

## Very Short Answer Questions

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### Q. 1. What is a group?

**Ans.** A group is defined as an organised system of two or more individuals who are interacting and interdependent, who have common motives, have a set of role relationships and norms that regulate their behaviour.

**Example:** family, class, playgroup.

### Q. 2. How do groups differ?

**Ans.** Some groups have a large number of members such as a country, some are small like a family, some are short-lived like a committee, some live together for many years, such as religious groups and some are informally organised such as spectators of a match.

### Q. 3. Differentiate between groups and teams.

**Ans.**

	<b>Groups</b>	<b>Teams</b>
1.	Performance is dependent on contributions of individual members.	Both individual contribution and teamwork matter
2.	Leader holds responsibility for the work.	Although there is a leader, members hold themselves responsible.

### Q. 4. What is an audience?

**Ans.** An audience is a collection of people who have assembled for a special purpose. For example, to watch a cricket match or a movie.

### Q. 5. What are norms?

[CBSE Delhi 2016]

**Ans.** Norms are expected standards of behaviour and beliefs established, agreed upon and enforced by group members. They may be considered as a group's 'unspoken rules'. For example, in a family, there are norms that guide the behaviour of family members. These norms represent shared ways of viewing the world.

### Q. 6. 'Extreme cohesiveness within a group becomes harmful for functioning.' Explain.

**Ans.** Extreme cohesiveness may not be in a group's interest. This phenomenon is called group think. It is the tendency of decision maker to make irrational and uncritical

decision. It overrides the motivation to realistically appraise courses of action. No one expresses dissenting opinion because each person believes it would undermine the cohesion of the group.

**Q. 7. Differentiate between ingroup and outgroup.** [CBSE (AI) 2016]

**Ans.** The term in-group refers to one's own group and out-group refers to another group. For in-group members, we use the word 'we' while for out-group members the word 'they' is used.

**Q. 8. What is group polarisation? Explain with examples.** [CBSE (AI) 2012]

**Ans.** It has been found that groups are more likely to take extreme decisions than individuals alone. This is referred to as 'group polarisation'. For example, an employer is caught taking bribe or engaging in some unethical act. A group through discussion and interaction decides to take extreme decisions like terminating his services than a simple punishment. This is known as group polarisation when a group takes extreme positions by taking strong decisions.

**Q. 9. What is 'bandwagon effect'?** [CBSE (AI) 2014]

**Ans.** When you find others also favouring capital punishment, you feel that this view is validated by the public. This is known as the bandwagon effect.

**Q. 10. What is social influence?**

**Ans.** Social influence refers to those processes whereby our attitudes and behaviours are influenced by real or imagined presence of other people. Parents, teachers, friends, radio and television commercials create one or other kind of social influence.

**Q. 11. Explain conformity.** [CBSE Delhi 2015]

**Ans.** People conform because:

It allows people to function more smoothly by adhering to group norms.

People behaving in a different way may lead to disapproval.

The norm is seen as reflecting views and beliefs of the majority. Most people believe that the majority is more likely to be right.

**Q. 12. What is compliance? Explain with an example.**

**Ans.** Compliance refers to behaving in response to a request from another person or group even in the absence of a norm. For example, a member of a community group for 'Clean Environment' requests you to put a sticker on your bike that reads, 'Say no to Plastic bags'. You agree to do so not because of group norm or because you personally believe in banning plastic bags, but because you see no harm or problem in putting

such sticker. At the same time, it is easier to say 'yes' than 'no' to such a harmless request.

**Q. 13. Differentiate between identification and internalisation.**

**Ans.** Identification refers to influence process based on agreement seeking or identity seeking while internalisation is a process based on information seeking.

**Q. 14. Explain the term obedience.**

[CBSE Delhi 2014]

**Ans.** When compliance is shown to an instruction or order from a person in authority such as parents, teachers, leaders or policemen, that is called obedience. Obedience is towards authority such as those who possess symbols of status (e.g. uniform, title).

**Q. 15. What is social identity?**

**Ans.** Social identity is that aspect of our self-concept which is based on our group membership. You work hard for your school in your city. The group with which you identify yourself becomes the in-group and others become the out-group. We start showing favouritism towards own in-group by rating it more favourably in comparison to the out-group.

