

Discipline and Motivation Self-Assessment Questions

1. Which of the following behavior problems involve willful disregard for rules, regulations, and policies?
 - A. Performance problems
 - B. Conduct problems

2. Which of the following behavior problems involve problems with the quality of the work?
 - A. Performance problems
 - B. Conduct problems

3. One way to prevent problems of conduct from occurring is:
 - A. Provide the employee with an updated job description
 - B. Provide the employee with additional pay
 - C. Provide the employee with copy of the employee handbook
 - D. Include an employment-at-will clause in the employment application

4. Which of the following “needs” of the Hierarchy of Needs Theory correspond to the “motivators” in the Motivation-Hygiene Theory?
 - A. Self-esteem
 - B. Independence
 - C. Self-fulfillment
 - D. All of the above

5. When performance problems occur and the corrective interview process fails, an employee’s release is:
 - A. Discharge for misconduct
 - B. Dismissal for failure to meet job standards

6. Reward systems are a useful method to correct chronic conduct problems.
 - A. True
 - B. False

7. Progressive discipline can begin at any of the five steps, depending on the severity of the infraction.
 - A. True
 - B. False

8. Statements such as “You will have a long career here,” made by employers to employees can be construed to be an implied contract.
 - A. True
 - B. False

9. If an employer feels a “suspension” is in order to discipline an employee, but fears the employee will view it as a vacation, an acceptable alternative would be:

- A. A second oral warning
- B. A second written warning
- C. Termination of employee

10. Praise of employee behavior should:

- A. Always be done in private
- B. Refer specifically to the behavior
- C. Always be verbal
- D. Always be written