

XAT Decision Making Questions

Q.1

Read the following situations and choose the best possible alternative.

A database software manufacturing company found out that a product it has launched recently had a few bugs. The product has already been bought by more than a million customers. The company realized that bugs could cost its customers significantly. However if it informs the customers about the bug, it feared losing credibility. What would be the most ethical option for the company?

- (A) Apologize and fix up the bug for all customers even if it has to incur losses.
- (B) Do not tell customers about bugs and remove only when customers face problems, even if it means losses for the customers.
- (C) Keep silent and do nothing.
- (D) Keep silent but introduce an improved product that is bug free at the earliest.
- (E) Take the product off the market and apologize to customers.

Solution

First thing to do is to read and understand the given data and fit it into a problem solving structure. Thus, the data given needs to be classified into

What is asked? - 1.

To choose the best possible alternative - Thus, multiple alternatives might be suitable to the situation at hand. One needs to choose the best possible alternative. This also means that there are no correct alternatives and thus positive (negative) marks allotted might vary with the alternative selected. This is different from a question where a definite answer exists, thus making all other alternatives incorrect.

What is given? - 1.

Database manufacturing company.

Launched product has bugs.

Product owned by million customers -> customers will incur significant costs due to the bug.

Company perception of losing credibility if news of bug is made public.

What is asked? - 2

To choose the most ethical option for the company from the alternatives provided.

Please visit: www.facebook.com/pages/Dobara-Mat-Poochna/388912681174223 for more details
For any queries/issues, please mail to: dobaramatpoochna6@gmail.com



Understanding what is given - 2

Listing the entities in the problem

Company - entity that provides services in return for payment accepted.

Customer - entity that procures services in return of payment made.

Software - service/goods transacted between company and customer.

Bug - error in software/service/good. The bug is not supposed to be in the software. The customer is entitled to error free/ quality product unless otherwise agreed upon (which is not mentioned in this case)

Listing problem solving objectives (parameters - need gap solution)

1. Company does not want to lose credibility.
Find a solution where the credibility of the company is maintained or enhanced.
2. Company is not supposed to sell sub standard goods/services to customers, unless agreed upon. Customer is entitled to quality product unless agreed upon. Find a solution where the customer ends up with a quality product instead of the one with the bug.
3. The customer did not purchase the product to incur losses. Ethically, once the company has information that the customer might incur losses by using the software with the bug, the customer needs to be informed so that they can make alternative arrangements, if required, to minimize their losses.
Find a solution where the customer is informed of the bug identified in the purchased software.

Evaluating answer choice fit to objectives (need gap solutions) identified.

Option A address all three of the need gap solutions identified. This option might have been less suitable if the company was unable to incur losses and would have shut down. But in this case there is nothing said about the ability to incur losses.

Option B does not satisfy objectives 1 and 3 and partly satisfies 2. This would have been an attractive option if additional case data validated sale of sub-standard product, minimal or no support, all risk to the customer and company objective to minimize losses.

Option C does not satisfy all the three objectives identified.

Option D satisfies objective 2 partly and belatedly. It does not satisfy objectives 1 and

Option E addresses objective 1 and 3 but fails to address objective 2.

Answer choice selection

Thus, the best alternative that meets the solution objectives is option A. Options ranked in terms of suitability (highest to lowest) - A, E, D, B, C



Q.2

Read the following situations and choose the best possible alternative.

You, a recruitment manager, are interviewing Mayank, a hard-working young man, who has problem in speaking fluent English. He has studied in vernacular medium school and colleges. Amongst the following options, what would you choose to do, if your company has vacancies?

(A) I would hire him at all costs.

(B) I would hire him for production or finance job but not for marketing job, which requires good communication skills.

(C) I would ask him to improve his communication skills and come back again.

(D) I would not hire him as he might be a burden on organization because of his poor communication skills.

(E) I would hire him for the job he is good at, and provide training in other areas.

Solution

First thing to do is to read and understand the given data and fit it into a problem solving structure. Thus, the data given needs to be classified into

What is asked?

Your choice regarding recruitment of Mayank.

What is given?

You are the recruitment manager.

You are interviewing Mayank for a position to be filled.

Mayank - candidate interviewing for employment with your organization. He is hard working. He has a problem communicating fluently in English. He has studied in vernacular medium school and colleges.



