

1. Which among the following stages of group development is manifested when a new member starts to think as a part of the group ?
A. Performing B. Norming C. Storming **D. Forming**
2. Which among the following stages of group development is observed when group members compete for a desired assignment ?
A. Forming **B. Storming** C. Norming D. Performing
3. Which among the following roles within the group is executed when the member provides useful information ?
A. Take - charge leader B. Challenger **C. Knowledge contributor** D. Mediator
4. A group member who makes sure that every member of the group has the opportunity to express opinion
A. Take - charge leader **B. Gatekeeper** C. Challenger D. Listener
5. The closeness of attitude, behavior and performance of formal or informal group members is referred to as?
A. Cohesiveness B. Norms C. Composition D. Group think
6. Which among the types of group identifies the designated work assignments of group members?
A. Command group B. Task group **C. Formal group** D. Informal group
7. What type of group is formed when employees get together because they share common enthusiasm in some particular issues?
A. Command group B. Task group C. Friendship group **D. Interest group**
8. What stage of group development is observed when the members of the group exhibited cooperation and collaboration through the acceptance of differing opinions?
A. Norming B. Performing C. Storming D. Forming
9. When an employee is in a situation that compliance with role requirement may make it difficult to comply with another., This is an example of?
A. Role **B. Role conflict** C. Role perception D. Role expectation
10. Misthy is always more than willing to offer help to her classmates and solve conflicts among the group members. Misthy plays the role of?
A. People supporter B. Listener C. Mediator D. Process observer
11. Which among the following statements describe an informal group?
A. Group of employees who report to one manager.
B. Group of employees who are working as a unit to complete a project
C. Group of employees formed because of common interest
D. Group of employees that comes together in response to social contacts.
12. Which among the following type of roles relates to a person who looks at how the group function?
A. Process observer B. Challenger C. Listener D. Knowledge contributor
13. Ms. Nhi was requested by the manager to create her group to work on the donation drive program of their company for the typhoon victims. The group of Ms. Nhi is called?
A. Command group **B. Task group** C. Friendship group D. Interest group
14. What stage of group development will occur when the company was forced to execute downsizing due the recurring covid 19 situation?
A. Norming B. Performing **C. Adjourning** D. Forming

15. Which among the following statements relates to friendship group?
 A. Group of employees who report to one manager.
 B. Group of employees who are working as a unit to complete a project
C. Group of employees formed because of common interest
 D. Group of employees that comes together in response to social contacts.
16. The stage of group development wherein the role of each member are fully understood and accepted?
 A. Norming **B. Performing** C. Storming D. Forming
17. Which among the following statements refers to command group?
A. Group of employees who report to one manager.
 B. Group of employees who are working as a unit to complete a project
 C. Group of employees formed because of common interest
 D. Group of employees that comes together in response to social contacts.
18. These are set of expected behavior patterns attributed to someone in the group?
 A. Group behavior **B. Role** C. Group goals D. Role expectations
19. What type of role is manifested when a person leads the group to make sure that goal will be achieved?
 A. Process observer B. Listener **C. Take charge leader** D. Knowledge contributor
20. What type of role is performed by Ms. Ho when she intervenes between two students arguing?
 A. Knowledge contributor B. Process observer C. Challenger **D. Mediator**
21. Which of the statements below defines to communication process?
 A. Communicating the cult
 B. Communication that follows the chain of command
 C. Amount of information that can be transmitted in an effective manner
D. The steps between the source and the recipient of message that results in the transfer and understanding of meaning and opportunities available to prospective employees.
22. Who among the group members pay attention to the ideas or proposals presented by any member of the group?
 A. Mediator B. Gatekeeper C. Challenger **D. Listener**
23. Which of the group roles is manifested when a member confronts bad ideas to prevent complacency?
 A. Listener **B. Challenger** C. People supporter D. Gatekeeper
24. Which among the following statements is a requirement for forming norms?
 A. Present how others believe a person should act in a given situation
 B. It marks the attainment of the level of effectiveness.
C. Accepted in various degrees and applied to all members.
 D. Select members who have high motivation and prefer to work in groups.
25. Which among the following is not a factor to determine the status in the group?
 Cohesiveness
26. The socially defined position given to group members in the group is known as?
 A. Social loafing **B. Status** C. Cohesiveness D. Norms
27. Which among the group properties describes the similarities of behavior and performance of group members
A. Cohesiveness B. Norms C. Size D. Diversity

