Decision Making Sample Test Questions

Some state jobs require the ability to evaluate several courses of action, and from them, select the best alternative. These questions are designed to measure your decision making ability.

1. In decision making there are certain steps to follow:
   A. Secure pertinent information.
   B. Define the problem.
   C. Analyze the facts.
   The correct order of these steps is:
   1. A, B, C
   2. B, A, C
   3. C, B, A
   4. A, C, B

2. In which of the following situations should an employee use his own judgement?
   1. When immediate action is necessary and the rules do not cover the situation.
   2. Whenever the rules appear to be unfair in their application.
   3. Whenever a situation is not covered by established rules.
   4. Whenever a superior is present.

Decision Making Sample Questions Answers and Explanations

1. The correct answer is number 2. First, determine why the decision must be made (define the problem). Then, identify the circumstances surrounding the problem (secure pertinent information). Then, the facts can be analyzed in order to devise a solution (analyze the facts). Thus, the correct order is B, A, C.
2. The correct answer is number 1. Rules and policies of an organization should always be followed where they exist. If rules do not cover a given situation, an employee should use his own judgment to handle the situation ONLY if immediate action is required and there is no time or opportunity to consult with a superior or other authority on how to proceed.