Understanding/ Listing objectives and ethical actionable actions for each entity (role)

1. You - Recruitment Manager - To recruit the ideal/ most suitable candidate for the position at hand without any bias. To act in the best interest of the organization and the candidate. To ensure that the candidate's profile fits the requirements of the role under consideration.
2. Mayank - The Candidate - To portray his profile and qualities truthfully, so as to enable decision making by the organization and by himself about his profile fit for the role at hand. If Mayank's lack of fluency in English hinders his performance of the role under consideration, then his candidature is not suitable for the role. If on the other hand, ability in English is not a factor in efficient performance of the role under consideration, this aspect of Mayank's profile should not be considered or held against his candidature for the role.
3. Interview Process - Since the interview is happening, we can safely assume that Mayank has met the first level of requirement for the organization.

Evaluating answer choice fit to objectives and ethical actionables

Option A does not base the selection decision on Mayank's profile suitability for the role at hand. Thus, if Option A is executed, then the organization might be employing a person unsuitable for the role, thus negatively affecting all parties involved.

Option B ensures matching of the candidate's profile with the role requirement. His profile strengths of ability of hard work will match the requirement of the roles in production or finance, whereas his lack of fluency in English will not hinder performance in such a role where good communication skills is not a major criteria.

Option C does not try to identify job roles which are suitable to Mayank's profile strength and weaknesses. Thus the organization might lose out on a valuable employee.

Option D again has similar drawbacks as Option C wherein there is no attempt to fit candidate's qualities with role requirements. Option C is still better than option D as the candidate is given another recruitment chance, post rectification of profile weaknesses.

Option E accomplishes the skills and role requirement fitment. It acts in the best interests of the organization. It also acts in the best interest of the candidate as it provides for means to enable the candidate to change weaknesses into strengths.

Answer choice selection

Thus, the best alternative that meets the solution objectives is option E. Options ranked in terms of suitability (highest to lowest) - E, B, A, C, D

Please visit: www.facebook.com/pages/Dobara-Mat-Poochna/388912681174223 for more details
For any queries/issues, please mail to: dobaramatpoochna6@gmail.com

WISDOM CAN BE WATCHED!!



Decision Making Question Set 1

Each question presents a situation and asks you to make a judgment regarding that particular circumstance. Answer each one solely on the basis of the information given.

Q1. The school principal has received complaints from parents about bullying in the school yard during recess. He wants to investigate and end this situation as soon as possible, so he has asked the recess aides to watch closely. Which situation should the recess aides report to the principal?

- a. A girl is sitting glumly on a bench reading a book and not interacting with her peers.
- b. Four girls are surrounding another girl and seem to have possession of her backpack.
- c. Two boys are playing a one-on-one game of basketball and are arguing over the last basket scored.
- d. Three boys are huddled over a handheld video game, which isn't supposed to be on school grounds.

Q2. Dr. Miller has a busy pediatric dentistry practice and she needs a skilled, reliable hygienist to keep things running smoothly. The last two people she hired were recommended by top dentists in the area, but they each lasted less than one month. She is now in desperate need of a hygienist who can competently handle the specific challenges of her practice. Which one of the following candidates should Dr. Miller consider most seriously?

- a. Marilyn has been a hygienist for fifteen years, and her current employer, who is about to retire, says she is the best in the business. The clientele she has worked with consists of some of the wealthiest and most powerful citizens in the county.
- b. Lindy recently graduated at the top of her class from one of the best dental hygiene programs in the state. Prior to becoming a dental hygienist, Lindy spent two years working in a day care center.
- c. James has worked as a dental hygienist for three years in a public health clinic. He is very interested in securing a position in a private dental office.
- d. Kathy is an experienced and highly recommended dental hygienist who is also finishing up a degree in early childhood education, which she hopes will get her a job as a preschool teacher. She is eager to find a job in a pediatric practice, since she has always wanted to work with children.



Q3. Mrs. Jansen recently moved to Arizona. She wants to fill her new backyard with flowering plants. Although she is an experienced gardener, she isn't very well-versed in what plants will do well in the Arizona climate. Also, there is a big tree in her backyard making for shady conditions and she isn't sure what plants will thrive without much direct sunlight. Her favorite gardening catalog offers several backyard seed packages. Which one should Mrs. Jansen choose?

