Group Dynamics for Teams 7th edition Levi Test Bank

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Group Dynamics for Teams (7th)

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Total Questions: 41

Multiple Choice (27)

Q1. *[Multiple Choice] · Cognitive Domain: Knowledge*

Which of the following is not a reason groups and teams matter?

a) Reliance on teamwork is increasing in the workplace.
b) Teamwork skills are highly valued by employers.
c) Understanding groups and teams provide insight into what influences our own behaviors and the behaviors of others around us.
d) All the above are reasons groups and teams matter. ✓ correct

Q2. *[Multiple Choice] · Cognitive Domain: Knowledge*

Groups are defined by all of the following characteristics except _____.

a) group members mutually influence each other
b) group members interact to achieve a common goal
c) there must be at least two members
d) there must be no more than 10 members ✓ correct

Q3. *[Multiple Choice] · Cognitive Domain: Application*

Which scenario would not be considered a group?

a) a flash mob performing a dance
b) protesters at a peaceful march
c) an architect and an engineer working on a new construction project
d) everyone viewing Netflix from their own screens ✓ correct

Q4. *[Multiple Choice] · Cognitive Domain: Knowledge*

As group members interact,*social identification*occurs, which refers to _____.

a) the creation of shared values and beliefs
b) the recognition that the group exists separately from others ✓ correct
c) fulfillment of group or personal goals
d) achievement of group goals

Q5. *[Multiple Choice] · Cognitive Domain: Comprehension*

Groups are different from teams because _____.

a) teams are sports–related, while groups are typically work–related
b) teams are typically larger than groups
c) teams involve greater interaction and coordination among members to achieve a common goal ✓ correct
d) teams are more hierarchical than groups

Q6. *[Multiple Choice] · Cognitive Domain: Analysis*

The use of teams by organizations is increasing because _____.

a) organizations are getting larger
b) employees want their jobs to be simplified
c) jobs are becoming more complex and interdependent ✓ correct
d) organizations are seeking stability

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Q7. *[Multiple Choice] · Cognitive Domain: Knowledge*

In order to function correctly, the scientific management approach requires that _____.

a) managers think and control while workers execute ✓ correct
b) managers work alongside workers
c) workers perform tasks in teams, without managers present
d) workers focus more on quality than quantity

Q8. *[Multiple Choice] · Cognitive Domain: Knowledge*

According to the textbook, which of the following factors has not created a demand for the use of teams in organizations?

a) rapidly changing technology
b) expanding markets and global competition
c) scientific management ✓ correct
d) complexity, uncertainty, and ambiguity

Q9. *[Multiple Choice] · Cognitive Domain: Comprehension*

In order to keep up with contemporary demands, organizations have been _____ layers of management and replacing managers with _____.

a) increasing; outside consultants
b) decreasing; outside consultants
c) increasing; teams
d) decreasing; teams ✓ correct

Q10. *[Multiple Choice] · Cognitive Domain: Knowledge*

According to the textbook, teams can provide all of the following benefits to organizations except _____.

a) less need for skilled workers ✓ correct
b) greater operational outcomes
c) higher financial outcomes
d) more positive employee outcomes

Q11. *[Multiple Choice] · Cognitive Domain: Knowledge*

Which of the following is not a type of work team as identified by Sundstrom et al. (2000)?

a) executive teams ✓ correct
b) management teams
c) action teams
d) service teams

Q12. *[Multiple Choice] · Cognitive Domain: Application*

Sundstrom et al. (2000) identify six types of work teams and their functions. Which group of people would be considered a production team?

a) football players on the same team
b) team of workers assembling a car in a factory ✓ correct
c) musicians in a symphony
d) deans of a university working to restructure the various colleges

Q13. *[Multiple Choice] · Cognitive Domain: Comprehension*

Self–managing teams are different from traditional work groups because _____.

a) they have fewer members
b) there is no leader
c) the teams are more strongly linked to the organization's hierarchy
d) they make greater use of consensus or democratic decision–making ✓ correct

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Q14. *[Multiple Choice] · Cognitive Domain: Comprehension*

A team typically handles decision–making using the following methods except _____.

