

<22509>: <MAN>: <Management>: <Directing and controlling at supervisory level >:

<LO1 -Justify the chosen needs of the directions and instructions to the subordinates to complete the specific task>:

<Assessments>: <Formative>

<Pravin Pathak >

Assessment Type: Formative Assessments: Embedded questions in video

Set 1: Question No 1	Set 1: Question No 2	Set 1: Question No 3
What are the benefits to supervisor of understanding team?	Directions by supervisors cannot avoid following problems	Instructions by supervisor should be____ 1. Clear 2. Simple 3. On time 4. Specific
Recall/ Remembering	Understanding	Application
a) To take perfect decision	a) Wastages of time	a) 1,2 correct, 3,4 wrong
b) Promotion	b) Rework	b) 1 2 wrong, 3 4 correct
c) Status	c) Machine capacity	c) All of the above correct
d) Increments	d) Repetitive mistakes	d) All of the above wrong
Ans: <a>	Ans: 	Ans: <c>

Set 2: Question No 1	Set 2: Question No 2	Set 2: Question No 3
What is chronology of steps in control process 1. Setting performance 2. Comparing actual performance 3. Taking corrective actions 4. Measurement of actual performance	In giving directions when supervisor says “goal of workers and organization are same”. Then such directions are called____	Correct OR Wrong 1. Direction should not be face to face. 2. there should be unity of command in directions
Recall/ Remembering	Understanding	Application
a) 1-4-2-3	a) Unity of command	a) Only 1 correct
a) 1-2-4-3	b) Harmony of objective	b) Only 2 correct
b) 1-3-2-4	c) Direct supervision	c) Both are correct
c) 2-1-4-3	d) Follow through	d) Both are wrong
Ans: <a >	Ans: 	Ans:

<22509>: <MAN>: <Management>: <Directing and controlling at supervisory level >:

<LO2 -Select the appropriate method of communication. >:

<Assessments>: <Formative>

<Pravin Pathak >

Assessment Type: Formative Assessments: Embedded questions in video

Set 1: Question No 1	Set 1: Question No 2	Set 1: Question No 3
What are the types of audits?	Out of following which is not the qualitative standards	Too many controls ____workers
Recall/ Remembering	Understanding	Application
b) Internal	e) Relations	a) motivate
f) External	c) Goodwill	b) assist
d) Management	g) Motivation	c) irritate
d)All of the above	h) Time	d) benefit
Ans: <d>	Ans: <d>	Ans: <c>

Set 2: Question No 1	Set 2: Question No 2	Set 2: Question No 3
Communication with all department is ____	When instructions are in written form____ 1. Subjects are importance 2. Details are not involved 3. No geographical distance with subordinates	Instructions by supervisor should be____ 1. Clear 2. Simple 3. On time 4. Specific
Recall/ Remembering	Understanding	Application
a) Open loop	a) 1 and 2 correct	a) 1,2 correct, 3,4 wrong
b) Closed loop	b) 2 and 3 incorrect	b) 1 2 wrong, 3 4 correct
c) Oral	c) 1 and 3 correct	c) All of the above correct
d) Non verbal	d) 1 and 3 incorrect	d) All of the above wrong
Ans: <a >	Ans: <a>	Ans: <c>

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MANAGEMENT (22509)

Unit 3 : Directing and controlling at supervisory level

CO3 : Use principles of directing and controlling for implementing the plans

MULTIPLE CHOICE QUESTIONS

1. What is meant by understanding team?
 - a) Specialty of team
 - b) Number of team members
 - c) Requirements of team
 - d) **All of the above**
2. Why understanding team is needed?
 - a) To assign team work
 - b) To control activities of team
 - c) To satisfy needs of team
 - d) **All of the above**
3. What are the benefits to supervisor of understanding team.
 - a) **To take perfect decision**
 - b) Promotion
 - c) Status
 - d) Increments
4. Due to link with maintenance department, supervisor____
 - a) Can give intimation of breakdown
 - b) Can avoid production stoppages
 - c) **Both are correct**
 - d) Both are incorrect
5. Due to link of supervisors with stores and inventory
 1. Material can be arrived in time
 2. Accumulation of material is avoided
 - a) 1 is correct
 - b) Both correct
 - c) **2 is correct**
 - d) Both wrong
6. Due to link of supervisor with quality control____
 1. Errors can be understood
 2. Errors can be rectified
 - a) 1 is correct
 - b) Both correct
 - c) **2 is correct**
 - d) Both wrong

