
DIRECTING – MCQs (40 Marks)

Section A: Case Study Based Questions (15 Qs)

Case 1:

A company is facing high employee turnover. Many employees complain of lack of motivation and recognition for their work. The management decides to introduce monetary incentives and recognition schemes.

1. Which element of directing is mainly missing in the company?
 - a) Supervision
 - b) Motivation
 - c) Leadership
 - d) Communication
 2. Which type of incentive is "recognition for work"?
 - a) Non-financial incentive
 - b) Financial incentive
 - c) Negative incentive
 - d) Autonomy incentive
 3. If management provides "profit-sharing scheme", it will be an example of:
 - a) Non-financial motivation
 - b) Financial motivation
 - c) Leadership style
 - d) Supervision
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Case 2:

Mr. Sharma, a production manager, always guides his subordinates, explains work processes, resolves their grievances, and inspires them to achieve high targets.

4. Mr. Sharma's role reflects which element of directing?
 - a) Communication
 - b) Motivation
 - c) Supervision
 - d) Leadership
5. Explaining work processes to subordinates is part of:
 - a) Motivation

- b) Leadership
 - c) Supervision
 - d) Planning
6. Inspiring employees to achieve high targets comes under:
- a) Motivation
 - b) Delegation
 - c) Control
 - d) Planning
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Case 3:

In XYZ Ltd., the manager allows his employees to participate in decision-making, encourages feedback, and builds friendly relations.

7. The leadership style followed by the manager is:
- a) Autocratic
 - b) Democratic
 - c) Laissez-faire
 - d) Transactional
8. Allowing employees to participate in decision-making increases:
- a) Control
 - b) Motivation
 - c) Coordination
 - d) None of these
9. The democratic style of leadership primarily improves:
- a) Autonomy
 - b) Discipline
 - c) Team spirit
 - d) Centralization
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Case 4:

A manager passes orders quickly to subordinates without listening to their suggestions. He believes only his views are correct.

10. The leadership style here is:
- a) Democratic
 - b) Autocratic
 - c) Laissez-faire
 - d) Bureaucratic
11. Autocratic style is suitable when:
- a) Subordinates are skilled and experienced
 - b) Subordinates are unskilled

- c) Organization wants innovation
 - d) There is need of team spirit
12. Limitation of autocratic leadership is:
- a) Low morale of employees
 - b) High discipline
 - c) Quick decisions
 - d) Efficiency in crisis
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Case 5:

In ABC Ltd., employees often complain that they don't get proper information about tasks, which leads to mistakes.

13. Lack of which element of directing is seen here?
- a) Motivation
 - b) Communication
 - c) Leadership
 - d) Supervision
14. Downward communication refers to:
- a) From subordinate to superior
 - b) From superior to subordinate
 - c) Between two subordinates
 - d) Between two departments
15. If feedback is missing, communication becomes:
- a) Complete
 - b) Effective
 - c) One-way
 - d) Interactive
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Section B: Assertion-Reasoning (15 Qs)

16. Assertion (A): Directing initiates action in the organization.
Reason (R): It ensures that each employee knows what is to be done.
- a) Both A and R are true, and R is correct explanation of A
 - b) Both A and R are true, but R is not explanation of A
 - c) A is true, R is false
 - d) A is false, R is true
17. Assertion (A): Motivation is a psychological factor.
Reason (R): It inspires people to perform better.
- a) Both A and R are true, and R is correct explanation of A
 - b) Both A and R are true, but R is not explanation of A
 - c) A is true, R is false
 - d) Both A and R are false

