

Q. 4. Answer in detail (Any Two) (20)

1. What are the fourteen principles of management according to Henri Fayol?
2. Explain the types of information.
3. What is Herbert-Simon's model of Decision making? And state its limitations.
4. Explain the types of systems.

Q. 5. Case study (15)

Much of the power, flexibility and usability characteristics of a DSS are derived from capabilities in the user system interface. Bennet identifies the user, terminal and software system as the components of the interface system. He divides the dialogue or interface experience into three parts

1. The action language – what the user can do in communicating with the system. It includes options like keyboard, touch panels, joy sticks etc.
2. The display or presentation language – what the user sees. It includes options like line printer, display screen etc.
3. The knowledge base – what the user must know. This consists of what the user needs to bring to the session with the system in order to effectively use it.

The desirable capabilities for a DSS to support the user system interface includes:

- ability to handle a variety of dialogue styles; the ability to accommodate user actions in a variety of media; the ability to present data in a variety of formats and media
- the ability to provide flexible support for the user's knowledge base.

Benefits of DSS 1.Improves personal efficiency 2. Expedites problem solving (speed up the progress of problems solving in an organization) 3. Facilitates interpersonal communication 4. Promotes learning or training 5. Increases organizational control 6. Generates new evidence in support of a decision 7. Creates a competitive advantage over competition 8. Encourages exploration and discovery on the part of the decision Maker 9. Reveals new approaches to thinking about the problem space 10. Helps automate the managerial processes.

Characteristics of a DSS : Facilitation. DSS facilitate and support specific decision-making activities and/or decision processes. Interaction. DSS are computer-based systems designed for interactive use by decision makers or staff users who control the sequence of interaction and the operations performed. Ancillary. DSS can support decision makers at any level in an organization. They are NOT intended to replace decision makers. Repeated Use. DSS are intended for repeated use. A specific DSS may be used routinely or used as needed for ad hoc decision support tasks.

· Task-oriented. DSS provide specific capabilities that support one or more tasks related to decision-making, including: intelligence and data analysis; identification and design of alternatives; choice among alternatives; and decision implementation. Identifiable. DSS may be independent systems that collect or replicate data from other information systems OR subsystems of a larger, more integrated information system. Decision Impact. DSS are intended to improve the accuracy, timeliness, quality and overall effectiveness of a specific decision or a set of related decisions.

Question :

- 1) Explain the characteristics of DSS.
- 2) What are the benefits of DSS?
- 3) Which are the three parts, Benet have divided the dialogue or interface experience into?