

# BUSINESS DECISION MAKING

<b>BTEC HND DIPLOMA IN BUSINESS (LEVEL 5)</b>					
<b>ASSIGNMENT COVERSHEET 2014</b>					
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**ASSESSMENT CRITERIA TO BE ASSESSED IN THIS ASSIGNMENT**

Identify all criteria to be assessed in this assignment

Achieved pass criteria	LO1		LO2				LO3					LO4		
Original Submission	1..1	1.2	2.1	2.2	2.4	2.5	3.1	3.2	3.3	3.4	3.5	4.1	4.2	4.3
Resubmission														

Achieved Pass Criteria	Merit criteria						Distinction Criteria		
	M1	M2	M3	D1	D2	D3			
Original submission									
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**AUTHENTICITY STATEMENT**

I certify that the attached material is my original work. No other person's work or ideas have been used without acknowledgement. Except where I have clearly stated that I have used some of this material elsewhere, I have not presented it for examination / assessment in any other course or unit at this or any other institution.

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ASSESOR'S FEEDBACK

GENERAL COMMENTS	
SPECIFIC COMMENTS	
HOW TO IMPROVE YOUR ACHIEVEMENTS IN THE FUTURE	
ASSESORS SIGNATURE AND DATE	

## Acknowledgement

This would not have become a success without the contribution of many. And I make this the opportunity to thank all of them who gave the support.

I would like to extend my sincere gratitude to ..... for her guidance and constant supervision in completing the project.

Also I like to express my special gratitude and thanks to industry persons for giving me such attention and time by providing necessary information regarding the project.

My thanks and appreciations also go to my colleague in developing the project and people who have willingly helped me out with their abilities.

Thank you.

.....

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## Executive Summery

Here the entire report has aimed at analyzing the effective use of information with its relevance, timely and the accuracy of the information gathered and the sources of data collection. So it has used both primary and secondary data sources for analyzing the level of job satisfaction of the employees in XYZ Plc. finally it has explained about the MIS, different types of t MIS the project, project management, the inventory management system as well as the time value of the money with different financial tools of project evaluation such as ARR, IRR and the NPV etc. appropriately.

## Introduction

### XYZ Plc

The company was established in year 1844 by William Miller & David Sime. Today the company has become the largest retailer in Sri Lanka as well as the 4<sup>th</sup> top brand retailer in Sri Lanka through their innovative and differentiation strategies focused towards the basic theme of “*Higher value for the lowest price*” (Annual Report, 2013), so it has differentiated their main retail business into various customer segments such as “XYZ Food city, XYZ Book city as well as the XYZ Big city and XYZ Express” etc while becoming as an international retailer in the top 10 global retailers as well.

### Job Satisfaction – Literature Review

This is considered as an important phenomenon in modern day and is a widely used terminology in Human Resource Management, yet there is no any specific final definition has been established. It has been explored and explained in different ways by various authors.

Armstrong.M (2006) as cited by Aziri.B (2011, p78) states job satisfaction refers to the attitude and feelings of people towards their work. Job Satisfaction is indicated by Positive and a favorable attitude towards the job while Job Dissatisfaction is indicated by negative and unfavorable attitudes towards the job. Man.M et al (2011, p7), Describes Job satisfaction as “an emotion which comes out of climate, culture, and identification of managements which is bound to manager’s fair behaviors”



