

**BAL BHARATI PUBLIC SCHOOL**  
**Ganga Ram Hospital Marg, New Delhi-60**

**CLASS –XII**  
**ASSIGNMENT- 7**

**SUBJECT – BUSINESS STUDIES**  
**TOPIC – DIRECTING**

1. There are some barriers in communication which are concerned with organisational structure and rules and regulations. State any 3 such barriers.
2. Ayesha Ltd. assured their employees that inspite of recession no worker will be retrenched from the job.
  - a. Name and explain the type of incentive offered to the employees.
  - b. Explain one more incentive of the same category.
3. In XYZ Ltd. there is no restriction on flow of communication and each and every employee is free to approach any one for minor queries and problems. Although this flow of communication is fast, but it has led to leakage of confidential information.
  - a. Which network of formal communication is used by the company?
  - b. Mention a suitable network, which can be used by the company to protect the confidential information?
4. Blue Birds Ltd. offers to its employees to issue shares at a price which is less than the market price.
  - a. Name and explain the type of incentive offered to the employees.
  - b. Explain one more incentive of the same category.
5. Mr. Sam is the manager of a company. His employees are not satisfied with him as he does not listen to their suggestions and often exercises unethical standards. Identify and discuss the qualities of a good leader, which are missing in Sam.
6. The workers 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. Due to sudden rise in demand, firm wants to meet excess orders. The supervisor is finding it difficult to cope up with the situation. Suggest ways for the supervisor to handle the problem.
7. Which function of management is known as 'Management in action'?
8. Why it is said that "The supervisor is a link between management and the operative employees"?
9. "Motivation can either be positive or negative." Comment.
10. 'A good leader does not wait for opportunities but creates them.' Which quality of a good leader is highlighted by this statement?
11. 'Supervision is not at all required in an organisation.' Do you agree? Give 2 reasons in support of your answer.
12. "All managers are leaders but all leaders are not managers." Do you agree with this statement? Give any 3 reasons in support of your answer.
13. Rajat a sales manager achieved his sales targets 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.
  - a. Name the incentive provided to Rajat.
  - b. Identify the type of incentive.
  - c. List 2 more incentives of the type identified in part(b)
14. There are some barriers in communication, which are concerned with encoding and decoding of message. State any 3 such barriers.
15. Name the type of formal communication in which the persons of two departments one at a higher position another at a lower, communicate with each other. Also state the problem which may arise in this type of communication.