



2.4 Motivation and demotivation

# Terminology exercise



**Check that you understand the terminology used in this subtopic by dragging the correct word into each space.**

The reason a human being carries out a task or behaves in a certain way is because they are \_\_\_\_\_ to do so.

Motivation is important for businesses because engaged employees are more productive and better colleagues. Motivation is important for employees because it is closely linked to happiness and wellbeing.

Motivation is usually classified into two categories. When a person engages in an activity because there is a reward or pleasure in the activity itself, this is known as \_\_\_\_\_ motivation. On the other hand, when a person engages in an activity because of a reward outside the activity, such as pay or an award, this is known as \_\_\_\_\_ motivation.

Taylor's scientific management theory focuses on the use of extrinsic rewards to improve worker productivity. Herzberg's \_\_\_\_\_ claims that different factors cause employee dissatisfaction and employee motivation. Herzberg believed that satisfying \_\_\_\_\_, like the need for appropriate pay, can reduce \_\_\_\_\_ dissatisfaction but does not cause

motivation. Businesses may find that  
rewards, such  
as job enrichment, purpose and  
teamwork result in more motivation than  
rewards such as  
bonuses and fringe payments.

non-financial

intrinsic

financial

hygiene needs

two-factor theory

extrinsic

motivated

✓ Check



Question: 1 of 2 questions

H-P