



2.1 Motivating Workers

What are the Theories of Motivation and what do they suggest?

1. Taylors Scientific Management – easier task increase productivity
2. Maslow’s hierarchy of needs
3. Herzberg’s motivators and hygiene factors – recognition, achievement, personal development (motivators), income, job security, status (hygiene factors)
4. McGregor’s theory X and theory Y – Theory X – “work-centered”, Theory Y – “people-centered” managers.

What are the methods of motivating employees?

1. Financial Rewards
 - a. Wages
 - i. Time rate
 - ii. Piece rate
 - b. Salaries
 - c. Performance-related pay
 - i. Commission
 - ii. Bonus payments
 - iii. Profit sharing
 - iv. Share ownership
2. Non-Financial Rewards
 - a. Medical insurance
 - b. Company car
 - c. Price discount
 - d. Pension contribution
 - e. Performance-related gifts
 - f. Free accommodation
 - g. Free membership gym and spa

How do you increase employees’ job satisfaction?

1. Job enlargement
2. Job rotation
3. Job enrichment
4. Teamworking