REVIEW QUESTIONS
SESSION 1: GROUPS & TEAMS OVERVIEW

Chapter 1:
Defining Teams and Groups

1.1 Formal groups are used to

a. Organize and distribute work

a. Make things more clearly
b. Attend meetings
c. Justify staff's work
d. Work independently

1.2 Group work allows people

a. Use information seperately
b. Work without negotiation
c. Have no commitment to each other
d. Raise voice to create conflicts
e. Devise plans

1.3 Estimates suggest certain amount of working day most managers spend in one sort of group or another is

a.   20%

b.   30%

c.   50%

d.   60%

e.   80%

1.5 Informal groups usually serve to

a.   Organize and distribute work

b.   Satisfy needs of affiliation

c.   Pool information

d.   Negotiate

e.   Conduct inquests

1.6 What effect do informal groups have on formal work tasks?

a. Compensate for individual deficiencies

b. Devise plans

c. Justify staff's work to final rewards

d. Exert subtle pressures on group members to conform a particular work rate

1.7 Which of the following can be defined as a team

a. Family group

b. Friendship group

c. Work group without identity

d. A definable membership

e. Independent members

1.10 When is teamwork particularly useful?

a. You work in a pleasant environment

b. There is only limited choice for solving problems

c. You are familiar with the solution for certain problems

d. People do not want to socialize

e. People are willing to support work they helped create

1.13 Which one does a hierarchical structured team not have?

a. Staff performing similar tasks

b. Junior manager

c. Departmental heads

d. Team leader

e. Staff report to a single supervisor

1.14 How many people does "a span of control" structure averagely have in their team?

a. 3
b. 5
c. 8
d. 10

1.16 What do you call a team consists of a group of people coming together as a distinct organizational unit in order to work on a project/projects?

a. The project (single) team
b. The matrix team
c. The contract team
d. The functional team
e. The structured team

1.18 Who do staff report to in a matrix team? 3
a. Single manager
b. CEO of the organization
c. Different managers
d. General manager
e. Head of depertment

1.21 Lisa team works in an IT project. They report formally to the company, the team members were selected by management and the team works in informal style with indirectly controlled by senior management of the company. What form/features of Lisa team can be?
a. Self organizing team
b. Self management team
c. The matrix team
d. The contract team
e. The functional team

Chapter 2: Cooperation

2.26 What is social value orientation (SVO)?

a. People will prefer to organize and distribute work between themselves
b. People's preferences when dividing resources between themselves and othersDifferent managers
c. You will go for what others believe
d. You dislike others' work and try to prove your outcome is much better

2.28 Andrew is a good listener and he always tries to understand what people think and why people feel in their own way. Andrew has ability of

a. Empathy
b. Cooperation
c. Considerable skill
d. Interdependence

2.29 Which one is the key component in cooperation?

a. Honesty
b. Hard working
c. Trust
d. Generousity

2.30 Janet does not want to get involved in any disputes, discussion or conversations with her colleagues. She gets to work late and wants to avoid any tasks may be assigned to her. However, she always wants to be a apart of any success her team made.   Economists call this kind of person is:

a. Hard working
b. Pretending
c. Dishonest
d. Free rider problem

Chapter 3:
Social Comparison

3.35 The need for self evaluation experiment has shown that people come to know about themselves by

a. Having positive attitude in life

b. Being religious

c. Feeling complete

d. Seeking happiness

e. Comparing with others

3.37 What are the two main factors in social comparison?

a. Similarity and friendliness

b. Openness and independence

c. Relevance and similarity

d. Self esteem and trustworthy

3.39 When people can boost their own self-evaluations by comparing themselves to others ranked lower in a company, they are having

a. Life side effect

b. Self esteem

c. Self evaluation maintenance

d. Self enhanced effect

3.42 What are the upward comparison positive effects?

a. Hope and inspiration

b. Hope and gratitude

c. Satisfaction and Envy

d. None of above

3.45 Social comparison can lead to

a. Impacts on self esteem, feeling of victory, feeling of humbleness

b. Impacts on self esteem, feeling of envy, feeling of regret

c. Impacts on self esteem, feeling of love, feeling of being superior

d. None of above

3.47 The SEM model suggests that managers may prefer sub optimal candidates because these candidates are not likely to

a. Be more competitive

b. Threaten the managers' position

c. Seek for opinions

d. Compare themselves to others

3.51 Which is situational factor of social comparison?

a. Number

b. Distance to work

c. Working situation

d. Company rewards

3.53 People usually compare with friends or co-workers than they are to industry or national averages, what is this comparison called in situational factors?