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7. Communication with all department is ____
- a) Open loop
 - b) Closed loop**
 - c) Oral
 - d) Non verbal
8. Why directions by supervisor are necessary?
- a) To avoid mistakes
 - b) Peoples get directions
 - c) Time is saved
 - d) All of the above**
9. Directions by supervisors cannot avoid following problems
- a) Wastages of time
 - b) Rework**
 - c) Machine capacity
 - d) Repetitive mistakes
10. Deviation in work is possible when there are no ____
- a) Directions
 - b) Instructions
 - c) Control
 - d) All of the above**
11. Following are the features of complete instructions
- a) Instructions at proper time
 - b) By proper person
 - c) Simple and clear
 - d) All of the above**
12. Instructions by supervisor should be ____
- 1. Clear
 - 2. Simple
 - 3. On time
 - 4. Specific
 - a) 1,2 correct, 3,4 wrong
 - b) 1 2 wrong, 3 4 correct
 - c) All of the above correct**
 - d) All of the above wrong
13. Good supervisor is not the following
- a) Counsellor
 - b) Advisor
 - c) Mentor
 - d) Teacher**

14. Why counselling by supervisor is needed
- a) Loss of confidence
 - b) Dull working conditions
 - c) Need support
 - d) All of the above**
15. Following is not quality of supervisor as counsellor
- a) Emotional**
 - b) Stable
 - c) Motivator
 - d) Listener
16. To give future predictions
- 1. Understanding present is not important
 - 2. Logical thinking is needed.
- a) Only 1 correct
 - b) Only 2 correct**
 - c) Both correct
 - d) Both wrong
17. Future losses can be minimized by_____
- a) Future predictions**
 - b) Planning
 - c) organizing
 - d) Staffing
18. To avoid confusion taken by higher management, decision must be_____
- a) Elaborated**
 - b) Canceled
 - c) Forced
 - d) Reversed
19. How decision can be elaborated
- a) By written document
 - b) By conducting meeting
 - c) By counselling
 - d) All of the above**
20. What are not ways to lay disciplinary standards
- a) Disciplinary actions
 - b) Training for discipline
 - c) Policy decisions in discipline
 - d) Forgiving for few times**

21. Steps in controlling process are ____
- a) Setting performance standards
 - b) Measurement of actual performance
 - c) Comparing actual performance with standards
 - d) All of the above**
22. What is chronology of steps in control process
- 5. Setting performance
 - 6. Comparing actual performance
 - 7. Taking corrective actions
 - 8. Measurement of actual performance
- a) 1-4-2-3**
 - b) 1-2-4-3
 - c) 1-3-2-4
 - d) 2-1-4-3
23. Out of following which is not the quantitative standards
- a) Cost
 - b) Time
 - c) Relations**
 - d) Amount
24. Out of following which is not the qualitative standards
- a) Relations
 - b) Goodwill
 - c) Motivation
 - d) Time**
25. Which is the method of measuring actual performance
- a) Sample checking
 - b) Counting
 - c) Personal observation
 - d) All of the above**
26. Critical point control method is concerned with ____
- a) Taking corrective actions
 - b) Measurement of actual performance
 - c) Analysing deviations**
 - d) None of the above
27. After identifying the deviations ____
- a) Causes are analyzed**
 - b) Actions are taken on workers
 - c) Measurements are taken
 - d) Performance standards are calculated

28. If machinery is obsolete then what is the correct action
- a) **Do technological upgradation of machinery**
 - b) Replace it
 - c) Sell it
 - d) Destroy it
29. If the cause of deviation is defective process, then the correct action is
- a) Replace the process by new work
 - b) Postpone the work
 - c) **Change the specification standards**
 - d) None of the above
30. If material used is defective then how to correct it
- a) Change the material
 - b) Cancel the process
 - c) Take action on the supplier
 - d) **Change the quality standards of the material**
31. If machinery used is defective then how to take corrective action on it?
- a) **Repair the existing machine**
 - b) Sell out the machinery
 - c) Upgrade the machinery
 - d) None of the above
32. If physical condition of work is defective then how to take the correct actions
- a) **Improvement in physical conditions**
 - b) Change the operator
 - c) Take action on the architecture
 - d) None of the above
33. For controlling overall organizational performance following technics are used
- a) Observations
 - b) Performance evaluation
 - c) Spot inspections
 - d) **All of the above**
34. Following is not the quantitative control technic
- a) Ratio analysis
 - b) Breakeven analysis
 - c) **Observations**
 - d) Audits
35. What are the types of audits
- a) Internal
 - b) External
 - c) Management
 - d) **All of the above**