## Task 01

### Data Collection Method

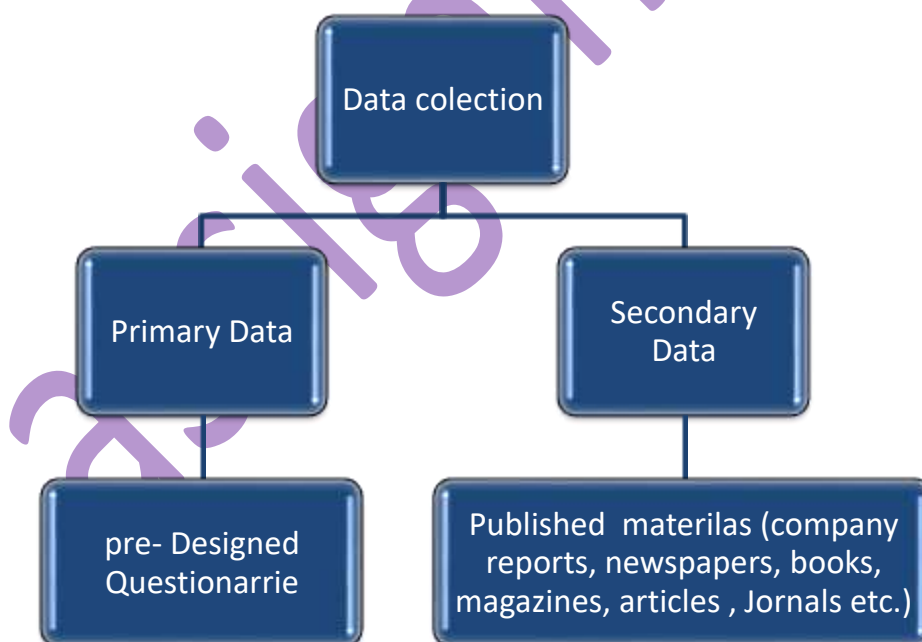
Here it has used both primary and secondary data sources in order to collect the required information to analyze the job satisfaction level of the selected organization, XYZ Plc as follows;

#### Primary Data

It has distributed the pre- designed questionnaire among the selected sample randomly as the source of primary data collection here.

#### Secondary Data

Here it has gathered the relevant information through the secondary sources such as company reports, newspapers, books, magazines, articles as well as the journals and the other published materials.



*Chart 1.1 - Data Collection Method*

## Method of data collection

Here the Questionnaire is designed in two parts. First part consists of questions inquiring into the demographic details of the respondents and the second part includes questions on the research components. (Appendix 01)

## The sample

Here it has used the simple random sampling technique as the way of selecting the sample and the overall population is as follows;

Position	No of employees
<b>Manager</b>	10
<b>Assistant Manager</b>	15
<b>Staff Assistant</b>	35
<b>Customer Service Assistant</b>	80
<b>Total</b>	140

*Table 1.1 - The Sample Size*

It has been limited the sample size to 50 out of the population of 140 of total staff at the main branch of XYZFood city here

## Data Analysis

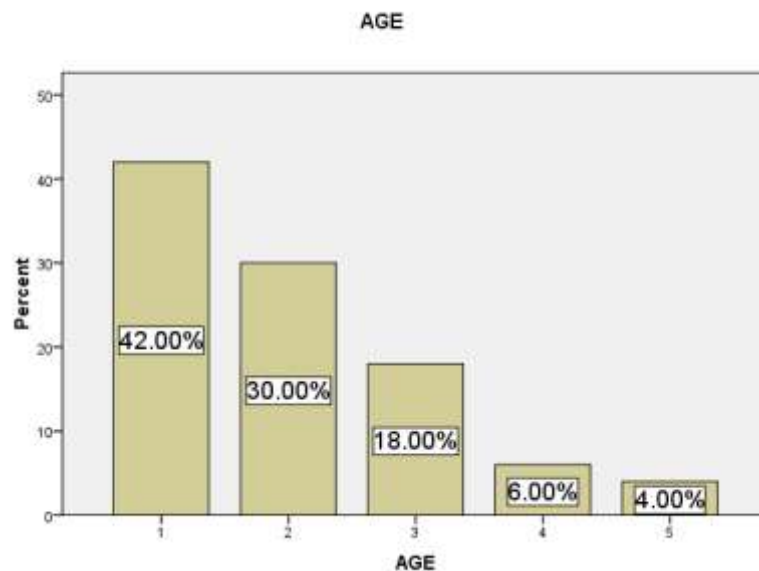
### Demographic factors

#### 1. Age

### Data presentation

AGE					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	21	42.0	42.0	42.0
	2	15	30.0	30.0	72.0
	3	9	18.0	18.0	90.0
	4	3	6.0	6.0	96.0
	5	2	4.0	4.0	100.0
	Total	50	100.0	100.0	

