

Name: _____ **Date:** _____

Chapter 14: Base knowledge worksheet

Full sentence answers are **not** required: SL/HL 28 marks, 28 minutes

HL 28 + 14 marks, 42 minutes

- 1 What aspects of Taylor's work are still relevant to modern managers? (3)
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- 2 What aspect of modern factories makes it difficult to apply Taylor's work? (1)
- 3 Draw Maslow's hierarchy of needs. (5)

- 4 State **three** problems of using Maslow's hierarchy. (3)
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- 5 Choose the correct statement about Theory X managers. (1)
- a They think all workers are bad.
 - b They think workers do not want to work.
 - c They think workers are only motivated by money.
 - d They think workers must be ill-treated in order to make them work.
 - e They think workers will work only if they enjoy it.
- 6 a Explain what hygiene factors are. (2)
- b Why are hygiene factors not considered to be motivators? (2)
- 7 A manager of a decorating company has asked his painters to paint school classrooms. He offers to pay them by the hour. One of the painters argues that he should pay the teams piece rate per room because they will work harder that way. State **two** problems with paying them piece rate. (2)
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- 8 List **five** methods of financial motivation. (5)
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- 9 Give a short explanation of the forms of non-financial motivation listed below. (4)
- job enlargement
 - job enrichment
 - team working
 - empowerment
- 10 (HL) What is the 'Hawthorne effect'? (3)
- 11 (HL) What are the **three** types of motivational need identified by McClelland? (3)
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- 12 (HL) Why is Vroom's theory called an expectancy theory? (2)
- 13 (HL) According to Adams's equity theory, what would demotivate employees? (2)
- 14 (HL) List the authors of **two** process theories of motivation and **two** content theories of motivation. (4)
- process:
 - content: