

# VIDYA BHAWAN BALIKA VIDYA PITH

## शक्ति उत्थान आश्रम लखीसराय बिहार

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*Directing*

*Question 1:*

Which of the following is not an element of direction?

- (a) Motivation
- (b) Communication
- (c) Delegation
- (d) Supervision

**ANSWER:**

Delegation is not an element of directing, rather, it precedes directing. Direction refers to a process where employees of an organisation are instructed, motivated and guided to achieve certain goals and objectives. Motivation, communication and supervision are elements of direction.

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*Question 2:*

The motivation theory which classifies the needs in hierarchical order is developed by

- (a) Fred Luthans
- (b) Scott
- (c) Abraham Maslow
- (d) Peter F. Drucker

**ANSWER:**

Abraham Maslow gave the need hierarchy theory of motivation. His theory was based on the argument that within each individual there lies five basic needs that can be put in hierarchical

order. Starting from the most primary ones, the order of hierarchy was stated as physiological needs, security needs, belongingness needs, esteem needs and actualisation needs.

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*Question 3:*

Which of the following is a financial incentive

- (a) Promotion
- (b) Stock Incentive
- (c) Job Security
- (d) Employee Participation

**ANSWER:**

Stock incentive is a kind of financial incentive. It is a direct monetary incentive wherein the employee is offered the shares of the company at a price lower than the market price. The other three options as given in the question, that is, promotion, job security and employee participation are non-financial incentives that focus on psychological and social needs of the employees.

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*Question 4:*

Which of the following is not an element of communication process?

- (a) Decoding
- (b) Communication
- (c) Channel
- (d) Receiver

**ANSWER:**

Communication is a process wherein ideas, feelings, facts, etc. are exchanged among people. Decoding, channel and receiver are elements of communications. Channel refers to the path through which the message in the form of encoded symbols from the sender is transferred to the receiver. Before the message is received by the receiver, the encoded symbols must be converted. This process of converting the encoded symbols is known as decoding. On the other hand, receiver refers to the person who actually receives the message.

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*Question 5:*

Grapevine is

- (a) Formal communication
- (b) Barrier to communication
- (c) Lateral communication
- (d) Informal communication

*ANSWER:*

Informal communication is known as grapevine. This is because informal communication spreads throughout the organisation in all directions without following the formal path of communication.

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*Question 6:*

Status comes under the following types of barriers

- (a) Semantic barrier
- (b) Organisational barrier
- (c) Non semantic barrier
- (d) Psychological barrier

*ANSWER:*

Status comes under organisational barriers. Organisational barriers refer to those barriers in the communication that are related to structure of the organisation, hierarchical relationships in the organisation, rules and policies. Sometimes status of an individual in the company in terms of profile, authority, etc. instills a feeling of superiority (or inferiority) in him. Such a psychology acts a barrier in free flow of communication in the organisation.

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*Question 7:*

The software company promoted by Narayana Murthy is

- (a) Wipro

(b)Infosys

(c)Satyam

(d)HCL

**ANSWER:**

Narayana Murthy was the founder of the software company 'Infosys'. He started Infosys in the year 1981 and in 2002 it was a global IT company. Narayana Murthy was the CEO of Infosys for two decades before he retired from the post in 2002. Under the leadership of Murthy, Infosys reached unimaginable heights and is today among the biggest exporters of software from India.

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*Question 8:*

The highest level need in the need Hierarchy of Abraham Maslow:

(a)Safety Need

(b)Belongingness Need

(c)Self Actualisation Need

(d)Prestige Need

**ANSWER:**

The highest level need in the need Hierarchy of Abraham Maslow is self actualisation need. This need of an individual refers to achieving what one aims or aspires. For an employee in an organisation, such needs relate to growth, work satisfaction, etc.

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*Question 9:*

The process of converting the message into communication symbols is known as:

(a) Media

(b) Encoding

(c) Feedback

(d) Decoding

**ANSWER:**

The process of converting the message into communication symbols is known as encoding. The communication symbols in the process of encoding can be in the form of pictures, gestures, etc.