*Table 1.2 – Data Analysis (Age)*



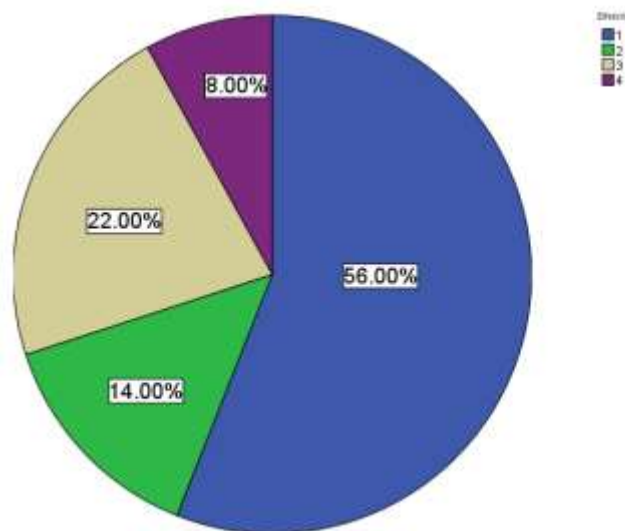
*Chart 1.2 – Data Analysis (Age)*

As per the above table it can be seen that the majority of the sample are entitled to the age group 1 or 21-25 years while having the highest valid percentage of 42%.

## 2. Ethnicity

Ethnicity					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	28	56.0	56.0	56.0
	2	7	14.0	14.0	70.0
	3	11	22.0	22.0	92.0
	4	4	8.0	8.0	100.0
	Total	50	100.0	100.0	

Table 1.3 – Data Analysis (Ethnicity)

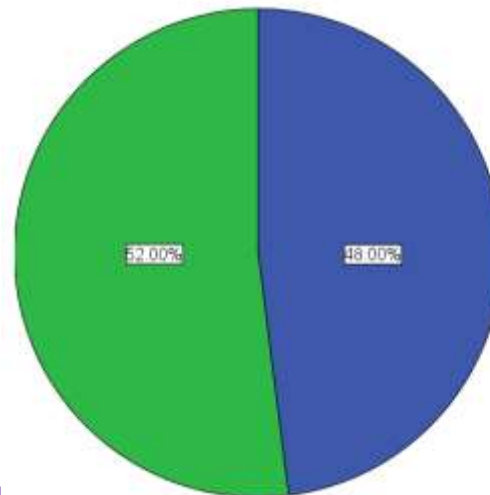


Here it can be identified that more than 50% of the employees are Sinhalese and there are 22% of Muslim employees as well.

### 3. Sex

Sex					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	24	48.0	48.0	48.0
	2	26	52.0	52.0	100.0
	Total	50	100.0	100.0	

*Table 1.4 – Data Analysis (Sex)*



*Chart 1.3 – Data Analysis (Sex)*

According to the above pie chart, it can be seen that the majority of the sample is female and its percentage is as 52 and the male employees of the sample is about 48% here.

#### 4. Experience

Experience					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	10	20.0	20.0	20.0
	2	22	44.0	44.0	64.0
	3	15	30.0	30.0	94.0
	4	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Table 1.4 – Data Analysis (Experience)