- a. The Rainbow Collection is ideal for Northeast gardens. It includes a variety of colorful perennials that thrive in cool, moist conditions.
- b. The Greenhouse Collection will blossom year after year if planted in brightly lit locations and watered regularly.
- c. The Treehouse Collection will provide lush green plants with delicate colorful flowers that thrive in shady and partially shady locations.
- d. The Oasis Collection includes a variety of perennials that thrive in dry climates and bright sunlight.

Q4. Eileen is planning a special birthday dinner for her husband's 35th birthday. She wants the evening to be memorable, but her husband is a simple man who would rather be in jeans at a baseball game than in a suit at a fancy restaurant. Which restaurant below should Eileen choose?

- a. Alfredo's offers fine Italian cuisine and an elegant Tuscan decor. Patrons will feel as though they've spent the evening in a luxurious Italian villa.
- b. Pancho's Mexican Buffet is an all-you-can eat family style smorgasbord with the best tacos in town.
- c. The Parisian Bistro is a four-star French restaurant where guests are treated like royalty. Chef Dilbert Olay is famous for his beef bourguignon.
- d. Marty's serves delicious, hearty meals in a charming setting reminiscent of a baseball clubhouse in honor of the owner, Marty Lester, a former major league baseball all star.

Q5. Mark is working with a realtor to find a location for the toy store he plans to open in his town. He is looking for a place that is either in, or not too far from, the center of town and one that would attract the right kind of foot traffic. Which of the following locations should Mark's realtor call to his attention?

- a. a storefront in a new high-rise building near the train station in the center of town whose occupants are mainly young, childless professionals who use the train to commute to their offices each day
- b. a little shop three blocks away from the town's main street, located across the street from an elementary school and next door to an ice cream store
- c. a stand-alone storefront on a quiet residential street ten blocks away from the town's center
- d. a storefront in a small strip mall located on the outskirts of town that is also occupied by a pharmacy and a dry cleaner



Answer Keys for Question Set 1

Q1 b

Q2 b

Q3 c

Q4 d

Q5 b

Please visit: www.facebook.com/pages/Dobara-Mat-Poochna/388912681174223 for more details
For any queries/issues, please mail to: dobaramatpoochna6@gmail.com

WISDOM CAN BE WATCHED!!



Dobara Mat Poochna

Decision Making Question Set - 2

Q6. Rita, an accomplished pastry chef who is well known for her artistic and exquisite wedding cakes, opened a bakery one year ago and is surprised that business has been so slow. A consultant she hired to conduct market research has reported that the local population doesn't think of her shop as one they would visit on a daily basis but rather a place they'd visit if they were celebrating a special occasion. Which of the following strategies should Rita employ to increase her daily business?

- a. making coupons available that entitle the coupon holder to receive a 25% discount on wedding, anniversary, or birthday cakes
- b. exhibiting at the next Bridal Expo and having pieces of one of her wedding cakes available for tasting
- c. placing a series of ads in the local newspaper that advertise the wide array of breads, muffins, and cookies offered at her shop
- d. moving the bakery to the other side of town

Q7. Mrs. Carson took a taxi to meet her three friends for lunch. They were waiting for her outside the restaurant when she pulled up in the car. She was so excited to see her friends that she left her tote bag in the taxi. As the taxi pulled away, she and her friends took notice of the license plate number so they would be able to identify the car when they called the taxi company. The four license plate numbers below represent what each of the four women thinks she saw. Which one is most likely the license plate number of the taxi?

- a. JXK 12L
- b. JYK 12L
- c. JXK 12I
- d. JXX 12L

Q8. Zachary has invited his three buddies over to watch the basketball game on his wide-screen television. They are all hungry, but no one wants to leave to get food. Just as they are arguing about who should make the food run, a commercial comes on for a local pizzeria that delivers. The phone number flashes on the screen briefly and they all try to remember it. By the time Zachary grabs a pen and paper, each of them recollects a different number. Which of the numbers is most likely the telephone number of the pizzeria?

- a. 995-9266
- b. 995-9336
- c. 995-9268
- d. 995-8266



Answer **Q9.** solely on the basis of the following information.

When a new employee is hired at the law firm, a human resources representative should take the following steps on the employee's first day of work.

