

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)