



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA 111

END OF SEMESTER EXAMINATION

DEPARTMENT LEADERSHIP

COURSE CODE

DLM

COURSE TITLE

PROBLEM SOLVING AND DECISION MAKING

DATE

JAN – MARCH 2019

TIME

Duration: 3 hours

INSTRUCTIONS

- Read all questions carefully.

Answer **THREE** questions in **section A** and **ONE** questions from **section B**.

Section A – Answer all questions in this section

Q1. Define the following terms as used in problem solving and decision making

a) Decision making 2 Marks

b) Brainstorming 2 Marks

c) Risk management 2 Marks

d) Explain **two** common attitudes managers have that can get in the way of effective problem solving (4 marks)

(Q.2).

a) Differentiate between programmed and non-programmed Management decisions (4 Marks)

b) State the SIX steps for decision implementation as applied in organizations. (6 Marks)

(Q. 3)

The Marketing department of Evangel Bookshop did not make much progress in 2018. The management noticed that sales have been going down every month. You have been identified as the person to assist in guiding the marketing team to identify the problem and guide in making right decisions on the way forward.

Show how the

a) (i). Outline The five step model (5marks)

(ii). State TWO advantages of using this model (2 marks)

b) What is the crucial role of Problem diagnosis? (3 marks)

Section B- Attempt **ONE** question in this section

(Q 4)

- a) Illustrate how the Fish bone model can help in finding the root cause of a problem (8 Marks)
- b) Identify the key principle from an iceberg concept in problem solving. (2 marks)

(Q. 5)

- a) Discuss **two** types of management problems encountered in workplace (4 marks
- b) Explain three sources of alternatives in problem diagnosis (6 marks)

(Q 6)

Explain **five** ways to formulate a decision from several alternatives (10 marks)