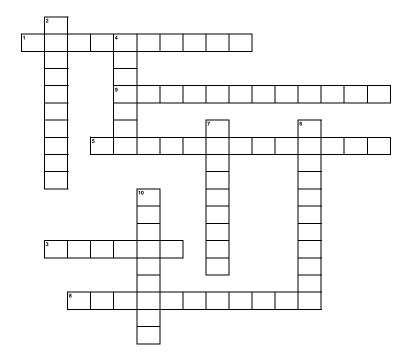
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Chapter 16

- 1. The arousal, direction, and persistence of behaviour. (10)
- 2. Factors that influence job satisfaction based on fulfilment of high-level needs such as achievement, recognition, responsibility and opportunity for growth. (10)
- 3. A situation that exists when the ratio of one person's outcomes to inputs equals that of another's. (6)
- 4. The value or attraction an individual has for an outcome. (7)
- 5. Anything that causes a given behaviour to be repeated or inhibited. (13)
- 6. The delegation of power and authority to subordinates. (11)
- 7. The application of motivational theories to the structure of work for improving productivity and satisfaction. (3,6)
- 8. The assumption that positively reinforced behaviour tends to be repeated, and unreinforced or negatively reinforced behaviour tends to be inhibited. (3,2,6)
- 9. A process theory that focuses on individuals' perceptions of how fairly they are treated relative to others. (6,6)
- 10. A modification of the needs hierarchy theory that proposes three categories of needs: existence, relatedness and growth. (3,6)