

Chapter - 7 Controlling.

Very short answer questions

1) Define control.

→ Controlling is determining what is being accomplished, that is evaluating the performance and if necessary, applying corrective measures so that the performance takes place according to plans."

2) Mention the features of control.

→ They are:-

- Fundamental managerial function
- Continuous function
- Dynamic Process
- Forward Looking
- Related to Planning
- Corrective action
- Measurement and comparison

Corrective
Action

3) Mention any four importance of control.

→

- Execution of Plans
- Optimum utilization of resources
- Helps in fulfilment of the goals
- Helps in co-ordination
- Helps in supervising.

4) What is pre-control?

→ Pre-control is also known as preliminary or preventive control. It attempts to identify and prevent deviations in the standards before they occur.

5) What is concurrent control?

→ The process of monitoring and adjusting ongoing activities and processes is known as concurrent control.

6) Mention the steps of control.

→ They are :-

- Establishing standards
- Measuring actual performance
- Comparing actual performance with standards
- Taking corrective actions.

7) Mention the essentials of effective control:

- Suitability
- Timely and forward looking
- Simplicity
- Economy
- Objective
- Flexibility

8) What is post control?

⇒ Post control is also known as feedback control. It involves gathering information about the past activity, evaluating the information and taking steps to improve similar activities in the future.

Short/long question answers.

1) Explain the features of control.

⇒ They are as given below:-

1) Fundamental managerial function:- Controlling is one of the fundamental managerial functions. Every manager, whether he is top or departmental or lower level manager.

2) Continuous function:- Control never ends. It is a continuous function. As it is the process of management, it functions continuously.

3) Dynamic process:- Control is not static but it is a dynamic process. The techniques, methods and system of controlling should be flexible to meet the demand and requirement of changing condition of the organization.

5) Related to planning:- It is closely related to planning. Without planning the controlling system cannot be efficiently exercised.

6) Corrective actions:- Control is the device to take corrective action. If the performance or results are not as per the planning, immediate corrective action is needed to correct the weakness.

2) Explain the importance of control.

⇒ They are as given below:-

1) Execution of plans:- It is only the control which is accepted as the means to ensure the performance of the plan.

2) Optimum utilisation of resources:- Controlling has become immense important for the proper and optimum utilisation of human, physical and financial resource within the organisation.

3) Helps in fulfilment of the goals:- The control and its process provides standards for the appraisal and measurement of actual performance.

4) Helps in co-ordination:- As controlling determines standards of performance it helps to make co-ordination between the departments.

5) Helps in supervising :- Control concerns with performance of the activities. It prepares reports stating how the works have been performed, who have performed and whether the performance matches with the plan or not.

6) Effective delegation and decentralization :- For the successful operation, the authority should be delegated from senior to the subordinates. For

7) Reduction of costs :- Effective controlling system helps the organisation to reduce the cost of operation.

8) Psychological pressure :- Control system puts a psychological pressure on the employees for better performance.

3) Explain the relationship between planning and control

⇒ Planning and controlling both are important management functions. Both are interrelated & interdependent. If there is no proper controlling the planning is meaning less.

Controlling is also necessary for planning. Planning without controlling is meaningless. Planning is merely a pipe dream or wishful thinking. Controlling is necessary to measure the progress of the work, check the performance, evaluate the efficiency of the employees, judge the performance with the standards.

Thus, controlling ensures, operation are according to plans. If any deviations are located, detected or marked, Controlling adopts the correcting measures to remove them.

4) Explain the different types of control.

→ Pre-control :- Pre-control is also known as preliminary or preventive control. It attempts to identify and prevent deviation in the stan

Concurrent control :- The process of monitoring and adjusting ongoing activities and processes is known as concurrent control.

Employees monitor the measurements, if they see that standards are not being met in some area, they make a correction themselves or let a manager know that a problem is occurring.

Controlling process :- It is clear to us that control is an important function and integral part of management. It is the process of comparing actual performance with standards, identifying and analysing deviation and taking corrective measures to meet the set standard.

5) Explain the steps to be involved in control.

⇒ They are:-

1) Establishing standards:- The first step in controlling is to set or establish standards against which results can be measured.

2) Measuring actual performance:- In the second step of the process of control, actual performance of the employees or unit is to be measured.

3) Comparing actual performance with standard:- In third step of the process of control, after measuring actual performance, those measured performance should be compared.

4) Taking corrective actions:- In the process of control, the last component of the process comes as taking corrective actions.

6) What are the essentials of effective control? Explain

⇒ They are as given.

a) Suitable:- The control system should be appropriate to the nature and needs of the activities.

b) Timely and forward looking:- The control system and information system which the management of the organisation uses must be timely.

3) Simplicity :- An effective control system should be very simple and easy to understand. Any complexity may create problem and confusion.

4) Economy :- Comparatively, the control system should be very economic and less costly.

5) Flexibility :- Every organisation operates its business in a dynamic environmental situation. The control system should be flexible.

6) Prescriptive and operational :- Particularly, a manager should seriously understand that control system should not only identify deviation from the standards but it should also provide the specific corrective.

08/10