Chapter 7   Directing

Sl.No.	Question	K/U/A/S	Marks
	Part - A		
1	What is Directing?	K	1
2	State any one element of Directing.	K	1
3	What is a 'Motive'?	K	1
4	State any one assumption of Maslow's Hierarchical Theory of Needs.	U	1
5	State any one Leadership style.	K	1
6	State any one pattern of formal communication.	K	1
7	Name any one type of Grapevine network.	K	1
8	Which one of the following is not an element of direction? (a) Motivation (b) Communication (c) Delegation (d) Supervision	A	1
9	The motivation theory which classifies needs in hierarchical order is developed by (a) Fred Luthans (b) Scott (c) Abraham Maslow (d) Peter F. Drucker	A	1

10	Which of the following is not an element of communication? (a) Decoding (b) Communication (c) Channel (d) Receiver	A	1
11	The highest level need in the Need Hierarchy of Abraham Maslow is (a) Safety Need (b) Belongingness Need (c) Self Actualization Need (d) Prestige Need	A	1
12	Grapevine is (a) Formal Communication (b) Barrier to Communication (c) Lateral Communication (d) Informal Communication	A	1
13	Status comes under the following type of barriers (a) Semantic barrier (b) Organisational Barrier (c) Non semantic barrier (d) Psychological barrier	A	1
14	The software company promoted by Narayana Murthy is (a) Wipro (b) Infosys (c) Satyam (d) HCL	A	1
15	The process of converting the message into communication symbols is known as (a) Media (b) Encoding (c) Feedback (d) Decoding	A	1
16	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	A	1
Part - B			
17	What do you understand by Supervision?	U	2
18	Define Motivation.	U	2
19	State any two features of Motivation.	K	2
20	Define Leadership.	U	2

21	Write any two features of Leadership.	K	2
22	What is communication?	K	2
23	State any two elements of communication process.	K	2
24	State any two psychological barriers to communication.	K	2
25	State any two personal barriers to communication.	K	2
	Part - C		
26	Explain the characteristics of Directing as a managerial process.	U	4
27	Explain any four points which emphasise the importance of Directing.	U	4
28	Briefly explain any four benefits of Motivation.	U	4
29	Explain briefly any four semantic barriers to communication.	U	4
30	Briefly explain any four organisational barriers to communication.	U	4
	Part - D		
31	What is Supervision? Explain the role played by a supervisor. (1+7)	U	8
32	Explain any four financial incentives and four non-financial incentives.	U	8
33	Explain the qualities of a good leader.	U	8
34	Suggest the suitable measures to improve communication effectiveness.	A	8