

Basic needs shank's  
old boss failed to  
meet essay



**ASSIGN  
BUSTER**

According to Maslow's hierarchy, which basic needs did Shank's old boss fail to meet? Explain why the needs have not been met. What could be done to meet these missing needs? The basic needs which Shanks old boss failed to meet are as follows: The need for self-actualization " the desire to become more and more what one is and to become everything that one is capable of becoming. " People who have everything can maximize their potential.

They can seek knowledge, peace, esthetic experiences, self-fulfillment, oneness with God, etc. Emily Griffin from Flight 001 stated the following: So it's not that it's better than nothing, but they do still recognize the contribution, even if I'm not quite getting it right. This negative statement tells me that the self-actualization is a missing component within this company. She is completing a project just to get it accepted and not maximizing her potential and her highest level of functioning.

Emily should be able to move through the needs to the highest level provided they are given an education that promotes growth.

Use the Expectancy Theory and/or the Equity Theory of motivation to explain how feeling underpaid might affect the work of a Flight 001 associate and what a manager can do to increase the employee's motivation. A Flight 001 associate that feels underpaid may form perceptions of what constitutes a fair ratio (a balance or trade) of inputs and outputs by comparing our own situation with other ' referents' (reference points or examples) in the market place as we see it.

In practice this helps to explain why people are so strongly affected by the situations (and views and gossip) of colleagues, friends, partners etc. in

establishing their own personal sense of fairness or equity in their work situations. People need to feel that there is a fair balance between inputs and outputs.

Crucially fairness is measured by comparing one's own balance or ratio between inputs and outputs, with the ratio enjoyed or endured by relevant ('referent') others. If there is not a fair balance employees feel demotivated.

Generally the extent of demotivation is proportional to the perceived disparity with other people or inequity, but for some people just the smallest indication of negative disparity between their situation and other people's is enough to cause massive disappointment and a feeling of considerable injustice, resulting in demotivation, or worse, open hostility. Some people reduce effort and application and become inwardly disgruntled, or outwardly difficult, recalcitrant or even disruptive.

Other people seek to improve the outputs by making claims or demands for more reward, or seeking an alternative job.

A Manager can increase employee motivation with financial rewards - pay, salary, expenses, perks, benefits, pension arrangements, bonus and commission - plus intangibles - recognition, reputation, praise and thanks, interest, responsibility, stimulus, travel, training, development, sense of achievement and advancement, promotion, etc. Managers need to understand the Equity Theory - and especially its pivotal comparative aspect - to be able to appreciate and improve one person's terms and conditions to resolve that individual's demands.

Equity Theory reminds us that people see themselves and crucially the way they are treated so they must be managed and treated accordingly.

Based on Herzberg's Two Factor Theory, what hygiene factors can you identify that are being met within Flight 001's work environment based on comments made by employees in the video? How are they being met? Is Flight 001's work environment meeting any motivation factors? If so, which ones and how?

The hygiene factors that are being met within Flight 001's work environment are as follows: Working conditions, Company Policies and Interpersonal relations. Flight 001 has great working conditions for their employees and they pay attention to detail as far as letting their employees know that they are not just a number but as important as any other employee where they are at a higher level of management and this also creates interpersonal relations between all employees and making them feel as adequate as the next.

Due to the new baggage policy and charges customers want to bring more carryon luggage on the plane. The employees were informed and trained on how to react to this new policy in a positive manner to satisfy the customer.

References [http://stewardess.inhatc.](http://stewardess.inhatc.ac.kr/philoint/general-data/maslow's-hierarchy-of-needs-I.htm)

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