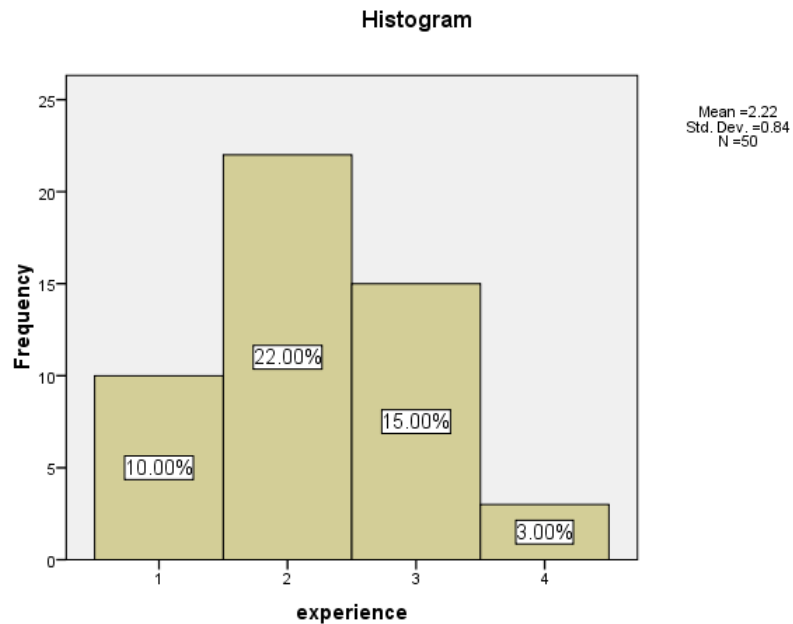


Chart 1.4 – Data Analysis (Experience)

As per the above table it can be seen that the most of the employees are having their work experiences within the year range of 1-5 and it is about 22% as a whole.

## 5. Designation

Designation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	10.0	10.0	10.0
	2	7	14.0	14.0	24.0
	3	21	42.0	42.0	66.0
	4	17	34.0	34.0	100.0
	Total	50	100.0	100.0	

Table 1.5 – Data Analysis (Designation)

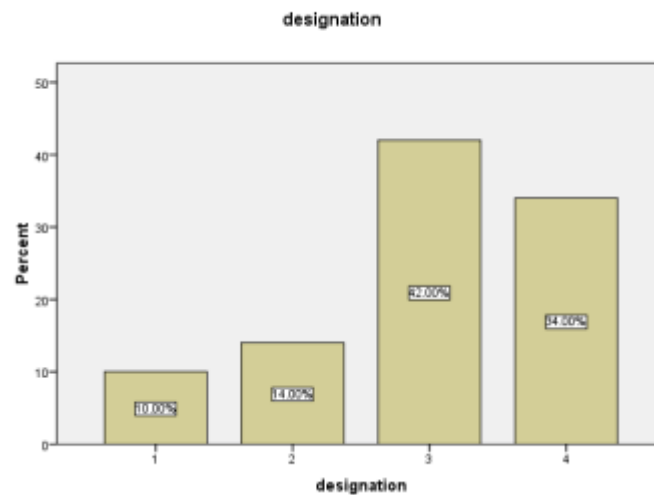


Chart 1.5 – Data Analysis (Designation)

As in the above table, the majority of the sample is entitled to the designation of staff assistant while becoming its valid percentage of 42 here

## 6. Education

Education					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	24	48.0	48.0	48.0
	2	17	34.0	34.0	82.0
	3	6	12.0	12.0	94.0
	4	3	6.0	6.0	100.0
	Total	50	100.0	100.0	

Table 1.6 – Data Analysis (Education)

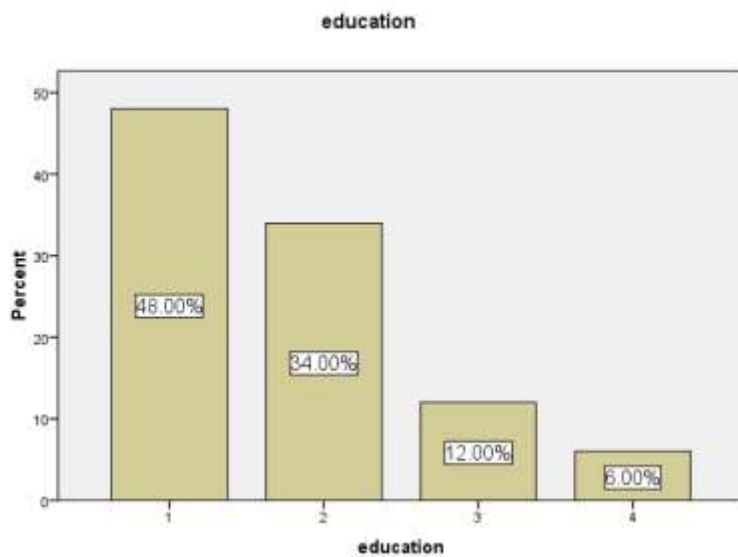


Chart 1.6 – Data Analysis (Education)

Majority of the employees are having the G.C.E.O/L (48%) and the G.C.E.A/L (34%) qualifications and it requires enhancing their knowledge level furthermore



