

**CHAPTER-6 (STAFFING)**

1. A company is manufacturing paper plates and bowls. It produces 100000 plates and bowls each day. Due to local festival it got an urgent order of extra 50000 plates and bowls per day.
  - (a) Name the source of recruitment of labour the company needs to fulfill its order.
  - (b) Explain any two merits of this method.
2. An organisation provides security services . It requires such candidates who are reliable and do not leak out the secrets of their clients. What steps should be incorporated in selection process? Explain.
3. The quality of production is not per standard . On investigation it was observed that most of the workers were not fully aware of proper operation of the machinery. What could be the way to improve the accuracy?
4. A company X Ltd is setting up a new plant in India for manufacturing auto components .India has highly competitive and cost effective production base in this sector. X Ltd is planning to capture about 40% of the market share in India and also export to the tune of at least \$5 million in about 2 years of its planned operations. To achieve these targets, it requires a highly trained and motivated workforce. You have been retained by the company to advise it in this matter.
  - (a) Which sources of recruitment the company should rely upon?
  - (b) Which methods of training should company initiate?
5. The workers of a factory remain idle because of lack of knowledge of hi-tech machines. Frequent visit of engineers is made which causes high overhead charges. Suggest the method of training that should be given to the employees. Explain.
6. Sahil, the director of Garments Company, is planning to manufacture bags for the utilization of waste material of one of his garment unit. He decided that this manufacturing unit will be set up in a rural area of Odisha where people have very less job opportunities and labour is available at very low rate. He also thought of giving equal opportunities to men and women. For this he selected S. Chatterjee, Inderjeetkaur, Aslam and Sarabjeet as heads of sales , accounts, purchase and production departments.  
Identify and state the next two steps that Sahil has to follow in the staffing process after selecting the above heads and explain them.

**CHAPTER-7(DIRECTING)**

1. Why it is said that “the supervisor is a link between the management and the operative employees”?
2. Ramesh, a manager in a company, sets the targets for his subordinates without discussing it with them. He firmly tells them that if the task is not completed within time , then strict action will be taken against the defaulter which form of leadership is he following ?
3. Mr.Rohan ,a manager in a telecom company ,is really appreciative of fresh ideas given by his subordinates. He frames policies only after consulting them. Which style of leaders is he following?
4. Mr.Sumit, a manager in a textile company, has given complete freedom to his subordinate. He avoids the use of power and depends largely upon the group to establish its own goals and work out its own problems. Which style of leadership is he following?
5. To create a desire among employees to perform to the best of their abilities is an important aspect of directing. Explain how it contribute to the success of an organization.
6. It takes place throughout the life of the organization irrespective of people occupying managerial positions. Mention the characteristic of directing highlighted here and also explain two more characteristics.
7. Rahim was working in an enterprise on daily wage basis. It was difficult for him to fulfill the basic needs of his family. His daughter fell ill. He had no money for his daughter’s treatment, to meet the expense of her treatment, he participated in a cycle race and won the prize money. The cycle company offered him a permanent pensionable job which he happily accepted.
  - (i) By quoting the lines from the above para identify the needs of Rahim that are satisfied by the offer of Cycle Company.
  - (ii) Also , explain two other needs of Rahim followed by above that are still to be satisfied .

8. Mohan and Sohan are friends working in Surya Ltd. As production and Sales Manager respectively. In an inter-departmental meeting, Sohan informed Mohan about a change in the marketing policy of the company.

(i) Identify the type of communication used in the above example.

(ii) Name and explain any two networks of the type of communication identified in part (i).

9. Y Limited is a bank functioning in India. It is planning to diversify into insurance business. Laterly , the government of India has allowed the private sector to gain entry in the insurance business. Previously, it was the prerogative of LIC and GIC to do insurance business. But now with Liberlisation of the economy and to make the field competitive other companies have been given licenses to start insurance business under the regulation of 'Insurance Regulatory and Development Authority'.Y

Limited plans to recruit high quality employees and agents and exercise effective direction to capture a substantial part of life and non –life insurance business.

(i)Identify how the company can supervise its employees and agents effectively. What benefits will the company derive from effective supervision?

(ii) What financial and non- financial incentives can the company use for employees and agents separately to motivate them? What benefits will the company get from them?

(iii) How can the company ensure that higher order needs i.e. esteem and self- actualization as specified by Abraham Maslow are met?

(iv) Identify the qualities of leadership in this line of business that the company managers must possess to motivate employees and agents.

