and distributing the conclusions to everybody is a part of ...
(A)safety culture (B)business culture (C)technical culture

原始題號:0067060 題組:0 難易度:易 (R20180907)

- (A) 171. How do stressors and stress relate to you.
(A)The stressor is the incident and stress is your reaction (B)The stressor is your reaction and stress is the incident. (C)Both the stressor and stress are incidents.

原始題號:0067061 題組:0 難易度:易 (R20180907)

- (C) 172. The stressors that lead to stress are ...
(A)... an internal factor only. (B)... an external factor only. (C)... both an internal and external factor.

原始題號:0067062 題組:0 難易度:易 (R20180907)

- (B) 173. Noise, environmental poisons and overstimulation are ...
(A)... introverted stressors. (B)... external stressors. (C)... extroverted stressors.

原始題號:0067063 題組:0 難易度:易 (R20180907)

- (A) 174. Which of the following are recommended ways to counter stress?
1) reduce the stressors
2) transform the stress
3) wait out the stress
(A)(1) and (2) only (B)(1) and (3) only (C)(2) and (3) only

原始題號:0067064 題組:0 難易度:易 (R20180907)

- (C) 175. Time pressure associated with a deadline arises when ...
(A)... time controls you. (B)... you concentrate on completing your task. (C)... you have too much work and not enough time.

原始題號:0067065 題組:0 難易度:易 (R20180907)

- (A) 176. Which of the following are ways to reduce the time pressure you experience from deadlines?
(1) ask for more time
(2) ask for more help
(3) ask for more training after the deadline
(A)(1) and (2) only (B)(1) and (3) only (C)(2) and (3) only

原始題號:0067066 題組:0 難易度:易 (R20180907)

- (C) 177. Whenever there is a deadline some time pressure is inevitable. Good team work reduces this pressure by ...
(1) ... increasing accountability.
(2) ... providing mutual support.
(3) ... assigning work by abilities.
(A)(1) and (2) only (B)(1) and (3) only (C)(2) and (3) only

原始題號:0067067 題組:0 難易度:易 (R20180907)

- (C) 178. Whenever there is a deadline some time pressure is inevitable. To reduce this pressure communication should be
(1) ... ambiguous.
(2) ... concise.
(3) ... clear.
(A)(1) and (2) only (B)(1) and (3) only (C)(2) and (3) only

原始題號:0067068 題組:0 難易度:易 (R20180907)

- (A) 179. Boredom can result from ...
(A)... underload. (B)... a challenging task. (C)... time pressure.

原始題號:0067069 題組:0 難易度:易 (R20180907)

- (B) 180. Over stimulation can occur if ...
(A)... you have additional time to do the work. (B)... the workload is too much.
(C)... you have additional help to do the work.

原始題號:0067070 題組:0 難易度:易 (R20180907)

- (C) 181. In terms of arousal, peak work performance is achieved when ...
(A)... stimulation is at the maximum. (B)... stimulation is a little below maximum.
(C)... stimulation is in the middle ground.

原始題號:0067071 題組:0 難易度:易 (R20180907)

- (B) 182. Which of the following responses are caused by underload?
(1) deterioration of attention
(2) physical exhaustion
(3) declining motivation
(A)(1) and (2) only (B)(1) and (3) only (C)(2) and (3) only

原始題號:0067072 題組:0 難易度:易 (R20180907)

- (A) 183. Your work performance, the quality of your judgment, your reaction time, your ability to solve problems, your memory and your mood are all less than normal. What is the most likely cause?
(A)lack of sleep (B)lack of awareness (C)lack of assertion

原始題號:0067073 題組:0 難易度:易 (R20180907)

- (A) 184. Having a regular sleep routine is a way to reduce ...
(A)... fatigue. (B)... exhaustion. (C)... productivity.

原始題號:0067074 題組:0 難易度:易 (R20180907)

(C) 185. What is true about acute fatigue and chronic fatigue?

(A)Both acute fatigue and chronic fatigue are long term. (B)Acute fatigue is long term and chronic fatigue is short term. (C)Acute fatigue is short term and chronic fatigue is long term.

原始題號:0067075 題組:0 難易度:易 (R20180907)

(C) 186. Ignoring break times to meet a schedule demand can ...

1) ... decrease efficiency.

