M1 Management Exam – sample questions

1. Gregson Production is keenly aware of the need to strive daily to produce goods and services more effectively than its competitors. Therefore, Gregson's management strives to _____ , to achieve this standard.
   A. maintain a diverse workforce
   B. be responsive to employees
   C. stay involved with the community
   D. maintain quality and efficiency

2. At times, customers have an unexpected need and require certain departments, such as production, to change their schedule to meet the demands of the sales department. When Susan, the vice president of marketing, inspires the production team to put in the extra effort, she is playing a(n) ____ role.
   A. delegation
   B. implementation
   C. leadership
   D. monitoring

3. Tom, a restaurant general manager, carefully watches his costs by reusing some items that in the past were immediately thrown away. Tom is an example of a(n) _____ manager.
   A. effective
   B. diverse
   C. detail
   D. efficient

4. During the____stage of team development, close relationships develop as unity and harmony emerge.
   A. norming
   B. storming
   C. performing
   D. forming

5. Which of the following is an example of controlling communication?
   A. You must complete the audit by Friday of this week.
   B. I have been sensing that you are dissatisfied with this job assignment.
   C. You can try doing it that way, but it will not work.
   D. I have been doing this job for much longer than you have; I know the right way to do it.

6. Josephine scored very high on the Scholastic Aptitude Test (SAT) on all three parts. She is likely to possess high _____ intelligence.
   A. naturalist
   B. practical
   C. logical-mathematical
   D. musical

7. The education and communication approach to overcoming resistance to change should be used when
   A. there is a lack of information.
   B. the initiators do not have all the information they need to make the change.
   C. people are resisting because of adjustment problems.
   D. someone will clearly lose out in the change, and that person has considerable power to resist.

8. The _____ input resources required to produce a given volume of output, the _____ will be the efficiency of the operating system.
   A. more; higher
   B. fewer; higher
   C. smaller; lower
   D. fewer; lower

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9. People with an internal locus of control
   A. have a lower work motivation.
   B. earn lower salaries.
   C. derive less job satisfaction from performance.
   D. have stronger expectations that effort leads to performance.

10. Klaus works in a very stressful job but maintains his “cool” even in the worst times. This represents the _____ dimension.
    A. extraversion
    B. agreeableness
    C. conscientiousness
    D. emotional stability

Key: 1D, 2C, 3D, 4A, 5A, 6C, 7A, 8B, 9D, 10D