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<b>NVQ Level 06 - Semester I</b>		
<b>Information and Communication Technology</b>		
<b>Problem Solving &amp; Decision Making</b>	<b>EMP 04</b>	<b>Three Hours</b>
<b>Answer any four (04) Questions</b>		

**Question No. 01**

1. “Managerial functions work together in the creation, execution and realization of organizational goals.”

Briefly discuss about four (04) basic managerial functions. (10 marks)

2. “Most organizations have three management levels: Low-level managers; Middle-level managers; and Top-level managers. These managers are classified in a hierarchy of authority and perform different tasks.”

Critically evaluate the above statement. (15 marks)

**Question No. 02**

1. “An analysis of your company’s strengths and weaknesses should be a key component of your strategic planning process. Also it is easy to use tool that identifies your company’s opportunities and any threats it faces.

Briefly explain the steps of making a decision using a SWOT analysis. (10 marks)

2. Managerial skills are the knowledge and ability of the individuals in a managerial position to fulfil some specific management activities or tasks.

i. Describe briefly about such three skills (08 marks)

ii. Describe the variation of relevance of the skills to different management levels. (07 marks)



**TERTIARY AND VOCATIONAL EDUCATION COMMISSION**  
**COMMON PRACTICAL EXAMINATION – 2020**



**Question No. 03**

1. “Decision making is the process of making choices by identifying a decision, gathering information and assessing alternative resolutions. Using a step-by-step decision-making process can help you make more deliberate, thoughtful decisions by organizing relevant information and defining alternatives.”

Briefly explain about each of the steps of Decision Making. (16 marks)

2. Briefly discuss the following decision types.

- I. Programmed and non-programmed decisions
- II. Routine and strategic decisions
- III. Tactical (Policy) and operational decisions (09 marks)

**Question No. 04**

1. “Cause and Effect Analysis is a technique that helps you identify all the likely causes of a problem and there by finding the best solution.” Briefly describe this statement.

(05 marks)

2. How do you use critical thinking and creative thinking in solving problems?

(10 marks)

3. Explain briefly the four quadrants of Boston Consulting Group (BCG) matrix in strategic decision making.

(10 marks)

**Question No. 05**

1. Write Short notes on the followings

- I. Brainstorming technique
- II. Nominal group technique
- III. Vroom - Yetton decision tree
- IV. Front - end analysis
- V. Decision making styles

(05 X 05 = 25 Marks)

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