

Theory X and Y

Theory X

Assumes:

- Hates work
- No ambition
- Hates change
- Needs constant supervision

Managers

- pessimistic
- stressed
- control-oriented
- no interest in workers
- chances for failure are high
- standardized work

Employees

- rebellious
- do not care about work
- low productivity
- poor quality
- high turnover
- lazy

Theory Y

Assumes:

- Likes work
- Seeks responsibility
- Self-directed
- Self-controlled
- Imaginative, creative
- Shows initiative

Managers

- optimistic
- respectful, friendly
- caring and understanding
- ask employees for input
- delegate responsibility
- builds trust

Employees

- motivated
- high productivity
- loyal, committed
- take pride in work
- shows respect for managers