

## CHAPTER

# 07

# *Social Influence and Group Processes*

## Introduction

A group may be defined as an organised system of two or more interdependent individuals, who have common motives and norms to regulate the behaviour of its members.

A group not only provides us the needed support and comfort but also facilitates our growth and development as an individual. Our lives are influenced by the nature of group membership we have. It is very important to be a part of group which influences us positively and helps us in becoming good citizens. It is not only that others influence us, but we as individuals are also capable of changing others and the society.

Similarly, we would try to understand about group conflicts and strategies to resolve conflicts for harmonious and united society.

## Nature and Formation of Groups

Groups have the following salient characteristics:

- It is a social unit consisting of two or more individuals who perceive themselves as belonging to the group. This characteristic of the group helps in distinguishing one group from the other and gives the group its unique identity.
- It is a collection of individuals who have common motives and goals. A group functions to achieve a desired goal or to keep away from certain threats faced by the group.
- It is a collection of individuals who are interdependent, i.e. what one is doing may have consequences for others. For example, if a fielder in a cricket team does not take care of his duty, the batsman will have

## CHAPTER CHECKLIST

- Introduction
  - Nature and Formation of Group
  - Types of Groups
  - Influence of Group on Individual Behaviour
-

- It is a gathering of individuals who interact with one another either directly or indirectly.
- It is a collection of individuals whose interactions are structured by a set of roles and norms. This means that the group members perform the same functions every time the group meets. Norms specify the behaviours expected from group members.

Groups can be differentiated from other collections of people. These are:

- **Crowd** A crowd is a collection of people who may be present at a place/situation by chance. Behaviour of people in crowds is irrational and there is no interdependence among members. For example, if you are going on the road and an accident takes place, a large number of people come there. This is an elaborate example of crowd. There is no feeling of belongingness and interdependence among members of a crowd.
- **Teams** These are special kinds of groups. Members of teams often have complementary skills and are committed to a common goal or purpose. Members are mutually accountable for their activities. In teams, there is a positive synergy (teamwork) attained through the coordinated efforts of the members.
- **Audience** It is a collection of people who have assembled for a special purpose, e.g. to watch a cricket match or a movie. Generally, audiences are passive but sometimes they go into a frenzy and become mobs. Mob behaviour is characterised by homogeneity of thought and behaviour as well as impulsivity.

### Differences between Groups and Teams

- In groups, performance is dependent on contributions of individual members. In teams, both individual contributions and teamwork matter.
- In groups, the leader or whoever is heading the group holds responsibility for the work. However in teams, although there is a leader, members hold themselves responsible.

## Reasons of Joining Groups

People join groups because these groups satisfy a range of needs. Following are reasons to join groups:

- **Security** Groups reduce the feeling of insecurity

- **Status** When we are members of a group that is perceived to be important by others, we feel recognised and experience a sense of power. For example, when a school wins an inter-institutional debate competition, students feel proud and think that they are better than others.
- **Self-esteem** Groups provide feelings of self-worth and establish a positive social identity. Being a member of prestigious groups enhances one's self-concept.
- **Satisfaction of One's Psychological and Social Needs** Groups satisfy one's social and psychological needs such as sense of belongingness, giving and receiving attention, love and power through a group.
- **Goal Achievement** Groups help in achieving such goals which cannot be attained individually. There is power in the majority.
- **Provide Knowledge and Information** Group membership provides knowledge and information and thus broadens our view. As individuals, we may not have all the required information. Groups supplement this information and knowledge.

## Group Formation

Groups are formed by making contacts through or interactions between people. This interaction is facilitated by the following conditions:

**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 our liking for our group members.

**Similarity** Being exposed to someone over a period of time makes us assess our similarities and paves the way for formation of groups. We like people who are similar because people prefer consistency and like relationships that are consistent. When two people are similar, there is consistency and they start liking each other.

For example, I like playing football and one of my batch mate also like playing football. There is a high chance that we may become friends as our interests are same.

**Common Motives and Goals** When people have common motives or goals, they get together and form a group which may facilitate their goal attainment.

## Stages of Group Formation

Tuckman suggested that groups pass through five developmental sequences. These are as follows:

- (i) **Forming** When group members meet for first time, a kind of uncertainty is created for achieving group goals. People try to know each other and assess whether they will fit in or not. There is excitement as well as apprehensions. This stage is called the forming stage.
- (ii) **Storming** After forming stage, there is a stage of intragroup conflict which is referred to as storming. In this stage, there is conflict among members about target, process, performance and control, resources. When this stage is complete, some sort of hierarchy of leadership in the group develops.
- (iii) **Norming** The storming stage is followed by another stage known as norming. Group members by this time develop norms related to group behaviour. This leads to development of a positive group identity.
- (iv) **Performing** By this stage the structure of the group has evolved and is accepted by group members. The group moves towards achieving the group goal. For some groups, this may be the last stage of group development.
- (v) **Adjourning** In this stage, once the function is over, the group may be disbanded. However, all groups do not always proceed from one stage to the next in same manner.

## Group Structure

During the process of group formation, groups also develop a structure as members interact. Over the time, this interaction shows regularities in distribution of task to be performed, responsibilities assigned to members and the prestige or relative status of members.