## Short Answer Questions – I

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**Q. 1. Describe the factors that facilitate group formation.**

**OR**

**State three conditions which facilitate group formation.** [CBSE (AI) 2015]

**Ans. The following factors facilitate group formation:**

- i. **Proximity:** Repeated interactions with the same set of individuals give us a chance to know them and their interests and attitudes. Common interests, attitudes and background are important determinants of your liking for your group members.
- ii. **Similarity:** When two people are similar, there is consistency and they start liking each other. For example, when two students in a class share the interest of playing cricket, they are likely to become friends. When we meet similar people, they reinforce and validate our opinions and values and thus we start liking them. For example, you feel watching TV is not good because it shows too much violence and when you meet someone with similar views, it validates your opinion and you start liking the person.
- iii. **Common motives and goals:** When people have common motives or goals, they get together and form a group. For example, you want to teach children in a slum area and meet like-minded people who help you in achieving your goal.

**Q. 2. Why do people behave according to the group norms?**

**Ans.** People behave according to the group norms because

- i. Norms **provide information** to members of a group about what is expected of them in specific situations.
- ii. People feel **uncomfortable if they are considered different** from others. Behaving in a way that differs from the expected form of behaviour may lead to disapproval or dislike by others, which is a form of social punishment.
- iii. Norm is seen as reflecting the views and **beliefs of majority**. Most people believe that the majority is more likely to be right than wrong.

**Example of conformity:** a rule is announced in school in banning mobile phones in school. You know that if you do not sign the letter you will lose many friends and get a bad name for keeping student unity. Hence you conform to the group norm by signing the letter, i.e., expectations of other group members so that you are not noticed as deviant.

**Q. 3. Differentiate between formal and informal groups.**

**Ans.**

- i. The formation of formal groups is based on some specific rules or laws and members have definite roles. There is a set of norms which help in establishing order. On the other hand, formation of informal groups is not based on rules or laws.
- ii. Relationship among members in formal groups is not close. On the other hand, there is a close relationship among members of an informal group.
- iii. For example, a university is a formal group while family is an informal group.

**Q. 4. Why do people conform? How is conformity different from compliance? Explain.**

*[CBSE (AI) 2011]*

**Ans. People conform because:**

- i. It allows people to function more smoothly by adhering to group norms.
- ii. People behaving in a different way may lead to disapproval.
- iii. The norm is seen as reflecting views and beliefs of the majority. Most people believe that the majority is more likely to be right.

Conformity means behaving according to the group norm while compliance is a response to a request made by someone. Example of conformity: a rule is announced in school in banning mobile phones in school. You agree to do so. A member of a community group for 'Clean Environment' requests you to put a sticker on your bike that reads, 'Say no to Plastic bags'. You agree to do so. This is compliance.

**Q. 5. What are the techniques of compliance?**

**Ans. The techniques of compliance are**

- i. **Foot-in-the-door technique:** A person begins with a small request and then a bigger request is made. For example, someone may offer a gift (something free) by a company and then with a request to buy a product made by the company.
- ii. **Deadline technique:** A last date is announced until which a product or an offer is available. The aim is to make people 'hurry' and make the purchase before they miss the rare opportunity. It is more likely that people will buy a product under this deadline condition than if there is no such deadline.
- iii. **The door-in-the-face technique:** In this you begin with a large request and when this is refused a smaller request is made, the one that was actually desired, which is usually granted by the person.

**Q. 6. What are the determinants of a cooperation and competition?**

**Ans.** The determinants of a cooperation and competition are

- i. **Reward structure:** Cooperative reward is one in which there is interdependence and reward is possible only if all contribute. A competitive reward structure is one in which one can get a reward only.
- ii. **Interpersonal communication:** Good interpersonal communication facilitates cooperation which in turn facilitates interaction and discussion.
- iii. **Reciprocity:** Cooperation may encourage more cooperation while competition produces more competition. For example, if someone has helped you in the past you are more likely to help him while on the other hand, if someone has refused to help you, you also might refuse to help him.

## Short Answer Questions – II

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**Q. 1. Describe the characteristics of a group.**  
2013]

[CBSE (AI)

**Ans. The characteristics of a group are as follows:**

- i. A social unit consisting of two or more individuals.
- ii. A collection of individuals who have common motives or goals.
- iii. A collection of individuals who are interdependent. For example, fielders in a cricket team drop a catch – this will have a consequence for the entire team.
- iv. A collection of individuals who satisfy each other's' needs.
- v. A gathering of individuals who interact with one another.
- vi. The interactions in a group are structured by a set of roles and norms. That is, the group performs the same functions every time it meets and the group members adhere to the group norms.

