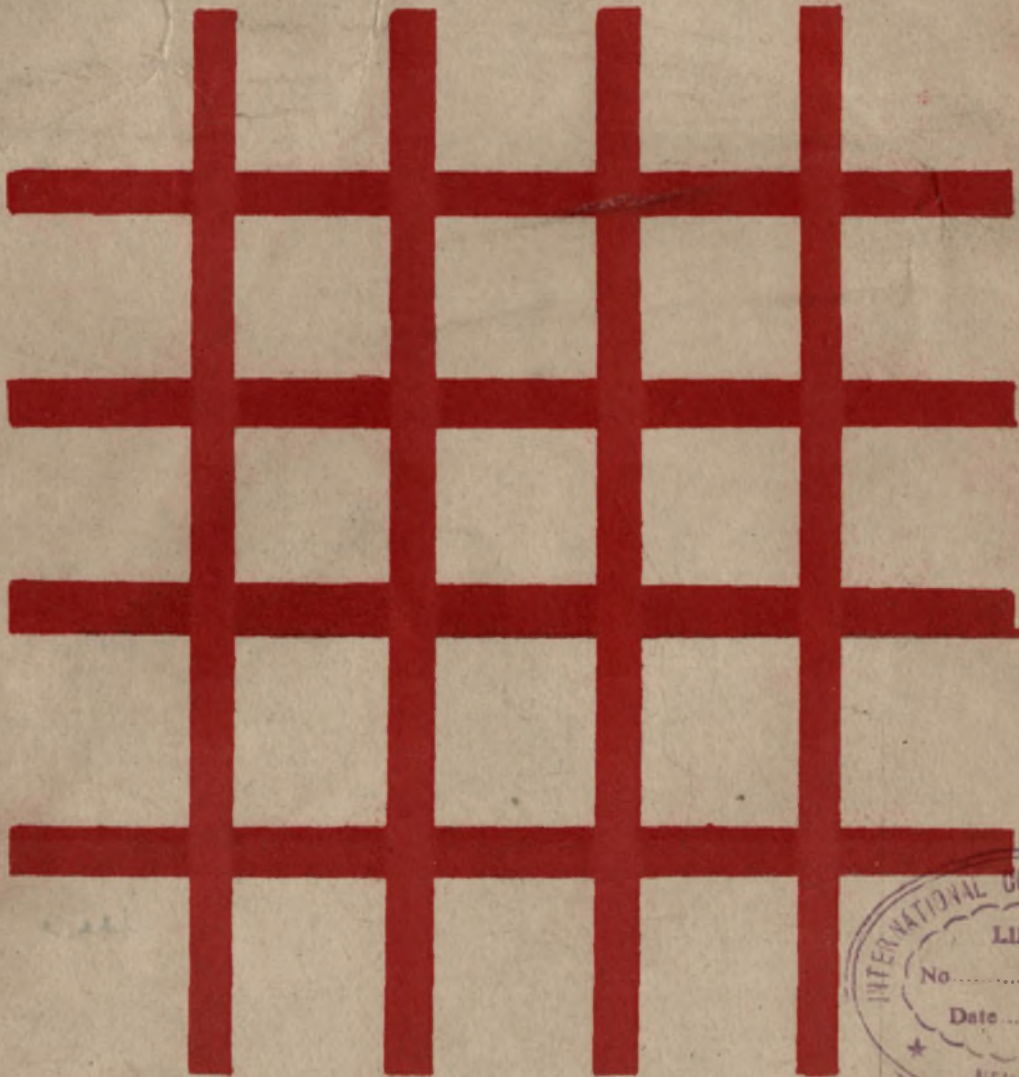


939

**A FEW
SELECTED RANKING EXERCISES**



**Project for Training of
Cooperative Teachers in Sri Lanka**

(National Cooperative Council of Sri Lanka)
Cooperative House, 455 Galle Road, Colombo-3

