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FACULTY OF ECONOMICS -MASTER STUDIES

MARKETING AND BUSINESS MANAGEMENT

MASTER THESIS

THEME:

**THE PROCESS OF DECISION-MAKING IN THE FACTORY OF TOOLS
AND ELECTRICAL APPLIANCES FTEA IN FERIZAJ**

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INTRODUCTION

Making decisions is a daily process, both in private life, as well as in making business decisions, because since the existence of human society, it is necessary to make decisions. Deciding is an integral part of every aspect of work management.

Decision-making often is regarded as a managerial function and organizational process, since decisions in many cases exceed the framework of a person and become common concern of a number of groups. Decision-making is the essential element of the planning process, and the associated component part of the daily human society.

Today's world, among other things is characterized by a development of fast and great information, which means that with the rapidly development of information is reached to quickly decisions, while the quickly and accurately decision has consequently the quick implementation of the decision process. After the implementation of these decisions, it is necessary to collect new information for making new decisions, where with deciding, we mean the choice of an alternative from at least two or more possible alternatives for solving the problem.

Decision-making is one of the important activities of individuals, various groups, and institutions as well. Making decisions is the moment in which the objectives, plans and policies turn into concrete actions. Decisions often are regarded as a managerial function and organizational process, since decisions in many cases exceed the framework of a person and become common concern of a number of groups.

Decision is the process, which lasts for a certain time depending on the type of decision and which ends with making the decision.

CONCLUSION

We will give some of the conclusions drawn from chapters briefly;

1. The first chapter is about the history and the notion of decision and scientific developments over decisions, and the definition of the matter of decision. There are many definitions on decision, but the precise definition is the choice of one alternative by at least two possible alternatives to solve the problem. Alternative decision can be made in various ways, such as by using decision techniques, rules of decision, as well as masters of decision. Whereas, decisions taken in the economic field, we have said that any decision that is taken out of private business is called business field. The ability of decision-making is a skill, which is perfected with time during the experience.

2. Further, the paper deals with the types and stages of the decision-making process, where the authors have given different definitions about the decision process where there are certain differences in number and volume of the phases making up the decision process. One of the authors prof. Ibrahim Kuka thinks that the process of decision comprises four stages of decision, and in that: the preparation of the problem, decision-making, execution and control of the decision implemented, which we think is the appropriate procedure. Then we presented the moment of appearance and observation of the problem, which in practice is a matter extremely large, especially in medicine of the problem of appearance and observation of the disease...

Decision, except that it is a science itself, it is also interdisciplinary science, because there are many connections with other sciences as well as philosophy, psychology, economics, statistics, mathematics, sociology, anthropology, etc.

3. In addition to the paper, we have examined the types and methods of decision-making. Decisions in most cases are classified according to: the level and complexity, resources, costs, goals and tasks, subjects in decision, decision conditions, etc. While the most spread ways of decision-making are individual and group decision. The individual decision, are taken individually, while the group decisions, here the decisions are taken by two or more persons. The best way of decision-making depends on the following factors: the type of a decision taken, by the knowledge and ability of the receiver, by the time that is available to the recipient of the decision, and the type of decision process.

4. The last part of the paper is about making decisions on the tools and electrical appliances factory in Ferizaj. Initially we made one short description of the factory's history, we presented figuratively its organizational structure, and we mentioned some of the machinery, which the factory owns and the products they offer.

5. As far as production management, it is stated that consists of the following main elements: the division of labor, standardization of parts, industrial revolution, scientific study of work, interpersonal relations, the settlement patterns, and calculator machines. Production management, as well as other areas, is the functional area of business. Since it is a functional field, its primary orientation is with the responsibility of taking decisions, and methodological aspect is secondary area.

6. Whereas, as regards the decisions to devise new products, we noted that a special characteristic of tools factory that the products are manufactured only by orders from customers, where here it is presented a practical example of decision-making in FTEA through order.

7. The following part of the paper deals with the manufacturing strategy, which is the vision of the productive function, which sets the overall direction and provides incentives for effective decision making. The manufacturing strategy aims at linking business strategy with decision in production. From this we can conclude that there is not a good product for all circumstances. Oriented production is more competitive than disoriented production.