# *Communicating in Groups 10th edition Adams Test Bank*

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# Chapter 02
# Groups as Open Systems

## Multiple Choice Questions

1. *(p. 26)* Something that helps us navigate unfamiliar territory and make decisions is called a(n)
A. idea.
B. hypothesis.
**C.** theory.
D. GPS.
E. internal understanding.

2. *(p. 27)* General systems theory is useful for understanding small groups because this theory
A. reminds us that small groups are simpler than they appear.
**B.** provides individuals with a way of examining and describing how a system's parts are interrelated, even while they are continuously changing.
C. helps us describe how individual elements of a whole can operate autonomously.
D. can help a student identify the single most important reason why something occurs in a group.
E. provides a group comparison to the "fight-or-flight" response of an individual.

3. *(p. 28)* It is assumed that the relevant parts of a small group system are connected through
A. understanding.
**B.** communication.
C. perception.
D. all of the answers are correct.
E. none of the answers is correct.

4. *(p. 28)* A system consists of a set of elements, and the elements function
A. simultaneously.
**B.** interdependently.
C. autonomously.
D. exclusively.
E. none of the answers is correct.


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5. *(p. 29–30)* Small group inputs refer to the
A. reports a committee produces.
B. ways in which group members resolve conflicts.
C. types of informal leadership provided by various group members.
D. satisfaction that group members feel after completing their assignments.
**E.** elements of a system that are present at the outset, or the initial raw materials of the system.

6. *(p. 30–31)* Throughput processes refer to the
A. physical setting in which a group meets.
B. cohesiveness that the members of a group experience.
C. decisions that a group makes.
**D.** influences that result from actual activities within a group.
E. information that the members of a group have about their tasks.

7. *(p. 26)* General systems theory was developed by
**A.** Ludwig von Bertalanffy.
B. Alfred Einstein.
C. Carl Rogers.
D. Eric Schliemann.
E. John Dewey.

8. *(p. 33)* The idea that a group and its environment mutually influence each other is a focus of
A. an idyllic perspective.
B. a symbolic perspective.
C. a systemic perspective.
**D.** a bona fide group perspective.
E. Carter's understanding.

9. *(p. 35)* Groups in which the members do not communicate with each other in the same time and place are called
A. non-seeing groups.
B. fun groups.
C. coexistent groups.
D. interdependent groups.
**E.** virtual groups.

10. *(p. 40)* The concept of multiple paths indicates that
A. there are numerous ways to improve the functioning of a system.
B. a group can obtain needed inputs from many different sources.
**C.** there is usually more than one appropriate way to reach an objective.
D. several members of a group can do a task that is needed.
E. information is exchanged among group members via a variety of means and media.


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11. *(p. 35–36)* Which of the following best exemplifies a closed system?
**A.** a sequestered jury
B. a hockey team
C. an advertising agency
D. a person in an interview
E. a learning group

12. *(p. 32)* Which of the following is NOT an example of a small group output?
A. a report produced by a group
B. the satisfaction experienced by the members of a group after completing a job
**C.** the knowledge and experience of the members of a group
D. a building constructed by a construction crew
E. communication between the members of a group and the group's environment

13. *(p. 35–36)* Which of the following best exemplifies an open system?
**A.** a committee that invites nonmembers to meetings and makes its records public
B. a club that has specific requirements for membership
C. shuttle astronauts that are on a week-long voyage
D. a jury that deliberates on the penalty to be given to a convict
E. an advertising group that plans how to promote a new computer game system

14. *(p. 37)* Group members who manage the group's interaction with its environment are called
A. negotiators.
B. go-between members.
**C.** boundary spanners.
D. locaters.
E. all of the answers are correct.

15. *(p. 33–34)* Which of the following best exemplifies an interdependent group goal?
A. every member of a study group hoping to get the highest test scores
B. a group of sales representatives competing for a promotion
C. finished products coming off of an assembly line
D. four acquaintances playing bridge for a cash prize
**E.** a basketball team trying to win the world championship

16. *(p. 38–40)* Which of the following best exemplifies feedback within a group?
A. the members' knowledge of PowerPoint
B. the ways in which the group handles complaints
C. the ways in which the members address each other
**D.** customer comment cards
E. none of the answers is correct.


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17. *(p. 39–40)* The best way to give critical feedback is to
A. be straight and avoid worrying about feelings.
B. mention everything that a group did wrong at the very beginning of a discussion.
C. never give it.
**D.** sandwich it between positive feedback.
E. none of the answers is correct.

18. *(p. 40)* A hockey team has high morale because of several reasons. The team won most of its games, its fans cheered enthusiastically, the captain was respected by all players, and the players enjoyed being together. Which of the following principles of groups does this scenario exemplify?
A. interdependence
**B.** multiple causes
C. feedback
D. openness
E. multiple paths

19. *(p. 40)* Which of the following terms suggests that groups starting out the same may end up in very different places?
**A.** multifinality
B. interdependence
C. feedback
D. nonsummativity
E. open system

20. *(p. 41)* When a group's output is worse than expected given the abilities of the group members, it is called
A. equifinality.
B. feedback.
C. multifinality.
**D.** negative synergy.
E. a closed system.

