

Directing Work – sheet – 1

1	Which function of management is known as management – in – action _____	1
2	Ramesh, a supervisor in a factory always expects that his subordinates should obey him. He is not prepared to listen to any suggestion made by workers. Do you think this quality of Ramesh will help him to become a good leader? Why?	3
3	What is meant by motivation? Briefly explain the needs which management may fulfil for motivating employees.	5
4	<p>Five students of BBA took part in a discussion. The subject for their discussion was. “Why do people get motivated to do anything” The main points of discussion are as under – The first student said. “People work because they want to deposit wealth enough to, protect themselves from diseases and to be relieved of the tension of old age”. The second student said “People work because they want to arrange food, cloth and shelter for themselves at the same rate.”</p> <p>The third student said. “People work because they want to reach the top of the field in which they are. They, therefore, put in untiring efforts.”</p> <p>The fourth student said, “People work, so that when they have money, people will become friendly with them and they will stand by them through thick and thin.”</p> <p>The fifth student said, “People work, so that they may get respect in the society and that they may be recognised as exceptional persons. ”</p> <p>a. The discussion given above relates to which function of management.</p> <p>b. The five friends spoke about the different needs of people as the basis of their doing work. Identify these needs.</p>	6

Directing Work – sheet – 2

1	<p>One of the employee of “Hindustan agriculture limited” receive an order from the departmental manager and passes it on to the Non-managerial Members. Because actual work in the organization is done by the Non-managerial Members, therefore even a little carelessness in delivering the message can lead to heavy loss. This employee performs the role of the human relation special also. Identify the designation of the employee describe above.</p>	1																				
2	<p>Kartika is posted at lower level Management at “Ram Pvt. Ltd” the daily sale of the company is about Rs. 50 lac 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 that of a successful leader. She takes every decision after discussion it will all the concerned persons. Her subordinates are very happy with her. Identify the leadership Style adopted by Kartika.</p>	1																				
3	Supervision is related which level of management?	1																				
4	Give the meaning of “monetary” and “non – monetary” incentives.	3																				
5	<p>Differentiate between oral and written communication.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S.No</th> <th style="width: 10%;">Base</th> <th style="width: 40%;">oralcommunication</th> <th style="width: 40%;">written communication</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	S.No	Base	oralcommunication	written communication																	4
S.No	Base	oralcommunication	written communication																			
6	<p>What Is communication? Explain how communication is an important function of management.</p>	5																				

Directing Work – sheet – 3

1	Give one criticism of Maslow's Theory.	1
2	Explain, in brief, the term directing as a function of management.	3
3	Define motivation. Explain briefly how motivation contributes to the success of an organization.	1 + 4
4	<p>Two friends, Nancy and Poonam are as working manager in the different departments of the "Libra Ltd.". They often talk about the performance level in their respective departments. Both of them are not satisfied with their subordinates. They tried to – ascertain when the employees got their full salaries. What problem they had working honestly. After investigating for some days, they arrived at the conclusion that there was lack of motivation in their company. Both held a meeting together in order to find out the solution of the problem. Nancy suggested participated of the employees in the company's profits, which the thought would create in the employees the feeling of belongingness of the company. Such a feeling, she was of the view, would have a direct influence on their performance level. Poonam on the basis of her experience said that if the feeling of the job security was aroused in the employees, there could be improvement in their performance level. Both of them contact their chief – executive officer – CEO with their suggestion. All the three of them deliberated over this issue. The CEO listened to them every attentively. He said, "Both of you are right, but I too have a suggestion. If the employees are made participants in taking decision, they will feel and their performance level will improve "Ultimately the Company implemented the suggestion of all the three of them.</p> <p>In the above paragraph, three different have spoken about the three method of the motivation. Identify all these methods and explain.</p>	6

Directing Work – sheet – 4

1	What is mean by Grapevine?	1
2	Enumerate any four monetary incentives.	2
3	Briefly explain any there elements of directing.	3
4	How does informal communication differ from formal communication?	4
5	<p>Mr. Ekant Muglani, after completing his studies of BBA is working in the production department of “Jai Camicals LTD”. There are fifty persons working in 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, Bholam Ram and a few other working on machines. They were running the machines in a wrong manner. The machines were very sophisticated. Mr. Muglani at once explains the right method of working to them. He wanted to solve this problem of the employees for good. He called a meeting of his subordinates. He took this decisions 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</p> <p>On the basis above paragraph answer the following questions: -</p> <ol style="list-style-type: none"> a. Which function of the management is being discharged by Mr. Muglani 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.Muglani? d. Which method of motivation will be decided to be adopted in the meeting of employees? 	<p>1 + 2 + 1 + 1</p>