a. Number

b. Local

c. Proximity to a standard

d. Self esteem

3.56 You always got 10 in your high school, when going to the university, there are many other top students and you feel stressed, you don't want to know about exam or test score. What is this phenomenon called in social comparison?

a. Big frog in a small pond
b. Small frog in a big pond
c. Self esteem variation
d. The Dunning-Kruger effect

3.57 One of the key findings in the Dunning-Kruger effect experiments is unskilled people are

a. Positive with results
b. Always satisfied with results
c. Overconfident with results
d. Often jealous with others

The Psychology of Groups

4.64 Groups not only satisfy need to belong, but also provide information, assistance and_____

a. Experience
b. Better communication
c. Social support
d. None of above

4.65 The psychological significance of groups include the need to belong, identity and membership, evolutionary advantages of group living and

a. Respect in groups
b. Affiliation in groups
c. Trust in groups
d. Support in groups

4.70 Which situation below is considered social loafing?

a. A single student works alone on a paper

b. A student does all the group homework

c. The whole group equally work hard on group assignment

d. None of above

4.72 Which is the correct order of group development stages?

a. Forming, Norming, Storming, Adjourning, Performing,

b. Storming, Forming, Norming, Performing, Adjourning

c. Norming, Storming, Performing, Forming, Adjourning

d. Forming, Storming, Norming, Performing, Adjourning

4.74 In group decision making process, if there are more people agree on certain point of view, we may consider the fact that the group has

a. Group sharing knowledge
b. All resources are mobilized
c. Group sharing knowledge
d. Group polarization

4.76 Four group level factors that combine to cause groupthink are:

a. Cohesion, isolation, biased leadership, decisional stress
b. Cohesion, isolation, discouragement, biased leadership
c. Aggressive, isolation, discouragement, biased leadership
d. Isolation, cohesion, aggressiveness , discouragement

Chapter 12:
Business Proposal

12.1 How many parts does a traditional business proposal have?

a. 6

b. 7

c. 8

d. 10

12.3 "Executive summary" of a business proposal should:

a. Discuss the history of your product, service, and/or company

b. Describe the marketing plan, budget and timeline of the project

c. Summarize the product or service and how it meets the requirements and exceeds expectations.

d. Present the market potential and benefit of the project

12.5 A business proposal should: (Choose two options)

a. Be clear and concise

b. Exaggerate

c. Use well-supported reasoning to demonstrate product or service

d. Provide as much information as possible

e. a and c

12.6 What to write in the part "Benefits" of a business proposal are:

a. Exaggerated information

b. Comprehensive list of immediate and long term benefits

c. Information of the relationship between you and the potential buyer

d. Provide as much information as possible

e. b and c

12.7 In order to make clear presentation of timeline of a business proposal, you should consider the following advices, EXCEPT:

a. Use visual aids
b. Present from start to finish
c. Put the events separately
d. Make it the process

12.8 What make a good conclusion of business proposal?

a. The conclusion should restate your main points clearly
b. Summarize information from start to finish
c. Provide as much information as possible
d. The conclusion should be simple and general

12.11 Types of business proposal:

a.   Formal vs Informal

b.   Solicited vs Unsolicited

c.   Short vs Long

d.   Conclusive vs Inconclusive

12.12 What is "Solicited" business proposal?

a.   Proposal that have been asked to submit

b.   The "cold calls" of business writing

c.   May come in the form of a direct verbal or written request

d.   Required a thorough understanding of the market, product and/or service

e.   a and c