

The Value of Having a Process 1

THE VALUE OF HAVING A PROCESS

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The presence of decision making process is very important in daily management processes, where most managers base their decisions on subjective issues with the ability of producing over confident choices that are mainly reinforced by intuitive narratives, or theories that explain the available information (Fritzsche & Oz 2007). On the other hand, other managers fear making decisions, hence following orders from their seniors, without thinking that no human being is ever 100 percent right.

According to Hastie and Dawes (2009), clearly outlined decision making process enhances consistency in decisions made, as it provides a clear guideline that directs decision making process at any instance. Based on the fact that decision making is a day-to-day endeavour of managers, managers at all levels are required to make decisions regarding their functions in the organization. As an effect, the presence of clear guidelines for decision making process makes it easier for everyone including managers and other employees to understand decisions and follow them. This makes them much comfortable in making decisions, due to the presence of acceptable path to follow in decision making.

The presence of clearly defined decision making process in the short-run leads to consistency in decision making process, resulting to better planning process along with more focus among staff members (Michel 2007). In the absence of clearly defined decision making process, there will be inconsistency in decision making, leading to misunderstanding amongst decision makers, which might result to blame shifts amongst managers, fear and high staff turnover in the short run, hence poor service delivery and organization failure as a result of high operating costs.

The presence of clearly defined decision making process in the organization also enhances better management trainee process, based on the organization's values and goals. This will result to a situation where all managers in the organization will be making decisions in the same way, resulting to low levels of employee turnover, and speeding up the process upon which new managers can get into the system.

References

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