

## LEC 2 Q- Management and Motivation

- 1. What is the primary definition of motivation?**
  - A) A reward given for completing a task
  - B) A need or desire that causes a person to act
  - C) The ability to manage a workforce
  - D) A strategy to improve employee engagement
- 2. Why is motivation particularly important for managers in the healthcare sector?**
  - A) It reduces the need for training programs
  - B) It helps balance the needs of employers and employees
  - C) It eliminates the challenges of economic downturns
  - D) It ensures all employees are paid equally
- 3. Which of the following is NOT a category of Herzberg's Two-Factor Theory?**
  - A) Hygienes
  - B) Motivators
  - C) Performance factors
  - D) Both A and B
- 4. According to Maslow's Hierarchy of Needs, which level comes after physiological needs?**
  - A) Safety needs
  - B) Esteem needs
  - C) Self-actualization needs
  - D) Belonging needs
- 5. What does Alderfer's ERG Theory introduce that differs from Maslow's Hierarchy?**
  - A) The importance of extrinsic rewards
  - B) The concept of satisfaction progression
  - C) The frustration-regression principle
  - D) The need for power
- 6. Which theory focuses on the perception of equity in treatment compared to others?**
  - A) Reinforcement Theory
  - B) Equity Theory
  - C) Acquired Needs Theory
  - D) Two-Factor Theory
- 7. Which of the following is an intrinsic reward mentioned in the text?**

- A) Pay raises
- B) Recognition
- C) Meaningful work
- D) Flexible schedules

8. **What is a common misconception about motivation addressed in the text?**

- A) All employees are motivated by the same factors
- B) Money is the sole motivator
- C) Only intrinsic rewards matter
- D) Motivation can be fostered without communication

### **Answers**

- 1. B
- 2. B
- 3. C
- 4. A
- 5. C
- 6. B
- 7. C
- 8. A

1. **Which of the following theories includes a "frustration-regression principle" as part of its framework?**

- A) Maslow's Hierarchy of Needs
- B) Herzberg's Two-Factor Theory
- C) Alderfer's ERG Theory
- D) McClelland's Acquired Needs Theory

2. **In Herzberg's Two-Factor Theory, what distinguishes hygiene factors from motivators?**

- A) Hygiene factors are related to intrinsic rewards, while motivators are extrinsic.
- B) Hygiene factors prevent dissatisfaction but do not lead to satisfaction, while motivators enhance satisfaction.
- C) Hygiene factors are necessary for motivation, while motivators are optional.
- D) Both hygiene factors and motivators are equally important in driving employee performance.

3. **What is the primary focus of McClelland's Acquired Needs Theory?**

- A) The biological basis of motivation
- B) The development of intrinsic and extrinsic rewards
- C) The needs that are learned through experience, specifically achievement, affiliation, and power
- D) The environmental factors that influence employee motivation

4. **According to the text, which of the following is a significant internal pressure that affects motivation in the healthcare sector?**
- A) Market competition
  - B) Rising costs
  - C) Accreditation requirements
  - D) Economic downturns
5. **What does the term "satisfaction progression" in Maslow's theory refer to?**
- A) The idea that all employees will eventually achieve self-actualization
  - B) The sequence in which higher-level needs become motivators after lower-level needs are satisfied
  - C) The process by which individuals regress to lower-level needs when faced with challenges
  - D) The continuous cycle of need fulfillment and dissatisfaction
6. **Which motivational strategy emphasizes the importance of collective efforts rather than individual competition?**
- A) Rewarding desired behaviors
  - B) Celebrating achievements
  - C) Encouraging collaboration over competition
  - D) Focusing on revitalizing employees
7. **What is a key consideration for managers when attempting to motivate a diverse workforce, according to the text?**
- A) Implementing a one-size-fits-all incentive program
  - B) Understanding that different individuals require different motivators
  - C) Prioritizing financial rewards over intrinsic rewards
  - D) Focusing exclusively on external factors
8. **How can lack of motivation affect employees, as highlighted in the text?**
- A) It can lead to improved productivity and morale.
  - B) It can result in enhanced workplace relationships.
  - C) It can lead to stress, low morale, and increased absenteeism.
  - D) It has no significant impact on employee performance.

