

2. People in business

Starter Quiz · 课前小测

IGCSE Business Studies

Name: _____ Score: _____

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

- ☐ higher productivity and lower staff turnover
- ☐ lower productivity
- ☐ more absences
- ☐ worse quality

2. The span of control is:

- ☐ the number of subordinates a manager directly oversees
- ☐ the number of products a firm makes
- ☐ the firm's total revenue
- ☐ the chain of command

3. Recruitment is the process of:

- ☐ attracting applicants for a job
- ☐ choosing the best applicant
- ☐ training new staff
- ☐ paying wages

4. Two-way communication is usually more effective because it:

- ☐ allows feedback from the receiver
- ☐ is always cheaper
- ☐ needs no listener
- ☐ uses no technology

5. In Maslow's hierarchy, which need must be met first?

- ☐ physiological (basic) needs
- ☐ esteem needs
- ☐ self-actualisation
- ☐ social needs

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

- ☐ bonus
- ☐ commission

☐ piece rate

☐ praise

Tick every correct option.

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

- ☐ too many levels of hierarchy
- ☐ jargon
- ☐ information overload
- ☐ clear, brief messages

Tick every correct option.

8. Job enrichment is a non-financial method of motivation.

☐ True ☐ False

9. A manager who delegates a task is still responsible for the result.

☐ True ☐ False

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

☐ True ☐ False

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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. **bonus; commission; piece rate**

Praise is non-financial; the others are financial.

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

Clear messages help; the others are barriers.

8. **True**

It motivates by making work more rewarding, not by pay.

9. **True**

Authority is delegated; responsibility is not.

10. **True**

Hiring from outside introduces fresh expertise.