



INDIAN SCHOOL MUSCAT
SENIOR SECTION
DEPARTMENT OF COMMERCE AND HUMANITIES
CLASS XII
WORK SHEET 7
CHAPTER 7 DIRECTING

- 1 Which of the following is the element of directing?
 - (a) Communication
 - (b) Motivation
 - (c) Communication and motivation
 - (d) Organization
- 2 Abraham Maslow propounded the Need Hierarchy Theory in the year____
 - (a) 1843
 - (b) 1943
 - (c) 1893
 - (d) 1963
- 3 What is the name of the need which makes an individual to take his ability to the highest level?
 - (a) Esteem Need
 - (b) Self- actualization Need
 - (c) Security Need
 - (d) All of the above
- 4 Which of the following leadership styles has the specialty of centralized authority?
 - (a) Autocratic leadership style
 - (b) Democratic leadership style
 - (c) Free-rein leadership style
 - (d) None of the above
- 5 'Wrong interpretation of message'- what type of communication barrier is it?
 - (a) Semantic
 - (b) emotional
 - (c) Organizational
 - (d) Personal
- 6 Status comes under the following type of barriers
 - (a) Semantic barrier
 - (b) Organizational barrier
 - (c) Non-semantic barrier
 - (d) Psychological barrier
- 7 _____ leadership style is based on formal relations
- 8 Unwillingness to communicate is an example of _____ barrier
- 9 Under _____ communication, there is a prescribed path for sending messages from one person to another.
- 10 State whether the following statements are true or false:
 - (a) Directing flows from top to downward.
 - (b) Leadership implies to influence other so as to make them do what the leader wants.
 - (c) In Democratic leadership style, the leader does exchange of ideas with his subordinates before taking final decision
- 11 Define Motivation.
- 12 One of the employees of 'Hindustan Agricultural Implements Limited' receives an

order from the Departmental Manager and passes it on to the Non-managerial members. Because the actual work in the organization is done by the Non-managerial members, therefore, even a little carelessness in delivering the message can lead to a heavy loss. This employee performs the role of the Human Relations Specialists also. Identify the designation of the employee described above.

13 What is informal communication?

14 Kritika is posted at Lower Level Management at 'Libra Cosmetics Pvt. Ltd.' The daily sale of the company is about Rs. 50 lakhs only. The company has given her the responsibility that the production work of the company should continue uninterrupted. The Managing Director has asked her to focus her attention especially on the speed and quality of production. She is doing her job efficiently. Her reputation is that of a successful leader. She takes every decision after discussing it with all the concerned persons. Her subordinates are very happy with her.

Identify the leadership style adopted by Kritika.

15 Who is a supervisor?

16 The Managing Director of 'Narula Tyre Pvt. Ltd.' held a meeting of the Departmental Managers. It was attended by all the five Departmental Managers. In the meeting the Managing Director said that besides doing their current work efficiently, they had also to make it capable of shouldering more responsibility in future. For realization of this objective, he invited the suggestions of all of them. He said that on the basis of suggestions of all of them the decision to do so would be taken. The Managing Director prepared a plan on the basis of suggestions received. Out of the five managers three of them carried out the plan, but two of them did not care for it.

(a) Identify the factor of staffing described in the paragraph above.

Two of the managers did not carry out the plan. On the basis of this fact, can we take it that the communication process has been incomplete? Explain.

What leadership style is referred to here?

17 What are the elements of directing?

18 'Anvi Pvt. Ltd.' has divided its business into four Departments; namely, Marketing, Finance, Production and Personnel. The Finance Manager has to arrange finance for the following year. With this aim, he asks the Marketing Manager of how much worth he would be able to sell goods in the following year. The reason for asking such a question was to make an estimate of purchase and production. Similarly, he asked the Personnel Manager to prepare an estimate of the expected number of the employees and remuneration to be paid to them. The Financial Manager shared all this information received with Mr. Rawat, the senior Finance Manager. Thus, both of them jointly prepared the cash budget.

(a) What type of Organisational Structure is being adopted by the company?

