

Experiencing MIS, 9e (Kroenke)

Chapter 7 Collaboration Information Systems for Decision Making, Problem Solving, and Project Management

1) _____ is defined as a group of people working together to achieve a common goal via a process of feedback and iteration.

- A) Abstract reasoning
- B) Systems thinking
- C) Collaboration
- D) Dissolution

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

2) Which of the following should be followed for an effective collaboration?

- A) Iterations should be avoided for the smooth functioning of a collaborative process.
- B) Group members should never be critical, or give each other negative feedback.
- C) Multiple iterations and feedback should be used to improve collaboration.
- D) Collaboration should take place at the final stage of a project to be more effective.

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

3) In collaboration, the work proceeds in a series of steps in which one person produces something, others criticize it, and then a revised version is produced. These steps are known as _____.

- A) iterations
- B) alternatives
- C) redundancies
- D) strategies

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

4) How do group iterations and feedback provide better results than those provided by a single individual?

- A) They motivate the members of a group to work on individual goals.
- B) They allow individuals to put forth different perspectives.
- C) They encourage the members of a group to share ideas and collaborate at the end of a project.
- D) They restrict individuals from criticizing one another's perspectives.

Answer: B

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

5) Leo Technologies, a software firm, has appointed a team of five members to work on an important project. The project involves the development of a high security program for a client. For the project to be successful, the members need to collaborate. Which of the following steps should the members take to ensure collaboration in the team?

- A) The members should resist putting forward unpopular ideas.
- B) The members should avoid entering into difficult conversations.
- C) The members should provide and receive critical feedback.
- D) The members should be very polite and not say anything critical.

Answer: C

AACSB: Reflective Thinking

Difficulty: 3: Challenging

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Application

6) Which of the following should be avoided for a collaboration to be successful?

- A) replying to the criticisms offered by different members in the group
- B) giving different perceptions of the topics under discussion
- C) giving critical feedback against other members of a group
- D) giving critical feedback that leads to distrust among group members

Answer: D

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

7) Listed below are perspectives of different people working as a team. Which of the following approaches to teamwork will provide the best results?

A) Sarah disagrees with the project plan but does not voice her opinion because she doesn't want to disrupt the functioning of the team.

B) Andrew believes that conflict is healthy for teamwork and doesn't hesitate to criticize the shortcomings of his coworkers' perceptions.

C) Caleb and Adam hold opposing political views but do not discuss their opinions while working so that other team members aren't distracted.

D) Daniel is the team leader and discourages disagreements among team members so that the project can proceed faster.

Answer: B

AACSB: Reflective Thinking

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Application

8) Neal heads the sales team in his organization. He has observed a decline in the performance of a few members in the team, and needs to give them critical feedback. Which of the following should Neal keep in mind while providing feedback?

A) Make personal comments.

B) Give specific details.

C) Avoid suggestions.

D) Dominate the team.

Answer: B

AACSB: Reflective Thinking

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Application

9) A cooperative result is usually better in quality than the result of someone working alone.

Answer: FALSE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

10) Multiple versions of a document are created when a group of people collaboratively work on it to achieve a common goal.

Answer: TRUE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

11) An extremely critical group cannot collaborate effectively.

Answer: TRUE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

12) It is important for team members to have different ideas and opinions and to express them to each other.

Answer: TRUE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

13) Differentiate between cooperation and collaboration with examples.

Answer: Cooperation is defined as a group of people working together, all doing essentially the same type of work, to accomplish a job. Collaboration is defined as a group of people working together to achieve a common goal via a process of feedback and iteration.

For example, when a group of five students is given an assignment, they will break it up into five pieces, work to accomplish their piece independently, and then merge their independent work for grading by the professor. Using this practice, the students work cooperatively as a group.

In contrast, when students work collaboratively, they set forth an initial idea or work product, provide feedback to one another on those ideas or products, and then revise in accordance with feedback.

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

14) Judy heads the marketing department, which has the maximum number of employees in her organization. To improve the efficiency of the employees, Judy forms ten teams and gives each one a different target. At the end of the quarter, the most successful team would be chosen and awarded. Which of the following primary criteria should Judy use to judge the success of the teams?

- A) changes in organizational structure
- B) growth in team capacity
- C) working in a series of stages
- D) meaningful and satisfying experience

Answer: D

AACSB: Reflective Thinking

Difficulty: 3: Challenging

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.2: What Are Three Criteria for Successful Collaboration?

