

1. A well-motivated workforce is likely to have:
 - ☐ more absences
 - ☐ lower productivity
 - ☐ worse quality
 - ☐ higher productivity and lower staff turnover
2. The span of control is:
 - ☐ the number of subordinates a manager directly oversees
 - ☐ the chain of command
 - ☐ the number of products a firm makes
 - ☐ the firm's total revenue
3. Recruitment is the process of:
 - ☐ attracting applicants for a job
 - ☐ training new staff
 - ☐ choosing the best applicant
 - ☐ paying wages
4. Two-way communication is usually more effective because it:
 - ☐ uses no technology
 - ☐ needs no listener
 - ☐ allows feedback from the receiver
 - ☐ is always cheaper
5. In Maslow's hierarchy, which need must be met first?
 - ☐ social needs
 - ☐ physiological (basic) needs
 - ☐ esteem needs
 - ☐ self-actualisation
6. A manager who delegates a task is no longer responsible for the result.
 - ☐ True ☐ False

7. External recruitment can bring new skills and ideas into a business.

☐ True ☐ False

8. Which are barriers to communication? (Select all that apply.)

☐ clear, brief messages

☐ information overload

☐ jargon

☐ too many levels of hierarchy

Tick every correct option.

9. Which are financial methods of motivation? (Select all that apply.)

☐ bonus

☐ piece rate

☐ praise

☐ commission

Tick every correct option.

10. A diagram showing roles and reporting lines is an organisation _____.

1. **higher productivity and lower staff turnover**

Motivation raises productivity and retention.

2. **the number of subordinates a manager directly oversees**

Span of control = direct subordinates per manager.

3. **attracting applicants for a job**

Recruitment attracts applicants; selection then chooses.

4. **allows feedback from the receiver**

Feedback confirms the message was understood.

5. **physiological (basic) needs**

Basic needs come first in the hierarchy.

6. **False**

False. Authority can be delegated but responsibility cannot; the manager remains responsible for the outcome.

7. **True**

Hiring from outside introduces fresh expertise.

8. **information overload; jargon; too many levels of hierarchy**

Clear messages help; the others are barriers.

9. **bonus; piece rate; commission**

Praise is non-financial; the others are financial.

10. **chart**

The org chart shows hierarchy and the chain of command.