

## 2.4 Motivation and demotivation

# Checklist

## What you should know

By the end of this subtopic, you should be able to:

- define the following terms: (AO1)
  - labour turnover
  - formative appraisal
  - summative appraisal
  - 360-degree feedback
  - self-appraisal
  - recruitment
  - internal recruitment
  - external recruitment
  - financial rewards
  - salary
  - wages (time)
  - wages (piece work)
  - performance-related pay
  - profit-related pay
  - employee share-ownership schemes
  - fringe payments
  - non-financial rewards
  - job enrichment
  - job rotation
  - job enlargement
  - empowerment
  - purpose
  - teamwork
  - training
  - on-the-job training
  - off-the-job training

- discuss motivation theories, including those from Taylor, Maslow and Herzberg (AO3)
- discuss motivation theories, including McClelland's acquired needs theory, Deci and Ryan's self-determination theory, and equity and expectancy theory (HL) (AO3)
- explain and calculate labour turnover (HL) (AO2, AO4)
- distinguish between formative and summative appraisal, 360-degree feedback, and self-appraisal (HL) (AO2)
- explain methods of recruitment (HL) (AO2)
- evaluate internal and external recruitment for a business (HL) (AO3)
- analyse various types of financial and non-financial rewards (AO2)
- distinguish between induction, on-the-job training and off-the-job-training (AO2)