

# Decision Making and Problem Solving

Business Management · Answer Key · 10 Questions

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1. What is the first step in the problem-solving process outlined in the text?

- A) Defining the problem**
- B) Formulating alternatives
- C) Making a choice
- D) Controlling the outcome

2. What does 'odluka' (decision) represent in the context of the process?

- A) A single option
- B) A choice from available alternatives**
- C) The problem itself
- D) The final outcome of a problem

3. What is the purpose of 'Formuliranje na alternativni' (formulating alternatives)?

- A) To define the problem
- B) To explore different solutions**
- C) To control the outcome
- D) To eliminate risks

4. What does 'kontrolata na ostvarivanje' (control of implementation) refer to?

- A) Defining the problem
- B) Evaluating the chosen solution**
- C) Formulating alternatives
- D) Making the initial decision

5. What kind of decisions are 'organizaciski odluki' (organizational decisions)?

- A) Personal choices
- B) Decisions affecting the organization's official position**
- C) Individual choices
- D) Decisions about personal beliefs

6. What is the characteristic of 'programirani odluki' (programmed decisions)?

- A) They are unique and unstructured
- B) They are repetitive, clearly defined, and routine**
- C) They are always made by top management
- D) They involve significant risk

**7. What is the characteristic of 'neprogramirani odloki' (unprogrammed decisions)?**

- A) They are routine and well-defined
- B) They are for unique or novel situations**
- C) They are easily structured
- D) They are made without any prior thought

**8. What is the goal when making a decision with 'maksimalna ekonomska vrednost' (maximum economic benefit)?**

- A) To minimize costs
- B) To achieve the best possible economic outcome**
- C) To increase risk
- D) To reduce information

**9. What is a key aspect of the 'models for decision making' related to creativity?**

- A) Following strict rules
- B) Generating new ideas and innovations**
- C) Limiting options
- D) Focusing only on existing solutions

**10. What is the 'delphi method' for group decision making?**

- A) A consensus process for evaluating alternatives**
- B) A method for individual decision making
- C) A way to block production
- D) A method for analyzing risks