

CHAPTER 11



Motivation and performance management

LEARNING OBJECTIVES

After studying this chapter and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Case Study you should be able to:

- Describe the major motivation theories and the ways in which they can be classified.
- Explain the relationship between motivation and employee performance.
- Understand what makes the study of motivation difficult.
- Discuss the dilemmas and difficulties facing managers in applying motivation theory to a work setting.
- Assess the links between motivation, performance management, pay determination, employee participation and job design.