28. The tendency of the individual to exert less effort working collectively is called
A. Social loafing B. Status C. Cohesiveness D. Norms
29. What group decision making technique is used by the group to encourage group members to share ideas while avoiding any criticisms of the ideas shared?
A. Brainstorming B. Electronic meeting C. Nominal group technique D. Delphi technique
30. Which of the following group decision making describes the situation in which group pressure for conformity
 A. Group shift B. Nominal group technique **C. Group think** D. Delphi technique
31. Which among the following statements is a strategy to prevent social loafing?
 A. Present how others believe a person should act in a given situation
 B. It marks the attainment of the level of effectiveness
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D. Select members who have high motivation and prefer to work in
32. Ms. Nhi, head of the marketing department calls for a meeting to discuss important matters about the promotional campaign via Zoom. The action of Ms. Nhi is an example of?
 A. Brainstorming **B. Electronic meeting** C. Nominal group technique D. Delphi technique
33. What type of decision making technique is used when group members independently write their groups on the problem?
 A. Group shift **B. Nominal group technique** C. Group think D. Delphi technique
34. What type of decision making is observed when an individual decision within the group will change?
A. Group shift B. Nominal group technique C. Group think D. Delphi technique
35. Which among the following type of teams uses computer technology to tie together physically dispersed members in order to achieve a common goal?
A. virtual team B. Self-managed team C. Cross-functional team D. Problem solving team
36. Who among the team players evaluates all details and enforces rules for the other team members to follow?
 A. Adviser **B. Controller** C. Organizer D. Assessor
37. The team player who gives significant analysis of the team's **alternative courses** of action?
 A. Adviser B. Creator C. Controller **D. Assessor**
38. Which among the following statements below refers to team diversity?
A. Present how others believe a person should act in a given situation
 B. It marks the attainment of the level of effectiveness
 C. Accepted in various degrees and applied to all members.
 D. Select members who have high motivation and prefer to work in groups
39. Which among the following statements is true with reference to abilities?
 A. The degree to which members of a work team share a common demographic attributes.
B. The team performance depends on the knowledge and skills of its members.
 C. Give rewards to the team rather than to individual members
 D. Encourage agreement of team
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41. What key part of the communication process describes how the message is being carried out by the sender?
A. Message **B. Channel** C. Noise D. Feedback
42. Which part of the communication process relates to the acknowledgement of the receiver to the sender? **A. Decoding** B. Encoding C. Feedback D. Message
43. Which of the statements below refers to communication richness?
A. Communicating the culture and opportunities available to prospective employees.
B. Communication that follows the chain of command
C. Amount of information that can be transmitted in an effective manner
D. The steps between the source and the recipient of message that results in the transfer and understanding of meaning.

Test 11 – Chương LEADERSHIP

What type of communication barrier occurs when the students cannot process and understand the topics being discussed because it exceeds their processing capacity?

- A. Filtering
- B. Selective perception
- C. Information overload**
- D. Language

Which of the following electronic communication is an interactive technology that allows sharing of information and ideas via virtual communication network?

- A. Social networking**
- B. Blog
- C. E-mail
- D. Instant messaging

his barrier of communication transpires when the same message is interpreted differently because the receiver is in a state of shock?

- A. Lying
- B. Emotions**
- C. Silence
- D. Language

Ms. Minh Dieu has been travelling around Vietnam and she decided to write an article about the best places to visit and upload it to her website to share with her subscribers. What type of electronic communication was used by Ms. Minh Dieu?

- A. Social networking
- B. Blog**
- C. E-mail
- D. Instant messaging

What type of electronic communication was used by MS. Pham Thi Tram when she needs to meet with her employees to discuss important issues who are located in different cities?

- A. Social networking
- B. Blog
- C. E-mail
- D. Video-conferencing**

Which among the following statements refers to trait theory? intelligence, personality and ability.

- A. The process of influencing others to facilitate the attainment of organizational goals.
- B. The application of internet to transmit and receive computer generated text and documents.
- C. Encompasses the individual's technical and interpersonal knowledge and skills.

