

IA- III - POM - Answer Key

PART A – $5 \times 2 = 10$ Marks

1. **Define Directing**

Directing is the managerial function that involves guiding, supervising, motivating, and leading employees to achieve organizational goals.

2. **State any two needs for coordination in an organization**

- To ensure unity of action among departments.
- To avoid duplication of efforts and conflict.

3. **Define time management (Google 2021)**

Time management is the process of planning and exercising conscious control of time spent on specific activities to increase effectiveness, efficiency, and productivity.

4. **What is controlling in management?**

Controlling is the function of management that involves monitoring and evaluating actual performance against planned objectives and taking corrective action.

5. **Mention the types of communication (Microsoft 2022)**

- Verbal communication
- Non-verbal communication
- Written communication
- Visual communication

PART B – $2 \times 13 + 1 \times 14 = 40$ Marks

6. (a) **Nature, need and process of staffing**

- **Nature:** Continuous function, deals with human resources, pervasive at all levels.
- **Need:** Right person for right job, efficiency, organizational growth.
- **Process:**
 1. Manpower planning
 2. Recruitment
 3. Selection
 4. Placement
 5. Training and development
 6. Performance appraisal
 7. Promotion and compensation

OR

(b) **Role of leadership in directing & types of leadership**

- **Role:** Motivates team, guides efforts, fosters coordination.
- **Types:**
 - Autocratic (e.g., Elon Musk)
 - Democratic (e.g., Satya Nadella)
 - Laissez-faire (e.g., Google team projects)

7. (a) **Barriers to communication & overcoming them**

- **Barriers:**
 - Language issues

- Noise
- Cultural differences
- Emotional interference
- **Overcoming methods:**
 - Use clear language
 - Feedback loops
 - Cross-cultural training
 - Active listening

OR

(b) Steps in communication process & role in control

- **Steps:**
 1. Sender
 2. Encoding
 3. Channel
 4. Receiver
 5. Decoding
 6. Feedback
- **Role in control:**
 - Ensures goals are clearly understood
 - Provides timely feedback
 - Facilitates corrective actions

8. (a) Techniques of directing & contribution to success (Tesla 2020)

- **Techniques:**
 - Supervision
 - Motivation
 - Leadership
 - Communication
- **Contribution:**
 - Increases efficiency
 - Builds morale
 - Encourages innovation
 - Achieves goals effectively

OR

(b) Reporting: Concept, principles, types (Amazon 2021)

- **Concept:** Systematic presentation of information for decision-making
- **Principles:** Accuracy, clarity, timeliness, relevance
- **Types:**
 - Routine reports
 - Special reports
 - Analytical reports
 - Operational reports
 - In automobile sector: Maintenance reports, production reports, safety reports

