

CHAPTER- DIRECTING

VALUE BASED QUESTIONS:

1. Mr Shikhar is working as a Production Manager in Manav Ltd. His subordinates are mostly engineers and qualified technicians. As a manager, he is very strict, does not listen to any suggestions or feedbacks given by his subordinates. He expects them to follow his instructions without any questions and does not allow them to take any initiatives. What values are being overlooked by him?
2. A Supervisor hears the suggestions and also implements the good suggestions while taking decision for the employees. All her subordinates respect her. Which value has been given importance here?
3. In an organization the good environment, refreshment corner and entertainment rooms have been made for all employees. Which values have been considered here?
4. In an organization the employee are being paid for wages/remuneration and productivity-based bonus. Which values are highlighted here?
5. A liquor manufacturing firm provides liquors to its employees at cheaper rates to motivate them. Which values are deficient in this plan?
6. Mr. A, a supervisor in a manufacturing unit sets the target for all his subordinates without discussing it with them. He firmly tells them that if the task is not completed then strict action will be taken against them. He humiliates a worker in front of other workers. Which values are lacking?

HOTS

7. Name the element of directing which can be understood as the process of guiding the efforts of employees and other resources to accomplish the desired objectives.
8. Name the element of directing in which a manager maintains good inter-personal relations with his subordinates and motivate them to contribute to achieve

organizational objectives.

9. State the element of directing which helps in implementing the principle of 'Scalar Chain'.
10. Name the term used in management which stimulates people to take up work voluntarily.
11. The workers of X Ltd always try to show their inability when any new work is given to them. They are always unwilling to take up any kind of work. As a supervisor, what functions will you perform to cope with the situation? Explain.
12. In an organization employees always feel that they are under stress. They take least initiative and fear to express their problems before the manager. What leadership style does the manager follow? Explain the disadvantages of such a leadership style.
13. Amit and Mikki are working in the same organization but in different departments. One day at lunch time Mikki informed Amit that due to computerization some people are going to be retrenched from the organization.

Name which type of communication is this. State any two limitations of this type of communication.
14. You are working at the middle level of management. Your, supervisor, a top management personnel, sent a message for you which you received and well understood.

Is the communication process complete? Give reason.
15. Name the formal communication network in which:
 - a. all subordinates under one superior communicate through him only.
 - b. a subordinate is allowed to communicate with his immediate superior as well as his superior's superior.
16. Rakesh is working under his superior Neeraj. He always communicates useful ideas and suggestions to his superior regarding reduction of cost, improvement in the product, etc. Neeraj implements his suggestions and has always found favorable results, but he never appreciates Rakesh for his suggestions. Now Rakesh decided not to communicate

- any suggestion or idea to Neeraj. Identify the factor which acts as a communication barrier.
17. Ankur is working as a production manager in an organization. His subordinate Saurabh discussed with him a method of production which will reduce the cost of production. But due to some domestic problems and Ankur's mind being pre-occupied he is not in a position to understand the message. Saurabh got disappointed by this. Identify the factor which acts as a communication barrier.
18. In an organization all the employees take things easy and are free to approach anyone for minor queries and problems. It has resulted in loss of secrecy and confidential information being leaked out. What system do you think the manager should adopt to improve communication?
19. Name the type of formal communication, in which two departmental heads communicates with each other. Give any two reasons why this type of communication is required.
20. Ayesha Ltd assured their employees that in spite of recession no worker will be retrenched from the job.
- Name and explain the type of initiative offered to the employees.
 - Explain one more initiative of the same category.
21. M/s Paramount Pvt Ltd, there is no restriction on flow of communication and each and every employee is free to approach anyone for minor queries and problems. Although this flow of communication is fast, but it has led to leakage of confidential information.
- Which network of formal communication is used by the company.
 - Mention a suitable network, which can be used by the company to protect the confidential information?
22. In one of the events of directing function, superiors assured the subordinates that their needs will be taken care of. Discuss its process in brief.