D. The attempt to identify specific characteristics associated with leadership success such as

Which of the component of behavioral theory describes the extent to which a leader is likely to manifest job relationship characterized by mutual trust?

- A. Employee-centered
- B. Job-centered
- C. Initiating structure

D. Consideration

Which among the barriers of communication happens when the sender controls the information to make it flattering to the receiver?

- A. Filtering**
- B. Emotions
- C. Selective perception
- D. Communication apprehension

What type of communication barrier was encountered by Mr. Le Quang Hieu when he felt a sudden tension and stress in delivering his speech?

- A. Selective perception
- B. Emotions

C. Communication apprehension

D. Language

Which of the statements below defines leadership? intelligence, personality and ability.

- A. The process of influencing others to facilitate the attainment of organizational goals.**
- B. The application of internet to transmit and receive computer generated text and documents.
- C. Encompasses the individual's technical and interpersonal knowledge and skills.
- D. The attempt to identify specific characteristics associated with leadership success such as

This is one of the foundations of trust which relates to honesty and truthfulness of the leader?

- A. Benevolence
- B. Intelligence
- C. Ability

D. Integrity

Which among the component of behavioral theory gives emphasis on the leader's interpersonal relations and focused on the needs of the employees?

- A. Employee-centered**
- B. Job-centered
- C. Initiating structure
- D. Consideration

Which among the following foundation of leadership refers to the positive expectations about how things are going to turn-out?

- A. Personality
- B. Trust**
- C. Intelligence
- D. Consideration

Which among the component of behavioral theory involves the behaviors indicating respect and report between the leader and the follower?

- A. Employee-centered
- B. Job-centered
- C. Consideration
- D. initiating structure

Which of the following is not a characteristics of a leader with reference to trait theory?

- A. Intelligence
- B. Job centered
- C. Personality
- D. Abilities

LEADERSHIP

Which among the following statements refers to leadership?

- A. Designates behavior in which the leader organizes and defines relationship.
- B. The extent to which a leader is likely to have job relationship characterized by trust and respect.
- C. Influenced derived from one's formal structural position in the organization
- D. The process of influencing others to facilitate the achievement of organizational goals.

Which among the following descriptions refers to Path Goal Theory? and the situations help employees reach organizational goals. the organization.

- A. The performance of groups is dependent on the interaction between the leadership styles
- B. The leader's job is to create a work environment through structure, support and rewards to
- C. A theory that relates to specific characteristics of leaders with leadership success.
- D. A theory that makes subordinates aware of the importance of their job and performance to

Which among the following contemporary theories of leadership states that leaders stimulate and inspire followers to achieve extraordinary outcome?

- A. Transformational leadership
- B. Transactional leadership
- C. Charismatic leadership
- D. Servant leadership

Which of the theories of leadership suggest that leadership effectiveness is a function of various aspects of the leadership scenarios?

- A. Behavioral
- B. Situational
- C. Trait
- D. Transactional

This describes the behavior in which the leader organizes and structures the way a job is to be accomplished?

- A. Job-centered
- B. Employee-centered
- C. Initiating structures
- D. Consideration

Which among the following situational variables emphasizes Hershey's & Blanchard situational leadership model?

- A. Skills
- B. Readiness
- C. Performance
- D. Trait

Which of the statement below is an advantage of having trust to the leader?

- A. Enhances information sharing
- B. Aiding employees in satisfying their needs
- C. Enlist cooperation and interpersonal skills
- D. Leader gives clear and specific directions

Which of the statements below relates to position power?

- A. Designates behavior in which the leader organizes and defines relationship.
- B. The extent to which a leader is likely to have job relationship characterized by trust and respect.
- C. Influenced derived from one's formal structural position in the organization
- D. The process of influencing others to facilitate the achievement of organizational goals.

Which of the following component of path-goal theory relates to the action of Ms. Pham Thi Tram when she instructed her subordinates of what is expected from them?

- A. Achievement-oriented
- B. Participative
- C. Directive
- D. Supportive

Which of the characteristics of transformational leadership focused on high expectations towards his followers?

- A. Idealized influence
- B. Individualized consideration
- C. Intellectual stimulation
- D. Inspirational motivation

Which among the following contemporary theories of leadership states that leaders lead primarily by using social exchanges?