**Fill in the Blank Questions**

21. *(p. 26)* A(n) _____ is a "map of reality," something that helps individuals navigate unfamiliar terrain and make decisions.
**theory**

22. *(p. 38)* A system consists of a set of elements that function _____.
**interdependently**


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23. *(p. 29)* To understand systems theory, one needs to understand four basic concepts true of all systems: inputs, _____, outputs, and environment.
**throughput processes**

24. *(p. 29)* _____ are the "raw materials" that are initially brought to a group from the outside.
**Inputs**

25. *(p. 30)* _____ are the activities a group engages in through which inputs are transformed into group outputs.
**Throughput processes**

26. *(p. 32)* Feelings among the members of a small group best exemplify _____.
**outputs**

27. *(p. 32)* Systems do not exist in a vacuum but are embedded in multiple surroundings or contexts that are referred to as their _____.
**environment**

28. *(p. 33)* A(n) _____ suggests that real-world groups are not only influenced by their environments but also help shape those same environments.
**bona fide group perspective**

29. *(p. 35)* Groups in which members complete most or all of their work without meeting face-to-face are called _____.
**virtual groups**

30. *(p. 35–36)* The boundary between a system and its _____ helps determine whether the system is relatively open or closed.
**environment**

31. *(p. 38)* _____ refers to the fact that the elements of a system mutually influence each other.
**Interdependence**

32. *(p. 38)* _____ refers to the part of a system's output that is returned to the system as input, which allows the system to monitor its movement toward goals and make necessary changes.
**Feedback**

33. *(p. 40)* The concept of _____ suggests that there is usually more than one appropriate way to reach a particular goal or endpoint.
**multiple paths**


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34. *(p. 41)* _____ refers to the fact that when group members come together, they create an entirely unique entity that is something other than just a collection of individual parts.
**Synergy**

35. *(p. 41)* In groups experiencing _____, the output is worse than expected given the abilities of the group members.
**negative synergy**

**True/False Questions**

36. *(p. 26)* General systems theory was created by a theoretical physicist.
**FALSE**

37. *(p. 30)* When forming a group to complete a group project, the members' attitudes toward the project best exemplify inputs to the project group.
**TRUE**

38. *(p. 29–30)* The style of leadership practiced within a group is an example of a small group input variable.
**FALSE**

39. *(p. 33)* There is frequent communication within a group as well as between the group and other larger groups.
**TRUE**

40. *(p. 32)* A group's outputs may include changes in its processes and procedures.
**TRUE**

41. *(p. 33)* Members of groups often belong to other groups that simultaneously influence and are influenced by them.
**TRUE**

42. *(p. 30–31)* For the throughput process to be successful, group members should discourage ideas and remain closed minded.
**FALSE**

43. *(p. 37)* Open systems have no disadvantages; they are the most superior systems.
**FALSE**

44. *(p. 39)* Feedback is the environment's response to a system's output.
**TRUE**

45. *(p. 38)* Interdependence refers to the fact that the elements of a system mutually influence each other.
**TRUE**


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46. *(p. 39–40)* The source of feedback is not considered as important as its content.
**FALSE**

47. *(p. 39–40)* The best way to give critical feedback in a group is to not give it.
**FALSE**

48. *(p. 40)* Given two successful, experienced sports teams, one may end up losing many of its games, while the other may win a championship; this scenario best exemplifies multifinality.
**TRUE**

49. *(p. 37)* Boundary spanning connects a group to useful people, resources, and other groups.
**TRUE**

50. *(p. 38)* When members bring up borders, they work to increase the cohesiveness and smooth functioning of their team.
**TRUE**

**Essay Questions**

51. *(p. 26–28)* Explain the different ways in which the systems perspective is useful when studying small groups.

Answers will vary.

52. *(p. 38–40)* Describe the term "interdependence," and give examples to explain how the various elements of a small group are interdependent. Analyze whether it is possible for a factor to affect only one part of a group and not the other parts.

Answers will vary.

53. *(p. 29–32)* Give at least three examples each of small group inputs, throughput processes, and outputs.

Answers will vary.

54. *(p. 39)* Discuss the influence of computer-mediated communication on a system.

Answers will vary.


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55. *(p. 35–38)* Differentiate between open and closed systems. Explain the different ways in which boundary spanners work.

Answers will vary.

56. *(p. 38–40)* Explain what is meant by feedback in a system. Discuss its usefulness within a group.

Answers will vary.

57. *(p. 39–40)* Give a few examples of feedback that a classroom project group is most likely to receive. Discuss the ways to give critical feedback in an efficient manner.

Answers will vary.

58. *(p. 40–43)* Describe the concepts of multiple causes, multiple paths, and synergy; explain how they affect a group's final outcome.

Answers will vary.

59. *(p. 28–42)* Identify the different small groups that exist within your college or place of employment. Describe the different ways in which these groups interact with each other. Explain how interaction, or lack of it, seems to affect an organization.

Answers will vary.


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