1. A well-motivated workforce is likely to have:

   ☐ more absences and higher staff turnover

   ☐ lower productivity and more mistakes

   ☐ worse quality and more complaints

   ☐ 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

   ☐ training new staff

   ☐ choosing the best applicant

   ☐ paying wages

   ☐ attracting applicants for a job

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

exercises.lol exercises.com.cn

_____

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**

   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. **selection**

   Selection follows recruitment.

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.

exercises.lol exercises.com.cn