4.5 Motivation: financial and non-financial methods: Test Pack

Total Marks

AQA 8132 · Calculator allowed · about 15 minutes

Name: _____ Date: ____ / ____ / _____

Answer ALL questions in the spaces provided. Show your working for any calculation: method marks are available even if your final answer is wrong. Hazelmere Bakery, used throughout this pack, is a fictional business.

1 In Maslow's hierarchy of needs, which one of the following is the FIRST/lowest level of need that Maslow proposed a person must satisfy?

- ☐ A) Self-actualisation needs
- ☐ B) Esteem needs
- ☐ C) Physiological needs, e.g. food, water and pay to afford them
- ☐ D) Social/belonging needs

(Total for Question 1 is 1 mark)

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2 Which one of the following is a FINANCIAL method of motivation?

- ☐ A) A 20% staff discount on Hazelmere Bakery's products
- ☐ B) Job rotation between different bakery tasks
- ☐ C) Flexible working hours
- ☐ D) Extra training and development opportunities

(Total for Question 2 is 1 mark)

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3 According to Herzberg's two-factor theory, which one of the following is a 'hygiene factor' rather than a 'motivator'?

- ☐ A) A sense of personal achievement
- ☐ B) Being given greater responsibility
- ☐ C) Basic pay and safe working conditions
- ☐ D) Recognition for good work

(Total for Question 3 is 1 mark)

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4 State two examples of fringe benefits, other than a staff discount, that Hazelmere Bakery could offer its staff.

(Total for Question 4 is 2 marks)

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5 Hazelmere Bakery also offers a sales assistant a performance-related bonus of 3% of any monthly sales above a personal target of £2,000. This month the assistant sold £2,800.

(a) Calculate the sales made above the £2,000 target. **(1)**

(b) Using your answer to part a, calculate the assistant's bonus. **(2)**

(Total for Question 5 is 3 marks)

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6 Hazelmere Bakery makes £60,000 of profit in a year and allocates 5% of it to a staff profit-sharing pool, shared equally among its 15 staff.

(a) Calculate the size of the profit-sharing pool. **(2)**

(b) Using your answer to part a, calculate how much each of the 15 staff receives. **(1)**

(Total for Question 6 is 3 marks)

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7 State two limitations of using Maslow's or Herzberg's theory to guide how Hazelmere Bakery motivates its real staff.

(Total for Question 7 is 2 marks)

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Mark scheme · 4.5 Motivation: financial and non-financial methods: Test Pack

Question 1

C cao **B1**

Answer: C

Question 2

A cao **B1**

Answer: A

Question 3

C cao **B1**

Answer: C

Question 4

a company pension contribution above the legal minimum (oe) **B1**

private health insurance/healthcare, or free/subsidised meals (oe) **B1**

Answer: Any two, e.g. an above-minimum pension contribution; private health insurance or free meals.

Question 5

(a) £800 cao **B1**

(a) Answer: £800.

(b) 800 x 0.03 seen (ft from part a) **M1**

(b) £24 cao **A1**

(b) Answer: £24.

Question 6

(a) 60,000 x 0.05 seen **M1**

(a) £3,000 cao **A1**

(a) Answer: £3,000.

(b) £200 cao (ft from part a) **B1**

(b) Answer: £200.

Question 7

one acceptable limitation, e.g. the theories are difficult to test scientifically and are not universally proven to apply to every workplace **B1**

a second acceptable limitation, e.g. different individual staff members may be motivated by different things, so no single theory fits everyone **B1**

Answer: Any two, e.g. the theories are difficult to test scientifically and are not universally proven; individual staff may be motivated by different things, so no single theory fits everyone.

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