SmartKalike

CBSE Class 12 · Business Studies

Directing

10 most probable questions for Boards 2027

Q1. 0.5 marks · Very short answer

What does an unsatisfied need create in an individual? (0.5)

Answer

An unsatisfied need creates tension, stimulating the individual's drives, which generate search behaviour to satisfy the need.

Q2. 1 mark · Multiple choice

Which option best describes directing in an organisation?
(A) Setting standards for measuring performance
(B) Instructing, guiding, counselling, motivating and leading people to achieve objectives
(C) Assigning resources to departments
(D) Comparing actual results with planned results

Answer

(B) Instructing, guiding, counselling, motivating and leading people to achieve objectives — these activities constitute the directing process in an organisation.

Q3. 1.5 marks · Short answer

What is supervision when understood as an element of directing? (1.5)

Answer

Supervision, as an element of directing, is the process of guiding employees' efforts and other resources to accomplish desired objectives. It involves overseeing subordinates' work and giving instructions to ensure optimum utilisation of resources and achievement of work targets.

Q4. 2 marks · Short answer

What aspects of Rashmi's behaviour raised concerns about her suitability for a higher-level management position? (2)

Answer

Rashmi sought credit when her sales representatives performed well but denied responsibility when problems arose. Management feared that this behaviour would strain relations with peer managers and harm their performance.

Q5. 3 marks · Medium answer

Explain how effective directing encourages cooperation during organisational change and helps maintain stability and balance among groups, activities and departments. (3)

Answer

1. Effective directing uses motivation, communication and leadership to reduce employees'

resistance to organisational changes and develop cooperation. For example, explaining a new accounting system and providing training can encourage employees to accept it.

2. Directing fosters cooperation and commitment among employees, helping maintain stability and balance among organisational groups, activities and departments.

3. By aligning people's efforts, directing helps the organisation function smoothly while changes are introduced.

Q6. 4 marks · Long answer

Explain the motivation process from an unsatisfied need to the relief of tension. Also explain how motivation can improve organisational performance and change negative or indifferent employee attitudes into positive ones. (4)

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Q7. 5 marks · Long answer

Explain why management appointed an outsider to the marketing manager position instead of Rashmi. (5)

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Q8. 6 marks · Very long answer

Explain how directing goes beyond communication and operates throughout an organisation. Also explain how directing initiates action while other managerial functions prepare the setting for action.

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Q9. 0.5 marks · Very short answer

State one cost that an organisation can reduce when motivation lowers employee turnover. (0.5)

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Q10. 1 mark · Multiple choice

Directing takes place:
(A) Only at the top level of management
(B) Only at the supervisory level
(C) At every level wherever superior-subordinate relations exist
(D) Only when an organisation is newly formed

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