1. Greet the employee in the reception area and offer him coffee or tea.
2. Take the employee back to the human resources office and have him complete a general information questionnaire, a healthcare insurance form, and a tax form.
3. Take a photograph of the employee for his identification card.
4. Issue the employee a temporary identification card.
5. Walk the employee to the department in which he will be working and introduce him to his colleagues.
6. Bring the employee to his office or cubicle.

Q9. It is Kate Milford's first day of work as a paralegal at the law firm of Jasper, Jenkins & Mead. Taylor Franklin, the human resources manager, greets Kate in the reception area and gets her a cup of tea as they walk back to the human resources office. Taylor asks Kate to sit at a table and fill out three forms. While Kate completes the forms, Taylor checks her messages and asks her secretary to confirm a meeting she has for later that morning. Taylor then takes a photograph of Kate that will be used on her company identification card. As Taylor walks Kate over to the paralegal department, she tells her that the identification card should be ready in a couple of days. Taylor introduces Kate to her new colleagues, who all greet her quite warmly, and then shows her to her new cubicle, jots down her phone extension, and says that Kate should call her if she has any questions at all. Taylor Franklin's actions were

- a. proper, because she is the human resources manager and knows how to greet a new employee.
- b. improper, because she did not spend enough time making sure that Kate was comfortable.
- c. proper, because she told Kate that she should feel free to call her if she had questions.
- d. improper, because she did not issue a temporary identification card.



Answer **Q10.** solely on the basis of the following information.

When a client comes in looking for a new home, the real estate agency requires its realtors to follow some specific guidelines during the first meeting. The realtor is expected to do the following.

1. Be sure the client is comfortably seated and has been offered a drink.
2. Get background information on the client's current living circumstances.
3. Ask the client what qualities she is looking for in a house.
4. Discuss the price range that the client has in mind and determine whether or not she has been preapproved for a mortgage.
5. With the computer screen facing the client, browse the current house listings and print out information for any of the houses that the client would like to see in person.
6. Ask the client if she is available to look at some of the houses immediately, and if not, make an appointment to show her the houses as soon as possible.

Q10. Marcus and Cynthia Howard arrive at Smithfield Realty for their appointment with realtor Patricia Russo. Ms. Russo leads the couple to a comfortable sofa in her office and gets them both a cup of coffee.

Ms. Russo asks Marcus and Cynthia what kind of house they are looking for and it becomes clear that they have very particular ideas. Most importantly, they are looking for a house that is in walking distance of the

train station. They also want a newer house, preferably one built after 1970. They must have four bedrooms and central air conditioning. A finished basement would be a welcome bonus. Ms. Russo

discusses price range with her new clients, and before the discussion is finished, they hand her a letter from their mortgage company that indicates that they have been pre approved for a mortgage. Together, the three of them browse the listings on Ms. Russo's computer screen and information is printed out for four houses that the couple would like to see. Ms. Russo determines that Marcus and Cynthia are free for another few hours, so the three of them head to her car to begin looking at potential new homes.

Based on the company guidelines, the actions taken by Ms. Russo were

- a. improper, because she was only able to find four houses that Marcus and Cynthia wanted to see.
- b. proper, because she obtained all the necessary information from the clients.
- c. improper, because she failed to get any details about the client's current living circumstances.
- d. proper, because she didn't try to persuade the clients to consider houses that didn't meet all of their criteria.



Answer Keys for Question Set 2

Q6. c
Q7. a
Q8. a
Q9. d
Q10. c

Sources:

<http://www.qltestprep.com/articles/xat-decision-making-questions-1>

<http://www.qltestprep.com/articles/xat-decision-making-questions-2>

<http://www.pagalguy.com/forums/xat-snap-iift-and-others/xat-2013-preparation-t-82408/p-3526268#post3527018>

<http://www.pagalguy.com/forums/xat-snap-iift-and-others/xat-2013-preparation-t-82408/p-3526268?page=1#post3528678>

Sources accessed on: 19th December, 2012

Please visit: www.facebook.com/pages/Dobara-Mat-Poochna/388912681174223 for more details
For any queries/issues, please mail to: dobaramatpoochna6@gmail.com

WISDOM CAN BE WATCHED!!



Dobara Mat Poochna