Directing Work – sheet – 5

1	What type of barriers to communications to take place when a symbol or word of the message has more than one meaning?	1
2	<p>One of the Newspapers had an article printed under the title “Business success mantra - Motivation”. Some portion of the article are as under:-</p> <p>‘If an employee has a sense of fear or insecurity in his mind, that he can be removed from his job any time, he will never work wholeheartedly and this worry continues troubling him. On the other hand if he has a feeling that his job is secure and permanent and he cannot be removed from his job easily, he will work without any worry and with an easy mind. Consequently, his efficiency increases. This is the reason why people prefer a permanent job with less salary to a temporary job with more salary’</p> <p>Which concept of motivation has been described in the above portion of the article? Identify.</p>	1
3.	<p>One of the teacher of business studies class XII delivered lecture on the concept of management. The main part of the lecture was as under.</p> <p>“The chief function of the Manager is to achieve the predetermined objectives of the organization by organizing the activities of various persons working in the organization. By various people we mean human factor in productions on whose efficiency the utility of non-human factor like machine, material etc. depends It is clear that human factor in production has an important place in the organization. Now the important question is as to how to utilize the available utility of the human factors efficiently. The efficiency of the person depends on two factors, firstly the level of the ability to do a certain work and secondly willingness to do the work. As far as the first factor is concerned, it can be acquired by education and training but the second factors can be created through a special concept of the management.”</p> <p>Identify the concept of management described in the lecture given above.</p>	1
4.	<p>In the annual function of Sharda club some employees of Sharda Ltd. joined. There were managers, supervisors, foremen and others-all were among them. During the function some of the people were busy liking about their personal matters while some others were sharing their company experiences. One of the foremen, Mr. B had wanted to give a suggestion to the manger of his department but he could not dare doing so because of the official fear. In the party of the club, he got an opportunity. There in the course of conversation, he gave his suggestion to the manger. The manager appreciated the suggestion very much. The manager gave an appreciation letter to Mr. B in the course of the function in order to encourage him. This gesture had a positive effect on the other employees also.</p> <p>(a) Identify the type of communication used in the passage stated above.</p> <p>(b) What is the method of motivation in giving the appreciation letter to one of the employees?</p>	1

5.	<p>The managing director of ABC Ltd. held a meeting of the departmental managers. It was attended by the five departmental managers. In the meeting the managing director said that besides doing their current work efficiently, he had also to make it capable of shouldering more responsibility in future. For the realization of the objective, he invited the suggestion of all of them. He said that on the basis of suggestion of all of them the decision to do so would be taken. The managing director prepared a plan on the basis of suggestion received. Out of the five managers three of them carried out the plan but two of them did not care for it.</p> <p>(a) Identify the factor of staffing described in the paragraph above.</p> <p>(b) 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.</p> <p>(c) What leadership style is being referred to here?</p>	3
6	Enumerate any two importance of directing as a function of management.	3
7.	Maslow's Need hierarchy is considered fundamental of understanding of motivation. Explain the role of Need hierarchy in motivation.	5

Directing Work – sheet – 6

1	Rumours and distortion take place in which type of communication?	1
2	“Directing is the heart of the management process”. Do you agree? Give any four reasons for support of your answer.	3
3.	<p>Mr. Deepak Verma after completing his studies in MBA was appointed in the research and development department of “ABC flour mills PVT. Ltd” Soon after his appointment, the company placed a problem before him. The company said that most of its employees did not appear to be happy, and he should do a research on his problem and give his suggestion to them. Mr. Verma interacted with hundreds of employees of the company and tried to know their expectations from the company. About 22% of people told him that they were with happy with the company. The remaining 78 % of people stated different reasons for their not being happy. About 80% out of them told that they were never consulted regarding any of the decisions of the company; every decision was imposed upon them. After doing complete analysis, Mr. Verma told the company that the people who were working as Managers would have change their leadership style.</p> <p>On the basis of paragraph given above identify the leadership style often use in the company, and states its meaning.</p>	3
4	“It is through motivation that managers can inspire their subordinate to give their best to the organization”. In the light of this statement, explain in brief the importance of motivation.	4

5	<p>The CEO of “Ramu textile Ltd.” Mr. Om Prakash had gone to attend the marriage of one of his friend’s daughter. There, he happened to meet an old friend of his, Mr. Ramesh, Who was posted as marketing manager in other 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. Ramesh told Mr. Om Prakash that some of the big costumers 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. Om Prakash 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 costumers of the company. Mr. Om Prakash explained to his P.A the detailed message to be sent to the costumers. The P.A. prepared a brief form of the message and e-mailed it to all the big costumers. Very soon, the acknowledgement of the message from the costumers and the information of their attendance of the meeting started reaching the company’s office.</p> <ol style="list-style-type: none"> Between which people the formal and informal Communication is taking place in the above paragraph? Identify the different stages of communication process along with some clues. Which value has been destroyed here? 	4