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*Question 10:*

The communication network in which all subordinates under a supervisor communicate through supervisor only is:

- (a) Single chain
- (b) Inverted V
- (c) Wheel
- (d) Free flow

**ANSWER:**

The communication network in which all subordinates under a supervisor communicate through supervisor only is wheel communication network. In a wheel network, the supervisor is at the centre of the communication network (wheel). The subordinates cannot communicate among themselves, rather they need to communicate through the supervisor.

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*Question 1:*

Distinguish between leaders and managers.

**ANSWER:**

The following points highlight the difference between a manager and a leader.

<b>Basis of Difference</b>	<b>Manager</b>	<b>Leader</b>
Existence	A manager can exist only in a formal organisation.	A leader can exist in formal as well as informal organisation.
Objective	A manager focuses towards influencing the behaviour of employees towards achievement of the goals of the organisation.	A leader focuses towards the satisfaction of the individual and group goals of his followers.
Power and Authority	A manager holds formal authority and can exercise power and control	A leader does not command formal authority and can only

	to influence the behaviour of the employees.	influence the behaviour of the followers through such means as trust and faith.
Interrelationship	A manager can be a leader as well.	A leader may not be a manager.
Functional Spread	The functions of the manager are widespread and include planning, organising, staffing and directing.	Functions of a leader are limited to directing.

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*Question 2:*

Define Motivation.

**ANSWER:**

Motivation refers to a process of inducing and stimulating an individual to act in certain manner. In the context of an organisation, motivation implies encouraging and urging the employees to perform to the best of their capabilities so as to achieve the desired goals of the organisation. In other words, it refers to driving the individual psychologically so as to induce his willingness to work and perform better. In an organisation motivation can take various forms such as promotion, appraisal, recognition, etc. depending on the expectations and desires of the employee. For example, an appraisal may act as a motivating factor for an employee to improve performance. Similarly, for another employee praise from the senior may motivate him to further improve the performance.

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*Question 3:*

What is informal communication?

**ANSWER:**

Informal communication refers to the communication that flows without following the formal defined path. An informal communication system is also known as grapevine. Under informal communication, a piece of information flows in all directions without paying any heed to the level or authority. It arises out of social interactions among the employees and then spreads throughout the organisation. It can take the form of a rumour or a gossip. For example, a talk over lunch regarding the attitude of a senior is an informal communication. It is difficult to

determine the source of such information. Moreover, the actual talk may even get distorted and the final piece of information may come out to be much different from the original one.

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*Question 4:*

What are semantic barriers of communication?

**ANSWER:**

Semantic barriers of communication relate to the use or understanding of language. Sometimes certain words, sentences or phrases are misinterpreted or misunderstood. In such cases, effective communication is obstructed. Such barriers in communication that arise out of ambiguity or difficulty in understanding of words and sentences are known as semantic barriers. The following are some of the causes of semantic barriers.

- i. Sometimes due to poor vocabulary or wrong use of words, the information may not be clearly expressed.
  - ii. At times a word may have more than one meaning or two or more words may have same pronunciation (such as idle and idol). In such cases, the correct interpretation of the word remains ambiguous.
  - iii. In certain cases the proficiency of a language differs among the workers and the managers. In such cases, a translation of the information is required in the language which is understandable to the workers. However, in the process of translation some of the words or sentences may get misinterpreted. For example, in a translation of an instruction from English to Hindi, the meaning of certain words might change.
  - iv. At times while giving out instructions the senior or specialist uses technical vocabulary that might be difficult to understand for the subordinate
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*Question 5:*

Who is a supervisor?

**ANSWER:**

A supervisor refers to a person who directly oversees the activities of the workers. In the organisational hierarchy he lies immediately above the worker. A supervisor performs the following functions.

- i. He is in direct contact with the workers and thereby guides and supports the workers. He also helps in maintaining harmony and unity among the workers.
  - ii. He acts as a link between the manager and the workers. Through supervisor, on one hand, the management communicates the ideas and policies to the workers and on the other hand, the workers are able to communicate their problems and grievances to the management.
  - iii. Supervisor ensures that the workers work efficiently and as per the set targets.
  - iv. He provides the required knowledge and skill to the workers.
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