

Benefits of a motivated workforce

Lower levels of absenteeism, retention of workers (low levels of staff turnover), improved relations between management and workers, improved worker performance, improved quality and improved customer service

The methods which businesses use to motivate its workforce

Financial Methods

Salaries, Performance related pay including bonuses and commission, Profit sharing, Financial fringe benefits such as staff discounts and company car

Non-financial methods

- Job enlargement – more tasks
- Job rotation - different tasks
- Job enrichment - increasing the difficulty of tasks
- Empowerment – more responsibility
- Training

Potentially you will need to know advantages and disadvantages of some of the above. Not obvious in the spec but I've seen questions on this.

Organisational structures

Flat hierarchy – not many layers

Tall hierarchy – lots of layers

Delayering – taking out a middle layer. E.g. all heads of departments in schools to save money, make communication clearer

Chain of command – how orders are passed down and information is passed up through the organisation

Span of control – the number of people a person is directly responsible for

Line manager – The person above a worker who they are responsible to

Subordinate – The person below a worker who they are responsible for

Consequences of poor communication includes low employee morale, increased absenteeism, reduced employee cooperation, incomplete actions/activities and reduction in efficiency

flexible hours – able to go in early, leave early if needed

home working

job sharing – think primary teacher

zero hours contracts – no set hours, some weeks you might not get paid