2) ... lead to injury.

3) ... cause physical exhaustion.

(A)(1) and (2) only (B)(1) and (3) only (C)(1), (2) and (3)

原始題號:0067076 題組:0 難易度:易 (R20180907)

(A) 187. What is NOT a result of working your motor skills to the limit? A decrease in ...

(A)... fatigue. (B)... faculty of perception. (C)... work standards.

原始題號:0067077 題組:0 難易度:易 (R20180907)

(A) 188. What will a repetitive task most likely cause?

(A)complacency (B)awareness (C)peer pressure

原始題號:0067078 題組:0 難易度:易 (R20180907)

(A) 189. What does the chain of errors describe?

(A)the combining of factors to make an accident (B)how hidden errors are the base of visible errors (C)what motivates you to go to work

原始題號:0067079 題組:0 難易度:易 (R20180907)

(B) 190. What does the error iceberg describe?

(A)the combining of factors to make an accident (B)how hidden errors are the base of visible errors (C)what motivates you to go to work

原始題號:0067082 題組:0 難易度:易 (R20180907)

(B) 191. The holes and the solid pieces in the Swiss cheese model represent

(A)... unreported errors ... visible errors. (B)... unseen errors ... defense (C)... the need for self fulfillment ... physiological needs.

原始題號:0067084 題組:0 難易度:易 (R20180907)

(C) 192. What is the effect of an unbroken chain of errors?

(A)safety culture (B)improved maintenance (C)an accident

原始題號:0067085 題組:0 難易度:易 (R20180907)

(A) 193. In the Swiss cheese model the danger occurs when the safety arrow ...

(A)... passes through the holes in the cheese. (B)... is stopped by the solid pieces of cheese. (C)... is broken after passing through the cheese.

原始題號:0067086 題組:0 難易度:易 (R20180907)

(B) 194. In the chain of errors model the most dangerous situation occurs when ...

(A)... incidents are NOT reported. (B)... the chain is NOT broken. (C)... the chain is broken.

原始題號:0067087 題組:0 難易度:易 (R20180907)

(C) 195. In the ice-berg model the part you see is ...

(A)... the safest part. (B)... the most dangerous part. (C)... as dangerous as the hidden part.

原始題號:0067088 題組:0 難易度:易 (R20180907)

(C) 196. What is a latent error?

(A)a type of safety check (B)a type of error report (C)a tight work schedule

原始題號:0067089 題組:0 難易度:易 (R20180907)

(B) 197. What is the correct term for an error that does not cause an accident but still causes a problem?

(A)occurrence (B)incident (C)event

原始題號:0067090 題組:0 難易度:易 (R20180907)

(B) 198. What is a positive point of view of a human error?

(A)bad elements are removed (B)we can learn from mistakes (C)its good to determine responsibility

原始題號:0067091 題組:0 難易度:易 (R20180907)

(A) 199. What are the two components of error management?

(A)error containment and error reduction (B)error elimination and error responsibility (C)error possibility and error probability

原始題號:0067092 題組:0 難易度:易 (R20180907)

(B) 200. What is the basic principle behind error management?

(A)Errors are random events. (B)Errors are unavoidable. (C)Errors can be eliminated.

原始題號:0067093 題組:0 難易度:易 (R20180907)

(A) 201. Which of the following is NOT a way to minimize error?

(A)decrease error tolerance (B)reduce error possibility (C)reduce the danger of errors for a particular task

原始題號:0067094 題組:0 難易度:易 (R20180907)

(C) 202. Which of the following is a way to minimize error?

(A)make latent conditions less visible (B)decrease error tolerance (C)follow procedures

原始題號:0067095 題組:0 難易度:易 (R20180907)

(A) 203. Who is mostly responsible to ensure work is done in accordance with any safety instruction and/or training received?

(A)the individual worker (B)the supervisor (C)the CAA inspector

原始題號:0067096 題組:0 難易度:易 (R20180907)

(C) 204. What has the greatest effect on the safety and health attitude of an individual?

(A)the team structure (B)the quality control efficiency (C)the organizational culture

原始題號:0067097 題組:0 難易度:易 (R20180907)

- (B) 205. What is the purpose of handling health and safety in the work force?
(A)to maximize profit (B)to minimize risk (C)to utilize resources