

SUPERVISION

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Concept of Supervision:-

Ans:- Supervision refers to the direct and immediate guidance to the subordinates by the immediate superior to ensure the implementation of plan. In another aspect, supervision aids in the resolution of subordinate difficulties, while in another, it makes them more accountable for completing assigned tasks. It encourages the most efficient use of people and physical resources. It is beneficial to the day-to-day implementation of the plan in practice.

This function is a must to ensure an optimum utilization of human and physical resources. It is essential to ensure that the subordinates are working in accordance with plan and schedule.

According to Viteles, "supervision refers to the direct and immediate guidance and control of subordinates in the performance objectives".

1. Explain the Role of Supervisor?

Ans:- Supervision is the only manager who has major role for execution of plan in practical operation. Therefore, a supervisor plays multi-disciplinary roles which are as follows:-

- i. As a planner**
- ii. As a manager**
- iii. As a leader**
- iv. As a mediator**
- v. As an inspector**
- vi. As a counselor**

i. As a planner:-

Ans: A supervisor is responsible for planning the organization's day-to-day operations. The work schedule is created using the information provided by the middle

managers. After preparation of regular plan another important part of supervisor role is to divide the work to all the employees on the basis of their skill and efficiency.

ii. As a manager:-

Ans: A supervisor is a key member of the management team. S/he is the level manager's representative to the subordinates. S/he is a significant part of the managerial function in terms of day-to-day operations. As a manager he provides guidance, solve problems, and maintain coordination the work of subordinate level employees.

iii. As a leader:-

Ans:- As a leader supervisor inspires and motivates employees to do job according to best of ability. S/he leads the employees by guidance them to develop working efficiency. S/he encourages subordinates by providing facilities on the basis of their efficiency and skill.

iv. As a mediator:-

Ans:- A supervisor plays the role of mediator between employees and upper level manager. S/he develops a plan with the help of the manager and implements it with the help of the employee. It assists in making timely decisions for the enterprise's seamless operation.

v. As an inspector:-

Ans:- An important role of supervisor is to enforce discipline among the employees. These tasks entail comparing work progress to the schedule, tracking work performance at regular intervals, and identifying any differences from the actual job completed. He or she can also set rules and regulations that workers must follow while at work.

vi. As a counselor:-

Ans:- A supervisor plays the role of a counselor to the worker's problem. S/he has to perform this role in order to build good relation and co-operation from workers. This can

be done not only by listening to the problems but also handling the problems and satisfying the workers.

2. Explain the Function of Supervisor?

Ans:- Supervisor is subordinates level manager and he has direct contact with operating level employees. S/he is directly involved in the day-to-day planning and execution of the plan. In practice, the supervisor's actions have a direct impact on the organization's efficiency and effectiveness. The following are the common functions performed by the supervisor:-

- i. Planning Work Schedule**
- ii. Assigning Jobs**
- iii. Training Workers**
- iv. Enforcing Discipline**
- v. Communication**
- vi. Motivation**
- vii. Controlling Performance**

i. Planning Work Schedule :-

Ans:- This is the planning function of supervisor. He organizes the staff' regular work schedules. Under his supervision, he sets a calendar of activities for each work group. Workers are given performance goals as a result of such a work plan. It is based on departmental action plans.

ii. Assigning Jobs:-

Ans:- this is the organizing function of supervisor. He allocates jobs to his employees. Each member is allocated a certain job depending on his or her talents and abilities. The lines of authority and duty are also defined. Employees have access to machines, tools, and equipment. It is also guaranteed that they are well maintained.

iii. Training Workers:-

Ans:- This is the staffing function of supervisor. He provides instructions and guidance to workers. He provides them in - service training. He recommends transfer and promotion of employees. He also helps in selecting operation employees. He trains workers in new work techniques and information technology.

iv. Enforcing Discipline:-

Ans:- This is also the staffing function of the supervisor. He enforces discipline at work place. He ensures adherence to rules and regulations. He also handles disturbance at work place. He also takes disciplinary action against those who break the regulations. He provides a pleasant working environment. He also handles employee grievances.

v. Communication:-

Ans:- This is the leading function of supervisor. He communicates instructions and orders to workers. He disseminates information at work place. He acts as a spokesperson for the workers. He creates cordial relations between management and employees.

vi. Motivation:-

Ans:- This is also the leading function of supervisor. He inspires employees to achieve better levels of productivity. He makes the task tough and entertaining. He enhances the working environment by enforcing health, safety, and welfare laws.

vii. Controlling Performance:-

Ans:- This is the controlling function of supervisor. He controls the performance of workers. He makes certain that performance goals are met. He compiles reports on actual performance on a regular basis. He compares real results to the goals he set for himself.

3. Explain the Factors Affecting Supervision?

Ans:- Supervision brings the feeling of responsibility among all the members of the organization. Upper-level managers maintain face-to-face relationships with subordinates in order to offer them with timely direction. On the basis of a plan, it is beneficial to attain set objectives:

- i. Competency of Supervisor**
- ii. Leadership Skill**
- iii. Communication Skill**
- iv. Human Relation Skill**
- v. Impartiality**
- vi. Clear Instruction and Guidance**
- vii. Participative Management**
- viii. Ability of Subordinates**
- ix. Better Working Environment**

i. Competency of Supervisor:-

Ans:- The ability of supervisors is essential factor of supervision. A supervisor must be competent and skillful in his own sector of knowledge. S/he has to implement plans and policies in practical works. Therefore, he must have both technical and administrative knowledge of the organization.

ii. Leadership Skill:-

Ans:- A supervisor must have leadership quality. He or she should be able to lead, organize, manage, and maintain positive relationships with subordinates. He or she must be able to motivate, encourage, and inspire subordinates to improve their job confidence and skills.

iii. Communication Skill:-

Ans:- Communication is one of the inseparable elements of supervision. It is essential to exchange information of performance with subordinates. A supervisor must possess

communication skill. There must be the system of two-way communication in the organization.

iv. Human Relation Skill:-

Ans:- A supervisor must have knowledge about human behavioral approach. S/he must be aware of subordinates' attitudes, emotions, feelings, and actions. Human relation competence is one of the aspects of efficient supervision, and it is required of a successful supervisor.

v. Impartiality :-

Ans:- As a leader of the group, impartiality must be taken into consideration by the supervisor to make supervisor effective. S/he must be open-minded and fair in dealing with the problems of subordinates. S/he should deal with all the employees in equal manner and concept of partiality must be avoided. This is a must to bring a system in organizational performance.

vi. Clear Instruction and Guidance:-

Ans:- Instruction and guidance give to the subordinates must be clear and complete for their effective implementation. The supervisor must employ an efficient and up-to-date communication mechanism. He is required to personally visit his employees from time to time and provide assistance on the spot.

vii. Participative Management:-

Ans:- In modern day operation, participation of subordinates in decision-making process has been taken as an essence of management it is a must to make practical decision. There must be a two-way communication system between the supervisor and the subordinates. It is critical to improve the management system in order to achieve organizational goals.

viii. Ability of Subordinates:-

Ans:- It is one of the factors affecting in supervision. When subordinates are skilled and efficient, straightforward direction is all that is required. A supervisor can effectively supervise a large number of subordinates for a long period of time. It is not necessary to devote the most amount of time to each subordinate.

ix. Better Working Environment:-

Ans:- Working environment of organization also affects in supervision. The division of work on the basis of nature, assignment of responsibility on the basis of ability, proper layout of machines and equipments, motivational behavior of supervisor etc. also affect in supervision. When workers feel encouragement and responsible, they will perform their duties in efficient way.