(b) What type of formal communication would you call the conversation which took place between the heads of different departments?

(c) What type of formal communication is the conversation which took place between the two officials of the Finance Department?

19 Explain the process of motivation?

20 Usually you see that on the occasion of Diwali people buy a large number of gifts. 'Ambe Electronics Ltd.' wants to take advantage of this habit of people. It decided to prepare a big range of attractive gifts. All the employees of the company cooperated fully to implement this decision. One day some of the employees were chatting together in the canteen. One of them, Mr. Ravindra had a secret, enjoyable information about one of the colleagues. He was telling them all as he stood amidst them. All of them were enjoying themselves the information he shared with them.

Identify this factor of business environment.

- 21 Distinguish between Financial incentives and non-financial incentives.
- 22 Who is a leader? Explain the qualities of a good leader? Do the qualities alone ensure leadership success?
- 23 Mr. Ekant Miglani, after completing his studies of B.B.A. is working in the Production Department of 'Jai Chemicals Ltd.'. There are fifty persons working at different posts in his department. He tries hard to keep a watch over the Routine Activities of all the employees. He observed one of the employees, Bholu Ram and few others working on machines. They were running the machines in a wrong manner. The machines were very sophisticated. Mr. Miglani at once explained the right method of working on them. He wanted to solve this problem of the employees for good. He called a meeting of his subordinates. He took this decision that the company will have to organize training of the employees immediately. They also decided that all the employees will drop a suggestion each in the suggestion box daily, so that the different activities of the department may be improved speedily. It was announced that the employees giving valuable suggestions shall be rewarded. On the basis of the above paragraph answer the following questions.
- (a) Which function of management is being discharged by Mr. Miglani by keeping a watch over the Routine Activities?
 - (b) Which method of training of the employees will be suitable to be adopted here? Explain.
 - (c) Which style of leadership is being followed by Mr. Miglani?
 - (d) Which method of motivation will be decided to be adopted in the meeting of employees?
- 24 Discuss Maslow's Need Hierarchy theory of motivation.
- 25 The Chief Executive Officer- CEO of 'Bharat Textile Limited', Mr. Om Sahukar had gone to attend the marriage of one of his friend's daughter. There, he happened to meet an old friend of his, Mr. Ram Tripathi, who was posted as Marketing Manager in another Textile Company. Both of them began chatting. While doing so, they came to a stage when they started sharing the secret information of their respective companies. Mr. Tripathi told Mr. Sahukar that some of the big customers of the latter's company were getting associated with the former's company. All of them were unhappy with the treatment given to them by the latter's company. Mr. Sahukar made a note of this fact. No sooner did he reach his office than he called his P.A. and asked him to arrange an urgent meeting of all the big customers of the company. Mr. Sahukar explained to his P.A. the detailed message to be sent to the customers. The P.A. prepared a brief form of the message and e-mailed it to all the big customers. Very soon, the acknowledgements of the message from the customers and the information of their attendance of the meeting started reaching the company office.
- (a) Between which people the Formal and Informal Communication is taking place in the above paragraph?
 - (b) Identify the different stages of communication process along with some clues.
 - (c) Which value has been destroyed here?
- 26 What are the common barriers to effective communication? Suggest measures to overcome them.
- 27 Whenever a business organization is set up, the decision taken first of all is, 'What is to be done, how is it to be done, when is it to be done, and who will do it?' After this the division of work is done and the different departments are set up. At the second stage, the Organisational Chart is ready. From this the information obtained is how many positions will be there at a particular level. Soon after this, the posts are filled

up with people. All the employees get installed on their respective posts. But the movement in the organization is yet to come. Just as until the referee blows the whistle, the race does not start, in the same way in order to make an organization start its movement, a special activity is performed by the Manager. No sooner than this activity is completed, there begins the movement in the organization. All the employees posted at different positions in the organization start doing their respective work.

(a) Quoting lines from the above paragraph, identify the functions of management.

(b) Name the function which brings movement in the organization.

28 Explain different financial and non-financial incentives used to motivate employees of a company?

