

Student name: _____

1) A system consists of a set of elements that function as a whole because of _____ relationships.

2) Explain what is meant by feedback in a system.
Discuss its usefulness within a group.

3) In a bona fide group perspective, there is frequent communication within a group as well as between the group and other larger groups.

- ☐ true
- ☐ false

4) Throughput processes refer to the

A) information that the members of a group have about their tasks.

B) physical setting in which a group meets.

C) decisions that a group makes.

D) influences that result from actual activities within a

group.

E) cohesiveness that the members of a group experience.

5) 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) an advertising agency that plans how to promote a

new computer game system

E) a jury that deliberates on the penalty to be given to a convict

6) Describe the concepts of multiple causes, multiple paths, and synergy; explain how they affect a group's final outcome.

7) Groups in which members complete most or all of their work without meeting face-to-face are called _____.

8) To understand systems theory, one needs to understand four basic concepts true of all systems: inputs,

_____, outputs, and environment.

9) The best way to give critical feedback in a group is to not give it.

- ☐ true
- ☐ false

10) Feelings among the members of a small group best exemplify _____.

11) The style of leadership practiced within a group is an example of a small group input variable.

- Ⓐ true
- Ⓑ false

12) _____ refers to the fact that the elements of a system mutually influence each other.

13) Discuss the influence of computer-mediated communication on a system.

14) A "map of reality" that helps us navigate unfamiliar territory and make decisions is called a(n)

- A) theory.
- B) GPS.
- C) idea.

- D) internal understanding.
- E) hypothesis.

15) The best way to give critical feedback is to

- A) none of these answer is correct.
- B) mention everything that a group did wrong at the very beginning of a discussion.
- C) be straight and avoid worrying about feelings.

- D) it is best to pose it as a group issue, not a personal one.
- E) never give it.

16) Bona fide group

perspective emphasizes that real-world groups both shape and are shaped by those same environments. What are the reasons

this interdependence occurs?

17) Group members who manage the group's interaction with its environment are called

- A) negotiators.
- B) boundary spanners.
- C) go-between members.

D) locaters.
E) all of these answers are correct.

18) 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.

19) Interdependence occurs for several reasons in groups such as.

A) groups typically have to coordinate their actions with other groups within the same parent organization or across organizations.

B) members of groups often belong to other groups that simultaneously influence and are influenced by them.

C) all of these answers are correct.

D) members bring to their groups a variety of interests, ways of speaking, and mental models of effective group problem solving.

E) there is frequent

communication within the group as well as between the group and other larger groups over interpretation of group goals,

authority, and support for group actions.

20) Define what a theory is and how general systems theory applies to small groups.

21) Give at least three examples each of small group inputs, throughput processes, and outputs.

22) _____ are the "raw materials" that are initially brought to a group from the outside.

23) Interdependence refers to the fact that the elements of a system mutually influences and is influenced by the other elements.

- ☐ true
- ☐ false

25) Which of the following best exemplifies feedback within a group?

- A) customer comment cards
- B) the ways in which the members address each other
- C) the members' knowledge of PowerPoint
- D) none of these answer is correct.

E) the ways in which the group handles complaints

26) 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) several members of a group can do a task that is needed.
- D) there is usually more than one appropriate way to

reach a particular goal or endpoint.

E) information is exchanged among group members via a variety of means and media.

27) Small group inputs refer to the

- A) elements of a system that are present at the outset, or the initial raw materials of the system.
- B) satisfaction that group members feel after completing their assignments.
- C) ways in which group members resolve conflicts.

D) types of informal leadership provided by various group members.

E) reports a committee produces.

⊙ true

29) A group's outputs may include changes in its processes and procedures.

- Ⓐ true
- Ⓑ false

30) Differentiate between open and closed systems.
Explain the different ways in which boundary spanners work.

31) _____ 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.

32) _____ 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.

33) General systems theory was created by a theoretical physicist.

- Ⓐ true
- Ⓑ false

- A) Perception
- B) Communication
- C) Conflict

D) None of these
answer is correct
E) Understanding

35) Which of the following is NOT an example of a small group output?

