

**SociologicalYOU - Chapter 6 PPT Audio Lecture Transcript**

**SociologicalYOU** by Angela Thompson and Keith Whitworth

This is Next-Gen Introductory Sociology.

Welcome to Chapter 6: Groups and Organizations

There are five modules in this chapter.

Module 1: The group perspective

Module 2: Organizations within structures

Module 3: addresses the problems with bureaucracy and leadership

Module 4: is on privilege and power in groups and organizations

Module 5: is the workplace and a changing social world

This PowerPoint does not cover every key term in Chapter 6. Please read your textbook to see what is not covered in the PowerPoint.

As we review the contents of this chapter, I would encourage you to consider the following points to ponder. These should help you think critically about groups and organizations.

First, how can groups and organizations be beneficial in your everyday life?

Second, what types of informal and formal organizations are you involved in and how might groupthink interfere?

Third, how are organizations changing rapidly and what are the ethical issues that we need to consider?

**Module 1: The Sociological Perspective**

Groups aggregates and categories

a group is defined as people who identify and interact with one another

On the other hand, a social group consists of two or more individuals connected by common bonds and shared social relations.

A dyad is a group of two. A triad is a group of three.

A social aggregate is a collection of individuals in the same geographic location who do not share common characteristics.

On the other hand, a social category is a collection of individuals with similar characteristics who may have never met or interacted.

The smallest group is a dyad and the group dynamics can change when adding a third member to create a triad.

Social categories and aggregates are not social groups as common bonds do not exist and their members do not interact on a regular basis.

There are several different types of groups.

Primary groups are small scale, intimate, face-to-face, long-lasting associations.

Secondary groups are large scale, impersonal, task focused and time-limited associations.

In groups are defined as a social unit to which an individual belongs and feels a sense of we

Out groups, on the other hand, consist of individuals who do not belong or are excluded from one's own group.

Reference groups are a collection of people used for comparison and identification.

Primary groups involve strong personal bonds and emotional ties while secondary groups are less connected emotionally and have much less contact between members.

Your family is a primary group and being a member of an on-campus student organization is a secondary group.

An in group provides a sense of belonging and we among members.

An out group is outside the mainstream group or a group that is socially marginalized.

Reference groups are used for comparison and identification.

You may choose a specific group to reference and determine if your attitudes and actions are similar to the group.

When discussing groups and organizations, one has to address group conformity.

Group conformity is defined as aligning attitudes and behaviors with group norms.

In many social situations, there are pressures to conform, as demonstrated in the Solomon ash experiments.

Individuals in these experiments felt pressured to select the wrong answer based upon other study participants choosing the wrong answer.

Conformity is impacted by culture and the historical social settings within groups non-conformists are often pressured to conform to the group norms but if this is unsuccessful, the group members may decrease communication and possibly exclude the individual from the group.

Non-conformity can be positive, as in the case of business leaders thinking outside the box to develop new ways of conducting business.

Group think is the tendency of group members to yield to the desire of consensus rather than expressing individual or alternative ideas.

Group think normally involves a charismatic leader and a meaningful threat. The decision makers believe their decisions are morally correct and the mind guards seek to protect leaders from information that could cloud the issues.

There are tremendous pressures to conform and many engage in self-censorship.

The emphasis on collaboration and teamwork, to the detriment of individualism and solitude, may stifle creativity and innovation within groups and organizations.

Table 6.1.2 highlights the eight symptoms of group think.

**Module 2: Social Structures**

Let's consider the different types of formal organizations, beginning with the key term organization.

An organization is a structured, purposeful and goal-oriented collection of people.

A normative organization consists of groups of people based upon shared interests and the intangible rewards of membership.

Utilitarian organizations are groups of people based upon contractual obligations that seek tangible benefits, such as monetary compensation.

Coercive organizations are groups of people whose membership is primarily forced and must abide by strict rules and regulations.

Total institutions are an isolated group with strict rules and regulations whose goal is to control every aspect of its members' lives.

Normative organizations include voluntary associations and service organizations.

People often join this type of organization for intangible benefits and to promote a social cause.

Membership is voluntary and members can enter and exit freely.

A utilitarian organization is based on contractual arrangements and members focus on tangible benefits, like the monetary rewards of a job.

Members are semi-connected to these organizations.

Coercive organizations are often total institutions and include prisons and psychiatric hospitals.

Membership is not voluntary and exiting is restricted.

The members do not share an affinity with coercive organizations.

Next, we have bureaucracies.

Let's identify some key characteristics associated with contemporary bureaucracies.

First, rationalization is defined as traditional modes of thinking replaced with end means analysis.

Second, bureaucracy is a hierarchical authority structure that uses tasks.

Specialization operates on the merit principle and behaves with impersonality.