a) consultative
b) authoritarian ✓ correct
c) democratic
d) consensus

Q15. *[Multiple Choice] · Cognitive Domain: Knowledge*

The historical approach to job design that shows the value of using teams in most modern organizations is called _____.

a) scientific management
b) sociotechnical systems theory ✓ correct
c) Hawthorne effect
d) total quality management

Q16. *[Multiple Choice] · Cognitive Domain: Knowledge*

The work of Kurt Lewin and his followers changed the study of group dynamics by _____.

a) focusing on the individual, rather than the group, as the unit of study
b) developing an action research approach that demonstrated the value of applied research and theory ✓ correct
c) showing how the study of individuals could be used to promote social change
d) focusing on leaders as drivers of group processes

Q17. *[Multiple Choice] · Cognitive Domain: Knowledge*

Hawthorne discovered that _____.

a) studying workers has no impact on worker performance
b) social factors have an important impact on performance ✓ correct
c) breaking up tasks into smaller ones leads to an increase in performance
d) teams are no better at performing complex tasks than individuals

Q18. *[Multiple Choice] · Cognitive Domain: Knowledge*

Triplett's finding that the presence of other people increases performance is called _____.

a) scientific management
b) social facilitation ✓ correct
c) binging
d) social identification

Q19. *[Multiple Choice] · Cognitive Domain: Application*

According to the social facilitation effect, a person will run _____ when _____.

a) faster; other people are around ✓ correct
b) faster; by himself or herself
c) slower; other people are around
d) faster; she or he will receive a reward

Q20. *[Multiple Choice] · Cognitive Domain: Knowledge*

Studies on teamwork originated in the field of _____.

a) sociology
b) business
c) communication
d) psychology ✓ correct

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Q21. *[Multiple Choice] · Cognitive Domain: Knowledge*

In the 1950s and 1960s, psychologists examining groups primarily focused on studying _____.

a) group dynamics
b) encounter groups
c) conformity and helping behavior ✓ correct
d) self–awareness and education

Q22. *[Multiple Choice] · Cognitive Domain: Knowledge*

Encounter groups, also known as t–groups, are _____.

a) parallel teams of production workers who meet to analyze problems
b) small, unstructured groups encouraged to engage in open and personal discussions ✓ correct
c) workers performing tasks in teams, without managers present
d) teams that conduct repeated transactions with customers

Q23. *[Multiple Choice] · Cognitive Domain: Analysis*

By the 1990s, research on teamwork _____.

a) became multidisciplinary ✓ correct
b) remained laboratory–based
c) simplified
d) stagnated

Q24. *[Multiple Choice] · Cognitive Domain: Comprehension*

The term equifinality means _____.

a) people are easily influenced by social norms
b) groups can be best understood by studying the individuals in the group
c) it is easier to change a group than an individual
d) there are many ways for groups to operate successfully ✓ correct

Q25. *[Multiple Choice] · Cognitive Domain: Knowledge*

Which of the following terms was created by the psychologist Kurt Lewin?

a) scientific management
b) Hawthorne effect
c) equifinality
d) group dynamics ✓ correct

Q26. *[Multiple Choice] · Cognitive Domain: Knowledge*

The rise of Japan as a manufacturing power in the 1970s resulted in the creation of _____.

a) virtual teams
b) individualized work processes
c) t–groups
d) quality circles ✓ correct

Q27. *[Multiple Choice] · Cognitive Domain: Knowledge*

What are two contemporary shifts in our society that affect the study of teamwork?

a) diversity and technology ✓ correct
b) diversity and positive psychology
c) technology and behaviorism
d) diversity and scientific management

True/False (9)

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Q28. *[True/False] · Cognitive Domain: Knowledge*

One key feature of a team is that members work together toward a common project for which they are all accountable.

a) True ✓ correct

b) False

Correct answer: True

Q29. *[True/False] · Cognitive Domain: Comprehension*

An important distinction between teams and groups is how often they work together.

a) True

b) False ✓ correct

Correct answer: False

Q30. *[True/False] · Cognitive Domain: Knowledge*

Social identification in groups is based on an “us versus them” mentality.

