

Group Norms by Wageman

Wageman, R. (1995). Interdependence and group effectiveness. *Administrative science quarterly*, 145-180.

7 Items

2 Dimensions

Cooperation

Going out of one's way to help a group member with a difficult customer.

Helping a group member without being asked.

Keeping in touch with other group members during the day.

Not taking calls outside one's own territory.(-)

Effort

Looking for ways to beat last month's response time performance.

Spending time in the parts drop/coffee shop when another group member still has calls on the board.(-)

Taking repair calls after hours.

5-point Likert scale (1 = Strongly disagree and 5 = Strongly agree)

Cronbachs α :

Cooperation norms =.74

Effort norms=.63