**Q. 2. Differentiate between crowd and teams.**

**Ans.** A crowd is a collection of people who are present in a place or situation by chance. There is neither any structure nor any feeling of belongingness in a crowd. The behaviour of people in crowds is irrational and hence there is no interdependence among the members. For example, a large number of people collected around an accident on a road. Teams are special kind of groups who have a common goal or purpose as in a cricket team. Both individual contribution and team work matter. Although there is a leader, the members hold themselves responsible.

**Q. 3. Differentiate between an audience and a mob.**

**Ans.** An audience is a collection of people who have assembled for a special purpose. For example, to watch a cricket match or a movie. They are generally passive but sometimes become frenzy and become mobs.

A mob has a definite purpose. There is polarization in attention and actions of persons in a common direction. Mob behaviour is characterised by homogeneity of thought and behaviour as well as impulsivity.

**Q. 4. Describe the elements of group structure.** [CBSE Delhi 2016; (AI) 2016]

**Ans. The elements of a group structure are:**

- i. **Roles** are socially defined expectations that individuals in a given situation are expected to fulfill. You have the role of a son or a daughter and you have certain role expectations such as to respect elders, listen to them and responsible towards your studies.

- ii. **Norms** are expected standards, behaviour and beliefs enforced by group members. They are group's 'unspoken rules'.
- iii. **Status** refers to relative social position given to group members by others. By being members of the group we enjoy the status associated with that group. Forexample, the captain of a cricket team has a higher status compared to other members.
- iv. **Cohesiveness** refers to togetherness, binding or mutual attraction among group members. It refers to the team spirit or 'we feeling' or a sense of belongingness to the group.

**Q. 5. Distinguish between primary and secondary groups.**

**The following are the differences between primary and secondary groups:**

- i. Primary groups are pre-existing formations which are usually given to individual whereas secondary groups are those which the individual joins by choice.
- ii. In a primary group, there is a face-to-face interaction, members have close physical proximity and they share warm emotional bonds. In contrast, secondary groups are those where relationships among members are more impersonal, indirect and less frequent.
- iii. In primary group, boundaries are less permeable, i.e. members do not have the option to choose its membership as compared to secondary groups where it is easy to leave and join another group.
- iv. Family, caste and religion are primary groups whereas membership of a political party is an example of a secondary group.

**Q. 6. What is meant by 'Social Loafing'? Give suitable examples.**

*[CBSE Delhi 2014; (AI) 2013, 2015]*

Individuals work less hard in a group than they do when performing alone. This phenomenon is referred to as social loafing. Social loafing is a reduction in individual effort when working on a collective task. For example, in tug of war or clapping of students in morning assembly individuals put in less effort and social loafing is observed. This occurs because:

- i. Group members feel less responsible for the overall task being performed and therefore exert less effort.
- ii. Motivation of members decreases because they realize that their contribution will not be evaluated on individual basis.
- iii. The performance of the group is not compared with other groups.
- iv. There is improper coordination among members.



**Q. 7. Why do groups take extreme decisions or why does group polarisation occur? What is bandwagon effect?**

**Ans.** Groups are more likely to take extreme decisions than individuals alone. This is group polarisation. If an employee is caught taking bribe, the group might take a decision of imposing an extreme decision of terminating his services.

When you find others also favouring capital punishment, you feel that this view is validated by the public. This is known as bandwagon effect.

Groups take extreme decisions because

- i. In the company of like-minded people you take extreme decisions.
- ii. You feel that your view of capital punishment is validated by the public
- iii. You become a part of the group that has similar view and you start identifying with the group.

**Q. 8. What are the determinants of conformity?**

*[CBSE Delhi 2015]*

**Ans. The determinants of conformity are:**

- i. **Size of the group:** Conformity is greater when the group is small than when the group is larger. It is easier for a deviant member to be noticed in a small group and hence they conform because they do not want to be perceived as different.
- ii. **Size of minority:** When the deviating minority size increases, the likelihood of conformity decreases.
- iii. **Nature of the task:** Conformity is more likely in a situation where there is a correct or incorrect answer than when answers vary widely without any answer being correct or incorrect.
- iv. **Public or private expression of behaviour:** Less conformity is found under private expression (e.g., voting by secret ballot) than under public expression.
- v. **Personality:** Highly intelligent **people**, those who are confident of themselves, those who are strongly committed and have high self-esteem are less likely to conform.

**Q. 9. When does conformity occur?**

**Ans.** Conformity takes place because of **informational influence**, i.e., influence that results from accepting evidence rather than reality.

Conformity may also occur because of **normative influence**, i.e., influence based on a person's desire to be accepted or admired by others. In such cases, people conform because deviation from group may lead to rejection or non-acceptance which is a form of social punishment.

