

GROUP PROCESSES IN ORGANISATIONS ESSAY PACK

For CAIE A2 Psychology Paper 3

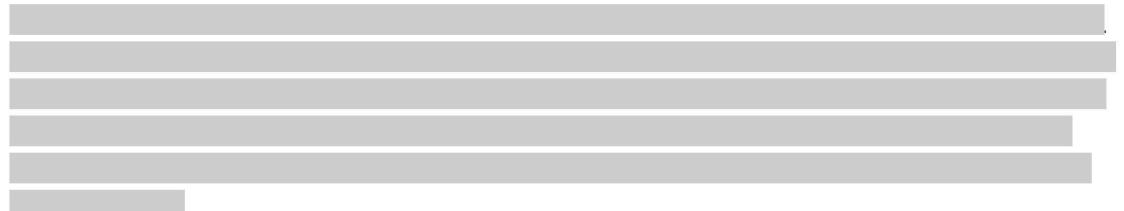
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1. a) Describe what psychologists have discovered about:

- 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,



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



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:

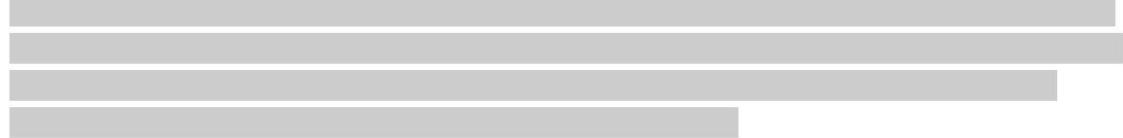
- individual and group performance focusing on social facilitation and social loafing, and
- group performance across cultures focusing on social loafing, including a study. [6]

Ans.

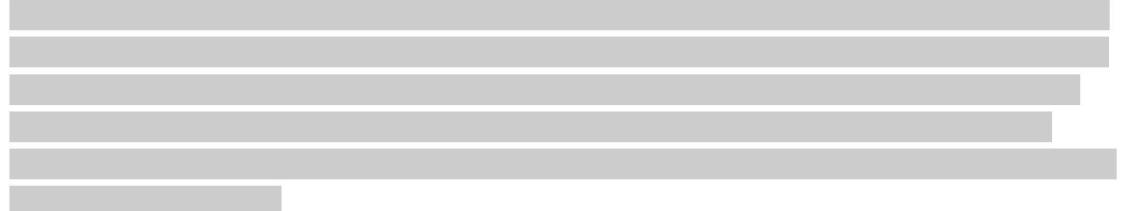
Social facilitation refers to improved performance on simple or well-learned tasks in the presence of others, either through co-action or an audience. Zajonc's drive theory explains this by



In contrast, social loafing refers to reduced individual effort



Research shows that social loafing varies across cultures. Earley investigated



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

findings further suggest that . Earley's cross-cultural

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

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

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

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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]

[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

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

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

4.a) Describe what psychologists have discovered about:

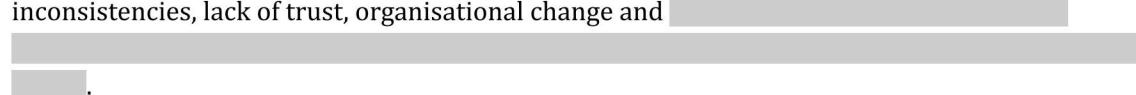
- **levels of group conflict and causes of organisational and interpersonal conflict, and**
- **Thomas-Kilmann's five conflict-handling modes. [6]**

Ans.

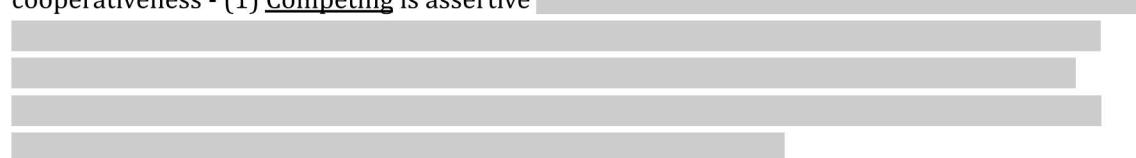
Group conflict refers to disagreements arising from differences in goals, values or interests, and can occur at different levels. Intra-individual conflict occurs within



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



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



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]



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



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



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