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36. For effective controlling by supervisors' essential parameters are
- Timely and forward looking
 - Flexible
 - Comprehensive
 - d) All of the above**
37. 1. Controlling should never be flexible
2. objectives of control should be clear
- only 1 correct
 - b) only 2 correct**
 - both correct
 - both wrong
38. The benefits obtained from the control system should be ___ then the cost involved in implementing it
- 1) more**
 - less
 - equal
 - none of the above
39. Correct OR Wrong
- Control system should be periodically reviewed
 - control system should be flexible
- only 1 correct
 - only 2 correct
 - c. both correct**
 - both wrong
40. Why workers do resistance to managerial control
- too many controls
 - incomplete measurements
 - unreasonable standards
 - 4) all of the above**
41. Too many controls ___ workers
- motivate
 - assist
 - 3) irritate**
 - benefit
42. Employees always dislike control because
- they don't want controls
 - they want to control management
 - 3) controls are too many, incomplete in nature, unreasonable, discloses unpleasant facts**
 - none of the above

43. Which is not the control technic
- 1) past oriented and future oriented
 - 2) market control
 - 3) production control**
 - 4) clan control
44. Inspections of job is____
- 1) past control**
 - 2) future control
 - 3) clan control
 - 4) new control
45. Funds flow analysis is
- 1) past control
 - 2) future control**
 - 3) clan control
 - 4) old control
46. Prices of products are due to which control?
- a. past control
 - b. future control
 - c. market control**
 - d. clan control
47. ____ is established by generating trust, tradition and shared belief
- 1) past control
 - 2) future control
 - 3) market control
 - 4) clan control**
48. Controls due to government rules are____
- 1) past
 - 2) future
 - 3) market
 - 4) bureaucratic**
49. Financial and accounting based controls are ____
- 1) future
 - 2) old**
 - 3) market
 - 4) clan
50. ____ provide that information which is not available with old techniques
- 1) Old
 - 2) New**
 - 3) Clan
 - 4) Market

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51. Which are needs of directions by supervisors?
- 1) Harmony of objective
 - 2) Direct supervision
 - 3) Unity of command
 - 4) **All of the above**
52. In giving directions when supervisor says “goal of workers and organization are same”. Then such directions are called____
- 1) Unity of command
 - 2) **Harmony of objectives**
 - 3) Direct supervision
 - 4) Follow through
53. Correct OR Wrong
1. Direction should not be face to face.
 2. there should be unity of command in directions
- 1) Only 1 correct
 - 2) **Only 2 correct**
 - 3) Both are correct
 - 4) Both are wrong
54. Supervisors gives directions, check this performance and help the workers. This is called
- 1) Unity of command
 - 2) **Follow through**
 - 3) Harmony of objectives
 - 4) Efficient communications
55. Face to face suggestions are____
- 1) **More effective**
 - 2) Less effective
 - 3) Not necessary
 - 4) Avoided
56. Correct OR Wrong.
1. Order should be clear and complete.
 2. order should be non-compatible
- 1) **Only 1 correct**
 - 2) Only 2 correct
 - 3) Both correct
 - 4) Both wrong
57. When instructions are in written form____
- 1) Subjects are importance
 - 2) Details are not involved
 - 3) No geographical distance with subordinates
- a) 1 and 2 correct
 - b) **2 and 3 incorrect**

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- c) 1 and 3 correct
- d) 1 and 3 incorrect

58. Match the pairs:

- | | |
|--------------------------|--|
| 1. Harmony of objectives | A) do what I say otherwise |
| 2. Force | B) do what I say because I am good to you |
| 3. Paternalism | C) you do as I say |
| 4. Bargain | D) if we perform together, each will benefited |

- 1) 1-D, 2-A, 3-B, 4-C**
- 2) 1-D, 2-A, 3-C, 4-B
- 3) 1-A, 2-D, 3-B, 4-C
- 4) 1-B, 2-C, 3-D, 4-A

59. "Do what I say or otherwise" is ____ instruction.

- 1) Force**
- 2) Paternalism
- 3) Bargain
- 4) Harmony

60. "Do what I say because I am good to you" is ____ instruction.

- 1) Force
- 2) Paternalism**
- 3) Bargain
- 4) Harmony

61. "You do as I say" is ____ instruction.

- 1) Force
- 2) Paternalism
- 3) Bargain**
- 4) Harmony

62. "If we perform together each will achieve his goal" is ____ instructions.

- 1) Force
- 2) Paternalism
- 3) Bargain
- 4) Harmony**

63. Good instruction is ____

- 1) Reasonable
- 2) Enforceable
- 3) Clear
- 4) All of the above**

64. Good instruction is _____

- 1) Understandable
- 2) Complete
- 3) Appropriate tone
- 4) **All of the above**

65. Good instruction is not _____

- 1) Reasonable
- 2) **Oral**
- 3) Complete
- 4) Clearly defined

66. Correct OR Wrong.

- 1. Directions starts from top and goes to bottom
- 2. Direction is not continuing process

- 1) **Only 1 correct**
- 2) Only 2 correct
- 3) Both correct
- 4) Both wrong