- A) the satisfaction experienced by the members of a group after completing a job
- B) group members who are willing and open minded
- C) a report produced by a group
- D) a building constructed by a construction crew

E) communication
between the members of a
group and the group's
environment

36) 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
- ☐ false

37) It is important to remember that, with groups, many factors, not a single factor, combine to produce the final

outcome, a concept we
refer to as

- A) multiple causes.
- B) multiple paths.
- C) interdependence.

D) openness.
E) feedback.

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

- ☐ true

39) Feedback is the environment's response to a system's output.

- ☐ true
- ☐ false

40) For the throughput process to be successful, group members should discourage ideas and remain closed minded.

- ☐ true
- ☐ false

41) The concept of _____ suggests that there is usually more than one appropriate way to reach a particular goal or endpoint.

42) Which of the following terms suggests that groups starting out the same may end up in very different places?

- A) multifinality
- B) interdependence

- C) open system
- D) nonsummativity
- E) feedback

43) A _____ suggests that real-world groups both shape and are shaped by those same environments.

44) General systems theory was developed by

- A) Alfred Einstein.
- B) Eric Schliemann.
- C) Carl Rogers.

- D) Ludwig von Bertalanffy.
- E) John Dewey.

45) In groups experiencing _____, the output is worse than expected given the abilities of the group members.

46) Groups in which the members do not communicate with each other in the same time and place are called

- A) virtual groups.
- B) non-seeing groups.
- C) interdependent groups.

- D) coexistent groups.
- E) fun groups.

47) _____ are influences on the system that result from actual activities within the group as it goes about its business.

48) 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.

49) Members of groups often belong to other groups that simultaneously influence and are influenced by them.

- Ⓐ true
- Ⓑ false

50) The source of feedback is not considered as important as its content.

- ☐ true
- ☐ false

51) The idea that real-world groups both shape and are shaped by those same environments is called

- A) a bona fide group perspective.
- B) a symbolic perspective.
- C) an idyllic perspective.

- D) Carter's understanding.
- E) a systemic perspective.

52) Boundary spanning connects a group to useful people, resources, and other groups.

- ☐ true
- ☐ false

53) When a group's output is worse than expected given the abilities of the group members, it is called

- A) multifinality.
- B) feedback.
- C) negative synergy.

- D) equifinality.
- E) a closed system.

54) The boundary between a system and its _____ helps determine whether the system is relatively open or closed.

55) Which of the following best exemplifies a closed

system?

- A) a hockey team
- B) a person in an interview
- C) an advertising agency

- D) a sequestered jury
- E) a learning group

56) A system consists of a set of elements, and the elements function

- A) simultaneously.
- B) interdependently.
- C) exclusively.

- D) none of these answer is correct.
- E) autonomously.

57) Systems do not exist in a vacuum but are embedded in multiple surroundings or contexts that are referred to as the ____.

58) General systems theory is useful for understanding small groups because this theory

- A) helps us describe how individual elements of a whole can operate autonomously.
- B) provides individuals with a way of examining and describing how a system's parts are interrelated, even while they are continuously changing.
- C) reminds us that small groups are simpler than they appear.
- 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.

59) Open systems have no disadvantages; they are the most superior systems.

- Ⓐ true

Answer Key

ch2

Test name: Communicating in Groups:
Applications and Skills Author: Adams 11th

- 1) interdependent
- 3) TRUE
- 4) D
- 5) A
- 7) virtual groups
- 8) throughput processes
- 9) FALSE
- 10) outputs
- 11) FALSE
- 12) Interdependence
- 14) A
- 15) D
- 17) B
- 19) C
- 22) Inputs
- 23) TRUE
- 24) theory
- 25) A

- 26) D
- 27) A
- 28) TRUE
- 29) TRUE
- 31) Synergy
- 32) Feedback
- 33) FALSE
- 34) B
- 35) B
- 36) TRUE
- 37) A
- 38) TRUE
- 39) TRUE
- 40) FALSE
- 41) multiple paths
- 42) A
- 43) bona fide group perspective
- 44) D
- 45) negative synergy
- 46) A
- 47) Throughput processes

49) TRUE

50) FALSE

51) A

52) TRUE

53) C

54) environment

55) D

56) B

57) environment

58) B

59) FALSE