28 MOTIVATION

QUIZ 1 (20 POINTS)

True/False (5 points)

- 1. The desire to ignore a safety device because it might decrease production can be a motivator for some employees.
 - a. true
 - b. false
- 2. A measurement can be valid without being reliable.
 - a. true
 - b. false
- 3. When a group agrees on common safety objectives, its members tend to reinforce one another's behaviors.
 - a. true
 - b. false
- 4. According to Herzberg's job-enrichment theory, work itself can be a motivator.
 - a. true
 - b. false
- 5. The OBM model offers less structured feedback than the TQM model; therefore, behavior changes occur more slowly with OBM.
 - a. true
 - b. false

Multiple Choice (6 points)

- 6. Which of the following is an example of a security need?
 - a. thirst
 - b. comfort
 - c. self-respect
 - d. equality
- 7. The management at Burnside Builders believes an employee's inherent motivation is essential to achieving the company's goals. Which management theory are they following?
 - a. Job-Enrichment Theory
 - b. Theory X
 - c. Theory Y
 - d. none of the above

8.	Which of the following is not a situational factor that can contribute to changing an employee's attitude?
	a. direct personal experience
	b. group discussions or persuasive messages
	c. conformity where social pressure is used to elicit the desired attitude
	d. suggestive situations where the desired attitude is repeatedly presented
9.	Which of the following is associated with organic systems?
	a. chain of command concepts
	b. adherence to shared responsibility
	c. resolution of conflict through grievance procedures
	d. emphasis on individual performance
10.	According to most researchers, what is the best source of fear tactics?
	a. the employee's direct supervisor
	b. the mass media
	c. the employee's family
	d. a poster campaign
11.	Those ideas made most vivid to the employee, such as those in slogans and posters, will last the
	longest. What is the learning principle behind this statement?
	a. recall
	b. primacy
	c. intensity
	d. meaningfulness
	t Answer (7 points)
12.	List three features of traditional approaches to managing employee safety and health.
12	W/L
13.	What is the "personal equation"?
14.	How does the motivational variable "intensity of action" affect safety and heath objectives?

15. Describe the classic approach to motivating people in occupational environments.
16. According to Mager and Pipe, what are the three questions that should be asked in identifying performance?
17. What can be the effects of a "win-at-all-costs" attitude?
18. According to curves of forgetting, when is most learning lost?
Short Essay (2 points) 19. What does the behavior sampling technique assess and how is it used?
20. What are the basic steps to follow in evaluating critical behaviors? What do they involve?

1. The ideal candidate for a job is always the most intelligent and most productive applicant.

QUIZ 2 (20 POINTS TOTAL)

True/False	(5	noints)

a. trueb. false

2.	One of the critical behaviors that contribute to preventing incidents is the observance of good personal hygiene practices. a. true b. false
3.	The hierarchy of needs is static since the strength of physiological needs is always greater than the strength of needs higher up the ladder. a. true b. false
4.	A company that offers $$500$ holiday bonuses to its employees is an example of McGregor's Theory X. a. true b. false
5.	By simply changing worker interaction patterns, management can change employee behavior. a. true b. false
Mult	iple Choice (6 points)
	According to the normal distribution of human characteristics, how many people are below the mean? a. 75% b. 50% c. 25% d. 10%
7.	Studies suggest that satisfying may be the major factor behind job satisfaction. a. physiological needs b. security needs c. self-actualization needs d. psychosocial needs
8.	The positive and negative emotions underlying attitudes are classified as components of attitude. a. affective b. cognitive c. action d. inspirational

9.	The characteristics associated with the person or organization presenting a message can affect a person's attitude toward that message. This is an example of the that can change an attitude. a. destination factors b. receiver factors c. source variables d. channel factors		
10.	Which of the following is not characteristic of the total quality management model? a. emphasis on internal attitudinal changes b. training is specific to the critical behavior that needs to be changed c. focus on root cause improvements and on process d. learning is based in team building and problem solving		
11.	. The idea that current performance can be influenced by previous learning is known as a. frequency b. transfer of training c. recall d. selective learning		
Shor	t Answer (7 points)		
12.	What psychological factors most directly affect the success of safety programs?		
13.	Whether or not an employee works safely depends on three factors. Name these factors.		
14.	What is the definition of validity?		
15.	What two important factors influence the effectiveness of reinforcement?		

16. What is the main argument against using scare tactics as a means of communication?
17. What is the problem with incentive programs at the employee level?
18. What are the five basic factors that an employee survey should cover?
Short Essay (2 points)19. Managers and safety professionals often choose to deal with individual differences by appealing to the "average person." Give an example of what is wrong with this approach. What is a better approach?
20. What is the difference between affiliation motivation and achievement motivation? How can an employer develop achievement-motivated workers?