

11. Correct. The answer is false. Management Theory X suggests that people dislike work but are motivated by basic needs of safety and security. In this doing context, a manager directs, controls, and coerces employees to get the job done. Theory Y maintains that people are motivated by achievement and self-actualization. In this becoming context, employees will work towards things to which they have a commitment. Managers should seek to motivate and then step back allowing the employees to grow and develop as they move towards their goals.