Four important elements of group structure are:

### 1. Roles

These are socially defined expectations that individuals in a given situation are expected to fulfil. Roles refer to the typical behaviour that depicts a person in a given social context.

Every individual has to play some role. As a daughter or son she/he has to respect elders, listen to them and be responsible towards their studies. There are certain role

### 2. Norms

These are expected standards of behaviour and beliefs established, agreed upon and enforced by group members. For example, in every family there are norms that guide the behaviour of family members which represent their views of the world.

### 3. Status

It refers to the relative social position given to group members by others. This relative position or status may be either ascribed (given may be because of one's seniority) or achieved (the person has achieved status because of expertise or hard work).

For example, the captain of a cricket team has a higher status compared to other members inspite of all players are equally important for the team's success.

### 4. Cohesiveness

It refers to togetherness, binding or mutual attraction among group members. As the group becomes more cohesive, group members start to think, feel and act as a social unit, and less like isolated individuals. Members of a highly cohesive group have more desire to remain in the group in comparison to those who belong to low cohesive groups.

Cohesiveness refer to the team spirit or 'we feeling' or a sense of belongingness to the group. Psychologists suggest groupthink which is a consequence of extreme cohesiveness.

## © Group Think

Irving Janis discovered a process known as 'group think' in which a group allows its concerns for unanimity. They override the motivation to realistically appraise courses of action. It results in the tendency of decision makers to make irrational and uncritical decisions.

Groupthink suggests the appearance of consensus or unanimous agreement within a group. All members of a group agree upon a particular decision of the group. No one express dissenting opinion as it can destroy the cohesion of the group.

There are also some ways to prevent 'groupthink'. These are:

- Encouraging and rewarding critical thinking.
- Encouraging groups to present alternative courses of action.
- Inviting outside experts to evaluate the group's decisions.
- Encouraging members to seek feedback from trusted

### Check Point 01

1. A ..... is a collection of people who may be present at a place or situation by chance.
2. .... help in achieving such goals which cannot be attained individually.
3. .... are socially defined expectations that individuals in a given situation are expected to fulfil.
4. The storming stage is followed by another stage known as .....
5. Cohesiveness refers to togetherness, binding or mutual attraction among group members. (True/ false).
6. A gathering of individuals who interact with one another either directly or indirectly is called .....

## Types of Groups

Groups may be different in many respects. Some have a large number of members e.g. a country, some are small e.g. a family, some are short-lived e.g. a committee, some remain together for many years e.g. religious groups, some are highly organised e.g. army, police, etc., and others are informally organised e.g. spectators of a match.

Major types of groups are enumerated below:

### Primary and Secondary Groups

Primary groups are pre-existing formations, which are usually given to the individual. Thus, family, caste and religion are primary groups. In a primary group, there is a face-to-face interaction, members have close physical proximity and they share warm emotional bonds.

Primary groups are central to individual's functioning and have a very major role in developing values and ideals of the individual during the early stages of development. In the primary group, boundaries are less permeable, i.e. members do not have the option to choose its membership.

Secondary groups are those which the individual joins by choice. Membership of a political party is an example of a secondary group. Secondary groups are those where relationships among members are more impersonal, indirect and less frequent. In secondary groups, it is easy to leave and join another group.

### Formal and Informal Groups

The formation of formal groups is based on some

The functions of a formal group are explicitly (clearly) stated in the case of an office organisation. The formation of informal groups is not based on rules or laws and there is close relationship among members.

## Ingroup and Outgroup

The term ingroup refers to one's own group and outgroup refers to another group. For ingroup members, we use the word 'we' while for outgroup members, the word 'they' is used. By using the words we and they, one is categorising people as similar or different.

People in the ingroup are generally similar, seen favourably and have desirable traits. Members of the outgroup are viewed differently and are often perceived negatively in comparison to the ingroup members.

Perceptions of ingroup and outgroup affect our social lives. In some cultures, plurality is celebrated as in India. We have a unique composite culture which is reflected not only in the lives we live, but also in our art, architecture and music.

## Influence of Group on Individual Behaviour

Groups are powerful, as they are able to influence the behaviour of individuals. Two situations to understand the nature and impact of group influence are given below:

- (i) An individual performing an activity alone in the presence of others (social facilitation).
- (ii) An individual performing an activity along with the others as part of a larger group (social loafing).

### Social Loafing

Social loafing is a reduction in individual effort when working on a collective task, i.e. one in which outputs are combined with those of other group members. Such situations give opportunities to group members to relax and become a free rider.

This phenomenon has been demonstrated in many experiments by Latane and his associates. They asked group of male students to clap or cheer as loudly as possible because they wanted to know how much noise people make in social settings.

Some reasons for the occurring of social loafing are:

- Group members feel less responsible for the overall task being performed and therefore exert less effort.
- Motivation of members decreases because they realise that their contributions will not be evaluated on individual basis.
- The performance of the group is not to be compared with other groups.
- There is an improper coordination (or no coordination) among members.
- Belonging to the same group is not important for members. It is only an aggregate of individuals.

Some measures to reduce social loafing are:

- Making the efforts of each person identifiable.
- Increasing the pressure to work hard (making group members committed to successful task performance).
- Increasing the apparent importance or value of a task.
- Making people feel that their individual contribution is important.
- Strengthening group cohesiveness which increases the motivation for successful group outcome.