ICA Library
334:370(548.7) ICA-F
ICA 01356

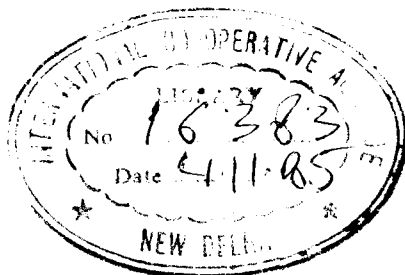
334:370(5187)
Sri

RANKING EXERCISES

This can be described as a very simple but a very effective method of participative teaching. These exercises can either be used after a subject is introduced to the participants giving them an opportunity to think over and take part in further discussion or before a subject is introduced so that the participants could take part in discussions thoughtfully. Further by the fact of letting the participants engage in exercises individually at first and then getting them to take part in the exercise as a group or in groups the reader will come to the conclusion that group decisions can be different from individual decisions. It is also possible to make a person get used to participative activity, by this. Therefore, it is more useful to make the participants engage in the same exercise individually and than collectively in groups.

This course of exercises, forwarded herewith, has been prepared by the teachers of the National Cooperative Council of Sri Lanka, the School of Cooperation, and the Women's Consumer Education Project, who participated in work shops organised by the Cooperative Teachers Training Project engaged in active operation in Sri Lanka as a result of the joint efforts of International Cooperative Alliance Swedish Cooperative Centre and the National Cooperative Council of Sri Lanka. This will be of some benefit may be to a lessor degree to the training effort which is faced with a dirth of books and other literature in this field.

I wish to thank Mr.E.R.Mudiyanse who was responsible for preparing these exercises for print Miss. Shiranthie Fernando who did the typing, Mr. Darmarathne who translated in to English and Mr. A.C. Nugawela who did the printing.



W. U. HERATH.
PROJECT DIRECTOR.

- | | | |
|-----|---|---|
| 1. | Mrs. A. Thavabalasingham | Education Assistant
N.C.C. - Jaffna. |
| 2. | Miss. Mallika Kasturiarachchi | Education Officer
Womens' Consumer Education
Project. |
| 3. | Mr. P. Shanmugasundaram | Education Assistant
N.C.C. - Jaffna. |
| 4. | Mrs. K. D. P. Seneviratne | Education Assistant
N.C.C. - Gampaha. |
| 5. | Mr. K. Kaneshalingam
B.Sc (Ceylon)
Diploma in Educational methods
(Italy - India) | Education Officer
N.C.C. - Head Office. |
| 6. | Mrs. N. M. Somawathie
B.A (Ceylon) | Education Assistant
N.C.C. - Kandy |
| 7. | Mr. Ranjith Hettiarachchi
B.A. Honours (Ceylon)
Diploma in Educational methods
(Italy) | District Secretary
N.C.C. - Colombo |
| 8. | Miss. C. K. Hewanayake
B.A. (Ceylon) | Education Assistant
N.C.C. - Kurunegala. |
| 9. | Mr. W. G. V. I. de Silva
B.A. Honours (Ceylon) | Education Officer
N.C.C. - Galle |
| 10. | Mrs. Padma Katupitiya
B.A. Honours (Ceylon) | District Secretary
N.C.C. - Head Office |
| 11. | Mr. K. P. W. Mahindadasa | Education Assistant
N.C.C. - Galle |

- | | | |
|-----|--|--|
| 12. | Miss Ramya Warshakoon | Education Assistant
N.C.C. - Galle. |
| 13. | Mrs. Susila Palihakkara | District Secretary
N.C.C. - Head Office |
| 14. | Mr. E. Subramaniam
B.A (Ceylon) | District Secretary
N.C.C. - Jaffna |
| 15. | Mr. M. Sugandaseelan | Education Assistant
N.C.C. - Jaffna |
| 16. | Mr. M. Pathinadan
B.A (Ceylon)
Diploma in management
(East Germany) | Education Officer
N.C.C. - Jaffna |
| 17. | Mr. S. P. S. Edirisinghe
B.A (Ceylon) L.L.B. (Ceylon) | Lecturer
School of cooperation
Polgolla. |

