



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
4TH YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR
KISII CAMPUS

COURSE CODE: ABA 429

COURSE TITLE: PLANNING AND ADMINISTRATIVE DECISION MAKING

EXAM VENUE:

STREAM: (BBA)

DATE: APRIL, 2017

EXAM SESSION:

TIME: 2 HOURS

INSTRUCTIONS:

INSTRUCTIONS: ANSWER QUESTIONS ONE AND ANY OTHER TWO QUESTIONS.

QUESTION ONE **(30 marks)**

- a) Describe the rational decision making model in organizations (12mks)
- b) Decision makers engage in bounded rationality, but they also allow systematic biases and errors to creep into their judgment. List and explain the common decision biases or errors (10 marks)
- c) Explain the relationship between Business Strategies and Human Resource Strategies (10 marks)

QUESTION TWO **(20marks)**

Ethical considerations should be an important criterion in all organizational decision making.

Describe the following ethical yardstick to decision making.

- a) Utilitarianism (10mks)
- b) Fundamental liberties and privileges (10mks)

QUESTION THREE**(20marks)**

Explain the Following Models of Decision Making

- a) The Incremental Approach (10 marks)
- b) Accumulating Knowledge Base (10 marks)

QUESTION FOUR**(20marks)**

- a) Discuss the conditions for effective decision marking (10 marks)
- b) Describe the procedure of Delphi Technique for decision marking (10 marks)

QUESTION FIVE**(20marks).**

- a) Explain the functions of a leader in an organization (10 marks)
- b) One technique that has been given strong support as result of motivation theory and research is the increased awareness and use of participation. Explain the importance of employee participation in organizations. (10 marks)