## Group Polarisation

Group polarisation focuses on how groups usually make decisions that are more extreme than the original thoughts and views of the individual team members. It refers to the tendency for a group to make decisions that are more extreme than the initial inclination of its members. For example, suppose you favour capital punishment for heinous crimes and you were interacting this issue with like-minded people. After this interaction, your views may become stronger.

This firm conviction is because of the following three reasons:

- (i) In the company of like-minded people, you are likely to hear newer arguments favouring your viewpoints.

- (ii) When you find others also favouring capital punishment, you feel that this view is validated by the public. This is a sort of bandwagon effect.

- (iii) When you find people having similar views, you are likely to perceive them as ingroup. You start identifying with the group, begin showing conformity and as a consequence your views become strengthened.

### Check Point 02

1. .... group are pre-existing formations which are usually given to the individual.
2. An individual performing an activity alone in the presence of others is called .....
3. An individual performing an activity alongwith the others as part of a larger group is .....
4. .... focuses on how groups usually make decisions that are more extreme than the original thoughts of individual.
5. Strengthening group cohesiveness decreases the motivation for successful group performance. (True/false)

### TERMS TO KNOW

- Identity (NCERT pg. no. 130) It is the distinguishing character of an individual.
- Status (NCERT pg. no. 132) It refers to the social rank within a group.
- Groupthink (NCERT pg. no. 134) It is a mode of thinking in which the desire to reach unanimous agreement overrides the wish to adopt proper and rational decision-making procedures.
- Norms (NCERT pg. no. 134) These are standards of test performance that permit the comparison of one person's score on the test to the scores of others who have taken the same test.
- Structure (NCERT pg. no. 134) It is the enduring form and composition of a complex system or phenomenon.
- Cohesiveness (NCERT pg. no. 135) It refers to all factors that cause group members to remain in the group.
- Social Influence (NCERT pg. no. 137) It is the process by which the actions of an individual or group affect the behaviour of others.

# NCERT FOLDER

**1** Compare and contrast formal and informal groups and ingroups and outgroups.

**Ans** **Formal Groups** We can compare formal group with informal group and ingroup with outgroup in the following ways:

- The functions of a formal group are explicitly stated as in the case of an office organisation.
- The roles of its group members are well defined.
- The formal groups is based on some specific rules or law. For example, a university.

#### **Informal Groups**

- Informal decision-making process may exist as parallel mechanism.
- Members of this group have a close relationship and take decision in informal settings.
- There are no strict rules and regulation for this group.

#### **Ingroups**

- It is generally considered as me, my, we or our group.
- People in ingroup are viewed as having desirable behaviour and admirable traits.
- It is always good, strong, cohesive.

#### **Outgroup**

- It is considered as 'they' group.
- Members are often perceived negatively.
- It is always people with damaging, dangerous and negative emotions.

**2** Are you a member of a certain group? Discuss what motivated you to join that group.

or Discuss the significance of group.

**Ans** We are simultaneously members of different groups which creates pressures for us because there may be competing demands and expectations of different groups. Often we are able to handle these competing demands and expectations. I am also a member of certain group. I join group because this group satisfy a range of needs such as:

- Security** Groups reduce the feeling of insecurity

- Status** When we are members of a group that is perceived to be important by others, we feel recognised and experience a sense of power.
- Self-esteem** Groups provide feelings of self-worth and establish a positive social identity. Being a member of prestigious groups enhances one's self-concept.
- Satisfaction of One's Psychological and Social Needs** Groups satisfy one's social and psychological needs such as sense of belongingness, giving and receiving attention, love and power through a group.
- Goal Achievement** Groups help in achieving such goals which cannot be attained individually. There is power in the majority.
- Provide Knowledge and Information** Group membership provides knowledge and information and thus broadens our view. As individuals, we may not have all the required information. Groups supplement this information and knowledge.

**3** How does Tuckman's stage model help you to understand the formation of groups?

or What are the stages of group formation?

Explain with examples. **All India 2010**

**Ans** For answer refer to text under the heading 'Stages of Group Formation' on page no. 185.

**4** How do groups influence our behaviour?

**Ans** Groups and individuals exert influence on us which may force us to change our behaviours in a particular direction. Group influence our behaviour by the method of social influence which means getting influenced by the imagined presence of other people.

Throughout the day we may encounter a number of situations where others have tried to influence us. In some situations, social influence on us is very strong as a result of which we tend to do things, which we otherwise would have not done. On other occasions, we are able to defy influence of others and may even influence them to adopt our own viewpoint. There are three important group influence processes:

- Conformity** It means behaving according to the group norm i.e. the expectations of other

- (ii) **Compliance** In this, there are external conditions that force the individual to accept the influence of the other. Compliance also refers to behaving in a particular way in response to a request made by someone. It could take place even without a norm.
- (iii) **Obedience** When compliance is shown to an instruction or order from a person in authority, such as parents, teachers, leaders, or policemen, that behaviour is called obedience. A distinguishing feature of obedience is that such behaviour is a response to a person in authority.

**5** How can you reduce social loafing in groups? Think of any two incidents of social loafing in school. How did you overcome it?

**Ans** It has been found that individuals work less hard in a group than they do when performing alone. This points to a phenomenon referred to as social loafing.