Subject	Prepared by	Content
Why is member education necessary?	Mrs. A. Thavabalasingham	1
Qualities that an ideal woman leader should possess.	Miss. Mallikar Kasturiarachchi	2
Qualities of a good Salesman	Mr. P. Shanmugasundaram	3
Cooperative Employees should have the following qualities.	Mrs. K. D. P. Senaviratne	4
Steps to be taken to increase sales.	Mr. K. Kaneshalingam	5
The necessity for a multi-purpose Cooperative Society	Mr. M. Pathinathan	6
Guide lines which may be applied to determine whether a Cooperative Soc. is successful in its activities.	Mr. S. P. S. Edirisinghe	7
Removal of goods when a fire breaks out.	Mrs. N. M. Somavathie	8
Aims of keeping accounts in a cooperative store.	Mr. Ranjith Hettiarachchi	9
Activities of the economic man at the market.	Miss. C. K. Hewanayake	10
Qualities that a branch manager of a multipurpose Coop. should have.	Mr. Upali de Silva	11
Qualities that a cooperative branch manager should possess.	Mrs. Padma Katupitiya	12
Activities of the committee of the Branch consumer.	Mr. K. P. W. Mahindadasa	13
Qualities that a representative for a senior body meeting of a multipurpose Coop. Society should have.	Miss Ramya Warshakoon	14
Duties of the Board of Directors of a Cooperative Society.	Mrs. Susila Palihakkara	15
Qualities that a general manager of a cooperative society should possess.	Mr. H. E. Subramaniam	16
Qualities of a general manager.	Mr. M. Sugandeseelan	17

Subject: Why is Member education necessary?

Exercise: Rank the following points and number them.

Set Points

- * To promote self sufficiency.
- * To promote the general economic needs of the Community.
- * To understand the principles of Cooperation and work accordingly.
- * To elect an efficient general body.
- * To elect an efficient board of Directors.
- * To run the society aimed of progress.
- * To take correct decisions.
- * To comprehend and abide by the Cooperative Constitution, Cooperative Laws and Cooperative By Laws.
- * To build up a Cooperative Spirit within the community.
- * To increase membership.
- * To cooperate with the Board of Directors where work is concerned.
- * To enhance close relationship with the society.

Appropriate training session: At sessions where Cooperative principles are defined, where duties and responsibilities are explained and during courses in development of leadership.

Subject: Qualities that an ideal woman leader should possess.

Exercise: Rank these qualities.

List of qualities

- * Assists in getting each other acquainted.
- * Settles disputes.
- * Makes everybody to participate in discussion.
- * Encourages those who are weak in application.
- * Shuts out those who try to become prominent.
- * After recognising the ones who are a hindrance guides them efficiently.
- * Does not discourage anyone.
- * Helps in taking decisions.
- * States briefly the decisions that are arrived at through personal experience.
- * Maintains good relations among the members.
- * Respects equality.
- * Listens patiently to others and respects their ideas.
- * Respects common decisions.
- * Volunteers to dispell doubts and guides others.
- * Puts forward ideas, criticise, But does so fraternally.
- * Does not resort to personal attacks.

		<p>* Takes leadership repeatedly with increased experience, ability, knowledge and skill.</p>
<p>Appropriate training session: Womens educational project activities. Specially of training sessions for womens' leadership development.</p>		

Subject: Qualities of a good Salesman.

Exercise: Rank these qualities.

List of Qualities.

- * Attractiveness.
- * Cultured.
- * Healthy.
- * Knowledge of various languages.
- * To have received a good education.
- * To have a good knowledge of Commodities.
- * To be efficient in marketing.
- * To have general knowledge.
- * To have public relations.
- * To be Sincere.
- * Knowledge of principles of Cooperation.
- * To be polite.
- * Having a good control of the groups.
- * Salesmanship.

