

KEYNOTE SPEECH

September 18, 2015 (Friday) 11:00-11:30

Management Decision Making: MIS or Human Centred

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Managers are required to manage an organization through a range of decision making processes at various levels almost on a daily basis. Decisions establish and nurture an organization and thus are an intrinsic part of a manager's life. With the advent of better computing devices, data management has been mostly outsourced to the machines. Managers use this data as a decision support system. While complex computing in financial and scientific sectors need to rely on big data for generating viable alternatives; management of human driven businesses will have to establish a balance between MIS and manager's decision making. My research in defence set ups shows that leaders and not the managers are able to make a difference when faced with multiple life threatening choices. Same was the case in UN peace operations, where complex and conflicting data usually paralyses machine run decision making systems. In family run businesses, traditional decision making was intuitive to a larger extent. While MIS will remain the backbone of management culture, manager and his abilities need to be the central point of decision making and must be cultivated in training schools.

Dr KK Sharma is a Professor and Head of Department in Chitkara Business School. He is essentially an OB & HR professor, with vast experience in Leadership positions in the Indian Army, UN peace operations in Cambodia and Somalia, and as a trainer with the UNHCR. He was an active member in planning and writing of UN Capstone Doctrine on peacekeeping and manuals for trainers in the Office of High Commissioner of Human Rights, Geneva. Dr KK Sharma has a research interest in taking higher education to the underprivileged in India and has worked with a number of reputed universities and institutes in the same field.