Social loafing is a reduction in individual effort when working on a collective task, i.e. one in which outputs are pooled with those of other group members. Such situations give opportunities to group members to relax and become a free rider.

This phenomenon has been demonstrated in many experiments by Latane and his associates. In one such experiment, the group of male students was asked to clap or cheer as loudly as possible. From this, Latane and his associates were interested in knowing how much noise people can make in social settings.

They varied the group size i.e. individuals were alone, or in groups of two, four and six. The results of the study showed that although the total amount of noise rose up but as size increased, the amount of noise produced by each participant dropped.

In other words, each participant put in less effort as the group size increased. Two incidents of social loafing in school are:

- Some students work very less in group projects and works.
- Sometimes during sports competition, some students practice very less and thus this affect the whole team.

- Increasing the pressure to work hard (making group members committed to successful task performance).
- Increasing the apparent importance or value of a task.
- Making people feel that their individual contribution is important.
- Strengthening group cohesiveness which increases the motivation for successful group outcome.

**6\*** How often do you show conformity in your behaviour? What are the determinants of conformity?

**Ans** Conformity in your behavior means behaving according to the group norm, i.e. the expectations of other group members. Conformity in behavior can be shown by the following examples.

Some of your friends come to you with a letter of protest against a rule that has been recently announced, i.e. banning use of mobile phones in the school. Personally you believe that the rule is very sensible and should be enforced.

But you also know that if you do not sign the letter, you will lose many friends and get a bad name for not keeping student unity. Thus, you have to behave according to the group norm.

For Determinants of Conformity, refer to text under the heading 'Determinants of Conformity' on page no. 189 and 190.

**7\*** Why do people obey even when they know that their behaviour may be harming others? Explain.

**Ans** People obey even when they know that their behaviour may be harming others because if we disobey, some punishment might follow. Sometimes, it is because we believe that persons in authority must be obeyed. Psychologists have identified several reasons for obedience. Some of these reasons are:

- People obey because they feel that they are not responsible for their own actions, they are simply carrying out orders from the authority.

- Authority gradually increases commands from lesser to greater levels and initial obedience binds the followers for commitment. 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.
- Many times, events are moving at such a fast speed, for example in a riot situation, one has no time to think and just obey orders from above.

**8\*** What are the benefits of cooperation?

**Ans** When groups work together to achieve shared goals, it is called cooperation. The rewards in cooperative situations are group rewards and not individual rewards.

Benefits of cooperation are as follows:

- People work together and hence work load on each individual is less.
- Each individual can attain the goal only if other members of the group also attain the goal.
- In cooperative groups, there is more coordination and acceptance for each other's idea.
- Members became more friendly and can excel easily in groups.
- Members are more active towards communication, interaction and discussions.

**9\*** How is one's identity formed?

**Ans** Social identity refers to one's self-definition of who she/he is. This self-definition may include both personal attributes, e.g. hard working, happy-go-lucky, or attributes which you share with others, e.g. girl or boy.

- Some aspects of our identity are determined by our physical characteristics. Sometimes, we perceive ourselves as unique individuals and at other times we perceive ourselves as members of groups.
- Our personal identities derived from the views of oneself as a unique individual, and social identities derived from groups we perceive ourselves to be members of, are both important to us.
- Social identity is that aspect of our self-concept which is based on our group

thus helps us to locate ourselves in society. It provides members with a shared set of values, beliefs and goals about themselves and about their social world.

**10\*** What are some of the causes of intergroup conflict? Think of any international conflict. Reflect on the human price of this conflict.

**Ans** Following are some of the major reasons for group conflicts:

- One major reason is lack of communication and faulty communication by both parties. This kind of communication leads to suspicion, (lack of trust) which results in conflicts.
- Another reason for intergroup conflict is relative deprivation. It arises when members of a group compare themselves with members of another group. In other words, they feel that they are not doing well in comparison to other groups. This may lead to feelings of deprivation and discontentment, which may result in conflicts.
- Another cause of conflict is one party's belief that it is better than the other, and what it is saying should be done. When this does not happen, both parties start accusing each other. One may often witness a tendency to magnify even smaller differences, thereby conflict gets escalated because every member wants to respect the norms of her/his group.
- A feeling that the other group does not respect the norms of our group, and actually violates those norms because of a malevolent intent.
- Desire for retaliation for some harm done in the past could be the another reason for conflict.
- Biased perceptions is another reason for most conflicts. Feelings of 'they' and 'we' lead to biased perceptions.
- When acting in groups, people are more competitive as well as more aggressive than when they are on their own. Groups compete over scarce resources i.e. both material resources, e.g. territory, and money, as well as social resources, e.g. respect and esteem.
- Perceived inequity is another reason for conflict. Equity refers to distribution of



# CHAPTER PRACTICE

## OBJECTIVE TYPE QUESTIONS

### 1 Multiple Choice Questions

- (i) A collection of people around a road side performer is an example of  
(a) Crowd (b) Group  
(c) Mob (d) Audience
- (ii) Working together to achieve a shared goal is called  
(a) Co-operation (b) Compliance  
(c) Conformity (d) Obedience
- (iii) Membership of a club is an example of  
(a) Primary group  
(b) Secondary group  
(c) Outgroup  
(d) Large group
- (iv) Feeling of togetherness that keep a group intact is  
(a) Norms (b) Role  
(c) Status (d) Cohesiveness
- (v) After a long discussion, the initial position of the group became much stronger, thus, demonstrating the effect of  
(a) Group polarisation  
(b) Group conformity  
(c) Group think  
(d) Group cohesiveness

