



INDIAN SCHOOL AL WADI AL KABIR

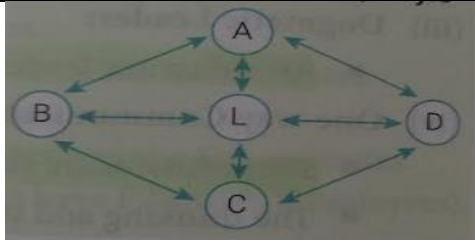
Class: XII	Department: Commerce
Subject: BST	Chapter: 7 Directing
Worksheet: 1	MCQs and DTQs

Q.no.	
1	The process of giving instructions and guiding people to doing work is known as- (a) Staffing (b) Controlling (c) Directing (d) Coordination
2	A manager directing his immediate subordinate and taking instructions from his immediate boss is an example of which characteristic of directing- (a) Directing flows from top to bottom (b) Directing in a continuous process (c) Directing initiates action (d) Both b and c
3	A mining engineer explains about safety precautions to be followed while working in a coal mine is an example of- (a) Motivation (b) Leadership (c) Supervision (d) Communication
4	Akash Mehra is the marketing manager of Kedanta Enterprises. He gives orders and expects his subordinates to obey those orders. Communication is the only-one way with the subordinates only acting according to the command given by him. Identify the leadership style of Akash Mehra.
5.	From the following statement choose the incorrect statement about the importance of Directing a. Directing helps to initiate action by people in the organisation towards the attainment of desired objectives b. Directing integrates employees' efforts in the organisation in such a way that every individual effort contributes to the organisation's performance. c. Directing facilitates introduction of needed changes in the organisation. d. Directing helps in estimating manpower requirements for the organisation.
6	Ram informed about the new recruitment policy of HR department to Mohan during the birthday party of his son. This is a) Formal Communication b) Informal Communication c) Both a) and b) d) None of the above

7	“Lack of confidence of superior in his subordinates is one of the barriers in communication”. Identify the communication barrier. a) Personal Barrier b) Psychological Barrier c) Semantic Barrier d) Organisational Barrier
8	Which of the following is not a type of psychological barriers? (a) Premature evaluation (b) Lack of attention (c) Fear of challenge to authority (d) Distrust
9	Identify the level at which the directing function takes place in an organisation? (a) Top level management (b) Middle level management (c) Lower level management (d) All of the above
10	Read the following statements: Assertion and Reason. Choose one of the correct alternatives given below: Assertion (A): Informal Communication arises from the social interaction of people. Reason (R): The information system of communication is generally referred to as the Grapevine. Alternatives: a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A). b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A) c) Assertion (A) is true but Reason (R) is False d) Assertion (A) is False but Reason (R) is True.
11	Read the following statements choose the correct option Statement I: Directing ensures that the individuals work for organisational goals Statement II: Directing guides employees to fully realise their potential and capabilities by motivating and providing effective leadership Options: a) Statement I is Correct, Statement II is wrong b) Statement II is correct, Statement I is wrong c) Both the statements are correct d) Both the Statements are wrong
12	Mohit recently got a raise in his salary due to annual increment. Which of his human needs is being satisfied through this? (a) Security Needs (b) Belonging Needs (c) Self Actualisation Needs (d) Basic Physiological Needs
13	Which of the following is not an example of financial incentive? (a) Perquisites (b) Job Enrichment (c) Profit Sharing (d) Co-partnership

14	Ashutosh works as a manager in Kuber Ltd. Besides the salary, the company offers him benefits such as free housing, medical aid and education to the children, etc. Identify the type of incentive being offered to him. (a) Perquisites (b) Job Enrichment (c) Co-partnership (d) Pay and allowances										
15	It is the process of influencing the behaviour of people by making them strive voluntarily towards achievement of organisational goals. (a) Supervision (b) Communication (c) Leadership (d) Motivation										
16	As the general manager of an e-commerce company, Gagan maintains good interpersonal relations with followers and also motivates them to contribute for 'achieving organisational goals. Identify the concept being described in the above lines. (a) Supervision (b) Communication (c) Determination (d) Leadership										
17	Match the Leadership styles and Communication barriers in Column I with their respective definition in Column II: <table border="1"> <thead> <tr> <th>Leadership Style/Communication Barrier</th><th>Explanation</th></tr> </thead> <tbody> <tr> <td>1. Autocratic style</td><td>(i) Absence of Proper Incentive</td></tr> <tr> <td>2. Psychological Barrier</td><td>(ii) The Manager only supports the subordinates</td></tr> <tr> <td>3. Personal barrier</td><td>(iii) Distrust</td></tr> <tr> <td>4. Laissez-Faire</td><td>(iv) Quick Decision making</td></tr> </tbody> </table> (a) 1-iv, 2- iii, 3- i, 4- ii (b) 1- i, 2-iv, 3- ii, 4- iii (c) 1- iii, 2- i, 3-ii, 4- iv (d) 1-iv, 2-iii, 3- ii, 4- i	Leadership Style/Communication Barrier	Explanation	1. Autocratic style	(i) Absence of Proper Incentive	2. Psychological Barrier	(ii) The Manager only supports the subordinates	3. Personal barrier	(iii) Distrust	4. Laissez-Faire	(iv) Quick Decision making
Leadership Style/Communication Barrier	Explanation										
1. Autocratic style	(i) Absence of Proper Incentive										
2. Psychological Barrier	(ii) The Manager only supports the subordinates										
3. Personal barrier	(iii) Distrust										
4. Laissez-Faire	(iv) Quick Decision making										
18	Radhika runs a confectionary in a local market. In order to make the workers in the Confectionary work optimally, she on one hand provides them overtime wages and on the other hand imposes penalty, if required, by deducting the wages. Identify the feature of motivation being described in the above lines. (a) Motivation is an internal feeling. (b) Motivation produces goal-directed behaviour. (c) Motivation is a complex process. (d) Motivation can be either positive or negative.										
19	Lateral communication takes place from (a) First to second division of the same organisation (b) Superior to subordinate (c) Subordinate to superior (d) All of the above										
	IMAGE-BASED QUESTIONS										
20.	Identify the element of delegation illustrated by picture given below:										

