QUIZ I
TRUE-FALSE QUESTIONS
1. T F Motivation is the internal process that energizes, directs, and sustains behavior.
2. T F A main discovery of the Hawthorne Studies was that human factors are at least as important to motivation as pay rates.
3. T F The piece-rate reward system grew out of Taylor’s concepts of scientific management.
4. T F On self-managed work teams, each member learns one specific job and has clearly defined responsibilities.
5. T F In a management by objectives (MBO) system, the first step is to establish preliminary goals.

Multiple-Choice Questions
Circle the letter before the most accurate answer.
6. Which of the following is uncharacteristic of low morale?
   a. High rate of turnover
   b. Shoddy work
   c. Absenteeism
   d. High productivity
   e. Employees’ leaving for more satisfying jobs
7. A sense of involvement and __________ were two of the human factors at work in the Hawthorne studies.
   a. human relations
   b. social acceptance
   c. social needs
   d. safety needs
   e. an acceptable output rate
8. Frederick Taylor observed a workplace practice that he termed “soldiering,” which means that the employees
   a. worked like busy bees without ever taking a break.
   b. worked slowly because they didn’t want to run out of work, thus appearing unneeded and risking losing their jobs.
   c. worked virtually for free due to high motivation and lack of knowledge about negotiating pay.
   d. had much higher productivity than he expected based on his estimates.
   e. had much lower productivity than should have been the case.
9. The theory stating that motivation depends on how much people want something and on how likely they believe they are to get it is called
   a. the expectancy theory.
   b. Theory Y.
   c. the equity theory.
   d. reinforcement.
   e. Theory X.

10. The systematic program of reinforcement to encourage desirable behavior is called
    a. management by objectives.
    b. Theory Y.
    c. expectancy theory.
    d. scientific management.
    e. behavior modification.

QUIZ II
TRUE-FALSE QUESTIONS
Select the correct answer.

1. T F The way an employee feels about his or her job, superiors, and place of work is known as morale.

2. T F Herzberg recognized only two dimensions: motivation and hygiene.

3. T F Equity theory is based on the idea that employees are motivated by equitable treatment of themselves relative to the “comparison other.”

4. T F Gain sharing directly rewards employees for increases in company calls or lower costs.

5. T F Job sharing is a system in which employees set their own work hours within certain limits set by the employer.

Multiple-Choice Questions
Circle the letter before the most accurate answer.

6. Motivation is the internal process that __________, directs, and sustains behavior.
   a. irritates
   b. energizes
   c. inspects
   d. satisfies
   e. manages
7. The application of scientific principles to the management of work and workers is called  
   a. hierarchy of needs.  
   b. Theory X and Theory Y.  
   c. scientific management.  
   d. Herzberg’s theory.  
   e. equity theory.  

8. The equity theory is most relevant to which form of outcome in an organization?  
   a. Status  
   b. Work station  
   c. Equipment and tools  
   d. Promotion in rank  
   e. Pay  

9. One major problem with the MBO process is that  
   a. it does not motivate employees most of the time.  
   b. it must start at the top of the organization and work its way down in order to work, which can be a long process.  
   c. it is not a healthy way to improve communication because it forces the manager and employee together.  
   d. when it doesn’t work well in one company, other companies who haven’t tried it will think it is not the optimal way to set goals and will not give it a try.  
   e. it leaves too many decisions up to the employees, thus causing the managers to risk losing control within the organization.  

10. Job enrichment is supported by  
    a. Taylor’s scientific management theory.  
    b. Maslow’s safety needs.  
    c. McGregor’s Theory X.  
    d. Maslow’s physiological needs.  
    e. Herzberg’s motivators.