

Management Control Process

Management · Answer Key · 20 Questions

1. What is the first step in the management control process?

- A) Measuring performance
- B) Taking corrective action
- C) Setting performance standards**
- D) Comparing actual performance with standards

2. What is the purpose of comparing actual performance with standards?

- A) To increase efficiency
- B) To identify deviations**
- C) To set new goals
- D) To reward employees

3. What is considered the most important element in the control process?

- A) Taking corrective action
- B) Measuring performance
- C) Setting standards
- D) Feedback**

4. What should be done if performance deviations are negative?

- A) Ignore them
- B) Increase the standards
- C) Analyze the reasons and take corrective action**
- D) Reduce the goals

5. What is the ultimate goal of the management control process?

- A) To increase employee motivation
- B) To achieve organizational goals**
- C) To reduce costs
- D) To improve product quality

6. What is the term for the process of comparing actual performance with set standards?

- A) Feedback
- B) Corrective action
- C) Performance measurement
- D) Deviation analysis**

7. What does the text suggest about corrective action when deviations are negative?

- A) It should be avoided
- B) It should focus on improving employee performance
- C) It should be immediate and significant**
- D) It should only be taken for major issues

8. What is the key to effective control?

- A) Strict punishment for employees
- B) Regular feedback and performance improvement**
- C) Setting unrealistic goals
- D) Ignoring deviations

9. What is the main purpose of the control process?

- A) To ensure organizational goals are met**
- B) To increase employee workload
- C) To reduce the need for planning
- D) To create a competitive environment

10. What does the text imply about the relationship between feedback and performance?

- A) Feedback hinders performance
- B) Feedback helps in achieving desired performance**
- C) Feedback is only for negative performance
- D) Feedback is not important for performance

11. What are the two aspects of performance that are improved through the control process?

- A) Efficiency and effectiveness**
- B) Employee morale and motivation
- C) Product quality and cost
- D) Innovation and creativity

12. What is the meaning of 'deviation' in the context of control?

- A) Achieving goals
- B) Exceeding standards
- C) Difference between actual and standard performance**
- D) Setting new targets

13. What is the main purpose of setting performance standards?

- A) To make work difficult
- B) To provide a benchmark for comparison**
- C) To reduce employee responsibility
- D) To create a flexible work environment

14. What is the core idea behind management control?

- A) To punish mistakes
- B) To ensure that organizational activities are aligned with plans**
- C) To increase bureaucracy
- D) To reduce the need for supervision

15. What does the text suggest about the impact of deviations on organizational performance?

- A) They always lead to success
- B) They can affect the organization's performance negatively**
- C) They are irrelevant to performance
- D) They only occur in the planning stage

16. What is the role of feedback in the control process?

- A) To identify deviations
- B) To provide information for decision-making**
- C) To motivate employees
- D) To set new standards

17. What should be considered when taking corrective action?

- A) The reason for the deviation
- B) The impact on other areas
- C) The desired outcome
- D) All of the above**

18. What does the text suggest about the nature of the control process?

- A) It is a one-time activity
- B) It is a continuous process**
- C) It is only for problematic areas
- D) It is a rigid system

19. What is the primary function of 'controlling' in management?

- A) To create plans
- B) To organize resources
- C) To ensure activities are in line with expectations**
- D) To motivate employees

20. What happens when deviations are significantly negative?

- A) The organization fails
- B) Corrective action is taken to bring the organization back on track**
- C) New plans are immediately made
- D) Employees are fired