

1. A well-motivated workforce is likely to have:
 - ☐ higher productivity and lower staff turnover
 - ☐ lower productivity
 - ☐ more absences
 - ☐ worse quality
2. The span of control is:
 - ☐ the number of subordinates a manager directly oversees
 - ☐ the number of products a firm makes
 - ☐ the firm's total revenue
 - ☐ the chain of command
3. Recruitment is the process of:
 - ☐ attracting applicants for a job
 - ☐ choosing the best applicant
 - ☐ training new staff
 - ☐ paying wages
4. Two-way communication is usually more effective because it:
 - ☐ allows feedback from the receiver
 - ☐ is always cheaper
 - ☐ needs no listener
 - ☐ uses no technology
5. In Maslow's hierarchy, which need must be met first?
 - ☐ physiological (basic) needs
 - ☐ esteem needs
 - ☐ self-actualisation
 - ☐ social needs
6. Which are financial methods of motivation? (Select all that apply.)
 - ☐ bonus
 - ☐ commission

☐ piece rate

☐ praise

Tick every correct option.

7. Which are barriers to communication? (Select all that apply.)

☐ too many levels of hierarchy

☐ jargon

☐ information overload

☐ clear, brief messages

Tick every correct option.

8. Job enrichment is a non-financial method of motivation.

☐ True ☐ False

9. A manager who delegates a task is still responsible for the result.

☐ True ☐ False

10. External recruitment can bring new skills and ideas into a business.

☐ True ☐ False

IGCSE Business Studies

1. **higher productivity and lower staff turnover**

Motivation raises productivity and retention.

2. **the number of subordinates a manager directly oversees**

Span of control = direct subordinates per manager.

3. **attracting applicants for a job**

Recruitment attracts applicants; selection then chooses.

4. **allows feedback from the receiver**

Feedback confirms the message was understood.

5. **physiological (basic) needs**

Basic needs come first in the hierarchy.

6. **bonus; commission; piece rate**

Praise is non-financial; the others are financial.

7. **too many levels of hierarchy; jargon; information overload**

Clear messages help; the others are barriers.

8. **True**

It motivates by making work more rewarding, not by pay.

9. **True**

Authority is delegated; responsibility is not.

10. **True**

Hiring from outside introduces fresh expertise.