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NVQ Level 06 - Semester I		
Information and Communication Technology		
Problem Solving & Decision Making	KMPM04	Three Hours
* Answer any five (05) questions		

1.
 - I. How is critical thinking useful in problem solving? [10 Marks]
 - II. Cause and Effect principle (or asking the question *Why?* repeatedly) is helpful in finding the root cause of a problem and thereby finding the best solution. Briefly describe this statement. [10 Marks]
2.
 - I. Briefly explain each of the following steps of Decision Making. [16 Marks]
 - Identifying the Problem
 - Identifying a Decision Criteria
 - Allocating Weights to the Criteria
 - Developing Alternatives
 - Analysing Alternatives
 - Selecting an Alternative
 - Implementing the Alternative
 - Evaluating Decision Effectiveness (Post Implementation Review)
3.
 - I. Every solution has a Programmed (or Programmable) part and a Non-programmed (or Non-programmable part). Programmable part is logical and the non programmable part is intuitive. Briefly explain these statements. [12 Marks]
 - II. Indicate Top Level, Middle Level and Front Level managers in the Y axis of the Figure: 1 with a brief description. [12 Marks]

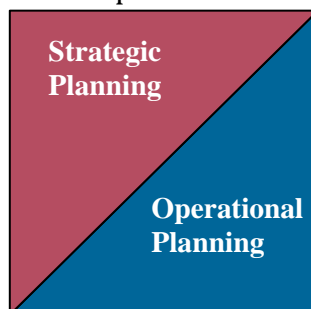


Figure: 1 (Prentice Hall, 2002)

4.

- I. What is the role of a Manager? [3 Marks]
- II. Briefly describe the four basic managerial functions; Planning, Organizing, Leading and Controlling, of a Manager. [8 Marks]
- III. The Figure:2 show three important skills of a manager and the degree of relevance of the skills to different management levels. [9 Marks]
 - Briefly describe the three skills
 - Describe the variation of relevance of the skills to different management level.

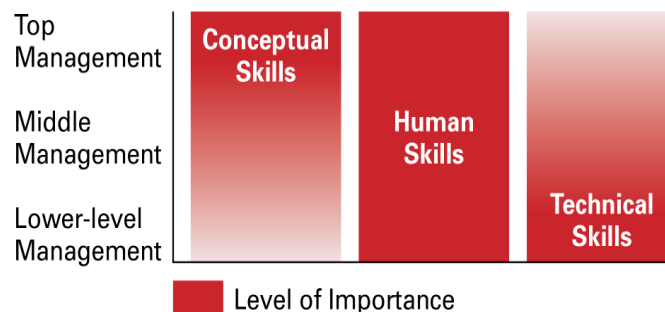
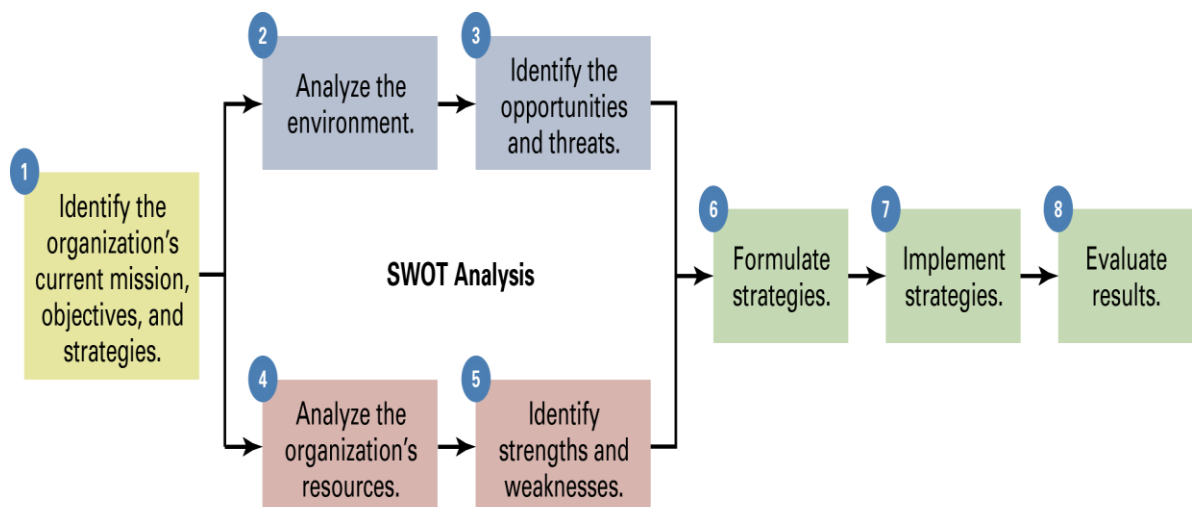


Figure: 2 (Prentice Hall, 2002)

5.

- I. SWOT analysis is important in strategic decision making. Briefly explain the Figure:3 indicating the steps of making a decision using a SWOT analysis.

[12 Marks]





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Figure:3

- II. Explain briefly the four quadrants of Boston Cow Growth Matrix in strategic decision making. [8 Marks]

- End of Question Paper -