	 (a) Leadership (b) Motivation (c) Supervision (d) Communication
21.	Identify the function of Management Illustrated in the given picture  (a) Planning (b) Organising (c) Staffing (d) Directing
22.	Identify the type of Communication shown in the picture below   Picture-A Picture-B (a) Formal Communication, Informal Communication (b) Informal Communication, Formal Communication (c) Grapevine and Network Communication (d) None of the above
23.	Identify the type of Leadership Style shown below:



- (a) Autocratic Style
(b) Democratic Style
(c) Laissez-Faire Style
(d) None of the above

24



Which type communication barrier depicted in the conversation between boss and employee in the picture select one of the following

- (a) Organization barrier
(b) Psychological barrier
(c) Personal barrier
(d) Semantic barrier

25.

Match the various communication barriers given in Column II with their respective categories given in Column I:

Column I	Column II
P. Semantic Barriers	(i) Distrust
Q. psychological barriers	(ii) Lack of proper incentives
R. Organisational barriers	(iii) Symbols with different meanings
S. Personal Barriers	(iv) Status

- (a) P-(i), Q-(ii), R-(iii), S-(iv)
(b) P-(iv), Q-(iii), R-(i), S-(ii)
(c) P-(iii), Q-(i), R-(iv), S-(ii)
(d) P-(iii), Q-(ii), R-(iv), S-(i)

26

'Homely Space' is a home decor company providing interior design services. The company lacks facilities like frequent meetings, suggestion box, complaint box, social and cultural gatherings, etc. This causes hindrance in achieving the objectives. Identify the type of communication barrier discussed above from the following:

- (A) Semantic barrier (B) Psychological barrier
(C) Organisational barrier (D) Personal barrier

Descriptive type Questions

1	M/s Beta Ltd. deals in consumer goods. It employs 100 workers and 10 operative managers who give guidance and support to the workers while operating the machines. The company has a policy of granting leave as per the requirement of the workers. Workers are generally granted leave on festivals and special occasions. Recently on Puja festival, it received a big order. Workers are keen to take Puja holidays while management is pressing hard for overtime. This matter was placed before the Personnel Manager who called the meeting of operative managers and workers to inform them about the changes in the incentive plan which states payment of double wages for working overtime and triple wages for working on holidays. Workers without any pressure voluntarily took limited holidays and were able to increase their earning by working overtime and on holidays. During Board of Directors meeting, Personnel Manager was asked to update the management for achieving higher output, meeting timely supplies without any confrontation with workers. Personnel Manager replied, "I just used a carrot with no sticks approach". By quoting the lines from above paragraph state any two elements of directing.
2	Umang Gupta is the Managing Director of Denver Ltd. The company had established a good name and had been doing well. It was known for timely completion of orders. The Production Manager, Ms. Kanta was efficiently handling the processing of order and had a team of fourteen motivated employees working under her. Everything was going on well. Unfortunately, she met with an accident. Umang knew that in the absence of Ms. Kanta, the company may not be able to meet the deadlines. He also knew that not meeting the deadlines may lead to customer dissatisfaction with the risk of loss of business and goodwill. So, he had a meeting with his employees in which accurate and the speedy processing of orders was planned. Everybody agreed to work as team because the behaviour of Umang Gupta was positive towards the employees of the organisation. Hence everyone put in extra time and efforts and the targets were met on time. Not only this, Umang visited Ms. Kanta and advised her to take sufficient rest. 1. Identify the leadership style of Umang Gupta and draw a diagram depicting the style. 2. State any two values highlighted by the behaviour of Umang Gupta.
3.	Mr. Sunil Diali is a safety officer in a reputed PSU sector ECL. He supervises the workers towards the predetermined goals of the organisation and directs how to eradicate unsafe practices of inundation, fire breakouts, existence of inflammable gases etc. On one such instances there was huge fire breakout in the underground mines and the workers morale was down and demotivated because of several risk hazards. Mr. Diali observed the whole situation and consulted with all his workers and constantly monitored, guided and inspired them to integrate their efforts and accept the situation as a challenge and take adequate safety measures for fire extinguish and subsidising its effects. Thereby, production turnover was outstanding and outperformed other subsidiaries. Mr. Diali was recognised with Bravery Award from CIL.
(i)	Mr. Diali worked towards predetermined goals of the organization. Which important function of directing is addressed here? A. Means of motivation B. Initiates action C. Facilitate change D. Brings stability
(ii)	Mr. Diali consulted with all his workers, he listened to their opinions. Which form of leadership is identified here? A. Laissez-faire B. Autocratic C. Democratic D. Free-rein