## Statistics

	AGE	Ethnicity	Sex	experience	designation	education
N Valid	50	50	50	50	50	50
Missing	0	0	0	0	0	0
Mean	2.00	1.82	1.52	2.22	3.00	1.76
Std. Error of Mean	.156	.148	.071	.119	.134	.126
Median	2.00	1.00	2.00	2.00	3.00	2.00
Mode	1	1	2	2	3	1
Std. Deviation	1.107	1.044	.505	.840	.948	.894
Variance	1.224	1.089	.255	.706	.898	.798
Skewness	1.035	.825	-.083	.202	-.749	1.039
Std. Error of Skewness	.337	.337	.337	.337	.337	.337
Range	4	3	1	3	3	3
Minimum	1	1	1	1	1	1
Maximum	5	4	2	4	4	4
Sum	100	91	76	111	150	88

Table 1.7 – Data Analysis

According to the above descriptive table, it shows that the mean age group is in the second age category as 26-30 years and the mean experience level is lying with the 2<sup>nd</sup> category as 1-5 years as well as the mean designation is lying with the 3<sup>rd</sup> category as staff assistant here.

### Level of Job satisfaction

- The correlation of the physical environment with the job satisfaction

Correlations			
		mean Physical Work Environment	mean Job Satisfaction
mean Physical Work Environment	Pearson Correlation	1	.712**
	Sig. (2-tailed)		.001
	N	50	50
mean Job Satisfaction	Pearson Correlation	.712**	1
	Sig. (2-tailed)	.001	
	N	50	50
**. Correlation is significant at the 0.01 level (2-tailed).			

*Table 1.8 – Level of Job Satisfaction*

According to the above table, it can be said that there is a strong positive relationship between the physical environment and the job satisfaction as the Pearson Correlation value is 0.712 and it is more than 0.5 here.

- The correlation of the psychological environment with the job satisfaction

Correlations			
		mean Psychosocial Work Environment	mean Job Satisfaction
mean Psychosocial Work Environment	Pearson Correlation	1	.667**
	Sig. (2-tailed)		.003
	N	50	50
mean Job Satisfaction	Pearson Correlation	.667**	1
	Sig. (2-tailed)	.003	

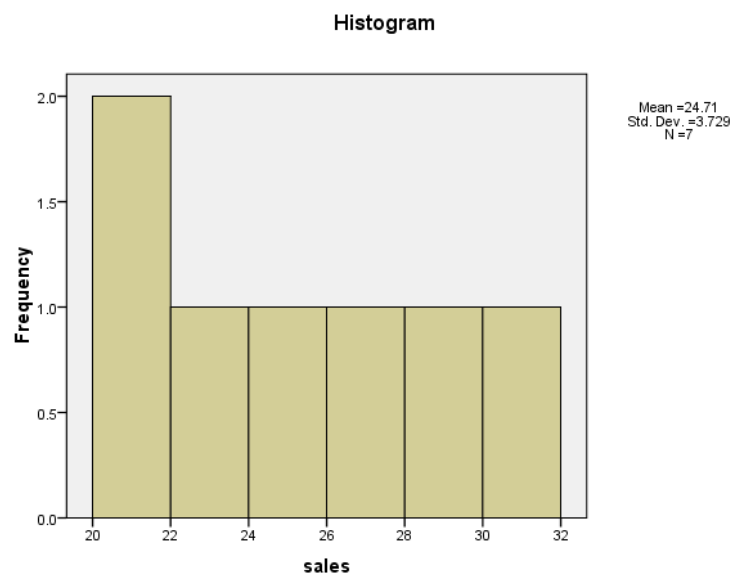
	N	50	50
**. Correlation is significant at the 0.01 level (2-tailed).			

*Table 1.9– The correlation of the psychological environment with the job satisfaction*

According to the above table, it can be said that there is a strong positive relationship between the psychological environment and the job satisfaction as the Pearson Correlation value is .667 and it is more than 0.5 here.

Ultimately it can be concluded that the existing job satisfaction level of the employees at XYZ Plc is in satisfactory position since there is a sound working environment both physically as well as psychologically here.