Classification: Application

15) Business professionals are primarily concerned about the successful outcome of collaboration.

Answer: TRUE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.2: What Are Three Criteria for Successful Collaboration?

Classification: Concept

16) Explain the three primary criteria for successful collaboration.

Answer: The three primary criteria for successful collaboration are:

1. Successful outcome: Most students are primarily concerned with this criterion. They want to achieve a good outcome, measured by their grade, or they want to get a project done with an acceptable grade while minimizing the effort required. For business professionals, teams need to accomplish their goals.

2. Growth in team capability: Most student teams are short-lived. But, in business, teams often last months or years. With experience, teams can become more effective. Activities are combined or eliminated. Teams also get better as individuals improve at their tasks. Part of that improvement is the learning curve; as someone does something over and over, he or she gets better at it. Team members teach task skills and impart knowledge to one another. Team members also provide perspectives that other team members need.

3. Meaningful and satisfying experience: The nature of team goals is a major factor in making work meaningful. If an individual's work is not only perceived as important, but the person doing that work is also given credit for it, then the experience will be perceived as meaningful. So, recognition for work well done is vitally important for a meaningful work experience.

AACSB: Interpersonal Relations and Teamwork

Difficulty: 3: Challenging

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.2: What Are Three Criteria for Successful Collaboration?

Classification: Concept

17) _____ is the first and most fundamental collaboration purpose.

- A) Decision making
- B) Informing
- C) Managing projects
- D) Experimenting

Answer: B

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

18) Being informed is considered the most fundamental collaboration purpose because _____.

- A) individuals can construct different perceptions of the same data
- B) all the members of a team usually perceive information in the same way
- C) members will be able to avoid critical feedback
- D) conflicting ideas can be eliminated

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

19) _____ decisions are those that support day-to-day activities, such as the number of widgets to order from a particular vendor.

- A) Managerial
- B) Tactical
- C) Strategic
- D) Operational

Answer: D

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

20) Sean is in charge of setting up the new IT department at his firm. He allots the budget, and decides the number of analysts and technicians that would be required to set up the department. Sean's decisions in this case are _____.

- A) behavioral
- B) operational
- C) managerial
- D) strategic

Answer: C

AACSB: Reflective Thinking

Difficulty: 2: Moderate

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Application

21) _____ decisions are those that support broad-scope, organizational issues.

- A) Strategic
- B) Behavioral
- C) Operational
- D) Managerial

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

22) Which of the following statements is TRUE of a structured decision process?

- A) There is an understood and accepted method for making such a decision.
- B) Collaboration is often required in this process.
- C) The nature of an underlying problem is given more importance in this type of decision-making process.
- D) The decisions taken depend largely on the manner in which managers make assessments.

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

23) Which of the following statements is TRUE of an unstructured decision process?

- A) Collaboration is seldom required in this process.
- B) Individuals use a standardized decision process to assess a situation.
- C) Individuals vary in the manner in which they make decisions in this process.
- D) There is an understood and accepted method for making decisions.

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

24) In project management, setting the ground rules for a project and its team is the fundamental purpose of the _____ phase.

- A) finalizing
- B) starting
- C) executing
- D) planning

Answer: B

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

25) Which of the following tasks is performed during the starting phase of project management?

- A) preparing archival documents
- B) managing tasks and budget
- C) establishing team rules
- D) determining project schedule

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

26) Based on the phases of project management, the _____ stage is characterized by defining activities, assigning personnel and budget to those activities, and determining project schedule.

- A) finalizing
- B) starting
- C) doing
- D) planning

Answer: D

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

27) Hanna, a project manager at Rinehart Inc., adds additional resources to a new project that has insufficient resources to meet its tight schedules. In this case, Hanna is in the _____ phase of project management.

- A) planning
- B) starting
- C) doing
- D) finalizing

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 3: Challenging

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Application

28) In project management, accomplishing tasks on time is the objective of the _____ phase.

- A) finalizing
- B) starting
- C) doing
- D) planning

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

29) Rochelle, a senior program analyst at Levy Inc., reschedules various tasks assigned to her subordinates in order to meet a project's new guidelines. In this case, Rochelle is in the _____ phase of project management.

- A) starting
- B) doing
- C) planning
- D) finalizing

Answer: B

AACSB: Analytical Thinking

Difficulty: 3: Challenging

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Application

30) The _____ phase of project management requires a team to document its results, document information for future teams, close down the project, and disband the team.

