

Chapter 10 Fundamentals of Group Communication

Multiple-Choice Questions

1) What psychologist suggested in the 1950s that group dynamics are pervasive in people's lives?

- A) H. Dan O'Hair
- B) Marshall Scott Poole
- C) Kurt Lewin
- D) Michael Argyle

Answer: C
Page Ref: 275

2) Cohesiveness refers to the degree to which a group

- A) disagrees.
- B) remains intact.
- C) functions as individuals.
- D) relies on outside sources for advice.

Answer: B
Page Ref: 280

3) As group size increases, the interactions among the members become

- A) more formal.
- B) stressful.
- C) more informal.
- D) impossible.

Answer: A
Page Ref: 276

4) What are the four types of groups?

- A) Family, church, present friends, and adolescent friends groups
- B) Family, adolescent friends, work, and therapy groups
- C) Past friends, family, social, and work groups
- D) Social, religious, church, and physical groups

Answer: B
Page Ref: 276

5) Behaviors that can be observed when a group is functioning include assumption of roles, importance of influence, membership, common goals, leadership, and

- A) eye contact.
- B) communication pattern.
- C) a large amount of interaction.
- D) body movements.

Answer: C
Page Ref: 276-278

- 6) To maintain cohesiveness, groups can encourage members to feel a sense of belonging, allow others to express themselves freely, and
- A) encourage outside group activity.
 - B) build group membership.
 - C) discourage outside group activity.
 - D) reinforce accomplishments both inside and outside formal group meetings.

Answer: D
Page Ref: 280

- 7) Standards or limits that define appropriate group behavior are
- A) etiquette.
 - B) norms.
 - C) group rules.
 - D) demeanor.

Answer: B
Page Ref: 281

- 8) A group member who plays the role of making sure that everyone gets a chance to talk is a
- A) dominator.
 - B) socializer.
 - C) facilitator.
 - D) harmonizer.

Answer: C
Page Ref: 293-295

- 9) When a group begins to view itself as powerful and omnipotent, acts close-minded, and pressures members toward uniformity, the group is exhibiting symptoms of
- A) conformity.
 - B) groupthink.
 - C) conflict.
 - D) cohesiveness.

Answer: B
Page Ref: 284

- 10) _____ is one of the most misunderstood facets of group communication.
- A) Conformity
 - B) Work ethic
 - C) Cohesiveness
 - D) Conflict

Answer: D
Page Ref: 289

- 11) The style of decision making in which a leader hands down a decision to the group is
- A) laissez-faire.
 - B) participative.
 - C) authoritarian.
 - D) unitarian.

Answer: C
Page Ref: 294

- 12) The style of decision making in which there is minimal involvement on the part of a group leader is
- A) laissez-faire.
 - B) participative.
 - C) authoritarian.
 - D) unitarian.

Answer: A
Page Ref: 294

- 13) One major advantage of the "electronics wave" used by businesses and professionals is
- A) face-to-face communication.
 - B) personal satisfaction.
 - C) the saving of time and financial resources.
 - D) impressiveness to customers and other businesses.

Answer: C
Page Ref: 296

- 14) Groups of employees who meet on a regular basis during work time to improve quality control and job methods are
- A) think tanks.
 - B) quality circles.
 - C) self-managed teams.
 - D) power groups.

Answer: B
Page Ref: 298

- 15) Small groups of employees who share responsibility for a significant task by coordinating their own internal and external affairs are
- A) think tanks.
 - B) quality circles.
 - C) power groups.
 - D) self-managing teams.

Answer: D
Page Ref: 298

- 16) Xerox, Procter and Gamble, Volvo, and General Electric have introduced self-managing teams, with a successive rise in productivity of _____ percent.
- A) 5-10
 - B) 10-25
 - C) 25-40
 - D) 40-50

Answer: C
Page Ref: 299

- 17) Uncovering and analyzing problems, completing tasks, establishing and maintaining personal relationships, and facilitating groups and organizational processes are the four major activities of
- A) quality circles.
 - B) self-managing teams.
 - C) power groups.
 - D) think tanks.

Answer: B
Page Ref: 299