

**QUESTION BANK FOR THE SESSION 2020 – 21**

**DIRECTING**

**CHAPTER – 7**

**OBJECTIVE TYPE / MCQ (1 mark)**

1. Which of the following is a financial incentive?  
(a) Promotion                      (b) Stock option                      (c) Job Security                      (d) Employee Participation
2. The highest level need in the Need Hierarchy Theory of Maslow:  
(a) Safety Needs                      (b) Belongingness Needs                      (c) Self – Actualisation                      (d) Prestige
3. Status comes under the following type of barriers:  
(a) Semantic Barrier                      (b) Organisational Barrier                      (c) Personal barrier                      (d) Psychological barrier
4. The process of converting message into communication symbol is known as:  
(a) Media                      (b) Encoding                      (c) Feedback                      (d) Decoding
5. The process of direction is:  
(a) Pervasive                      (b) Performance – Oriented                      (c) Continuous Activity                      (d) All of these
6. As the in charge of small scale factory manufacturing glassware, Rajesh guides his subordinates and clarifies their doubts in performing a task, so that they are able to achieve the work targets given to them. Identify the function of management being described in the above lines:  
(a) Planning                      (b) Staffing                      (c) Directing                      (d) Organising
7. Neeru works as a Project Coordinator in an expert house. Whenever the workload is high, she is able to convince her team by explaining to them the purpose, providing training and motivating them with additional rewards so as to be able to win their wholehearted cooperation. Identify the element of directing being described in the above lines:  
(a) Supervision                      (b) Motivation                      (c) Leadership                      (d) Communication
8. During the year 2019, Gupta Limited made surplus profits due to growing reputation of the business as a result of sincerity of its employees. In order to give due recognition to its employees and motivate them to continue with the good work the company decided to give a certain percentage of profit to them. Identify the type of financial incentive being adopted by the company:  
(a) Perquisites                      (b) Co-partnership                      (c) productivity linked with wages                      (d) Profit sharing
9. Name the style of leadership in which the leader makes use of negative approach to get the work done.
10. Name the process of stimulating and inspiring people at work to accomplish desired objectives.

**SHORT ANSWER TYPE QUESTIONS (3 marks)**

11. Explain briefly any three semantic barriers to communication.
12. Pramod was a supervisor at ‘Annapurna Aata’ factory. The factory was producing 200 quintals of aata every day. His job was to make sure that the work goes on smoothly and here was no interruption in production. He was a good leader who would give orders only after consulting his subordinates and work out the policies with the acceptance of the group.  
Identify and describe the leadership style being adopted by Pramod.
13. Huma is working in a company on a permanent basis. As per the job agreement, she had to work for 8 hours a day and was free to work overtime. Huma worked overtime, due to which she fell ill and had to take leave from her work. No one showed concern and enquired about her health.  
She realised that she was fulfilling only some of her needs while some other needs still remained to be fulfilled.  
(i) By quoting the lines from the above para, identify the needs of Huma which she is able to fulfil.  
(ii) Also explain two other needs of Huma followed by the above needs which still remained to be satisfied.
14. State any three assumptions of Maslow’s Need Hierarchy Theory of Motivation.
15. How directing helps in efficient and effective functioning of the organisation? Explain by giving any three points.

**SHORT ANSWER TYPE QUESTIONS (4 marks)**

16. Neha was a regional sales manager in Good Look Garments Ltd. for ten years. On the retirement of the marketing manager, Neha applied for the same post as she was extremely ambitious and had dedicated all her energies to obtain the post of marketing manager. However, the top management of the company decided to fill this post by selecting a better person from outside the company. Because of this Neha was heart – broken and her performance declined. When the new marketing manager joined, one of her major problem was how to motivate and inspire Neha to her former level of performance.  
Suggest any four financial incentives that the new marketing manager may use to motivate Neha.

17. Explain the organisational barriers to communication.
18. Ankur is working as a production manager in an organisation. His subordinates Gaurav discussed with him a method of production which will reduce the cost of production. But due to some domestic problem and Ankur's mind being pre occupied he is not in a position to understand the message. Gaurav got disappointed by this. Identify the factor which acts as a communication barrier. Explain any three other factors of the same group of communication barriers.
19. Explain the meaning and any three characteristics of directing.
20. Blue Birds Ltd. offers to its employees to issue shares at a price which is less than the market price.
  - (i) Name and explain the type of incentive offered to the employees.
  - (ii) Explain two more incentives of the same category.

**LONG ANSWER TYPE QUESTIONS (5 marks)**

21. Alfa Ltd. was dealing in renewable energy. To get the business, the team leader and his team used to travel to different states to give presentation to their clients. As per the policy of the company, the leader used to travel by air, whereas his team travelled by road / train. It was not only time consuming but also at time forced female team members to travel alone.

As a result, the subordinates were not acting in a desired manner to achieve organisational goals. The CEO came to know about it. He called the team leader, discussed the matter with him and decided to change the travel policy of the company. It was decided that all the members including the team leader would travel together in future and would usefully utilise the travelling time in discussion with the subordinates about presentation to be given to the clients. This made a positive impact and every member of the team started acting in a manner as desired by the team leader.

State the features of the element of the function of management used by CEO.
22. Explain any five points of importance of directing function of management.
23. Communication plays a key role in the directing function of management. Do you agree? Give any four reasons in support of your answer.
24. 'All managers are leaders but all leaders are not managers.' In the light of this statement, differentiate between leadership and management.