- A. Transactional leadership
- B. Transformational leadership
- C. Charismatic leadership
- D. Servant leadership

Which of the contemporary leadership theory relates to the leader's concern on helping followers grow and develop?

- A. Servant leadership
- B. Transactional leadership
- C. Transformational leadership
- D. Charismatic leadership

Which among the leadership theories gives emphasis on the leader and follower interaction and quality of relationship

- A. Path-goal theory
- B. Situational leadership theory
- C. Leader-participation theory
- D. Leader-member exchange theory

Which contemporary leadership theory is focused on providing rewards to motivate follower's in the direction of achieving corporate goals?

- A. Servant leadership
- B. Transactional leadership
- C. Transformational leadership
- D. Charismatic leadership

What leadership theory relates to the leadership behavior and degree of involvement in decision making?

- A. Path-goal theory
- B. Situational leadership theory
- C. Leader-participation theory
- D. Leader-member exchange theory

Which among the component of Path Goal theory is executed when the leader assist his subordinates in learning how to achieve high goals?

- A. Achievement-oriented
- B. Participative
- C. Directive
- D. Supportive

What element of the situational leadership theory is displayed when Ms. Ta Lieu Nhi dictates the responsibilities of her team members?

- A. Participating
- B. Selling
- C. Delegating
- D. Telling

Which part of the Fiedler contingency theory outlines how organized a job is with regard to requirements?

- A. Task structure
- B. Position power
- C. Leader-member relations
- D. Matching leader and situation

Which among the following contemporary theories of leadership describe an enthusiastic, self – confident leader who is able to clearly communicate his or her vision.

- A. Transformational leadership
- B. Transactional leadership
- C. Charismatic leadership
- D. Servant leadership

What component of the path-goal theory is manifest

What component of the path-goal theory is manifested by Mr. Dang Duy Hoai when he consults his subordinates for suggestions before making his decisions?

A.Achievement-oriented

B.Participative

C.Directive

D.Supportive

POWER

Which of the types of power emerge from an individual's unique characteristics?

A.Position power

B.Personal power

C.Legitimate power

D.Reward power

What type of power is described when the President of AB Company gives financial incentive to the marketing department for being able to reached the target sales set by the company?

A.Position power

B.Coercive power

C.Legitimate power

D.Reward power

Which among the following types of conflict stimulates creativity and innovation among group members?

A.Functional

B.Dysfunctional

C.Traditional

D.Process conflict

Which of the types of conflict is observed when Ms. Trinh and Ms. Tram had a confrontation about how the marketing campaign should be completed?

A.Task

B.Relationship

C.Process

D.Traditional

What stage of the conflict process indicates conditions or situations in which conflict may arise?

A.Intentions

B.Potential opposition

C.Cognition and Personalization

D.Behavior

Which of the stages of conflict process is visible when Ms. Nhi and Mr. Thong had an exchange of strong words and reactions about the results of the group performance?

A.Potential opposition

B.Cognition and personalization

C.Functional outcome

D.Behavior

Which of the structural conflict occurs when the marketing department and human resource department share the same computer to complete their respective tasks?

A.Specialization

B.Interdependence

C.Common resources

D.Authority relationship

Which among the conflict causing personalities describes a person who manages to block group progress?

- A. Aggressor
- B. Passive aggressor**
- C. Do nothing person
- D. Chatterbox

What type of structural conflict occurs when marketing department needs to wait for the production department to accomplish their task?

- A. Specialization
- B. Interdependence**
- C. Common resources
- D. Authority relationship

Which of the statements given below refers to conflict?

- A. The opposition of persons giving rise to some disagreements.**
- B. Represents the formal authority to control and use organizational resources.
- C. Influenced based on identification with a person who has a desirable personal trait
- D. The degree to which one party attempts to satisfy his own concern.

NEGOTIATION

Which among the conflict resolutions is considered to reach a win-win situation for both parties after conflict has been resolved?

- A. Competing
- B. Compromise
- C. Accommodating
- D. Collaborating**

This is the process in which two or more parties attempt to reach an acceptable agreement in a situation characterized by some level of disagreement?

- A. Conflict management
- B. Mediation
- C. Negotiation**
- D. Conflict

Which among the conflict causing personalities describes a person who often comes into the workplace full of gossips?

