**QUESTION 1**

1. While decision makers can get off track during any of the steps in the Rational Decision-Making process, research shows that limiting the search for alternatives in the fourth step can be the most challenging and lead to failure.

 True

 False

**6.66667 points**

**QUESTION 2**

1. Under Bernard Ebbers, WorldCom enjoyed a culture of good decision making.

 True

 False

**6.66667 points**

**QUESTION 3**

1. When individuals overestimate their ability to predict future events

|  |  |  |
| --- | --- | --- |
|  |  | overconfidence bias can occur. |
|  |  | hindsight bias can occur. |
|  |  | they are often viewed as excellent leaders. |
|  |  | digression bias can occur. |

**6.66667 points**

**QUESTION 4**

1. Strategic decisions are decision about how things will get done.

 True

 False

**6.66667 points**

**QUESTION 5**

1. One basic question you should ask yourself to assess the ethics of a decision is

|  |  |  |
| --- | --- | --- |
|  |  | What's in it for me? |
|  |  | What are the chances I'll get caught? |
|  |  | How would I feel if this decision was broadcast on the news? |
|  |  | Can I make a profit from this decision? |

**6.66667 points**

**QUESTION 6**

1. Step #3 in the rational decision-making model is

|  |  |  |
| --- | --- | --- |
|  |  | identify the problem. |
|  |  | weigh decision criteria. |
|  |  | generate alternatives. |
|  |  | evaluate the decision |

**6.66667 points**

**QUESTION 7**

1. The company known as Enron

|  |  |  |
| --- | --- | --- |
|  |  | is viewed as one of the most ethical companies in the United States. |
|  |  | is known for making good decisions that had a positive impact on its employees and shareholders. |
|  |  | is currently one of the largest energy companies in the world. |
|  |  | was a company that was involved in fraud and made poor decisions that resulted in a $60 billion loss for investors. |

**6.66667 points**

**QUESTION 8**

1. Decision making is often classified into three categories based on the level at which they occur. These include strategic, tactical, and

|  |  |  |
| --- | --- | --- |
|  |  | operational  |
|  |  | systematic |
|  |  | temporary |
|  |  | persuasive |

**6.66667 points**

**QUESTION 9**

1. Decisions that are unique and important require conscious thinking, information gathering, and

|  |  |  |
| --- | --- | --- |
|  |  | careful consideration of alternatives. |
|  |  | ignoring information that isn't wanted. |
|  |  | determining how the decision will benefit you. |
|  |  | the immediate benefits the decision might bring. |

**6.66667 points**

**QUESTION 10**

1. Decision making refers to

|  |  |  |
| --- | --- | --- |
|  |  | making choices among alternative courses of action. |
|  |  | being mature and doing the right thing at all costs. |
|  |  | making choices that present you in a positive light. |
|  |  | making choices that appease those who are the most outspoken. |

**6.66667 points**

**QUESTION 11**

1. Bernard Ebbers, the former head of WorldCom, was sentenced to a long prison term due to fraud, conspiracy, and filing false documentation.

 True

 False

**6.66667 points**

**QUESTION 12**

1. In 2005, McDonald's became aware of a need to respond to growing concerns about its foods being high in fat and calories. This type of decision was a \_\_\_\_\_\_\_\_\_\_\_ decision.

|  |  |  |
| --- | --- | --- |
|  |  | nonprogrammed |
|  |  | programmed |
|  |  | unsympathetic  |
|  |  | legislative |

**6.66667 points**

**QUESTION 13**

1. An example of overconfidence bias is when 86% of students at Harvard Business School say they are better looking than their peers.

 True

 False

**6.66667 points**

**QUESTION 14**

1. The third step in the Rational Decision-Making Model is

|  |  |  |
| --- | --- | --- |
|  |  | weigh decision criteria. |
|  |  | establish decision criteria. |
|  |  | identify the problem. |
|  |  | choose the best alternative. |

**6.66667 points**

**QUESTION 15**

1. The types of decisions that employees make each day to tun the organization are

|  |  |  |
| --- | --- | --- |
|  |  | operational decisions. |
|  |  | tactical decisions. |
|  |  | sympathetic decisions. |
|  |  | inclusive decisions. |