

MAKING DECISION IN THE SIMULATOR

The use of simulation involves the ability to make effective decisions, to achieve optimal performance in the environment of the simulated sessions, that is why it is necessary to practice in different scenarios to develop strategies that allow solving financial, logistical and administrative problems.

We can define problem solving as the process of identifying a difference between the current state of affairs and the desired state, and then taking action to reduce or eliminate the difference.

THE DECISION-MAKING PROCESS.

This is a set of activities that go from identifying a problem to reaching its solution through a selected alternative.

The most used method for decision making is the scientific method, because it adapts to any type of problem. For administration an adaptation of this method is used, in the following table we can see the differences between the scientific method used for science and for administration.

In science	In the administration
Definition of the problem	Definition of the problem
Data collection	Data collection
Hypothesis formulation	Definition of alternative solutions
Hypothesis testing	Evaluation of alternative solutions
Evaluation of results	Selection of the best alternative
Obtaining conclusions or theories.	Practice or application

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Next, we will see what each of the stages of the method used for decision making in a company consists of.

Definition of the problem: In this step, administrators determine the context of the problem to be observed.

Data collection: At this stage, reliable and truthful information should be collected, in addition information on past events should be collected, so that according to those experiences obtained similar problems can be solved.

Defining alternative solutions: In this step, a list of possible alternative solutions to the problems must be generated.

Evaluation of alternative solutions: With the alternatives developed in the previous stage, an evaluation of these will be carried out according to criteria that are relevant and according to the objectives to be achieved.

Selection of the best alternative: At this stage the alternative that has met the evaluation criteria is chosen, and the one that is closest to the administrator's expectations

Practice or application: In this last stage, the alternative chosen as the most acceptable will be implemented, to be applied in solving the problem described.

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Since not all problems always have a solution, it is necessary to always carry out a final evaluation after the application of the scientific method, in addition to feedback, to determine the scope of the applied solution and establish what needs to be corrected.

Referencia

Diaz, M., Marquez, J.(2016) *La incidencia de los simuladores de negocios y su relación con la toma de decisiones. [The incidence of business simulators and their relationship with decision making]*
<http://192.188.52.94/bitstream/3317/5509/1/T-UCSG-PRE-ECO-ADM-247.pdf>