Appropriate training session: At sessions where members are trained in salesmanship.

Subject: Cooperative Employees must have the following qualities.

Exercise: Rank the following qualities.

List of qualities.

- * To have an education higher than average.
- * To have a sales experience.
- * To have a pleasant appearance.
- * To have a good knowledge of commodities.
- * Hard working and willing to promote sales.
- * Honesty and loyalty.
- * To have a sound knowledge about consumers.
- * To be very efficient.
- * To be enthusiastic.
- * To prevent wastages.
- * To be able to work in harmony with others.
- * To be able to promote the movement by winning members.
- * To have a good taste for cleanliness and arrangement of commodities.
- * To have a good knowledge of cooperative principles.
- * Ability to engage in sales as a social service.

Appropriate training session. At sales discussions and at employee training sessions.

Subject: Steps to be taken to increase sales.

Exercise: Rank the following.

Proposed steps that should be taken.

- * Supply of quality good.
- * Refilling and supplying goods.
- * Displaying goods.
- * Winning Customers by sales.
- * Advertising
- * Enhancing Public relationship.
- * Introducing new goods.
- * Lessening sales by market quotations.
- * Enlisting more customers.
- * Selling on credit.
- * Packing and selling.

Appropriate training session: At educational sessions on sales.

At training sessions for sales management-ship. and at training sessions for sales employees and managers.

Subject: The necessity for a Multi Purpose Cooperative Society.

Exercise: Rank the following according to priorities.
The Purposes that it serves.

- * To promote cultural Development.
- * To cater to the multiple needs of member cooperators.
- * To reduce fixed costs at a social scale.
- * To get qualified management Committee.
- * To get qualified employees.
- * To promote the over all development of the rural economy.
- * To compete with the private sector.
- * To reduce cost of supervision.
- * To achieve economy of scales.
- * To enable increased member participation.
- * To promote social unity.
- * To extend employment opportunities.

Appropriate training session: At sessions where Cooperative organisations and comparative economic systems are discussed.
At training sessions for leadership.

		<p>Subject: Guide lines which may be applied to determine whether a Cooperative society is successful in its activities.</p> <p>Exercise: Rank them according to importance. Proposed measures.</p>
		<ul style="list-style-type: none">* A membership loyal to the society.* Efficient service to members.* Sufficient capital for operations.* The Cooperative Law and the Bye Laws are not in fringed.* Adheres to the Principles of Cooperation.* Runs at a profit.* Satisfactory attendance and regular meetings.* Vigilant and energetic leadership.* Cooperation with other Cooperative Societies.* Implements Member Education Programme .
<p>Appropriate training sessions: At discussions of Principles of Cooperation. At comparative evaluation of Cooperative organisations. At leadership training sessions.</p>		

Subject: Removal of Goods when a fire breaks out.

Exercise: Rank the following according to priorities as to removal. Fire goes on spreading in the store. Remove the goods named below according to priority.

- * Some bags of flour, rice and sugar.
- * Some bags of Green peas, Dhal, Cow-pea and other cereals.
- * Daily sales collection.
- * A Suitcase containing (your) managers clothes.
- * Daily records and other essential forms.
- * Food stamps.
- * Few bags of sugar, rice and flour collected by resorting to short measure and kept hidden for selling at a higher price.
- * Other Curry stuffs.
- * A photograph of your fiancée and a gift parcel you intend taking to her.
- * Membership register, and few other documents revealing members assets and liabilities.
- * A parcel containing managers identity card and other important documents such as the marriage certificate.
- * A stock of Lakspray milk powder kept hidden.

Appropriate training session: At discussions aimed of developing skills in decision making and at leadership training sessions.

Subject: Aims of keeping accounts in a cooperative Store.

Exercise: Rank according to priority.