### Answers

- (i) (a) (ii) (a)  
(iii) (b) (iv) (d)  
(v) (a) (vi) (b)  
(vii) (a)

### 2 Fill in the blanks

- (i) Binding or mutual attraction among the group members is referred to as \_\_\_\_\_ .
- (ii) Tendency of group to take extreme decision is called \_\_\_\_\_ .
- (iii) The term which refers to one's own group is called \_\_\_\_\_ .
- (iv) The pioneering experiment on conformity was

- (vi) A collection of people assembled for a particular purpose is called an \_\_\_\_\_ .

Delhi 2017, All India 2017

- (vii) Rohit is the only son of his parents, he is expected to listen to them and look after them, thus there are certain \_\_\_\_\_ from him.
- (viii) Extreme cohesiveness in groups results in \_\_\_\_\_ . CBSE 2018
- (ix) \_\_\_\_\_ is a collection of people who may be present at a place/situation by chance. CBSE 2020
- (x) Aneesh has friends from housing society and school where he lives in and studies. In this case, Aneesh was able to made friends because of \_\_\_\_\_ .

### Answers

- (i) Cohesiveness (ii) Group Polarisation  
(iii) Ingroup (iv) Sherif  
(v) Groupthink (vi) Audience  
(vii) Role expectations (viii) Groupthink  
(ix) Crowd (x) Proximity

### 3 True or false

- (i) Teams are special kind of groups.  
(ii) Groupthink is the tendency of groups to take extreme decision when in group than as individuals.

### Answers

- (i) True (ii) False

### 4 Match the following

Choose the correct match for each concept related with group formation and with its description from the codes given below.

List I	List II
1. Proximity	(i) A stage of intragroup conflict
2. Storming	(ii) The structure of the group has evolved and is accepted by group member.
3. Performing	(iii) Repeated interactions with the same set of individuals

## C VERY SHORT ANSWER TYPE QUESTIONS

- 1** What do you understand by group?
- Ans** A group may be defined as an organised system of two or more interdependent individuals, who have common motives and norms to regulate the behaviour of its members.
- 2** Define the term team.
- Ans** These are special kinds of groups. Members of teams often have complementary skills and are committed to a common goal or purpose.
- 3** What is meant by mob?
- Ans** In mobs, there is a definite sense of purpose. There is polarisation in attention, and actions of persons are in a common direction. Mob behaviour is characterised by homogeneity of thought and behaviour as well as impulsivity.
- 4** How group help to improve self esteem?
- Ans** Groups provide feelings of self-worth and establish a positive social identity. Being a member of prestigious groups enhances one's self-concept.
- 5** Define the role of group in providing knowledge and skill.
- Ans** Membership provides knowledge and information and thus broadens our view. As individuals, we may not have all the required information. Groups supplement this information and knowledge.
- 6** What do you know about proximity?
- Ans** Repeated interactions with the same set of individuals give us a chance to know them and their interests and attitudes. This is known as proximity.
- 7** Define formation stage in group.
- Ans** When group members first meet, there is a great deal of uncertainty about the group, the goal and how it is to be achieved. People try to know each other and assess whether they will fit in. There is excitement as well as apprehensions. This stage is called the forming stage.
- 8** What do you understand by group structure?
- Ans** Division of responsibilities, assignment of
- performed, responsibilities assigned to members and the prestige or relative status of members.
- 9** What are norms?
- Ans** These 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'.
- 10** Mention the different types of group.
- Ans** Major types of groups are enumerated below:
- (i) Primary and secondary groups
  - (ii) Formal and informal groups
  - (iii) Ingroup and outgroup
- 11** Define the term social facilitation.
- Ans** When an individual perform an activity alone in the presence of others, it is called social facilitation.
- 12** What do you understand by group polarisation?
- Ans** Group polarisation focuses on how groups usually make decisions that are more extreme than the original thoughts and views of the individual team members. It refers to the tendency for a group to make decisions that are more extreme than the initial inclination of its members.
- 13** What is Bandwagon effect?
- Ans** The Bandwagon effect is a psychological phenomenon whereby people do something primarily because other people are doing it, regardless of their own beliefs, which they may ignore or override.
- 14** Define how groups fulfil psychological needs.
- Ans** Groups satisfy one's social and psychological needs such as sense of belongingness, giving and receiving attention, love and power through a group.
- 15** Enumerate the four stages of group formation. Delhi 2017
- Ans** The stages of group formation are forming stage (people try to know each other and assess whether they will fit in), storming (intragroup conflict), norming (development of norms related to group behaviour, performing moving

**16** Sometimes popular brands announce special discount for their products and declare the last date for it. They want to make people hurry to purchase their product. Which technique is adopted here?

**Ans** Sometime popular brands offer special discounts for their product for a specific period. Their aim is to convince the people that they should not miss the opportunity. During the festive season like Deewali and New Year many companies give special offer for a specific period. This is known as deadline technique. It is more likely that people buy a product under this deadline condition than if there is no such deadline.