### Drawing histograms



*Chart 1.7– Histograms*

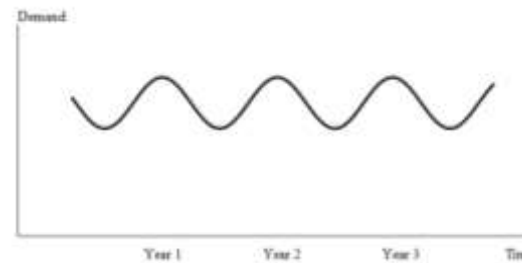
Here it can be identified that the mean sales is 24.71 and the SD of the sales is 3.729 as well.

## Variations

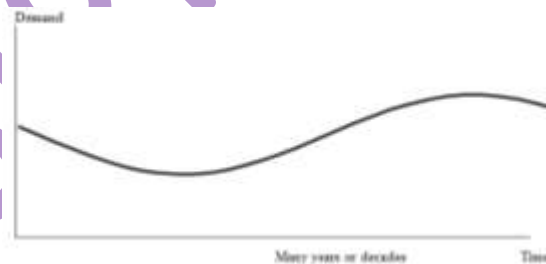
Trend- this can be identified as a change which may not accounted through the cyclical variations



Seasonal- the short-term fluctuations which may occur periodically as repetitive patterns within the year



Cyclical-recurrent movements as a pattern of upward or downward within the time series which is having more than one year

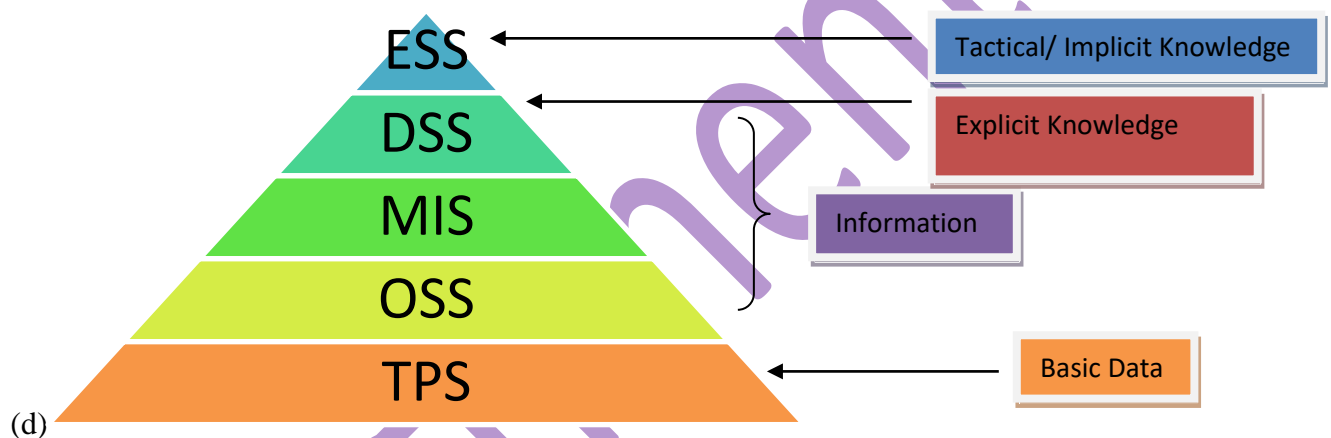


## Forecasting

Forecasting can be defined as a prediction or estimate about some future occurrence, here the XYZ Plc has using the time series models for their forecasting such as Exponential Smoothing, Weighted Moving Average and the trend projection appropriately.

## Task 02

- (a) **MIS**- a computer based system which provides the tools of organizing, evaluating & managing the organizational departments effectively and efficiently.
- (b) **Information** - According to the outcome of an ERP system, it can be identified there are five main roles of a information system as a Manipulator, Bureaucrat, Consultant as well as Dismissed and administrative assistant to the organization itself.
- (c) **Types of MIS**- The organization is required strategic information as well as managerial information & operational information for different level of managers.



### (e) Executive Support System (ESS)

This is highly used by the senior managers of the organization in order to make strategic, as well as the unstructured decisions.

### Decision Support System (DSS)

This will be combining the data as well as the logical models in order to make the decisions of both semi structured & unstructured.