Ideal type is logical or consistent traits of a given social phenomena and red tape.

Red tape is adherent to excessive regulations and conformity that prevents decision-making and change.

Fundamentally, bureaucracies are goal-oriented organizations, designed according to rational principles in order to attain their goal.

Weber's ideal type is the logical or consistent traits of a given social phenomenon.

For instance, within a bureaucracy the characteristics of specialization, hierarchy of authority, rules and regulations, technical competence, impersonality and formal written communications are commonly present.

Since social phenomena cannot be studied under a microscope, Weber determined the need for a type to be developed to describe a social concept which he termed the ideal type,

Government entities and insurance companies are examples of bureaucracies.

Red tape often exists within these organizations.

**Module 3: Social Problems**

The problems in bureaucracies can manifest in a variety of ways.

The Peter Principle is the notion that workers in a bureaucratic organization will continue to be promoted until they reach their level of incompetence.

The spoil system is the practice of politicians awarding jobs to friends and supporters based on liking and not ability.

An oligarchy is a system in which power is concentrated in the hands of the few.

The iron law of oligarchy is a system in which the concentration of power in a democracy rest in the hands of a few elite leaders

People in bureaucracies are not always competent. The Peter Principle states that workers will continue to be promoted until they reach a level at which they are no longer effective in their job.

In the world of politics, these workers may attain their position as a result of the spoils system, the practice of awarding positions to friends based on liking and not ability.

The Peter Principle and incompetence in an organization can have far-reaching effects.

Rigidity in bureaucracies can make it difficult for them to adapt to the reality of its members lives.

George Ritzer introduced us to the concept of McDonaldization.

McDonaldization is the process by which the principles of the fast-food restaurants are coming to dominate more and more sectors of American society, as well as the rest of the world.

Ritzer's McDonaldization helps illustrate the ways in which organizations introduce rationalization into their business.

Based on the restaurant of the same name, examples of McDonaldization can be found in banks restaurants and grocery stores alike.

McDonaldization involves the introduction of processes designed to heighten efficiency, calculability, predictability and control within the organization.

Over rationalization can occur when these processes are unable to adapt to the needs of employees and customers.

Leadership roles and styles are an important component to bureaucracies.

Leaders are individuals or groups who help facilitate guide and be the representative voice of its members.

Types of leadership:

Instrumental leaders are very task-oriented.

On the other hand, expressive leaders tend to establish more personal or primary connections with the group members.

Leadership styles include authoritarian leaders, which lead based on orders and directives.

Democratic leaders are based on increasing harmony and reducing conflict between group members.

Laissez-faire leaders are leaders that take a hands-off approach to leadership.

The impact of a leader can be either transformational or transactional.

A transformational leader is one that causes individuals groups and social systems to change. Martin Luther King was an example of a transformational leader.

A transactional leader is a leader that acts like a manager by keeping the group functioning smoothly.

**Module 4: The Sociological Imagination**

This module addresses the perpetuation of inequality in leadership.

Nepotism is the practice of favoritism directed toward family members.

Social capital is the network of links that develop between people which may result in personal, social and professional advantage.

Women and minorities are often underrepresented in corporate leadership positions.

The lack of representation is not a lack of ambition but, instead, has to do with the way primary and secondary groups are used in large social structures, like organizations.

While nepotism, i.e favoritism, toward family members, may play a role for some, in many instances it is a combination of privilege and social capital.

The links between groups that play a role in establishing and maintaining social advantage

**Module 5: Social Change**

This module gives us an opportunity to consider productivity and surveillance at work, beginning with cyber slacking. Cyber slacking is when workers spend an excessive amount of time online for personal reasons that do not benefit their employer.

Employers incur tremendous losses due to worker inactivity.

Distractions range from general employee interaction to spending time on social media.

Cyber slacking occurs when workers spend excessive amounts of time online engaged in activities other than those related to work.

Some employers now use software monitoring technology to track their workers activities in the hopes of improving productivity levels.

Telecommuting has had a noteworthy impact on the workplace.

Telecommuting involves working from someplace other than the office on either a full or part-time basis.

Technology makes it possible for employees to work in a variety of different locations.

Amongst the benefits of this approach is greater employee satisfaction and increased flexibility.

The negatives include, but are not limited to, distractions and feelings of isolation.

The impact of telecommuting varies by gender and social class, with women aspiring to higher positions in the organization and individuals employed in knowledge-based jobs benefiting most from the arrangement.

The future of our relationship to groups and organizations may be linked to emerging technologies, such as robots

that may be beneficial to the employer but problematic to the worker.

This concludes the PowerPoint for **SociologicalYOU** Chapter 6 where we strive to “Connect Sociology and YOU!”

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