

## Section - 1

Answers :

Q-1 Difference between Programmed and non-programmed decisions :

Programmed decisions are those that are traditionally made using standard operating procedures or other well-defined methods.

\* Features of Programmed decisions are :

- (1) Programmed decisions made using standard operating procedures.
- (2) Deals with frequently occurring situations.
- (3) This leads to the formulation of rules, procedures, and policies.
- (4) Much more appropriate for managers to use programmed decisions for similar and frequent situations.

## \* Non-Programmed Decisions :

Non-programmed decisions are unique. They are often ill-structured, one-shot decisions. Traditionally they have been handled by techniques such as judgement, intuition, and creativity.

## \* Features of non-programmed decisions :

- (1) Situations for non-programmed decisions are unique, ill-structured.
- (2) Non-programmed decisions are one-shot decisions.
- (3) It is logical approach to deal with extraordinary, unexpected, and unique problems.

### Programmed decisions

Used for frequent situation of the organization, both internal & external.

Mostly lower level managers are making these decisions.

It follows structured and non-creative problems.

### Non-Programmed decisions.

Used for unique and ill-situation of the organizations, both internal & external.

Mostly upper level managers are making these decisions.

Takes an outside of the box unstructured, logical and creative approach.