- A) finalizing
- B) starting
- C) doing
- D) planning

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

31) Which of the following tasks is performed during the finalizing phase of project management?

- A) solving problems
- B) documenting and reporting project progress
- C) revising budget
- D) preparing archival documents

Answer: D

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

32) Operational decisions are always collaborative.

Answer: FALSE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

33) Strategic decisions are almost always collaborative.

Answer: TRUE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

34) Decisions at the operational level tend to be unstructured.

Answer: FALSE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

35) Different people usually perceive a problem in the same way.

Answer: FALSE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

36) The first and most important task for a problem-solving collaborative group is to define the problem.

Answer: TRUE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

37) Team roles, responsibilities, and authorities are established during the planning phase of project management.

Answer: FALSE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

38) What are the three levels of decision making?

Answer: Decisions are made at three levels:

1. Operational decisions: Decisions that support operational, day-to-day activities are called operational decisions. Typical operational decisions are: How many widgets should we order from vendor A? Should we extend credit to vendor B? In almost all cases, operational decisions need not involve collaboration.

2. Managerial decisions: Decisions that deal with the allocation and utilization of resources are called managerial decisions. Typical managerial decisions are: How much should we budget for computer hardware and programs for department A next year? How many engineers should we assign to project B? In general, if a managerial decision requires consideration of different perspectives, then it will benefit from collaboration.

3. Strategic decisions: Decisions that support broad-scope, organizational issues are called strategic decisions. Typical strategic decisions at the strategic level are: Should we start a new product line? Should we open a centralized warehouse in Tennessee? Should we acquire company A? Strategic decisions are almost always collaborative.

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how information systems can be used to assist in decision making.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

39) Explain the four phases of project management.

Answer: The four phases of project management are:

1. Starting phase: The fundamental purpose of the starting phase is to set the ground rules for the project and the team. Other tasks during the starting phase are to set the scope of the project and to establish an initial budget.

2. Planning phase: The purpose of the planning phase is to determine "who will do what and by when." Work activities are defined, and resources such as personnel, budget, and equipment are assigned to them. Tasks often depend on one other. The project budget is usually revised during the planning phase as well.

3. Doing phase: Project tasks are accomplished during the doing phase. The key management challenge here is to ensure that tasks are accomplished on time, and, if not, to identify schedule problems as early as possible. As work progresses, it is often necessary to add or delete tasks, change task assignments, add or remove task labor or other resources, and so forth. Another important task is to document and report project progress.

4. Finalizing phase: In this phase, the team needs to document its results, document information for future teams, close down the project, and disband the team.

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

40) Which of the following statements is TRUE of project data?

A) It is a part of the collaboration's work product.

B) It is data that is used to manage the project.

C) It includes schedules, tasks, budgets, and other related data about a project.

D) It is not subject to iteration and feedback.

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

41) Which of the following collaborative activities requires tracking many versions of many documents and other work products?

- A) increase in team satisfaction
- B) feedback
- C) promotion of team growth
- D) iteration

Answer: D

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

42) Which of the following collaborative activities requires providing easy-to-use and readily available multiparty communication?

- A) promotion of team growth
- B) feedback
- C) accomplishment of task within time and budget
- D) iteration

Answer: B

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

43) Most collaboration systems are hosted on client computers.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

44) Schedules, tasks, budgets, and other managerial data are examples of project metadata.

Answer: TRUE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

45) The primary function of a collaboration information system is information security.

Answer: FALSE

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

46) Differentiate between project data and project metadata.

Answer: Project data is data that is part of the collaboration's work product. For example, for a team that is designing a new product, design documents are examples of project data. A document that describes a recommended solution is project data for a problem-solving project. Project metadata is data that is used to manage the project. Schedules, tasks, budgets, and other managerial data are examples of project metadata. Both types of data are subject to iteration and feedback.

AACSB: Information Technology

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

47) Which of the following is an example of constructive criticism?

A) I don't know what to with this.

B) In the future, try to budget your time so you can meet the deadline.

C) The whole thing is disorganized.

D) I've done my part. I'm not rewriting my work. It's good enough.

Answer: B

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

48) Jackie feels as if she is in a good group. The group is constantly giving each a positive feedback. Bill does not agree, he believes the group may be suffering from _____ because they continue to make poor decisions.

