



INDIAN SCHOOL AL WADI AL KABIR

Class: XII Business Studies	Department: Commerce
Worksheet No: 2	Topic: DIRECTING- MCQ's

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 y 'achieving organisational goals. Identify the concept being described in the above lines. (a) Supervision (b) Communication (c) Determination (d) Leadership
17	Q.14.Match the Leadership styles and Communication barriers in Column I with their respective definition in Column II:

	<table><tr><th>Leadership Style/Communication Barrier</th><th>Explanation</th></tr><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></table>	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
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	(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										
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										
	Identify the function of Management Illustrated in the given picture										



- (a) Planning
- (b) Organising
- (c) Staffing
- (d) Directing

Identify the type of Communication shown in the picture below



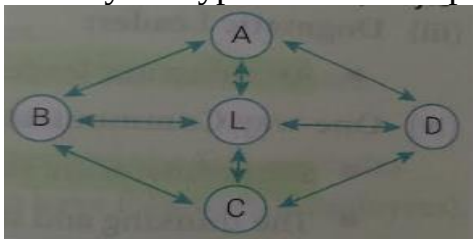
Picture-A



Picture-B

- (a) Formal Communication, Informal Communication
- (b) Informal Communication, Formal Communication
- (c) Grapevine and Network Communication
- (d) None of the above

Identify the type of Leadership Style shown below:



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