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Directing Work – sheet – 7

1	<p>‘The greater number of managerial level in an organization makes it more complex. ‘This statement is which type of organizational barrier to communication.</p>	1
2	<p>What is the need of incentives? State the main form of incentives.</p>	3
3	<p>Mr. A is working as the manger in the marketing department of “XYZ Ltd.”B,C,D and E are his four subordinates. All the four of them have to often communicate with their manager Mr. A in connection with their job requirement. Besides, communication directly with one another. This job has to be done through Mr. A. For example, if B has to send some massage to C, he will send this massage first to A and the latter will pass it on to C. According to the subordinates, this type of communication becomes a hurdle in the speed of work. They are not at all happy with this system.</p> <ol style="list-style-type: none">What main form of communication has been used in the paragraph given above?What system of communication is being used by A, B, C, D and E?.Which value is being ignored here?	3
4	<p>“Informal communication supplements the formal communication in many ways’. How?</p>	4

5	<p>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 organizational chart is ready. From this the information obtained is how many position will be there at a particular level. Soon after this, the post are filled up with people. All the employees get installed on their respective posts. But the movement in the organization it yet to be 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 his activity is completed, there beings the movement in the organization. All the employees posted at different positions in the organization start doing their respective work.</p> <ol style="list-style-type: none"> a. Quoting lines from the above paragraph, identify the functions of management. b. Name the function which brings movement in the organization. 	3 + 1
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Directing Work – sheet – 8

1	State any two points of importance of communication in management.	1
2	“Enumerate any three advantages of ‘Informal Communication ‘from the point of view of members of an organization and from the point of management.	3
3	Distinguish between direction and supervision.	3
4	<p>‘Zorik Ltd.’ Is multinational company. It has two divisions: Plastic Utensils and steel Utensils. Antima Jain is the head of Plastic division, while Deepak Verma Verma is the head of steel division.</p> <p>Antima is in the habit of taking all the decisions all by herself .She is of the view that her subordinates cannot take a right decision. This type of her thinking as resulted in the fall of moral of the employees of her department. In order to boost the morale of the employees, she placed a proposal before the Board of Directors for the increase in the their salary .The Board of Director accepted it.</p> <p>Deepak’s nature is quite opposite of Antima. He has full faith on his subordinates. He takes every decision after consulting his subordinates. Consequently , the moral of his employees has gone up .It is directly influenced their performance. IN order to further improve performance of his employees. He has insured promotion to those who succeed achieving the target fix by him.</p> <ol style="list-style-type: none">Identify the organizational structure adopted by the company.Which leadership style is being followed by both the divisional managers?On which motivators is the company focusing its attention?Which value of the division of Steel Utensils delivering to its employees?	4

5	<p>Kumari Khyati Mavani is working as the personal manager In Dwarka Pvt. Ltd. The specialty of her company is that the financial position of its employees is good. The CEO of Kumari Khyati asked her to suggest a method of motivation .He said that the method should be such as should be happily acceptable to all the employees. Khyati spoke to several employees in this connection. The thoughts of some employees gave the feeling that they give more importance Individual Autonomy. One group of the company stressed that good performance should be rewarded. Another group of employees pleaded for recognising the importance of the employees in the company. On the basis of this investigation Khyati suggested to the CEO avery good method of motivation, which made him very happy .This method was immediately implemented. Consequently, within a few days the company’s growth rate appeared to have become fast.</p> <ol style="list-style-type: none"> Identify the sub – function of management describe in the paragraph above. Which motivation method, in your view, might have been suggested by the personnel manager? Explain this motivation method. .Identify the value that has been discussed here. 	1 + 2 + 1

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Directing Work – sheet – 9

1	Directing is related to which factor of production?	1
2	Out of managing and directing which term has the wider scope?	1
3	Briefly explain any three barriers to effective communication.	3
4	<p>Usually we see that on the occasion of Diwali people buy large number of gifts. “Dharnat Electricies 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 Co – operated fully to implement this decision .On day some of the employees were chatting together in the canteen. One of them, Mr. Rajdeep Odich had secret and enjoyable information about one of his colleagues. He was telling them all as he stood amidst them. All of them were enjoying themselves the information he shared with them.</p> <ol style="list-style-type: none">Identify this factor of Business Environment.In which method of communication comes the chatting going on in the canteen. Describe this method.To which main type of communication belongs the method referred to in point “b”?	1 + 3 + 1