- A) groupthink
- B) collaboration
- C) collusion
- D) low self-esteem

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

49) The two key characteristics of collaboration are iteration and cooperation.

Answer: FALSE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

50) According to Hackman, which of the following is NOT a primary criterion for judging team success?

- A) successful outcome
- B) growth in team capability
- C) meaningful and satisfying experience
- D) good collaboration

Answer: D

AACSB: Reflective Thinking

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.2: What Are Three Criteria for Successful Collaboration?

Classification: Application

51) Why would a permanent team experience greater team growth than a temporary team such as a football team?

- A) because the team provides more service over time for longer periods
- B) because a football team lasts for multiple seasons
- C) because permanent teams always trust each other
- D) because there is more cooperation on a permanent team

Answer: A

AACSB: Reflective Thinking

Difficulty: 3: Challenging

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.2: What Are Three Criteria for Successful Collaboration?

Classification: Application

52) Team capability grows because team members provide prospective for each other.

Answer: TRUE

AACSB: Reflective Thinking

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.2: What Are Three Criteria for Successful Collaboration?

Classification: Application

53) A group of company executives are trying to decide if they want to launch a new product.

This decision is a _____ decision.

A) strategic

B) managerial

C) operational

D) planning

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

54) A store manager is looking at inventory and decides it is time order swim suits because the spring time is approaching. This is an understood and accepted method for ordering swimsuits, therefore it is a _____.

A) easy

B) structured

C) unstructured

D) necessary

Answer: B

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

55) Which of the following tasks is in the finalizing phase of project management?

- A) establish team rules
- B) determine schedule
- C) prepare archival documents
- D) document progress

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

56) Which of the following is NOT part of a project metadata?

- A) schedules
- B) tasks
- C) budgets
- D) databases

Answer: D

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

57) Which of the following statements is TRUE for the "increase team satisfaction" collaborative activity?

- A) provide for team and member recognition
- B) provide for intrateam teaching
- C) track team status
- D) providing critical feedback

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

58) Which of the following is an IS requirement for making decisions during collaboration?

- A) store problem definition
- B) sharing data
- C) store records of process and results
- D) support group communication

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept

59) _____ is defined as both positive and negative advice given to improve an outcome.

- A) Abstract reasoning
- B) Systems thinking
- C) Constructive criticism
- D) Dissolution

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

60) Groups that only provide positive feedback are susceptible to _____.

- A) groupthink
- B) systems thinking
- C) collaboration
- D) constructive criticism

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

61) Which of the following is a phenomenon in which the desire for group cohesion leads to poor decision making?

- A) perspective
- B) feedback
- C) collaboration
- D) groupthink

Answer: D

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

62) All of the following are guidelines for giving constructive criticism EXCEPT _____.

- A) question your emotions
- B) be specific
- C) avoid personal comments
- D) set positive goals

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.1: What Are the Two Key Characteristics of Collaboration?

Classification: Concept

63) The learning curve is one factor attributed to team improvement.

Answer: TRUE

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Explain how IS can enhance systems of collaboration and teamwork.

Learning Obj: LO 7.2: What Are Three Criteria for Successful Collaboration?

Classification: Application

64) Which of the following is an example of an operational decision?

- A) How many engineers to hire?
- B) Should we acquire company AZY?
- C) How many widgets should we order from a vendor?
- D) Should we start a new product line?

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

65) When managing a project, which phase includes setting the project scope?

- A) Planning Phase
- B) Doing Phase
- C) Starting Phase
- D) Finalizing Phase

Answer: C

AACSB: Interpersonal Relations and Teamwork

Difficulty: 1: Easy

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

66) Briefly describe the relationship between decision type and decision process.

Answer: The decision type and decision process are loosely related. Decisions at the operational level tend to be structured, and decisions at the strategic level tend to be unstructured.

Managerial decisions tend to be both structured and unstructured.

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.3: What Are the Four Primary Purposes of Collaboration?

Classification: Concept

67) _____ the program component of a collaboration system.

- A) A collaboration tool is
- B) Project tasks are
- C) Group communication is
- D) The internal support system is

Answer: A

AACSB: Interpersonal Relations and Teamwork

Difficulty: 2: Moderate

Course LO: Discuss best practices for selecting, evaluating, and managing information systems projects.

Learning Obj: LO 7.4: What Are the Components and Functions of a Collaboration Information System?

Classification: Concept