**Q. 10. What is obedience? What do people obey?**

OR

**Why do people show obedience?**

*[CBSE (AI)*

*2012]*

**Ans.** When compliance is shown to an instruction or order from a person in authority such as parents, teachers, leaders or policemen, that is called obedience.

**The causes of obedience are:**

- i. People obey because they feel that they are not responsible for their own actions, they are simply carrying out orders from the authority.
- ii. Authority possesses symbols of status (e.g., uniform, title) which people find difficult to resist.
- iii. Once you obey small orders, slowly there is an escalation of commitment for the person who is in authority and one starts obeying bigger orders.
- iv. Many times, events are moving at such a fast speed, that no one has time to think but just to obey orders from above.

**Q. 11. Differentiate between cooperation and competition.**

**Ans.** When groups work together to achieve shared goals, we refer to it as cooperation. For example, in a relay race, victory depends on the collective performance of all members of a team.

**Competition** occurs when members try to maximize their own benefits and work for realization of self-interest. For example, in a hundred meters race, between six people, only one can be the winner.

**Q. 12. Suggest some strategies to reduce inter-group conflicts.**

*[CBSE Delhi 2015; (AI) 2016]*

**Ans. Some of the conflict resolution strategies are:**

- i. **Introduction of super-ordinate goals:** A super-ordinate goal is mutually beneficial to both parties, hence both groups work cooperatively.
- ii. Conflicts can be reduced by **altering perceptions and reactions** through persuasion, educational and media appeals and portrayal of groups differently in society.
- iii. **Increasing inter-group contacts:** This can be done by involving groups in conflict on neutral grounds through community projects and events.
- iv. **Redrawing group boundaries:** This can be done by creating conditions where group boundaries are re-defined and groups come to perceive themselves as belonging to a common group.

## Long Answer Questions

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### Q. 1. Why do people join groups?

**Ans.** People join groups because they satisfy a range of needs:

- i. **Security:** When we are alone we feel insecure. Groups reduce this insecurity. Being with people gives a sense of comfort and protection. As a result, people feel stronger and less vulnerable to threats.
- ii. **Status:** People feel recognised, important and experience a sense of power. For example, your school wins in inter-school debate, you feel proud and think that you are better than others.
- iii. **Self-esteem:** Groups provide feelings of self-worth and give positive social identity. Being a member of a prestigious group enhances one's self-concept.
- iv. **Satisfaction of psychological and social needs:** Groups satisfy needs of belongingness, giving and receiving attention, love etc.
- v. **Goal achievement:** Groups help in achieving such goals which cannot be attained individually. There is power in the majority.
- vi. **Provide knowledge and information:** Group membership provides knowledge and information that broadens our view.

### Q. 2. What is a group? Explain the stages of group formation giving examples.

*[CBSE Delhi 2011; (AI) 2011]*

OR

**Explain giving examples the stages of group formation.**

*[CBSE Delhi 2015]*

OR

**Discuss the Tuckman's stage model in detail.**

**Ans.** A group is defined as an organized system of two or more individuals who are interacting and interdependent, who have common motives, have a set of role relationships and norms that regulate their behaviour. Example: family, class, playgroup.

**The following are the stages of a group:**

- i. **Forming Stage:** When group members first meet, there is a great deal of uncertainty about the group, the goal and how it is to be achieved. There is excitement and apprehension. This stage is called the forming stage.
- ii. **Storming Stage:** In this stage, there is conflict among members about how the target of the group is to be achieved, who is to control the group and its resources, and who is to perform what task. When this stage is complete, some

sort of hierarchy of leadership in the group develops and a clear vision as to how to achieve the group goal.

- iii. **Norming Stage:** Group members by this time develop norms related to group behaviour. This leads to development of positive group identity.
- iv. **Performing Stage:** By this time, the structure of the group has evolved. The group moves towards achieving the group goal. For some groups, this is the last stage of group development.
- v. **Adjourning Stage:** For some groups this is the last stage like in the case of an organizing committee for a school function. In this stage, once the function is over, the group may be disbanded. For example, during an annual function in a school, groups are formed consisting of the various participants and when the programme is over the group is dismantled.

**Q. 3. Give one incident of social loafing in school. Why does it happen? Give the ways of reducing social loafing.**

**OR**

**How can social loafing be reduced in group work?**

*[CBSE AI 2015]*

**Ans.** Individuals work less hard in a group than they do when performing alone. This phenomenon is referred to as social loafing. Social loafing is a reduction in individual effort when working on a collective task.

