



FINAL EXAMINATION
NOVEMBER 2023

COURSE TITLE	PROBLEM SOLVING & DECISION MAKING
COURSE CODE	TLDR4123
DATE/DAY	15 FEBRUARY 2024 / THURSDAY
TIME/DURATION	09:00 AM - 11:00 AM / 02 Hour(s) 00 Minute(s)

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 4 Printed Pages including front page)

*****DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO*****

This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. [60 MARKS]

SECTION A

(10 Marks)

There are TEN (10) questions in this part. Answer ALL questions in the answer booklet.

1. Which of the following is the first step in the problem-solving process?
 - A. Implementing solutions
 - B. Defining the problem
 - C. Evaluating alternatives
 - D. Generating ideas

2. What is the primary purpose of brainstorming in the problem-solving process?
 - A. Evaluating alternatives
 - B. Generating a multitude of ideas
 - C. Analyzing data
 - D. Implementing solutions

3. What is a key advantage of group decision-making?
 - A. Faster decision-making
 - B. Limited diversity of ideas
 - C. Lower level of commitment
 - D. Reduced collaboration

4. In group decision-making, what is a potential advantage of diversity in decision-making styles?
 - A. Limited perspectives
 - B. Faster decision-making
 - C. Reduction in creativity
 - D. Broader range of ideas

5. Which decision-making style is characterized by making decisions based on intuition and gut feelings?
 - A. Analytical
 - B. Conceptual
 - C. Intuitive
 - D. Directive

6. What is a potential drawback of a purely autocratic leadership style in decision-making?
- A. Fast decision-making
 - B. Lack of employee input
 - C. High collaboration
 - D. Consensus building
7. What is the role of consensus-building in group decision-making?
- A. Slowing down the process
 - B. Enhancing commitment to the decision
 - C. Encouraging dominance
 - D. Limiting collaboration
8. Which stage of the problem-solving process involves assessing the strengths and weaknesses of potential solutions?
- A. Defining the problem
 - B. Generating ideas
 - C. Evaluating alternatives
 - D. Implementing solutions
9. What is the term for the tendency to rely on information that is readily available rather than seeking out all relevant facts?
- A. Anchoring bias
 - B. Confirmation bias
 - C. Availability bias
 - D. Hindsight bias
10. What is the potential benefit of using a systematic problem-solving process in organizations?
- A. Limited creativity
 - B. Unstructured decision-making
 - C. Consistent and effective problem resolution
 - D. Lack of employee involvement

SECTION B

(50 Marks)

There are **THREE (3)** questions in this part. Answer **ALL** questions in the answer booklet.

QUESTION 1

Explain the relationship between risk-taking and creative decision-making process. How can an individual willingness to take risks contribute to more inventive and impactful solutions? Provide **FOUR (4)** examples of successful risk-inclusive decision-making. (20 marks)

QUESTION 2

Examine the role of brainstorming in the problem-solving process. How does the generation of ideas contribute to finding innovative solutions? Provide **THREE (3)** factors contribute to a successful brainstorming session (10 marks)

QUESTION 3

Examine the concept of decision-making styles and their impact on the problem-solving process. Provide **FOUR (4)** reasons how do individual decision-making styles influence the outcomes of decisions, and in what ways can organizations leverage a diverse range of decision-making styles for optimal results? (20 marks)

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***** END OF QUESTION PAPER *****