## Answers

- 1. C
- 2. B
- 3. C
- 4. C
- 5. B

- 6. C
- 7. B
- 8. C

1. **Which of the following accurately describes the relationship between intrinsic and extrinsic rewards in motivating employees?**

- A) Intrinsic rewards are generally more effective than extrinsic rewards in all situations.
- B) Extrinsic rewards can diminish intrinsic motivation when relied upon excessively.
- C) Intrinsic rewards are the only type that leads to long-term employee satisfaction.
- D) Extrinsic rewards are solely responsible for employee engagement in the workplace.

2. **In the context of motivation theories, how does McClelland's Acquired Needs Theory differ from Maslow's Hierarchy of Needs?**

- A) McClelland's theory is based on physiological needs, while Maslow's focuses on psychological needs.
- B) McClelland emphasizes learned needs based on individual experiences, whereas Maslow suggests a fixed order of needs.
- C) Maslow's theory does not consider external factors, while McClelland's does.
- D) McClelland's theory only addresses extrinsic motivations, while Maslow's encompasses both.

3. **What is one potential drawback of relying solely on monetary incentives for motivation, as suggested in the text?**

- A) They create a sense of equity among employees.
- B) They can lead to short-term motivation but fail to sustain long-term engagement.
- C) They are universally effective across all employee demographics.
- D) They always result in increased productivity and job satisfaction.

4. **What does the term "satisfaction progression" imply about employee motivation, according to Maslow's framework?**

- A) Employees will continuously move through all levels of needs without regression.
- B) Once a higher-level need is achieved, lower-level needs become irrelevant.
- C) Individuals strive to fulfill lower-level needs before higher-level needs can be addressed.
- D) Satisfaction of higher-level needs automatically leads to fulfillment of lower-level needs.

5. **In the healthcare sector, what is one of the external pressures that can impact employee motivation?**

- A) An increase in employee autonomy
  - B) A stable economic environment
  - C) Rising costs associated with care delivery
  - D) Decreased competition among healthcare providers
6. **Which aspect of employee motivation can be influenced by the “frustration-regression principle” in Alderfer's ERG Theory?**
- A) The unchanging hierarchy of needs
  - B) The fluctuation of an employee's focus between different levels of needs
  - C) The guaranteed fulfillment of higher-level needs once lower needs are satisfied
  - D) The exclusivity of intrinsic rewards over extrinsic factors
7. **According to the text, what is a misconception about employee motivation?**
- A) Every employee is motivated by the same factors.
  - B) Motivation can be influenced by both intrinsic and extrinsic factors.
  - C) Money is an effective motivator for all employees.
  - D) Tailored approaches to motivation can yield better results.
8. **How can a lack of motivation affect an organization overall, as described in the text?**
- A) It may result in increased employee collaboration and teamwork.
  - B) It can lead to lower morale, higher absenteeism, and reduced productivity.
  - C) It typically has no significant impact on organizational performance.
  - D) It fosters a culture of continuous improvement among employees.

## Answers

- 1. B
- 2. B
- 3. B
- 4. C
- 5. C
- 6. B
- 7. A
- 8. B

9. **In the context of motivation, what role do "hygiene factors" play according to Herzberg's Two-Factor Theory?**
- A) They are essential for achieving self-actualization.
  - B) They prevent dissatisfaction but do not contribute to satisfaction or motivation.
  - C) They are the main drivers of employee engagement and productivity.

D) They are the same as intrinsic rewards and are crucial for long-term motivation.

**10. What can be inferred about the impact of employee engagement on organizational outcomes?**

A) Employee engagement has little to no impact on organizational performance.

B) Engaged employees are typically less productive than their disengaged counterparts.

C) Higher employee engagement often leads to better outcomes and a competitive advantage.

D) Employee engagement is solely dependent on extrinsic rewards.

**11. According to the text, what is a key consideration for managers when motivating a diverse workforce?**

A) Uniform incentives work best for all employees.

B) Understanding individual motivators is crucial for effective engagement.

C) Financial incentives should be the primary focus.

D) Managers should rely on traditional motivational theories without adaptation.

