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| **Kingdom of Saudi Arabia**  **Ministry of Education**  **Saudi Electronic University** | A picture containing text, outdoor, sign  Description automatically generated | **المملكة العربية السعودية**  **وزارة التعليم**  **الجامعة السعودية الإلكترونية** |

**College of Administrative and Financial Sciences**

**Assignment 1**

**Decision Making and Problem Solving (MGT 312)**

**Due Date: End of Week 6, 5-10-2024**

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| Course Name: **Decision Making and Problem Solving** | Student’s Name: |
| Course Code: **MGT312** | Student’s ID Number: |
| Semester: First | CRN: 11371 |
| Academic Year:**2024-25; FIRST SEMESTER** | |
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**For Instructor’s Use only**

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| Instructor’s Name: Shatha Almehmadi | |
| Students’ Grade: **/ 10** | Level of Marks: High/Middle/Low |

**General Instructions – PLEASE READ THEM CAREFULLY**

* The Assignment must be submitted on Blackboard (**WORD format only**) via allocated folder.
* Assignments submitted through email will not be accepted.
* Students are advised to make their work clear and well presented; marks may be reduced for poor presentation. This includes filling your information on the cover page.
* Students must mention question number clearly in their answer.
* Late submission will NOT be accepted.
* Avoid plagiarism, the work should be in your own words, copying from students or other resources without proper referencing will result in ZERO marks. No exceptions.
* All answered must be typed using **Times New Roman (size 12, double-spaced)** font. No pictures containing text will be accepted and will be considered plagiarism).
* Submissions without this cover page will NOT be accepted.

**Learning Outcomes:**

1. Define different perspectives and concepts of problem solving in diverse contexts and business situations. (C.L.O :1.2)
2. Demonstrate decision tools and employ appropriate analytical business models to break down complex issues. (C.L.O :2.2)
3. Explain and apply critical thinking and cognitive psychology as it pertains to analyze and synthesize information for problem solving and decision making. (C.L.O :2.1)

**Case Study:**

Sheema and Hala both work for a Alosaimi groups in the marketing division. The general manager of the sales team interviewed and hired Sheema because of her experience and agreeable personality. Hala was interviewed by another sales leader but strongly opposed hiring her for the work because he thought she was not competent to do the job because she was fresher and friendly/talkative.

Six months after Sheema was hired, the manager left the company to start his own company and recommended that Sheema and Hala serve as joint leaders. Sheema agreed reluctantly with the demanded that it be made clear she was not working for Hala. The manager consented: Sheema and Hala were to share the same working area and have to work on the same project.

Within a week Sheema was angry because Hala was representing herself to others as the leader of the entire project and giving the impression that Sheema was working for her. Now Sheema and Hala are meeting with the manager to see if he can resolve the conflict between them.

Sheema says: Right after the joint leadership arrangement was reached with the manager, Hala called a meeting with other team members without even consulting me about the time or content. She just told me when it was being helped and said I should be there. At the meeting, Hala reviewed everyone’s duties line by line including mine treating me as just another team member working for her. She sends out a letter and signs herself as team lead, which implies to others that I am working for him.

Hala says: Sheema is all hung up with feelings of power and titles. Just because I sign myself as team doesn’t mean she is working for me. I don’t see anything to get excited about. What difference does it make/ She is too sensitive about everything. I call a meeting and right away she thinks I’m trying to run everything. Sheema has other things to do, other projects to run. So, she doesn’t pay too much attention to this one. She mostly lets things slide. But when I take the initiative to set up a meeting, she starts jumping up and down about how I am trying to make her work for me.

**Assignment Instructions:**

Please read the above case study and answer the following questions:

**Assignment Question(s): (Marks 10)**

**Q1: Writ the problem statement about the above case. Problem statement should include the followings: [400-600 words] [Marks 4]**

* **The clear concise description and summary of the problem,**
* **Scope of the problem,**
* **Consequences of the problem,**
* **The methods for resolving the problem in the above case?**

**Q2: Discuss the problem with 5-Why analysis. Draw a cause-and-effect diagram based on the problem of the case? [Marks 4]**

**Q3: If you are consultant and asked to solve the problem, how will you solve the problem of case? What are the steps you will follow to solve? [Marks 2]**

**Answers**

1. **Answer-**
2. **Answer-**