**17** Explain any two characteristics of a group.  
CBSE 2020

**Ans** Two characteristics of a group are:

- Group as a social unit distinguishes from other groups which gives its unique identity.
- Group has common motives and goals. It functions either working towards a given goal or away from certain threats facing the group.

**18** Explain any two differences between primary and secondary groups. CBSE 2020

**Ans** Two differences between primary and secondary groups are:

- Primary groups are pre-existing formation which are usually given to the individual (example family, caste, religion etc.) but secondary groups are those which the individual joins by choice (example political party).
- Primary groups have close physical proximity and share warm emotional bonds. But in secondary groups relationships among members are more impersonal, indirect and less frequent.

**19** We are members of a number of groups at any given time. Explain the reasons that make people join groups.

CBSE SQP Term II, 2021

**Ans** People join groups because these groups satisfy a range of needs. Following are the reasons to

protection. As a result, people feel stronger and are less vulnerable to threats.

- Status** When we are members of a group that is perceived to be important by others, we feel recognised and experience a sense of power.
- Self-esteem** Groups provide feelings of self worth and establish a positive social identity. Being a member of prestigious groups enhances one's self-concept.

**20** Groups differ in many respects. Identify the characteristics that distinguish primary groups from secondary groups.

CBSE SQP Term II, 2021

**Ans** Following are the characteristics that distinguish primary groups from secondary groups

#### Primary group

- They are pre-existing formations which are usually given to the individual.
- There is a face-to-face interaction and members have close physical proximity.
- They are central to individual's functioning and have boundaries are less permeable which do not have the option to choose its membership.

#### Secondary groups

- These are those groups which the individuals join by choice.
- These are those groups where relationships among members are more impersonal, indirect and less frequent.
- It is easy to leave and join another group.

## C CASE BASED OBJECTIVE TYPE QUESTIONS

**1** Read the case and answer the questions that follow.

In an experiment, boys of certain schools expressed their preference for paintings by two artists — Vassily Kandinsky and Paul Klee. Children were told that it was an experiment on decision-making.

They knew the groups in which they were grouped (Kandinsky group and Klee group). The identity of other group members was hidden using code numbers.

Ingroup member — 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19

Outgroup member — 1, 3, 5, 7, 9, 11, 13, 15, 17, 19, 21, 23, 25

- (i) Identify the experiment which has been conducted in the above case.
- (a) The Minimal Group Paradigm Experiment
  - (b) The Autokinetic Effect
  - (c) The Asch Experiment
  - (d) Structural Group Formation Experiment

**Ans** (a) The Minimal Group Paradigm Experiment

- (ii) In this experiment, In group member refers to
- (a) one's own group
  - (b) another group
  - (c) family group
  - (d) crowd

**Ans** (a) one's own group

- (iii) Who among the following is associated with the above experiment?
- (a) S.M. Mohsin
  - (b) Leon Festinger
  - (c) Richard LaPiere
  - (d) Tajfel

**Ans** (d) Tajfel

**2** Read the case and answer the questions that follow.

In an experiment, participants were seated in a darkroom, and asked to concentrate on a point of light. After watching this point of light, each person was asked to estimate the distance through which the point had moved. This kind of judgement had to be made over a number of trials. After each trial, the group was given information about the average distance judged by the members. It was observed that on subsequent trials, subjects modified their judgements in a way that made them more similar to the group average.

- (i) Identify the experiment given in the case?
- (a) The Autokinetic Effect
  - (b) The Asch Experiment
  - (c) The Minimal Group Paradigm Experiment
  - (d) Structural Group Formation Experiment

**Ans** (a) The Autokinetic Effect

- (ii) Who among the following scientist conducted the above experiment?

- (iii) Why the experiment given in the above case was conducted?

- (a) To demonstrate how groups form their norms
- (b) To demonstrate how members make their judgements
- (c) To demonstrate compliance
- (d) Both (a) and (b)

**Ans** (d) Both (a) and (b)

- (iv) Which of the following is not true about the experiment pertaining to Autokinetic Effect?

- (a) In subsequent trials, subjects modified their judgements in a way that were similar to the group average.
- (b) The point of light in autokinetic effect experiment actually moved that affected the norm.
- (c) The light was only seen as moving by the participant.
- (d) The participants not only judged the distance the light moved, but also created a norm for this distance.

**Ans** (b) The point of light in autokinetic effect experiment actually moved that affected the norm.

## **C** SHORT ANSWER TYPE QUESTIONS-I

- 1** Why do people behave according to the group norms?

**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. In a family, there are norms that guide the behaviour of family members. These norms represent shared ways of viewing the world.

If people do not follow group norm, they feel uncomfortable. People see norms as the reflecting view of majority.

- 2** Explain how crowd is different from the groups.

**Ans** A group is an organised system of two or more individuals who are interacting and interdependent.

On the other hand, a crowd is also a collection of people who may be present at a place/situation by chance. Suppose I am going on the road and an accident takes place. Soon a large number of people tend to collect. This is an example of a crowd.

There is neither any structure nor feeling of belongingness in a crowd. Behaviour of people in crowds is irrational and there is no interdependence among members. There is no norms that regulate the behaviour of the crowd.

### 3 Distinguish between audience and mob.

**Ans** An audience is also a collection of people who have assembled for a special purpose, may be to watch a cricket match or a movie. Audiences are generally passive but sometimes they go into a frenzy and become mobs. In mobs, there is a definite sense of purpose.