**12. Which motivational strategy mentioned in the text is likely to foster a positive workplace culture?**

A) Prioritizing individual achievements over team accomplishments

B) Celebrating team achievements and contributions

C) Focusing solely on financial rewards

D) Maintaining a strict hierarchy in decision-making

**13. What is a critical challenge mentioned for managers in motivating employees within the healthcare sector?**

A) The availability of unlimited resources

B) The uniformity of employee roles and responsibilities

C) Balancing the diverse needs and goals of a varied workforce

D) The simplicity of healthcare regulations

**14. In the discussion of motivation, what does the text suggest about the effectiveness of a one-size-fits-all approach?**

A) It is the best strategy for maximizing motivation across all employees.

B) It can overlook individual differences and specific motivators.

C) It guarantees uniform employee satisfaction and performance.

D) It simplifies the process of developing incentive programs.

**15. What implication does Adams' Equity Theory have for managers seeking to motivate their employees?**

- A) Fairness in treatment and rewards is irrelevant to motivation.
- B) Perceived inequities can lead to decreased motivation and engagement.
- C) All employees view equity in the same way.
- D) Equity only matters in the context of financial rewards.

**16. What does the concept of “employee investment” imply about motivation?**

- A) Employees are motivated primarily by financial gains.
- B) Employees who feel invested in their work are likely to demonstrate higher productivity and loyalty.
- C) Employee investment has no correlation with motivation.
- D) Investment in employee training is the only factor influencing motivation.

## **Answers**

- 9. B
- 10. C
- 11. B
- 12. B
- 13. C
- 14. B
- 15. B
- 16. B

**17. Which of the following best describes the role of intrinsic rewards in motivation, according to the text?**

- A) They are less effective than extrinsic rewards in enhancing productivity.
- B) They contribute to long-term job satisfaction and employee well-being.
- C) They are only relevant for skilled professionals, not unskilled workers.
- D) They should be ignored in favor of monetary incentives.

**18. What challenge do managers face regarding the aging population in the context of employee motivation?**

- A) Younger employees are more motivated than older ones.
- B) Older employees may require different motivational strategies due to changing needs.
- C) Aging populations do not affect workforce motivation.
- D) Managers only need to focus on extrinsic motivators for older workers.

**19. In the context of motivation, how does the concept of "quality care responsibilities" impact healthcare workers?**

- A) It has no significant effect on motivation levels.
- B) It increases job satisfaction due to the fulfillment of helping others.
- C) It adds pressure that can lead to stress and decreased motivation if not

managed properly.

D) It solely motivates employees through extrinsic rewards.

**20. According to the text, how should managers approach the challenge of worker shortages in the healthcare sector?**

A) By focusing only on monetary incentives to attract new talent.

B) By understanding and addressing the intrinsic motivations of potential hires.

C) By implementing strict hiring policies that limit diversity.

D) By assuming that all candidates are equally motivated by salary alone.

**21. What is the significance of celebrating achievements as a motivational strategy?**

A) It serves only to reinforce individual performance.

B) It fosters a culture of recognition and encourages team collaboration.

C) It distracts employees from their primary tasks.

D) It is less important than focusing on individual performance metrics.

**22. What key insight does the text provide about managing a diverse workforce?**

A) Diversity makes it easier to implement standardized motivational strategies.

B) Different cultural backgrounds influence how employees perceive motivation.

C) All employees from diverse backgrounds respond the same to incentives.

D) Managers should only focus on the majority group's motivators.

**23. How does a lack of motivation impact patient safety in the healthcare sector?**

A) It has no correlation with patient safety standards.

B) Motivated employees are more likely to adhere to safety protocols and provide quality care.

C) Disengaged employees can improve patient safety through increased collaboration.

D) Lack of motivation only affects employee morale, not patient outcomes.

**24. What does the text suggest about the relationship between employee well-being and motivation?**

A) Employee well-being is unrelated to motivation levels.

B) Recognizing work-life balance is essential for sustaining motivation.

C) Well-being can be sacrificed for higher productivity.

D) Only financial rewards can improve employee well-being.



## **Answers**

- 17. B
- 18. B
- 19. C
- 20. B
- 21. B
- 22. B
- 23. B
- 24. B

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