



## 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)