

Self-Assessment

How Effective Is Your Work Group?

Chapter Resource

Please refer to section [9.2 Characteristics of Effective Groups](#) of *Psychology, Communication, and the Canadian Workplace*

Instructions:

Select a group to which you belong and use this group to answer the following questions. Check “mostly yes” or “mostly no” to answer each question.

| | Mostly Yes | Mostly No |
|--|------------|-----------|
| 1. The atmosphere is relaxed and comfortable. | | |
| 2. Group discussion is frequent, and it is usually pertinent to the task at hand. | | |
| 3. Group members understand what they are trying to accomplish. | | |
| 4. People listen to each other’s suggestions and ideas. | | |
| 5. Disagreements are tolerated, and an attempt is made to resolve them. | | |
| 6. There is general agreement on most courses of action taken. | | |
| 7. The group welcomes frank criticism from inside and outside sources. | | |
| 8. When the group takes action, clear assignments are made and accepted. | | |
| 9. There is a well-established, relaxed working relationship among the members. | | |
| 10. There is a high degree of trust and confidence among the leader and subordinates. | | |
| 11. The group members strive hard to help the group achieve its goal. | | |
| 12. Suggestions and criticisms are offered and received with a helpful spirit. | | |
| 13. There is a cooperative rather than a competitive relationship among group members. | | |



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| 14. The group goals are set high but not so high as to create anxieties or fear of failure. | | |
| 15. The leaders and members hold a high opinion of the group's capabilities. | | |
| 16. Creativity is stimulated within the group. | | |
| 17. There is ample communication within the group of topics relevant to getting the work accomplished. | | |
| 18. Group members feel confident in making decisions. | | |
| 19. People are kept busy but not overloaded. | | |
| 20. The leader of the group is well suited for the job. | | |

Source: Adapted from A. J. DuBrin from *The Human Side of Enterprise* (New York: McGraw-Hill, 1960).

Scoring

This instrument measures the relative effectiveness of a group to which you belong. Count the number of times that you answered “mostly yes.” The larger the number, the more productive and satisfied the group members should be. There are no norms for this exercise, so you might wish to create your own norms by comparing scores amongst others in your class who have completed this instrument for the groups that they belong to. Look at the range of scores, and then describe the characteristics of each group. Are there any common characteristics that distinguish the groups with the highest scores? The lowest scores? Why do these differences occur?

You could also use this questionnaire to compare groups to which you belong. If you were the leader of one of these groups, what would you do to make the group more effective? Why hasn't this been done already?

References

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[Chapter 9: Group and Intergroup Relations](#) in [Organizational Behaviour](#) by Rice University, OpenStax and is licensed under a [Creative Commons Attribution 4.0 International License](#), unless otherwise noted.



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