

GROUP PROCESSES IN ORGANISATIONS ESSAY PACK

For CAIE A2 Psychology Paper 3

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1. a) Describe what psychologists have discovered about:

- **stages of group development, and**
- **Belbin's nine team roles. [6]**

Ans.

Tuckman and Jensen have suggested that groups develop through predictable stages before becoming effective. They originally proposed four stages of group development. In the forming stage,

[REDACTED]

Belbin proposed that team effectiveness depends on balancing behavioural roles between members. He identified nine team roles. Plants generate

[REDACTED]

1 b) Evaluate what psychologists have discovered about:

- **stages of group development, and**
- **Belbin's nine team roles**

including a discussion about application to everyday life

Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]

Ans.

One relevant issue is application to everyday life. Tuckman and Jensen's stages give practical guidelines for [REDACTED]

[REDACTED]. Similarly, Belbin's team roles have clear workplace applications, as managers can allocate tasks based on [REDACTED]

Another relevant issue is individual and situational explanations. Belbin's theory focuses mainly on individual differences, proposing that [REDACTED]

A final issue is reductionism versus holism. Belbin's model can be seen as reductionist because it simplifies complex behaviour into nine distinct roles, limiting perception of [REDACTED]

2. a) Describe what psychologists have discovered about:

- individual and group performance focusing on social facilitation and social loafing, and
- group performance across cultures focusing on social loafing, including a study. [6]

Ans.

Social facilitation refers to improved performance on simple or well-learned tasks in the presence of others, either through co-action or an audience. Zajonc's drive theory explains this by

[REDACTED]

In contrast, social loafing refers to reduced individual effort

[REDACTED]

Research shows that social loafing varies across cultures. Earley investigated

[REDACTED]

2 b) Evaluate what psychologists have discovered about:

- individual and group performance focusing on social facilitation and social loafing, and
- group performance across cultures focusing on social loafing, including a study.

including a discussion about application to everyday life

Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]

Ans.

One relevant issue is application to everyday life. Research on social facilitation and social loafing has clear practical value for improving individual and group performance. Drive theory and

. Earley's cross-cultural findings further suggest that

Another relevant issue is cultural differences. Research shows that social loafing is not universal. While Ringelmann and

. Earley's later work showed that even collectivists can loaf

A final issue is determinism versus free-will. Social facilitation and social loafing theories support a

3. a) Describe what psychologists have discovered about concentration levels when being monitored, with reference to Claypoole and Szalma (2019). [6]

Ans.

Claypoole and Szalma investigated whether electronic performance monitoring (EPM) produces social facilitation effects on tasks requiring [REDACTED]

A laboratory experiment was conducted with two conditions: [REDACTED]

g.

All participants completed a 24-minute vigilance task in which [REDACTED]

Results showed that monitored participants [REDACTED]

It was concluded that [REDACTED]

3 b) Evaluate what psychologists have discovered about concentration levels when being monitored, with reference to Claypoole and Szalma (2019)

including a discussion about determinism versus free-will

Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]

Ans.

One relevant issue is determinism versus free-will. Claypoole and Szalma's findings suggest a deterministic influence of electronic performance

[REDACTED]

Another relevant issue is idiographic versus nomothetic approaches. This study clearly uses a nomothetic approach, as all participants completed the same vigilance attention task under

[REDACTED]

A final issue is the use of quantitative and qualitative data. The study's procedure depended completely on quantitative measures, such as correct detections, false alarms and

[REDACTED]

4.a) Describe what psychologists have discovered about:

- **levels of group conflict and causes of organisational and interpersonal conflict, and**
- **Thomas–Kilmann’s five conflict-handling modes. [6]**

Ans.

Group conflict refers to disagreements arising from differences in goals, values or interests, and can occur at different levels. Intra-individual conflict occurs within [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED].

Conflict in organisations can be caused by poor communication, individual differences, status inconsistencies, lack of trust, organisational change and [REDACTED]

[REDACTED]
[REDACTED].

Thomas–Kilmann proposed five conflict-handling modes based on assertiveness and cooperativeness - (1) Competing is assertive [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

4 b) Evaluate what psychologists have discovered about:

- levels of group conflict and causes of organisational and interpersonal conflict, and
- Thomas–Kilmann’s five conflict-handling modes.

including a discussion about application to everyday life

Evaluation in your answer can include strengths, weaknesses and a discussion of issues and debates. [10]

Ans.

One relevant issue is application to everyday life. The classification of conflict into intra-individual, inter-individual, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Another relevant issue is individual and situational explanations. Levels of conflict involve both individual factors, such as personality differences or values, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

A final issue is cultural differences. The levels of conflict and Thomas–Kilmann’s modes are largely based on [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Lesson prepared by:

Jyotika Varmani

CIE A Levels Psychology School Teacher, Modern College, Mauritius
CIE A Levels Psychology Subject Expert, Podar International, Mumbai
AQA GCSE and A Levels Psychology Tutor, Expert Tutors, UAE
AQA A Levels Psychology Tutor, Higher OTS Academy, UAE
AQA A Levels Psychology Tutor, Gritty Tech, India
AQA A Levels Psychology Tutor, Aurora ELearning, UAE
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9+ Years Experience in International GCSE and A-Levels Psychology Tutoring for CIE,
AQA, Edexcel and IBDP

M.A. (Psychology Honours), UGC-SET and NET (first attempt, first ranker),
PGDHE (Post-Graduate Diploma in Higher Education)
Visit Jyotika Varmani's complete profile at -
<https://www.teacheron.com/tutor-profile/1KH>

To book your GCSE/IGCSE/A-levels classes with Jyotika Varmani:

WhatsApp: **+919892507784** OR

e-mail: jyotika@excellingpsychology.com

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