Solutions

IGCSE Business answers are marked by **level of response**: award **K** knowledge, **App** application, **An** analysis and **Ev** a justified judgement.

Each answer shows the steps, then the **result**.

2.1

- **motivation** is the drive that makes a person **want to work hard** (K)

2.2

- any **two** of: higher **productivity** / lower **absenteeism** / lower **labour turnover** (K, K)

2.3

- **financial**: money (wage, bonus) (K)
- **non-financial**: no extra money (job enrichment, teamwork) (K)

3.1

- any **two** of: wage / time rate / piece rate / salary / commission / bonus / profit sharing / fringe benefits (K, K)

3.2

- for **each** of two methods: K + An, max 3 each
- e.g. **job enrichment**: more challenging tasks → workers feel valued → higher motivation
- e.g. **teamworking**: support each other → feel part of a group → lower absence

3.3

- **for pay**: meets basic needs (Maslow); works for low-paid or piece-rate work (Taylor)
- **against**: Herzberg — pay only prevents unhappiness; recognition and interesting work motivate more
- **judgement (Ev)**: pay matters most when wages are low; the best mix is financial and non-financial