23. Blue Birds Ltd offered to its employees to issue shares at a price which is less than the market price.
- Name and explain the type of incentive offered to the employees.
 - Explain one more incentive of the same category.
24. One of the incentives concerned with designing jobs that includes greater variety of work content and require higher level of knowledge. Identify and discuss the incentive highlighted in the given statement.
25. Every month ,McDonald's displays the name of the employees on the achievement board who has performed the best. Name the incentive indicated in the given case.
26. The foreman of a company received a message from the supervisor. Is the communication process complete?
27. Mr. Shyamlal is a manager of a company. His employees are not satisfied with him as he does not to their suggestions and often exercise unethical standards. Identify and discuss the qualities of a good leader which are missing in Shyamlal ?
28. Identify the Maslow's Hierarchy need highlited in the following statement:
- Autonomy, status and Prestige in the society helps to satisfy this need.
 - This need is satisfied when one becomes what he is capable to becoming.
 - Motivators like pension plans and job security help to satisfy this needs.
 - This needs include need for food, shelter, clothing and other basic necessities of life.
 - In formal groups are often formed to satisfy this need.
 - This need aims to get recognition and respect from others.
 - This needs aims to ensure that one will be able to meet the physiological needs in future also.
 - Challenging jobs and opportunities for innovation help to satisfy this need.
 - This need satisfies the need for love and social interaction.

29. Mohan and Sohan are friends working in Surya ltd. as production and sales manager respectively. In an interdepartmental meeting .Sohan informed Mohan about a change in the marketing policy of the company.
- a. Identify the type of communication used in the above example.
 - b. Name and explain any two networks of the type of communication identified in part(a).
30. Identify the quality of leader indicated in the following statements:
- a. He is honest and maintains high moral standards.
 - b. He inspires the followers through satisfying their needs.
 - c. He understands people and maintains good human relations with them.
 - d. He is not only a good speaker but also a good listener.
 - e. He can take decisions as per the need of the circumstances.
 - f .He is intelligent enough to influence the subordinates in an effective manner.

VERY SHORT ANSWER TYPE OF QUESTIONS:

31. Name the function of management the performance of which requires establishing an atmosphere that employees have to do their best.
- Or
- Name the function of management under which employees are guided and inspired.
32. How do motives arise out?
33. What is positive motivation?
34. What is negative motivation?
35. What is the basis of motivation?
36. How does directing guide employees to fully realize their potential and capabilities?
37. Name the element of directing in which a manager maintains good inter-personal relations with his subordinates and motivate them to contribute to achieve organizational objectives.

- 38 . Name the element of directing which is the process of making subordinates to act in a desired manner to achieve organizational goals.
39. It is the activity of influencing people to strive willingly for group objective. Identify it.
40. Name the element of directing which is a set of inter-personal behavior designed to influence employees to cooperate in the achievement of objectives.
41. Name the element of directing which involves systematic and continuous process of telling , listening and understanding.
42. To create d desire among employees to perform to the best of their abilities is an important element of directing. Name it.
43. Which element of directing helps in inspiring subordinates to give their best to the organization?
44. “The supervisor acts as a link between workers and management” . How?
45. Give two examples of esteem needs.
46. Give two examples of self-actualization needs.
47. Which needs are referred to as ‘Belongingness Needs’?
48. To satisfy and basic physiological and basic needs, which type of incentives are needed?
49. To satisfy social, esteem and psychological needs, which type of incentives are needed?
50. Name the type of monetary incentive in which employees are offered company shares at a price lower than market price.
51. Ayesha Ltd. assured their employees that in spite of recession no worker will be retrenched from the job. Name the type of incentive offered to the employees.
52. “All needs cannot be satisfied by money alone.” Name any to such needs.
53. Which type of needs are satisfied by ‘status’ given to the job?
54. List any two characteristics of an organization's climate which motivate an employee.
55. Name the type of communication in which persons communicate with each other

through official channels.

56. Name the type of formal communication in which communication flows from a superior to a subordinate and vice versa.
57. Name the type of formal communication in which two departmental heads communicate with each other.
58. State the most popular grapevine network.
59. Is formal communication oral or written?
60. How does informal communication arise?
61. Give two examples of informal communication.