

Bank Wiring Room

1. What was the purpose of the wage incentive program?
2. What were important management assumptions about the plan?
3. Describe the sanctions used to restrict output.
4. State the reasons why supervisors were ineffective.
5. By analyzing the functions of the group norms, illustrate the following statement:
 “Money isn’t everything.”
6. What advice would you give to management?

Doc’s Gang

1. What changes in Long John’s group relationships led to his deteriorating bowling scores?
2. Besides the lower bowling scores, what other effects did Long John experience?
3. How and by whom did Long John’s situation get resolved?
4. How/why did Doc’s unemployment affect his position in the group?
5. How was Doc personally affected by being unemployed?
6. Summarize Whyte’s conclusions.