

Total No. of Questions : 3]

SEAT No. :

P2184

[Total No. of Pages : 2

[5804]-603

T.Y.B.B.A. - IB

603 : DECISION MAKING AND RISK MANAGEMENT

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) A) Fill in the Blanks (any 5):

[5]

- a) _____ is a stage in Herbert Simon Model.
 - i) Design
 - ii) Develop
 - iii) Delete
 - iv) Direct
- b) _____ is a step-in creative decision-making process?
 - i) Planning
 - ii) Preparation
 - iii) Evaluation of Alternatives
 - iv) Follow up
- c) In case of IDEAL problem-solving model, 'E' stands for _____.
 - i) Explore possible strategies
 - ii) Experience
 - iii) Emotions
 - iv) Experiment
- d) _____ is the mirror image of leadership.
 - i) Followership
 - ii) Controlling
 - iii) Organizing
 - iv) Planning
- e) Conflict refers to a _____ between team members.
 - i) Agreement
 - ii) Confirmation
 - iii) Disagreement
 - iv) Friendship
- f) _____ helps manager's indecision making by accessing large volumes of information generated from various related information systems involved in organizational business process.
 - i) Emotional intelligence
 - ii) Sensitivity analysis
 - iii) Decision support system
 - iv) All of these

P.T.O.

B) Match the following: [5]

Column - I

Column - II

- | | |
|------------------------------------|------------------------------------|
| a) Ladder of inference | i) Structured problem |
| b) Two factor theory of Motivation | ii) Phase in problem solving model |
| c) Programmed decisions | iii) Area in Kepner-Tregoe Model |
| d) Look back and learn | iv) Herzberg |
| e) Problem analysis | v) Process of Abstraction |

C) True or False (any 4): [4]

- a) A choice made from available alternatives is called a decision.
- b) Decision making is easy, given that everybody makes decisions everyday.
- c) Programmed decisions are decisions that are made for situations that have occurred often in the past and allow decision rules to be developed to guide future decisions.
- d) Nonprogrammed decisions require six steps, however, programmed decisions being structured and well understood requires only one step.
- e) The main difference between risk and uncertainty is that with risk you know the probabilities of the outcomes.

Q2) Short Answer (any 3): [24]

- a) What are the Steps in Decision-Making Process?
- b) Why decisions fail?
- c) What is Ladder of Inference? What are its various steps?
- d) Explain briefly the characteristics of decision making?

Q3) Long Answer (any 2): [32]

- a) What is creative decision-making process? Explain its stages.
- b) What is Followership? What are the types of followers?
- c) What is Leadership? What are the qualities of a good leader?
- d) What are the Decision Models in Strategic Management?