(iii)	Bravery award is form of non-financial incentive. A. Status B. Job security C. Career Advancement D. Employee recognition
(iv)	Under Maslow's hierarchy need theory which need of Mr. Diali has been met through respect and recognition among other employees? A. Self – Actualization need B. Safety and security needs C. Esteem needs D. Physiological needs
4.	Prateek is working in a multinational company in Noida. He was running a temperature for the last many days. When his blood was tested, he was found to be positive for malaria. He was admitted in a hospital and a blood transfusion was advised by the doctors as his condition was very serious. One of his colleagues sent a text message to his superior, Mr. B. Chatterjee. Mr. B. Chatterjee immediately sent a text message to the employees of the organisation requesting them to donate blood for Prateek. When the General Manager came to know about it, he ordered for fumigation in the company premises and cleaning the surroundings. 1. From the above paragraph, quote lines that indicate formal and informal communication. 2. State any two features of informal communication. 3. Identify any two values that are being communicated to society in the above case.
5	Rajat is a sales manager who achieved his sales target one month in advance. This achievement was displayed on the notice board and a certificate for the best performance was awarded to him by the CEO of the company. 1. Name the incentive Provided to Rajat 2. Identify the type of incentive. 3. List other two incentive of the type identified in part (2)
6	In Saarthak Steel several initiatives have been taken to further improve the motivation levels of employees through designing jobs that include greater variety of work content, providing certain stability about future income and work, providing fringe benefits like housing, medical aid, etc., allotment of shares in line with various incentives. Identify and briefly explain the incentives being given by the organization to the employees.
7	Mr. Pawan Kumar, the CEO of an E-Commerce start up, which was facing the problem of huge employee turnover, decided to hold a meeting with the managers to discuss the issue. While addressing the managers in the meeting, he advised them to take certain measures which focus on psychological, social and emotional factors, in order to motivate employees. Explain any two such measures discussed by him, when he suggested that job should be made interesting so that the job itself becomes a source of motivation, employees should be congratulated for good performance, also, stability regarding future income and work should be provided to employees, in order to develop a positive attitude among the subordinates.
8	Pramod is a supervisor at 'Shyam Breads and Biscuits Factory'. The factory produces 20,000 packets of bread and biscuits every day. As a supervisor Promod ensures that work goes on smoothly and there is no interruption in production. He is a good leader who gives orders only after consulting his subordinates, working out the policies with the acceptance of the group. Identify and explain the leadership style being adopted by Pramod
9	Identity and explain the elements of directing mentioned below A. Astha, a manager, has the ability to influence others to bring about a change in their behaviour. B. Neeraj, a managing director, declares share in the profits to the manager for their contribution to increase profits of the company.

10	Identify and explain the communication barrier discussed in each of the following cases and name the broad category of each communication barrier to which they relate: (i) 'MNB Ltd.' launches a new software programme using Artificial Intelligence. Ajit, the Project Manager, explains the new software system to employees in the organisation, using terms like 'cloud computing', 'machine learning', etc. Since the employees are not specialists in this field, they cannot understand the actual meaning of many words used by the Project Manager. (ii) Rajesh, working as Production Manager in 'KLM Ltd.', approaches the General Manager, Kumar to discuss the problems he is having at work. Rajesh tells him about the increasing workload and the need for additional support. However, Kumar who is working on an important file, keeps glancing at it while nodding occasionally. He does not make eye contact with Rajesh or stop reading the file. He responds saying "Okay Rajesh, just try to manage". Rajesh leaves the office feeling disappointed. (iii) Suresh is a senior technician at a company manufacturing spare parts of a car. He suggests a new method for reducing the idle time on machines to increase efficiency. He presents his idea during a team meeting and is appreciated by everyone. But the manager Pankaj, does not offer any appreciation award for his brilliant idea.
----	---