There is polarisation in attention and actions of persons are in a common direction. Mob behaviour is characterised by homogeneity of thought and behaviour as well as impulsivity.

### 4 Differentiate between ingroup and outgroup.

**Ans** The term ingroup refers to one's own group, and outgroup refers to another group. For ingroup members, we use the word 'we' while for outgroup members, the word 'they' is used. It has been found that persons in the ingroup are generally supposed to be similar, are viewed favourably, and have desirable traits.

Members of the outgroup are viewed differently and are often perceived negatively in comparison to the ingroup members.

Perceptions of ingroup and outgroup affect our social lives. In some cultures, plurality is celebrated as in India. We have a unique composite culture which is reflected not only in the lives we live, but also in our art, architecture, and music.

**5** Cricket team in Ranjan's locality is very famous. Ranjan and his group of friends are active members in this team. What are the main difference between their group and team?

**Ans** The main differences between group of Ranjan and his friends and their cricket team are:

(ii) In group, Ranjan is the leader who is heading the group and taking the responsibility for the work of the group. However in cricket team, although there is a captain (leader), members hold themselves responsible for the performance of the team.

**6** A person 'X' was caught taking a bribe and her/his colleagues were asked to decide on what punishment she/he should be given. They could either let her/him go with just a warning or decide to terminate her/his services. After a discussion with other employees of the organisation, an extreme decision was taken to terminate this person's services. Identify this phenomenon and explain why it occurs.

CBSE SQP Term II, 2021

**Ans** As according to the given case phenomenon used is groups polarisation.

Group polarisation focuses on how groups usually make decisions that are more extreme than the original thoughts and views of the individual team members. It refers to the tendency of a group to make decisions that are more extreme than the initial inclination of its members.

(i) In the company of like-minded people, you are likely to hear newer arguments favouring your viewpoints.

(ii) When you find others also favouring capital punishment, you feel that this view is validated by the public. This is a type of bandwagon effect.

(iii) When you find people having similar views, you are likely to perceive them as ingroup. You start identifying with the group, begin showing conformity and as a consequence your views become strengthened.

## SHORT ANSWER TYPE QUESTIONS-II

**1** Describe the characteristics of the group.

All India 2013

**Ans** Groups have the following salient characteristics:

- It is a social unit consisting of two or more individuals who perceive themselves as

- It is a collection of individuals who have common motives and goals. Groups function either working towards a given goal or away from certain threats facing the group.
- It is a collection of individuals who are interdependent, i.e. what one is doing may have consequences for others.
- Individuals who are trying to satisfy a need through their joint association also influence each other.
- It is a gathering of individuals who interact with one another either directly or indirectly.
- It is a collection of individuals whose interactions are structured by a set of roles and norms.

## 2 Describe the element of group structure.

**Ans** Four important elements of group structure are:

- Roles** These are socially defined expectations that individuals in a given situation are expected to fulfil. Roles refer to the typical behaviour that depicts a person in a given social context.
- Norms** These 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'. In our family, there are norms that guide the behaviour of family members. These norms represent shared ways of viewing the world.
- Status** It refers to the relative social position given to group members by others. This relative position or status may be either ascribed (given may be because of one's seniority) or achieved (the person has achieved status because of expertise or hard work). By being members of the group, we enjoy the status associated with that group. Even within a group, different members have different prestige and status.
- Cohesiveness** It refers to togetherness, binding, or mutual attraction among group members. As the group becomes more cohesive, group members start to think, feel and act as a social unit and less like isolated individuals. Members of a highly cohesive group have a greater desire to remain in the group in comparison to

those who belong to low cohesive groups. It is difficult to leave a cohesive group or to gain membership of a group which is highly cohesive.

## 3 What is meant by social loafing? Give suitable examples.

All India 2014, 2015, Delhi 2017

or Explain the phenomenon of 'social loafing' by giving examples.

**Ans** It has been found that individuals work less hard in a group than they do when performing alone. This points to a phenomenon referred to as social loafing.

Social loafing is a reduction in individual effort when working on a collective task, i.e. one in which outputs are pooled with those of other group members. Such situations give opportunities to group members to relax and become a free rider.

An example of such a task is the game of tug-of-war. It is not possible for you 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.

## 4 What is polarisation? Explain with examples.

**Ans** Polarisation refers to the tendency for a group to make decisions that are more extreme than the initial inclination of its members.

For example, suppose you favour capital punishment for heinous crimes and you would interact this issue with like-minded people. After this interaction, your views may become stronger. This firm conviction is because of the following three reasons:

- In the company of like-minded people, you are likely to hear newer arguments favouring your viewpoints. This will make you more favourable towards capital punishment.
- When you find others also favouring capital punishment, you feel that this view is validated by the public. This is a sort of bandwagon effect.
- When you find people having similar views, you are likely to perceive them as ingroup. You start identifying with the group, begin showing conformity, and as a consequence your views become strengthened.