a) True ✓ correct

b) False

Correct answer: True

Q31. *[True/False] · Cognitive Domain: Comprehension*

Under work conditions where the scientific management approach is best, teams are not needed.

a) True ✓ correct

b) False

Correct answer: True

Q32. *[True/False] · Cognitive Domain: Comprehension*

There is a clear and commonly agreed–upon distinction between groups and teams.

a) True

b) False ✓ correct

Correct answer: False

Q33. *[True/False] · Cognitive Domain: Comprehension*

The teamwork movement started because workers felt they were being treated unfairly.

a) True

b) False ✓ correct

Correct answer: False

Q34. *[True/False] · Cognitive Domain: Knowledge*

Quality circles are a type of team found in Japan.

a) True ✓ correct

b) False

Correct answer: True

Q35. *[True/False] · Cognitive Domain: Comprehension*

Teamwork skills are only important in professional settings and have little impact on personal relationships.

a) True

b) False ✓ correct

Correct answer: False

Q36. *[True/False] · Cognitive Domain: Knowledge*

The work of Kurt Lewin focused on the group as the unit of study.

a) True ✓ correct

b) False

Correct answer: True

Essay (5)

Q37. *[Essay] · Cognitive Domain: Comprehension*

From a psychological perspective, explain the two processes that define a group.

Suggested answer: *Sample response: Two processes define a group from a psychological perspective: social identification and social representation. "Social identification refers to recognizing that a group exists separately from others. It is the creation of a belief in 'us versus them.' Identification is both a cognitive process (classifying the world into categories) and an emotional process (viewing one's group as better than other groups). Social representation is the shared values, ideas, meanings and beliefs that members of a group collectively develop. Over time, interactions between group members cultivate a shared understanding of the purpose, goals, identity, norms, and collaboration within the group. Both processes help with the production of effective communication, cooperation, and coordination which allows groups to reach their goals."*

Q38. *[Essay] · Cognitive Domain: Analysis*

Compare and contrast a work group, team, and self–managing team in terms of power, leadership, decision–making, and activities or tasks.

Suggested answer: *Sample response: A work group is part of the organization's hierarchy, controlled by a manager/supervisor, with authoritarian or consultative decision-making and independent activities. In contrast, a team is linked to the organization's hierarchy, with some shift of power to the team; the leader has limited managerial power; decision-making is consultative, democratic, or by consensus; and activities are interdependent and coordinated by the team leader. Compared to the workgroup and team, the self-managing team has increased the use of power and independence, although it is still linked to the organization's hierarchy. The self-managing team leader is selected by its members, and decision-making is democratic or by consensus. The activities or tasks are highly interdependent and coordinated by team members.*

Q39. *[Essay] · Cognitive Domain: Comprehension*

What major discovery did Hawthorne uncover in his research? How did he come across this finding?

Suggested answer: *Sample response: Hawthorne found that social factors played a large role in performance. Initially, he was interested in how environmental factors affected worker performance. However, when he found that workers increased their performance while being observed, he found that it was a social, not environmental, factor that was in effect. It was also found that social norms in a group can affect performance.*

Q40. *[Essay] · Cognitive Domain: Analysis*

Discuss how the change from routine to nonroutine work and shift to simpler organizational hierarchies have increased the importance of teamwork in organizations.

Suggested answer: *Sample response: Nonroutine jobs have more complexity, interdependence, uncertainty, variety, and change than do routine jobs. These factors require multiple skills and perspectives that can come only from a team of workers. The shift to simpler organizational hierarchies means a reduction in layers of management, with teams being used to integrate and coordinate the various parts of an organization. Teams execute tasks better, learn faster, and change more easily than do traditional work structures, all characteristics required by the changing contemporary organization.*

Q41. *[Essay] · Cognitive Domain: Comprehension*

Discuss how understanding teamwork and group dynamics contributes to success in the workplace.

Suggested answer: *Sample response: Understanding teamwork and group dynamics helps employees collaborate effectively, communicate efficiently, and resolve conflicts constructively. It allows individuals to recognize different roles within a team and adapt to varying group expectations, leading to increased productivity. Awareness of group dynamics helps people navigate workplace challenges, build professional relationships, and contribute to a positive team environment.*