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SEAT No. :

**PB1502**

**[6227]-603**

[Total No. of Pages : 3

**T.Y. B.B.A. (International Business)**

**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 indicates full marks.*

**Q1) A) Multiple Choice Questions: any 5**

**[5]**

- a) \_\_\_\_\_ decision making model is a multi-step process for making choices between various alternatives.
- |                   |                         |
|-------------------|-------------------------|
| i) Retrospective  | ii) Rational            |
| iii) Myers Briggs | iv) Bounded Rationality |
- b) In case of IDEAl problem-solving Model, 'E' stands for \_\_\_\_\_
- |                                 |
|---------------------------------|
| i) Emotions                     |
| ii) Empathy                     |
| iii) Expand                     |
| iv) Explore Possible Strategies |
- c) 80-20 principle is related to \_\_\_\_\_
- |                                      |
|--------------------------------------|
| i) Decision Matrix Analysis          |
| ii) Pareto Analysis                  |
| iii) OODA Loop Model                 |
| iv) The Analytical Hierarchy Process |

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- d) Mintzberg's decision making model proposes \_\_\_\_\_ stages of decision making
- i) Two
  - ii) Four
  - iii) Five
  - iv) Three
- e) In the Four-step problem solving model developed by Fred Nickols 'Assess' phase is meant to \_\_\_\_\_.
- i) Get ready for action
  - ii) Figure out what to do about the problem
  - iii) Take stock of the situation
  - iv) Make it happen
- f) Self-awareness of ones and other persons emotions is the part of \_\_\_\_\_.
- i) Intelligence Quotient
  - ii) Emotional Quotient
  - iii) Data Quotient
  - iv) Aptitude Quotient

B) Match the pairs:

[5]

Group A	Group B
a) Rational decision making model	i) Disagreement
b) Team	ii) Component of EQ
c) Incubation	iii) Group of people working together
d) Conflict	iv) Objective data and a formal process of analysis
e) Empathy	v) Step in creative problem solving model

C) Answer in one sentence:

[5]

- a) What is OODA LOOP Model?
- b) What is IQ?
- c) What is Leadership?
- d) What is DSS?
- e) Define Programmed Decisions

D) Fill in the Blanks: [5]

(Leadership, EMV, Team Composition, Halo Effect, Preparation, Emotional Intelligence, Rational)

- a) \_\_\_\_\_ is a phase in creative decision making process which is concerned with the individual learning about the problem.
- b) \_\_\_\_\_ is the ability to secure desirable actions from a group of followers voluntarily, without the use of coercion.
- c) \_\_\_\_\_ refers to an individual's ability to perceive, control, evaluate and express emotions.
- d) \_\_\_\_\_ refers to an individual's overall impression of a person, company, brand or product
- e) \_\_\_\_\_ technique calculates the expected monetary outcome of a decision.

Q2) Write Long Answers (Any Three): [3×10=30]

- a) What is Decision Making? Explain Rational Decision Making Model in detail.
- b) Explain Herbert Simon's Decision Making Model in detail.
- c) What is Emotional Intelligence? Explain the key elements of EQ.
- d) What is Conflict? What are the different causes of conflict?
- e) Describe Donald Super's theory of Career Development in detail.

Q3) Write Short Answers (Any Four): [4×5=20]

- a) Types of decisions.
- b) Role of Technology in Decision Making.
- c) EQ and IQ.
- d) Decision Matrix Analysis.
- e) Monte Carlo Simulation.
- f) Team Composition.

