

ROLE OF SUPERVISORS

Introduction:

- A supervisor (in most of the industries) is a person in-charge of, and coordinator of, the activities of a group of workers engaged in one type of task.
- A Supervisor is a vital link between the management and the workers.
- A Supervisor is the person who actually gives practical shape to the policies of the enterprise, with the help of workmen.
- Information, both vertically upwards or downwards pass through the Supervisor.
- A Supervisor is concerned with the direct supervision of the worker.

DUTIES OF SUPERVISOR

While taking over the charge of a particular section/ department the supervisor takes full responsibility of the performance of the section/ department. For this a supervisor is allotted certain authority & responsibility which helps in achieving the goals of the organization. But apart from that, a supervisor needs to do certain duties towards various categories. The following are the duties of supervisors towards various categories for carrying out his work in the most effective manner.

1. Towards Management:

- To transmit management policies to workers
- To accept full responsibility for all the work in his department
- To transmit worker's feelings to management.
- To keep management informed of the work – progress
- To get the required production out in time.
- Refer promptly the matters to management, which need their attention.
- To take up cases of promotion, transfer and dismissal of workers with the management.
- To make plans and devise methods to boost productive efficacy and product quality.
- Devise ways to minimize waste and scrap
- To keep records for future action.
- To render reports to management desired.

2. Towards Workers:

- To instruct workers about.
 - i) Company policies and procedures.
 - ii) The right method of doing the job
 - iii) The job ahead.
- To listen patiently the workers, their suggestions and complaints
- To maintain discipline
- To develop a sense of belonging in the workers
- To maintain neat, clean and safe working conditions.

- Divide work among workers in accordance with their capacity and skill.
- To represent workers to management
- Encourage and train workers to take responsibilities.
- To promote and transfer workers in an impartial manner
- Develop harmony, cooperation and teamwork.
- To rake workers for determining their wage rates.
- To train the workers on the job
- Develop worker's initiative and interest in the job and to motive them.
- Setting good example in punctuality, temperament, leadership, efficiency etc.

3. Towards Fellow Supervisors:

- To cooperate with them in making company policies a success.
- To give respect to suggestions of fellow supervisors.
- To coordinate work with other departments
- Passing any information pertaining to other associates, to them.
- Sitting together with other colleagues to solve common problems.
- Encouraging interchange of good workers through promotion and transfer, etc.
- To avoid the creation of ill feeling among fellow supervisors.

4. Towards Work:

- To plan the work
- To make sure that the material is available for the work.
- To make sure that the necessary equipment and tools are also available.
- To lay out each job.
- To distribute work to workforce as per individual capabilities
- To see that the work is being accomplished as per the schedules plan
- To ensure proper material handling.
- To ensure smooth flow of work
- To coordinate work of different sections.