18. Assertion (A): Autocratic leadership gives quick decisions.
Reason (R): It involves participation of employees.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A
c) A is true, R is false
d) A is false, R is true
19. Assertion (A): Communication is a two-way process.
Reason (R): It involves sharing of ideas and feedback.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A
c) A is true, R is false
d) Both A and R are false
20. Assertion (A): Supervision is required at all levels of management.
Reason (R): It involves overseeing subordinates' work.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A
c) A is true, R is false
d) Both A and R are false
21. Assertion (A): Laissez-faire leadership gives complete freedom to employees.
Reason (R): It increases control of the leader.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A
c) A is true, R is false
d) A is false, R is true
22. Assertion (A): Incentives may be financial or non-financial.
Reason (R): Promotion is an example of non-financial incentive.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A
c) A is true, R is false
d) Both A and R are false
23. Assertion (A): Leadership is the process of influencing people.
Reason (R): It motivates them to achieve organizational goals.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A
c) A is true, R is false
d) A is false, R is true
24. Assertion (A): Effective communication reduces rumours and misunderstandings.
Reason (R): It helps in smooth flow of information.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A
c) A is true, R is false
d) Both A and R are false
25. Assertion (A): Motivation improves efficiency of workers.
Reason (R): It reduces absenteeism and turnover.
a) Both A and R are true, and R is correct explanation of A
b) Both A and R are true, but R is not explanation of A

- c) A is true, R is false
 - d) A is false, R is true
26. Assertion (A): Directing is a continuous process.
Reason (R): It ends after employees complete the task once.
- a) Both A and R are true, and R is correct explanation of A
 - b) Both A and R are true, but R is not explanation of A
 - c) A is true, R is false
 - d) A is false, R is true
27. Assertion (A): Leadership is needed only at top management level.
Reason (R): Subordinates require guidance only from higher authorities.
- a) Both A and R are true, and R is correct explanation of A
 - b) Both A and R are true, but R is not explanation of A
 - c) A is true, R is false
 - d) Both A and R are false
28. Assertion (A): Communication acts as basis of coordination.
Reason (R): It helps to link activities of different departments.
- a) Both A and R are true, and R is correct explanation of A
 - b) Both A and R are true, but R is not explanation of A
 - c) A is true, R is false
 - d) A is false, R is true
29. Assertion (A): Democratic leadership style enhances job satisfaction.
Reason (R): It allows subordinates to take part in decision-making.
- a) Both A and R are true, and R is correct explanation of A
 - b) Both A and R are true, but R is not explanation of A
 - c) A is true, R is false
 - d) Both A and R are false
30. Assertion (A): Motivation is the force that energizes behavior.
Reason (R): Without motivation, employees may not give their best.
- a) Both A and R are true, and R is correct explanation of A
 - b) Both A and R are true, but R is not explanation of A
 - c) A is true, R is false
 - d) Both A and R are false
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Section C: HOTs Questions (10 Qs)

31. Which of the following is not an element of directing?
- a) Motivation
 - b) Supervision
 - c) Controlling
 - d) Leadership
32. A manager gives authority to subordinates but does not motivate them. Which principle of directing is violated?
- a) Principle of harmony
 - b) Principle of motivation

- c) Principle of continuous process
 - d) Principle of communication
33. Which of the following is the most important for effective leadership?
- a) Strict discipline
 - b) Good communication skill
 - c) Use of force
 - d) Centralized authority
34. A subordinate feels free to share suggestions and complaints with his boss. Which type of communication does this indicate?
- a) Upward
 - b) Downward
 - c) Horizontal
 - d) Informal
35. Which leadership style is best suited in case of emergency?
- a) Autocratic
 - b) Democratic
 - c) Laissez-faire
 - d) Free-rein
36. Which incentive is not a non-financial incentive?
- a) Status
 - b) Promotion
 - c) Bonus
 - d) Job enrichment
37. The element of directing that ensures work is performed according to instructions is:
- a) Motivation
 - b) Communication
 - c) Supervision
 - d) Leadership
38. Grapevine communication is also called:
- a) Formal communication
 - b) Informal communication
 - c) Horizontal communication
 - d) Vertical communication
39. Directing flows from:
- a) Bottom to top
 - b) Top to bottom
 - c) Horizontally
 - d) Diagonally
40. Which element of directing initiates action?
- a) Motivation
 - b) Communication
 - c) Supervision
 - d) Leadership
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