- A. Chatterbox**
- B. Do nothing person
- C. Timewaster
- D. Negative person

Which among the conflict resolution reflects the desire to satisfy one's interest regardless of the impact on the other party to the conflict?

- A. Compromise
- B. Competing**
- C. Accommodating
- D. Collaborating

What conflict resolution is applied when managers avoid taking positions or sides to the conflict?

- A. Compromise
- B. Competing
- C. Avoidance
- D. Collaborating

Which among the following negotiator describes a trusted individual who provides an information communication link between the parties?

- A. Mediator
- B. Conciliator
- C. Voluntary arbitrator
- D. Compulsory arbitrator

Which of the negotiation process requires the determination of the nature and history of the conflict?

- A. Clarification and justification
- B. Bargaining and problem solving
- C. Preparation and planning
- D. Definition of ground rules

Which among the following statements refers to integrative bargaining?

- A. A situation in which incompatible goals and behaviors lead to disagreements.
- B. The use of resolution and stimulation techniques to achieve the desired level of conflict
- C. The negotiation that is focused on making both sides achieve their objectives
- D. The negotiation that seeks to divide a fixed amount of resources.

Which of the following methods facilitates negotiation by using reasoning, persuasion and suggestions for alternatives?

- A. Compulsory arbitrator
- B. Voluntary arbitrator
- C. Conciliator
- D. Mediator

Which among the following situations is not classified as structural conflict?

- A. Interdependence
- B. Common resources
- C. Specialization
- D. Dysfunctional

Which of the processes below is not a part of negotiation?

- A. Potential opposition and incompatibility
- B. Definition of ground rules
- C. Clarification and justification
- D. Bargaining and problem solving

Which of the third party negotiations is requested by the conflicting parties?

- A. Mediator
- B. Conciliator
- C. Voluntary arbitrator
- D. Compulsory arbitrator

Which of the phases of the negotiation process provides an opportunity to inform and educate the conflicting parties?

- A. Definition of ground rules
- B. Clarification and justification**
- C. Bargaining and problem solving
- D. Closure and implementation

What conflict causing personality describes a person who manages to block the group progress?

- A. Passive aggressor**
- B. Resentful person
- C. Do nothing person
- D. Negative person

Which of the statements below is true with reference to distributive bargaining?

- A. A situation in which incompatible goals and behaviors lead to disagreements.
- B. The use of resolution and stimulation techniques to achieve the desired level of conflict
- C. The negotiation that is focused on making both sides achieve their objectives
- D. The negotiation that seeks to divide a fixed amount of resources.**

Which of the conflict personalities pushes a person not to do anything because of the fear to commit error?

- A. Negative person
- B. Resentful person
- C. Do nothing person**
- D. Unreliable person

Which of the conflict resolution is useful when two parties have equal powers and strongly committed with mutually exclusive goals?

- A. Compromise**
- B. Competing
- C. Accommodating
- D. Collaborating**

This conflict personality relates to a person who always gets himself overloaded with work because he agrees to everyone?

- A. Negative person
- B. Unreliable person**
- C. Do nothing person
- D. Resentful person

Which of the statements below defines conflict management?

- A. A situation in which incompatible goals and behaviors lead to disagreements.
- B. The use of resolution and stimulation techniques to achieve the desired level of conflict**
- C. The negotiation that is focused on making both sides achieve their objectives
- D. The negotiation that seeks to divide a fixed amount of resources.

Which of the stages of negotiation process will have to make parties reach an agreement?

- A. Definition of ground rules
- B. Clarification and justification
- C. Bargaining and problem solving
- D. Closure and implementation**

COMMUNICATION

What key part of the communication process describes how the message is being carried out by the sender?

A.Message

B.Channel

C.Noise

D.Feedback

Which part of the communication process relates to the acknowledgement of the receiver to the sender?

A. Decoding

B. Encoding

C. Feedback

D. Message

_____ is the process by which the receiver of the message interprets its meaning.

(A) Communication

(B) Language

(C) Feedback

(D) Encoding

(E) Decoding

Which of the statements below refers to communication richness? understanding of meaning.

A.Communicating the culture and opportunities available to prospective employees.

B.Communication that follows the chain of command

C.Amount of information that can be transmitted in an effective manner

D.The steps between the source and the recipient of message that results in the transfer and

What function of communication is manifested in situations where data are to be transmitted for evaluating choices necessary to make decisions?