Aims put forward

- * To have information regarding each transaction for future reference.
- * To understand the total result of all the transactions.
- * To find out the real state of affairs at the end of a period of time in a cooperative store.
- * To have a better control over the Budget estimates.
- * To obtain correct data so that estimates of income and expenditure for the next year could be made.
- * To find out irregularities if any in the cooperative Society and to know what steps should be taken to prevent them.
- * To calculate the amount of income tax that a cooperative society has to pay.
- * As recorded evidence is accepted in case of litigation and disputes.
- * To obtain compensation if the stores is insured against fire and theft.
- * As a cooperative society is compelled by law to keep accounts.

- | | | |
|--|--|--|
| | | <ul style="list-style-type: none">* To enable the members and the financing organisations to understand the real state of affairs of the particular society.* To obtain necessary credit facilities from the financing organisations.* As the resources of the Cooperative society is limited and as it is necessary to asses and record them.* As it is necessary to organise the affairs of the cooperative society.* To make it easy to compare from time to time and pay way for the establishment of the cooperative society. |
|--|--|--|

Appropriate training session: At a session where the subject of maintaining accounts is discussed and also at leadership training courses.

Subject: Activities of the economic man at the market.

Exercise: Rank the concepts of the economic man.

Concepts introduced.

- * Prices of other commodities in the market.
- * Fulfilling Requirements.
- * Looking out for new creations and designs.
- * Price of the commodity in consideration.
- * To take into consider future risks.
- * To draw attention on government policy.
- * Prices of other commodities.
- * Income of the consumer.
- * To make the best use of available resources.
- * To select commodities and services according to taste.
- * To obtain good commodities at cheaper rates.
- * To obtain essential goods.
- * Not to be emotional over commodities and prices.
- * To think of alternative commodities.

Appropriate training session: At sessions where economic rules are discussed at higher level training classes.

Subject: Qualities that a branch manager of a Multipurpose Cooperative should have.

Exercise: Rank the qualities.

List of Qualities.

- * Should possess a good knowledge of the area.
- * Should clearly understand member requirements.
- * Must have a good knowledge of the commodities for sale.
- * Must understand the position that the members are owners of the enterprise.
- * Must act in such a way that the public interest will be drawn towards the enterprise.
- * Must cooperate with the committee of the branch.
- * Should possess a good knowledge of cooperation.
- * Must be skilled in maintaining books.
- * Must have a good knowledge of commodities and members needs so that indenting for goods can be done at proper time.
- * Must be fully versed in the cooperative law and the Bye laws.
- * Must have patience.
- * Must have a knowledge of the regulations concerning weights and measure food and medical drugs.
- * Must act honestly.

		<ul style="list-style-type: none">* Must have a keen interest in keeping the branch store very tidy and clean.* He should have changed the environment in such a way that he could act as a leader within the area served by the branch.* He should be careful not to antagonize people in the area.* He should be certain that there are commodities in the store to cater the area served by it.* Must make an effort always to run the store at a profit..* He must prove that the branch store is an example as a sales centre.* Must have an urge to propagate the cooperative system.
<p>Appropriate training session: At course study of management sessions where managers are trained.</p>		

Subject: Qualities that a Cooperative Branch manager should possess.

Exercise: Rank the following qualities.
The qualities.

- * Honesty
- * Sincerity
- * Patience
- * A good business man who is faithful to the society.
- * A good knowledge of the cooperative law.
- * A sound knowledge on management.'
- * To be learned.
- * To treat salesmen and others cordially.
- * Letting the consumers have a good service.
- * To abide by the advice of the committee and the Board of management.

Appropriate training session: At course study of management sessions where managers are trained.

Subject: Activities of the committee of the Branch (Consumer)


Exercise: Rank according to priority.

Activities.