**This occurs because:**

- i. Group members feel less responsible for the overall task being performed and therefore exert less effort.
- ii. Motivation of members decreases because they realize that their contribution will not be evaluated on individual basis.
- iii. The performance of the group is not compared with other groups.
- iv. There is improper coordination among members.
- v. Belonging to the same group is not important for members.

For example, students competing in a game of tug-of-war. Similarly, in an experiment, a group of people were asked to clap or cheer as loudly as possible. Results showed that the amount of noise produced by each participant dropped as the size of the group decreased. It is possible to identify how much force each member of the team has been exerting. Such situations give opportunities to group members to relax and become a free rider.

**The various ways of reducing social loafing:**

- i. Making the efforts of each person identifiable.
- ii. Increasing the pressure to work hard.
- iii. Increasing the apparent importance or value of a task.
- iv. Making people feel that their individual contribution is important.

- v. Strengthening group cohesiveness which increases the motivation for successful group outcome.

**Q. 4. Why do people conform? Explain how conformity is different from compliance.**

*[CBSE Delhi 2011]*

**People conform because:**

- i. It allows people to function more smoothly by adhering to group norms.
- ii. People behaving in a different way may lead to disapproval.
- iii. The norm is seen as reflecting views and beliefs of the majority. Most people believe that the majority is more likely to be right.

Conformity means behaving according to the group norm while compliance is a response to a request made by someone. Example of conformity: a rule is announced in school in banning mobile phones in school. You agree to do so. A member of a community group for 'Clean Environment' requests you to put a sticker on your bike that reads, 'Say no to Plastic bags'. You agree to do so. This is compliance.

Conformity takes place due to normative or informational influences whereas compliance is obtained by using any of these techniques Foot-in-the-door technique, Deadline technique or The door-in-the-face technique.

**Q. 5. What is conflict? What are the potential causes of inter-group conflict?**

*[CBSE (AI) 2014]*

**Ans.** Conflict is a process in which either an individual or a group perceives that others have opposing interests, and both try to contradict each other. There is an intense 'we' or 'they' feeling. Causes of inter-group conflict are

- i. **Lack of communication:** Faulty communication leads to suspicion and a lack of trust.
- ii. **Relative deprivation:** It arises due to comparison when members of a group feel that they do not have what they desire to have or are not doing well in comparison to other groups. Hence, they feel deprived and discontented.
- iii. **Belief of being superior from the other:** It occurs when one party believes it is better than the other and every member wants to respect the norms of his/her group.
- iv. **Disrespect for the norms of the other group:** A feeling that the other group does not respect the norms of my group, and violates them because of malevolent intent leads to inter-group conflict.
- v. **Desire for Retaliation:** Some harm done by the group in the past could be the reason for inter-group conflict.
- vi. **Biased perception:** Feelings of 'they' and 'we' leads to biased perceptions.

- vii. **Existence of a group:** Groups obviously generate the feeling of competition and people become more aggressive when they are in a group than when they are alone. Groups compete over scarce resources, both material resources such as territory or money and social resources such as respect or self-esteem.
- viii. **Perceived inequity:** Perceived inequity is a reason for conflict. Equity refers to distribution of rewards in proportion to individual contributions. If both contribute more but get less, you feel irritated.

**Q. 6. What are the consequences of Inter-group conflict?**

- i. Conflicts between groups lead to group polarisation.
- ii. Conflicts may result in coalition formation of like-minded parties, thereby increasing the apprehensions of both parties resulting in mis-perceptions and biased interpretations and attributions.
- iii. Conflicts can be at three levels; structural, group and individual. Structural conditions include high rates of poverty, economic and social stratification, inequality, limited social and political opportunity. Group level factors has shown that social identity, realistic conflict between group over resources and unequal power relations between groups lead to escalation of conflict. At the individual level; beliefs, biased attitudes and personality characteristics are important determinants.

**According to Deutsch, the various direct or indirect consequences of inter-group conflict are:**

- i. Breakdown of communication in which
  - Communication between the groups becomes poor.
  - The group members do not trust each other, thereby leading to a breakdown in communication and this generates suspicion for each other.
- ii. **Distorted perception:** Groups start magnifying their differences and start perceiving their behaviour as fair and others' behaviour as unfair.
- iii. **Increase in power:** Each side tries to increase its own power and legitimacy. As a consequence, the conflict gets escalated shifting from few specific issues to much larger issues.
- iv. **Escalation of conflict:** Once conflict starts, several other factors lead to escalation of conflict such as the following:
  - Hardening of in-group opinion.
  - Explicit threats directed at the out-group.
  - Each group retaliating more and more.
  - Other parties also choose to take sides.