Opportunities or problems are always present in Public Entities. The most important thing to do is to recognize the problem. Once you have the problem, it must be analyzed. What are the variables involved? Do I need a financial solution or do I need more complex results? Are there moral/ethical sides to the problem? I have a financial background and I tended to be inclined to use a Cost-Benefit technique. As I have gained experience in the management field, I have adapted to using different techniques of decision making.

Staff is always an issue when you have to deal with providing a service to the public. The paying public wants to be served as soon as possible. As a Supervisory Customs and Border Protection Officer, I face budgetary constraints. What staff level should I utilize to inspect travelers? I use the Cost-Benefit technique to solve this issue. I break down my costs and benefits into categories. My real benefit is the traveling consumer’s satisfaction on the time spent in the inspection area. The real cost is the money spent on wages to process the travelers promptly. The indirect benefit is that travelers would prefer the Houston Airport as their port of entry. The indirect cost would be that other very important functions in Immigration or Customs would suffer from lack of funds. I see how cost effective is the utilization of funds in one area or another and then I make the final decision on utilization of resources.

Immigration law is very extensive and it contains grey areas. Decisions must be made in which discretion must be used. There are financial costs but there are also moral/ethical issues involved. I use the multi-objective model technique to solve these situations. I collect all the obtainable facts and then I evaluate the most relevant conditions. I give a level of importance to every relevant criterion. To make the final decision, I consider each alternative on how it achieves the desired results.

We often use Group Decision-Making techniques at work. We make decisions that may be challenged in immigration courts. We gather a wider angle of any problem and its causes and possible effects. These group decisions help us analyze the sometimes grey areas in immigration law. Our diversity can help us to approach the very diverse traveling population with psychological, compromising, and inclusive solutions.

I will consider what decision technique to use once I have identified the problem. I will consider the variables involved and how complex the problem is. I will not stop using the cost-benefit or the multi-objective techniques which I find very useful. I will start utilizing other ones. Through the reading I perceived that I can positively incorporate the operations management and the Group-Decision making techniques to my decision making strategies.