

Ans-1 1) Programmed decisions are of repetitive and routine nature whereas both of these features are absent in case of non programmed decisions. In fact, a non programmed decision related to a new situation together every time.

2) Programmed decision can be delegated but non-programmed are cannot.

3) Programmed decisions are made with the help of decided rules, regulations and procedures laid down by the management for the purpose - whereas non programmed decisions are mainly based on management inspection, thinking and deliberations. Besides these factors judgement, experience, expertise and intuition of the manager also play a vital role in taking. Such decisions. The cost of taking non programmed decision is quite high which is contrary to that involved in taking programmed decisions.

4) Programmed decision can be made with the help of a computer system also but the services of computer cannot be utilized directly in making non programmed decisions. However, this computer may be used to process huge volume of necessary data.

Programmed

- 1) Concerned with relatively routine problems. They are structured and repetitive.
- 2) Such decisions are relatively simple and have a small impact.
- 3) The information related to these problems is readily available and can be processed in a predetermined manner.
- 4) It takes very little time and effort, as there are predetermined decisions rules and procedures.
- 5) Taken at lower levels of management.
- 6) Eg. Personnel coming in late habitually.

Non-programmed Decisions

- 1) Concerned with unique or unusual problems. They are unstructured non-programmed and ill-defined.
- 2) Such decisions are relatively complex and have a long-term impact.
- 3) The information related to these problems is not readily available.
- 4) They demand a high degree of executive judgement and deliberation.
- 5) Taken at higher levels in the organisation.
- 6) Eg. Expansion of business.