

Self check

1 According to Herzberg, hygiene factors are those that:

- a** lead to staff dissatisfaction if not maintained
- b** prompt the motivation of staff
- c** both a and b

2 The trend in the use of temporary staff in more developed economies is:

- a** staying the same
- b** decreasing
- c** increasing

3 Job performance is dependent on:

- a** the size and depth of work
- b** a person's attitude to the job and the level of interest the job holds
- c** a person's ability and level of motivation

4 Job enrichment concerns:

- a** widening the scope of a job and also increasing the depth of a job
- b** increasing the scope of a job
- c** periodically changing the assigned job

5 Quality circles refer to:

- a** quality targets displayed as the target in archery with the bull at the centre
- b** voluntary work groups to address and resolve any work-related problems
- c** voluntary work groups to address and resolve only quality-related problems

6 The trend in the number of levels in an organization is:

- a** decreasing
- b** staying the same
- c** increasing

7 In the stages of a job redesign programme which of the following is stage 4:

- a** self-managed teams
- b** shared responsibility
- c** empowered ownership

8 Flexitime means:

- a** staff can work when they wish providing they get agreement
- b** staff contract to be at work in core hours but can change their work arrangements by agreement at other times

c neither of these

9 Employee involvement concerns:

- a** giving staff more jobs to perform
- b** making staff part of the decision process from the start
- c** neither of these

10 Ergonomics refers to:

- a** common-sense economics from the Latin *ergo* (therefore) and the Greek *oikonomia* (economy)
- b** ways to cut costs

• how the human body fits with its environment