A.Act to control

B.Provides information

C.Emotional expression

D.Foster motivation

Which among the medium of communication includes email, memoranda and manuals?

A.Oral communication

B.Electronic communication

C.Written communication

D.Non-verbal communication

These communication takes place through gestures and eye-contacts?

A.Oral communication

B.Electronic communication

C.Written communication

D.Non-verbal communication

Which of the functions of communication is used when managers explain to their employees the result of the departmental performance?

- A. Foster motivation
- B. Provides information
- C. Emotional expression
- D. Act to control

What type of organizational communication can be applied by Mr. Thong, head of the operations department in order to inform the community about the corporate social responsibility of his company?

- A. Promotion
- B. Advertising
- C. Public relation
- D. Customer survey

Which of the following terms outlines the transfer of information and the understanding of meaning?

- A. Feedback
- B. Message
- C. Communication
- D. Grapevine

What organizational communication is used to inform the current and prospective employees about the company culture?

- A. Promotion
- B. Advertising
- C. Public relation
- D. Customer survey

Which communication flow is adopted by companies when top level and middle level managements want to be aware of the situations in every work centers?

- A. Upward
- B. Lateral
- C. Downward
- D. Grapevine

Which of the statements below defines to communication process? understanding of meaning.

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Which of the functions of communication is observed when the HR manager wants to implement policies, rules and regulations that employees need to comply?

- A. Foster motivation
- B. Provides information

C. Emotional expression

D. Act to control

what part of the communication process relates to situations that may interrupt the flow and clarity of information?

A. Message

B. Channel

C. Noise

D. Feedback

What part of the communication process completes the cycle and to make sure that information is transferred on its original intent?

Which of the organizational communication can be utilized by Ms. Phung Duyen if she wants to create a brand loyalty among customers?

A. Promotion

B. Advertising

C. Public relation

D. Customer survey

Which of the statements below describes a formal communication channel? understanding of meaning.

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B. Communication that follows the chain of command

C. Amount of information that can be transmitted in an effective manner

D. The steps between the source and the recipient of message that results in the transfer and

Which of the organizational communication can be applied by Ms. Nhi head of the marketing department, is she wants to acquire about the comments and suggestions from external clients regarding their new product?

A. Promotion

B. Advertising

C. Public relation

D. Customer survey

Which communication flow is used by companies to point out to employees about problems that needs immediate action?

A. Upward

B. Lateral

C. Downward

D. Grapevine

Which among the types of communication is considered as the most common means of conveying the message?

A. Oral communication

B. Electronic communication

C. Written communication

D.Non-verbal communication

Quiz 9

Which among the following statements is true with reference to abilities?

- A.The degree to which members of a work team share a common demographic attributes.
- B.The team performance depends on the knowledge and skills of its members.**
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Who among the group members pay attention to the ideas or proposals presented by any member of the group?

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- C.Accepted in various degrees and applied to all members.**
- D.Select members who have high motivation and prefer to work in groups

Which among the following is not a factor to determine the status in the group?

- A.Power
- B.Ability
- C.Cohesiveness**
- D.Characteristics

The socially defined position given to group members in the group is known as?

- A.Social loafing
- B.Status**
- C.Cohesiveness
- D.Norms

Which among the group properties describes the similarities of behavior and performance of group members?

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Which among the following type of teams uses computer technology to tie together physically dispersed member in order to achieve a common goal?

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- B. Self-managed team
- C. Cross – functional team
- D. Problem solving team

Who among the team players evaluates all details and enforces rules for the other team members to follow?

- A. Adviser
- B. Controller
- C. Organizer
- D. Assessor

The team player who gives significant analysis of the teams alternative courses of action?

- A. Adviser
- B. Creator
- C. Controller
- D. Assessor

Which among the following statements below refers to team diversity?

- A. Present how others believe a person should act in a given situation
- B. It marks the attainment of the level of effectiveness
- C. Accepted in various degrees and applied to all members.
- D. Select members who have high motivation and prefer to work in groups

Which among the following statements is true with reference to abilities?

- A. The degree to which members of a work team share a common demographic attributes.
- B. The team performance depends on the knowledge and skills of its members.
- C. Give rewards to the team rather than to individual members
- D. Encourage agreement of team about team goals.