

**Business Studies (319)**  
**Senior Secondary Course**  
**Worksheet (2020)**

**L-13 DIRECTING**

1. Every action in the organization is initiated through directing. Elaborate the concept of directing. Also, explain how directing helps in efficient and effective functioning of the organization?
2. Do you think communication is a two way process? Also state the importance of communication in the organization.
3. Discuss the classification of communication on the basis of the flow or direction of communication in organizations.
4. There are some barriers in communication which are concerned with the state of mind of both the sender and the receiver. Explain in detail the barriers to effective communication.
5. How does motivation improve efficiency and facilitate the accomplishment of organisational goals?
6. You are the manager of M/S XYZ Co. You find that there is some barrier between you and your subordinates. How would you remove such barriers so that the communication can be made more meaningful and effective?
7. How does supervision play an important role in different levels of management?
8. Maslow's Need of Hierarchy theory is considered fundamental to understand the motivation. Explain the role of hierarchy of needs in motivation.
9. Money is not the only motivator. Then what else is required to motivate employees? Explain briefly the non-financial incentives that motivate the employees.
10. Leadership is an important factor in making any organization successful. Do you agree with this statement? Also, describes the various qualities of a good leader.