### Knowledge Work System (KWS)

This helps to create and integrate the new knowledge of the knowledge workers of the organization such as CAD, CAM etc.

**(f) Objectives of Stock control**

- Ensuring the raw materials supply continually for the uninterrupted production.
- Maintaining adequate level of stocks to prevent from the expected price changes.
- Smoothing the selling operation and the customer service.
- Minimizing the cost of carrying & time
- Controlling the holding cost while keeping the stock at the optimum level.

**(g) Holding cost-** this is the cost of maintaining the stock of the organization and it is very much important in efficient & effective supply chain management

**(h) Project Management-** this can be defined as the way of accomplishing the project objectives through the relevant application of the knowledge, skills and the experiences with the processes, tools and the methods.

**(i) Define project-** a specific as well as finite activity which may produce measurable results based upon the current requirements. So it must be temporary as well as unique and progressive elaboration etc.

**(j) WBS-** this can be identified as the separation of the project into a piece of work as program, task, work package and work units

**(k) Investment** – this can be identified as an action which is committing the money or capital with an intention of gaining a return in future. So it has the characteristics of return, risk and the liquidity etc.

**(l) Time value of money** - this can be defined as the today value of one rupee is more worth than one rupee to be received in future.

**(m) ARR-** The amount return which can be expected from the investment made

**IRR-** the discount rate at which the NPV becomes zero

**NPV-** the difference between the present value of the cash inflows and the outflows of the project

## **Conclusion & Recommendations**

Ultimately it can be concluded that the accuracy of the taken decision will be depend upon the relevancy and the reliability of the collected data and the sources of data collection. According to the analyzed data of the XYZ Plc has found that the current position of the employee satisfaction level of the organization is in a satisfactory situation and it can be recommended that the organization should have to implement the existing physical and psychological working environment, information systems and the inventory management system in order to make timely and accurate decisions related to the effective & efficient resources (physical, financial and human) utilization itself.

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## Annexure - Questionnaire

### Section - I

**Instructions:** Please fill in the relevant details where required and tick (✓) the most suitable option where appropriate.

Date

#### GENERAL INFORMATION:

Name:   
(Optional)

Age Group:

21-25	1
26-30	2
31-40	3
41-50	4
51 <	5

Ethnicity:

Singhalese	1
Tamil	2
Muslim	3
Other	4

Sex:

Male	1
Female	2

Experience:

No.of Years	
< 1	1
1-5	2
6-10	3
>10	4

Designation:

Manager	1
Assistant Manager	2
Staff Assistant	3
Customer Service	4

Highest Level of Education:

GCE O/L	GCE A/L	Bachelor's Degree	Masters Degree	Other
1	2	3	4	5

**Section - II**

**Instructions:** Please *tick* (✓) the **most suitable option** for the following.

	Strongly agree (1)	Agree (2)	Neither Agree Nor Disagree (3)	Disagree (4)	Strongly Disagree (5)
<b>PHYSICAL WORK ENVIRONMENT</b>					
01. I'm comfortable with the work space allocated for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02. I am happy with the furniture, equipment and work tools provided to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03. I feel Safety in my work place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04. I am happy and comfortable with the cleanliness of my work place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05. My work place has sufficient sanitary facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Instructions:** Please *tick* (✓) the *most suitable option* for the following.

	Strongly agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
<b>PSYCHOSOCIAL WORK ENVIRONMENT</b>					
06. Senior and Junior staff members working with me are having a very good relationship with me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
07. My Job provides the opportunity to meet and interact with a lot of People.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08. I support my colleagues in their work after finishing my work and they do the same for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
09. My Opinions and Ideas are listened and encouraged by others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. My work is valued and recognized by others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Instructions:** Please *tick* (✓) the *most suitable option* for the following.

	Strongly agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
<b>JOB SATISFACTION</b>					
11. I am very unhappy that I am unable to fulfill my personal needs through my Job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I do not recommend my Organization and its Products/Services to anyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I do not like working in this Branch anymore.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. I want to leave this Job and this Organization.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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15. Overall I am not satisfied with my Job.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Thank you for devoting your valuable time and taking part in this survey.

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