**LONG ANSWER TYPE QUESTIONS (6 marks)**

25. Explain the concept of Leadership and its various styles.
26. Explain the following non financial incentives:
  - (a) Status
  - (b) Organisational climate
  - (c) Career advancement opportunities
27. Explain any four psychological barriers to effective communication
28. What is meant by the term Motivation? Briefly explain the Maslow's Need Hierarchy Theory of Motivation.
29. Briefly explain any six measures to overcome the barriers to effective communication.

**QUESTION BANK FOR THE SESSION 2020 – 21**

**CONTROLLING**

**CHAPTER – 8**

**OBJECTIVE TYPE / MCQ (1 mark)**

1. Management by exception involves
  - (a) Checking of objectives
  - (b) Checking of exceptional matters
  - (c) Checking of each and every work
  - (d) None of the above
2. The controlling function is intended to
  - (a) Attain organisational goals
  - (b) Check errors in performance
  - (c) Boost employee morale
  - (d) All of the above
3. An efficient control system helps to
  - (a) Accomplish organisational objectives
  - (b) Boost employee morale
  - (c) Judge accuracy of standards
  - (d) All of the above
4. Controlling cannot be performed without
  - (a) Planning
  - (b) Organising
  - (c) Directing
  - (d) Leadership
5. 'Crucial Point Control' technique refers to
  - (a) Controlling significant deviations
  - (b) Controlling key result areas
  - (c) Controlling through sample checking
  - (d) Controlling through personal judgement
6. Deviations can be analysed by using
  - (a) Management by exception
  - (b) Crucial point control
  - (c) Both (a) and (b)
  - (d) Neither (a) nor (b)
7. In the marketing firm, the Financial Manager pays more attention towards an increase of 3% in the marketing cost as compared to a 15% increase in the courier expenses. Identify the concept being used by the manager
  - (a) Management by exception
  - (b) Critical point control
  - (c) Corrective action
  - (d) None of the above
8. Ram Prakash has set up a small business unit for the manufacturing of detergent. In order to market the detergent in the local residential areas, he has appointed a team of ten salesmen. Each salesman is expected to sell at least 200 units of the detergent within a week's time. Identify the point of importance of controlling being highlighted in the above case.
  - (a) Controlling helps in judging accuracy of standards
  - (b) It ensures efficient use of resources
  - (c) It helps in improving employees motivation
  - (d) It facilitates coordination in action
9. Controlling is known as a backward looking function because
  - (a) It relates to future course of action
  - (b) It is like a post – mortem of the past activities
  - (c) To find out deviation, it aims at improving future performance
  - (d) All of the above

10. Kush runs a logistic company. The Tour In charges of each trip in the company are expected to submit a report to the Event Manager on the completion of every trip. Identify the step in the controlling process being described in the above lines
- Setting of standards
  - Measurement of actual performance
  - Taking corrective actions
  - Analysing the deviation

**SHORT ANSWER TYPE QUESTIONS (3 marks)**

11. AS Limited is large company engaged in assembly of air conditioners. Recently the company had conducted the Time and Motion study and concluded that on an average basis a worker can assemble ten air – conditioners in a day. The target volume of the company in a day is assembling of 1,000 units of air – conditioners. The company is providing attractive allowances to reduce labour turnover and absenteeism. All the workers are happy. Even then the assembly of air – conditioners per day is 800 units. To find out the reason the company compared actual performance of each worker and observed through CCTV that some of the workers were busy in gossiping.
- Identify the function of management discussed above.
  - State those steps in the process of the function identified which are discussed in the above paragraph.
12. For effective control system, management must check performance of each and every thing. Do you agree? Give reasons.
13. “Controlling is considered to be blind without planning and planning is meaningless without controlling.” Explain.
14. ‘An effort to control everything may end up in controlling nothing.’ Explain.
15. Controlling is a pervasive function. Explain.

**SHORT ANSWER TYPE QUESTIONS (4 marks)**

16. Explain how ‘Management by Exception’ and ‘Critical Point Control’ helps in controlling process.
17. Explain how controlling helps in ‘Accomplishing organisational goals’ and ‘Judging accuracy of standards.’
18. How Controlling is considered as a Backward Looking and Forward Looking process. Explain.
19. Define the term Controlling. Briefly explain strategic control and operational control as the aspects of controlling function.
20. Explain any four features of controlling.
21. ‘Controlling is an indispensable function of management.’ Explain the statement by giving any four suitable points

**LONG ANSWER TYPE QUESTIONS (5 marks)**

22. State any five points that highlight the importance of controlling.
23. Planning and controlling are inseparable twins of management. How?
24. Seeta, Geeta and Babita Limited is engaged in manufacturing machine components. The target of production is 250 units per day per worker. The company had been successfully attaining this target until two months ago. Over the last two months, it has been observed that daily production varies between 200 – 210 units per worker.
- Name the function of management and identify the step in the process of this function which helped in finding out that the actual production of a worker is less than the set target.
  - To complete the process of the function identified in and to ensure the performance as per set targets, explain what further steps a manager has to take.

**LONG ANSWER TYPE QUESTIONS (6 marks)**

25. Controlling is a systematic process involving a series of steps. State the steps involved in the process.