Chapter – 8 (Controlling) MCQ Test

1. Which one of the following is not an importance of controlling?
(a) Better coordination
(b) Better use of resources
(c) Better planning
(d) Better grievance handling

2. Prakash has set up a small business unit for the manufacturing of detergent. In order to market the detergent in the local residential areas, he has appointed a team of ten salesmen. Each salesman is expected to sell at least 200 units of the detergent within a week's time. Identify the point of importance of controlling being highlighted in the above case.
(a) Controlling helps in judging accuracy of standards.
(b) It ensures efficient use of resources.
(c) It helps in improving employee motivation.
(d) It facilitates co-ordination in action.

3. In case the deviation cannot be corrected through managerial action,what should be done.
(a) Standards may have to berevised.
(b) Control through CCTVS should beensured
(c) Existing controlling process should be changed/modified
(d) Sample checking should be done.

4. Mr.Sinha runs a logistic company. The Tour In charges of each trip in the company are expected to submit a report to the Event Manager on the completion of every trip. Identify the step in the controlling process being described in the above lines.
(a) Setting of standards
(b) Measurement of actual performance
(c) Taking corrective action
(d) Analysing the deviation

5. In a marketing firm, the Financial Manager pays more attention towards an increase of 3% in the marketing cost as compared to a 15% increase in the courier expenses. Identify the concept being used by the manager.
(a) Management by exception
(b) Critical point control
(c) Corrective action
(d) Both (a) and (b)

6. The controlling function is performed by
(a) Top level management
(b) Lower level management
(c) Middle level management
(d) All of the above

7. With the help of controlling function the management can know not only about the deficiency in the performance but it also helps management to know whether standards or plans are set correctly or not.The importance of management discussed above is:
(a) Ensure order and discipline
(b) Facilitate coordination in action
(c) Judging accuracy of standard
(d) Making efficient use of resources.

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8. Under which step of controlling process certain pieces are checked at random for quality as sample checking.
(a) Measurement of actual performance
(b) Comparing actual performance with standards
(c) Analysing Deviations
(d) Taking corrective action.

9. Which one of the following is not the step in the process of controlling?
(a) Measurement of actual performance
(b) Establishing reporting relationship
(c) Setting performance standards
(d) Taking corrective action

10. Ramesh is a senior manager in a software consultancy firm. He regularly prepares performance reports of his subordinates as part of appraisal. The step of controlling process is :
(a) Measuring of performance
(b) Compare performance against standard
(c) Analyzing deviation
(d) Taking corrective action.

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