

臺灣中小企業銀行 102 年新進人員招募甄選筆試測驗

測驗類別：法務人員

普通科目：英文

請填入場證編號：_____

※ 注意：考生請在「答案卷」上依序標明題號作答，不必抄題。

- I. Read the passage and write an essay of about 200 words to describe the writer's main points, and explain what you have learned from this passage. (50 分)

Psychologist Mihaly Csikszentmihalyi and his colleagues have interviewed more than 8,000 people around the world, seeking an answer to the question: What makes people happy? The results have been remarkably consistent. Across cultures and occupations—from Italian farmers to American executives—people describe the same state of mind when they talk about their most enjoyable experiences. It's what Csikszentmihalyi has named "flow" — complete absorption in the activity at hand, a deep sense of exhilaration and clarity and a feeling that there is nothing else one would rather be doing.

Creating flow requires some work. Hardly anyone experiences it during passive activities like watching television. In fact, one of the best places to experience flow is at work. Even though most of us say we'd like to work less and spend more time in leisure, we actually report more positive experiences at work than during our free time. In one study, people reported being in flow 54% of the time while working, but only 18% of the time during leisure.

Those who are able to make their jobs enjoyable, Csikszentmihalyi says, are less likely to find work stressful. In one study of executives, he found that those who were in flow most often at work were less stressed out and took fewer sick days than did colleagues who had the same work load but couldn't get into flow. If Csikszentmihalyi is right, one way to cope with job stress may be to become more, rather than less involved with work.

- II. Read the letter and answer the questions below. (50 分)
- A. What is the purpose of this letter? (10 分)
- B. What details are given in the letter? (20 分)
- C. Do you think it is a satisfactory letter? Explain why. (20 分)

Dear Customer:

As of May 1 of this year, your garbage hauling fee will be increased by \$1.95 per month. We are always reluctant to raise prices, but are obliged to do so in this case by a recent ruling of the Silvius County Board of Commissioners.

In order to conserve landfill space, all garbage collected in Silvius County since July of 1989 has been required to be taken to the new recovery facility in Shepard rather than to landfills. However, it costs more to "tip" a load of garbage at Shepard than at a landfill, so the County agreed to subsidize haulers until April 30 of this year.

Although other haulers may be raising the householder's portion of the bill more than \$1.95 (due to inflation and haulers' additional operating expenses), we are going to try to keep the price increase as low as possible.

It is only fair to warn you, however, that there may be more increases in sight. The current legislature is considering raising landfill surcharges and putting a sales tax on hauling fees, which could further increase garbage bills.

There are several ways you can lower your garbage bills. Enclosed are flyers with information on using a volume-based garbage hauler, recycling, composting yard waste at home or at one of the County composting sites, and disposing properly of household hazardous waste.

For further information, call 555-1567.

Sincerely,