

淡江大學 99 學年度碩士班招生考試試題

105

系別：公共行政學系

科目：行政學

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一、解釋名詞：(每題 6 分，共 30 分)

1. Unity of Direction
2. The Invisible Hand
3. Formalization
4. Co-optation
5. Dynamic Homeostasis

二、行政學者 Janet V. Denhardt 與 Robert B. Denhardt 在有關新公共服務(The New Public Service)的論述中提出七項主要理念。請針對以下這七項理念，依據你的看法加以評析，並說明你贊成或反對的理由。(70 分)

1. *Serve Citizens, Not Customers*: The public interest is the result of a dialogue about shared values rather than the aggregation of individual self-interest. Therefore, public servants do not merely respond to the demands of "customers," but rather focus on building relationships of trust and collaboration with and among citizens.
2. *Seek the Public Interest*: Public administrators must contribute to building a collective, shared notion of the public interest. The goal is not to find quick solutions driven by individual choices. Rather, it is the creation of shared interests and shared responsibility.
3. *Value Citizenship over Entrepreneurship*: The public interest is better advanced by public servants and citizens committed to making meaningful contributions to society than by entrepreneurial managers acting as if public money were their own.
4. *Think Strategically, Act Democratically*: Policies and programs meeting public needs can be most effectively and responsibly achieved through collective efforts and collaborative processes.
5. *Recognize that Accountability Isn't Simple*: Public servants should be attentive to more than the market; they should also attend to statutory and constitutional law, community values, political norms, professional standards, and citizen interests.
6. *Serve Rather than Steer*: It is increasingly important for public servants to use shared, value-based leadership in helping citizens articulate and meet their shared interests rather than attempting to control or steer society in new directions.
7. *Value People, Not Just Productivity*: Public organizations and the networks in which they participate are more likely to be successful in the long run if they are operated through processes of collaboration and shared leadership based on respect for all people.