**5** Distinguish between primary and secondary group.

**Ans** A major difference between primary and secondary groups is

- (i) Primary groups are pre-existing formations which are usually given to the individual. Secondary groups are those which the individual joins by choice.
- (ii) Thus, family, caste, and religion are primary groups, whereas membership of a political party is an example of a secondary group.
- (iii) In a primary group, there is a face-to-face interaction, members have close physical proximity, and they share warm emotional bonds.  
Primary groups are central to individual's functioning and have a very major role in developing values and ideals of the individual during the early stages of development. In contrast, secondary groups are those where relationships among members are more impersonal, indirect, and less frequent.
- (iv) In the 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.

**6** In school Puja joins the dance group. What are the reasons that led her to join this group?

**Ans** Puja joins the dance group for the following reasons:

- (i) **Security** Being with other friends gives a sense of comfort and protection to Puja.
- (ii) **Status** Being a member of the dance group, Puja felt recognised and experience a sense of power. When their school wins in a Inter-School Dance Competition, Puja feels proud and thinks that she is better than others.
- (iii) **Self-esteem** This group enhances Puja's self concept or self-worth and establish a positive social identity.
- (iv) **Satisfaction of One's Psychological and Social Needs** Dance group satisfies Puja's social and psychological needs such as sense

(iv) **Goal Achievement** This group helps in achieving the goals of Puja which she can not achieve individually.

(v) **Provide Knowledge and Information** As individual Puja may not have all the required information about the dance competitions. Group supplements her the necessary information and knowledge.

**7** What is a group? Explain why do people join groups. CBSE 2019

**Ans** A group is an organised system of two or more individuals, who are interacting and interdependent, who have common motives, have a set of role relationships among its members and have norms that regulate the behaviour of its members.  
For answer refer to text under the heading 'Reasons for Joining Groups' on page no. 184.

**8** How does the group structure develop? Identify any three elements of group structure. CBSE 2019

**Ans** For answer refer to text under the heading 'Group Structure' on page no. 185.

**9** "Groupthink have no tradition of considering alternatives, and that face a decision with high costs or failures". Examine this statement with relevant example.

**Ans** Groupthink is characterised by the appearance of consensus or unanimous agreement within a group. Each member believes that all members agree upon a particular decision or a policy. No one expresses differing opinion because each person believes it would undermine the connection of the group and she/he would be unpopular.

Groupthink is likely to occur in socially homogenous, cohesive groups that are isolated from outsiders, that have no tradition of considering alternatives and that face a decision with high costs or failures. Examples of several group decisions at the international level can be cited as illustrations of groupthink phenomenon. These decisions turned out to be major failure.

The Vietnam War is an example. From 1964 to 1967, President Lyndon Johnson and his advisors in the US escalated the Vietnam War

The escalation decisions were made despite warnings. The grossly miscalculated move resulted in the loss of 56,000 American and more than one million Vietnamese lives and created huge budget deficits.

### **C** LONG ANSWER TYPE QUESTIONS

**1** What is group? Explain giving examples the stages of group formation. All India 2011

**Ans** A group may be defined as an organised system of two or more interdependent individuals, who have common motives and norms to regulate the behaviour of its members.

For stages of group formation, refer to Q. No. 3 (NCERT Folder).

**2** Explain group polarisation. Give reasons for occurrence of group polarisation. CBSE 2018

**Ans** Group polarisation focuses on how groups usually make decisions that are more extreme than the original thoughts and views of the individual team members. It refers to the

tendency for a group to make decisions that are more extreme than the initial inclination of its members.

For example, suppose you favour capital punishment for heinous crimes and you were interacting this issue with like-minded people. After this interaction, your views may become stronger as a result of group interaction and discussion.

Group polarisation occurs because of the following three reasons

- (i) In the company of like-minded people, you are likely to hear newer arguments favouring your viewpoints.
- (ii) When you find others also favouring capital punishment, you feel that this view is validated by the public. This is a sort of **bandwagon effect**.
- (iii) When you find people having similar views, you are likely to perceive them as ingroup. You start identifying with the group, begin showing conformity and as a consequence your views become strengthened.



# SELF ASSESSMENT

## OBJECTIVE TYPE QUESTIONS

### 1 Multiple choice questions

- (i) Which of the following is an example of a group?  
(a) Family (b) Class (c) Playground (d) All of these
- (ii) People join group for the reason of  
(a) Security (b) Status (c) Self-esteem (d) All of these
- (iii) Group usually go through stages of  
(a) Formation (b) Conflict (c) Performance (d) All of these
- (iv) Which of the following are not the element of group structures?  
(a) Role (b) Norms (c) Status (d) Expectations

### 2 Fill in the blanks

- (i) The storming stage is followed by another stage known as \_\_\_\_\_ .
- (ii) The groups which remain together for many years are \_\_\_\_\_ .
- (iii) 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, because of a \_\_\_\_\_ and your personal belief as well.

## VERY SHORT ANSWER TYPE QUESTIONS

- 1 Define group.
- 2 Who was Tuckman?
- 3 What are the stages of group formation?
- 4 State some examples of primary groups.

## SHORT ANSWER TYPE I & II QUESTIONS

- 1 Differentiate between primary and secondary group.
- 2 Find the relationship between group and team.
- 3 Briefly discuss determinants of cooperation and competition.
- 4 A person is suffering from conflict. He approached a psychologist to seek resolution from the conflict. Enumerate the strategies that would have been suggested by psychologists.

## LONG ANSWER TYPE QUESTIONS

- 1 Define Group. Mention its characteristics.
- 2 Describe conditions for the formation of group.