- * To assist the manager when ever required.
- * To supervise work pertaining to price lists.
- * To assist the manager in order to ensure the consumers. Set an efficient service.
- * To investigate the complaints of customers, and take suitable action. Where that is not possible to report such cases to the Board of Directors.
- * To have discussions with the administration with a view to reduce queues and to take suitable action.
- * To place recommendations before the Board of Directors about hours of keeping the stores opened so that the consumers have the greatest convenience.
- * To assist the manager^{to}/run the stores in such a manner that the buyers will be attracted.
- * To investigate and take action to prevent the introduction of inferior commodities.
- * To be vigilant on the issue of goods on proper weight and measure.

		<p>* To recommend credit facilities for the economic development of members and to assist the committee to collect them.</p>
<p>Appropriate training session: At discussions on Branch committees on the subject of Cooperative Law. At training courses for committee members and at discussions on management.</p>		

16323
4-11-85



Subject: Qualities that a representative for general body meeting of a Multipurpose Cooperative Society should have.

Exercise: Rank the following.

List of qualities.

- * To bring forward proposals of the movement.
- * Should have a knowledge of the administration of the society.
- * Must know the ways of investment of the society.
- * All the members should have a sound knowledge of cooperative principles.
- * Should have a knowledge as to how the bye laws for the internal administration should be prepared.
- * Must be honest and humble.
- * As a representative he should know the responsibilities and duties of the Board of Directors.
- * Should have the ability in public speaking and arguing out a point.
- * Should know the aims and objectives of the movement.
- * Just as he is a member of the general body, other members of the general body should also be members of the cooperative society.
- * Members of the society should know each other.

		<ul style="list-style-type: none">* It is important to have a knowledge of accounting and audit reports of the society.* Should have a knowledge of the rights and duties of members and the committee of a Branch.* Should not be those holding political or other views.* Should honour collective decisions.
<p>Appropriate training session: At discussions pertaining to the general meeting and members. At educational seminars for members.</p>		

Subject: Duties of the Board of Directors of a Cooperative Society.

Exercise: Rank according to priority.
List of Duties.

- * To increase the membership of the society.
- * Safe custody of the documents of the society.
- * To table reports and motions at the general meetings.
- * To maintain coordination between the society and other organisations.
- * To plan business activities of the society.
- * Supervision of business activities.
- * To maintain financial management activities of the society.
- * To appoint the necessary staff for the society.
- * To take necessary action with regard to legal problems of the society.
- * To maintain the society as it is or to take steps to amalgamate it with another.

Appropriate training session: while teaching the subject of management (At discussions of Bye laws) while dealing with subject of Law. At leadership training sessions.

Subject: Qualities that a general manager of a Cooperative Society should possess.

Exercise: Rank those qualities according to their importance.

Qualities that are introduced.

- * Physically healthy.
- * Mental strong and firm.
- * Sincere and duty conscious.
- * Cultured and good charactered.
- * Clever and have good leadership qualities.
- * Basic education and general knowledge.
- * Technical knowledge and experience.
- * Sympathetic and sociable
- * Knowledge of Cooperative principles and practice.
- * Skill in taking decisions.

Appropriate training session. At training sessions for Leadership development. At seminars for general managers. At training sessions for management.

Subject: Qualities of a general manager.

Exercise: Rank the following qualities.

Qualities Listed.

- * To be duty conscious.
- * Ability to take decisions.
- * Dignity
- * Knowledge of cooperative organisation and Law.
- * Ability to point out wrong decisions of Directors and to put forward alternatives.
- * Ability to treat employees equally.
- * Ability to guide and administer the institution and the employees.
- * Ability to correct the weaknesses of employees tactfully.
- * Ability to receive with due respect the difference of opinion expressed by the public against the members of the branch committees and to resolve them.
- * To have an active urge to develop the society.
- * To have good relations with various institutions with a mastery of other languages.
- * To understand the requirements of the rest of the employees and to fulfil them.
- * Ability to win respect of the other employees and to get their Cooperation.

		<p>* To abide by the decisions of the Board of Directors in work.</p>
<p>Appropriate training session. At training sessions for developing leadership. At discussions of the subject of management. At seminars for discussions on general managership.</p>		