

Chapter 1
Introduction to Human Behavior and the Social Environment

EPAS #	EPAS Competency/Practice Behavior	Multiple Choice	True or False	Essay
2.1.1	Identify as a professional social worker and conduct oneself accordingly	25	2	
2.1.1b	Practice personal reflection and self-correction to assure continual professional development	17, 25	23	12
2.1.1c	Attend to professional roles and boundaries	18, 21-25	25	15
2.1.2	Apply social work ethical principles to guide professional practice	25		9
2.1.2a	Recognize and manage personal values in a way that allows professional values to guide practice	25		
2.1.2b	Make ethical decisions by applying standards of the National Association of Social Workers Code of Ethics and, as applicable, of the International Federation of Social Workers/International Association of Schools of Social work Ethics in Social Work, Statement of Principles	9, 25	8	5, 6
2.1.2c	Tolerate ambiguity in resolving ethical conflicts	25	7	
2.1.2d	Apply strategies of ethical reasoning to arrive at principled decisions	25	7	
2.1.3	Apply critical thinking to inform and communicate professional judgments	10, 25		3, 13-15
2.1.3b	Analyze models of assessment, prevention, intervention, and evaluation	19, 25		13-14
2.1.4	Engage diversity and difference in practice	5, 17, 25	4, 23	3, 12
2.1.4a	Recognize the extent to which a culture's structures and values may oppress, marginalize, alienate, or create or enhance privilege and power	7, 25	5	
2.1.4b	Gain sufficient self-awareness to eliminate the influence of personal biases and values in working with diverse groups	17, 25	23	12
2.1.5a	Understand forms and mechanisms of oppression and discrimination	6, 25		
2.1.5b	Advocate for human rights and social and economic justice	11, 25		6
2.1.7	Apply knowledge of human behavior and the social environment	1-25	1-25	1-15
2.1.7a	Utilize conceptual frameworks to guide the processes of assessment, intervention, and evaluation	1-25	1-25	1-15
2.1.7b	Critique and apply knowledge to understand person and environment	1-25	1-25	1-15
2.1.9a	Continuously discover, appraise, and attend to changing locales, populations, scientific and technological developments, and emerging societal trends to provide relevant services	19-20, 25		14
2.1.10	Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities	2, 14-15, 25	1, 19-21	1, 11, 15
2.1.10e	Assess client strengths and limitations	8, 25		
2.1.10k	Negotiate, mediate, and advocate for clients	21, 25		15

Learning Objectives (LO)	Multiple Choice	True/False	Essay
LO 1-1. Explain the importance of foundation knowledge for social work with an emphasis on assessment	1-3	1-2	1
LO 1-2. Review the organization of this book that emphasizes life-span development	4	3	2
LO 1-3. Describe important concepts for understanding human behavior (that are stressed throughout the book and include human diversity, cultural competency, oppression, populations-at-risk, empowerment, the strengths perspective, resiliency, human rights, and critical thinking about ethical issues)	5-11	4-10	3-6
LO 1-4. Employ a conceptual framework for understanding human behavior and the social environment: ecosystems theory	12-13	11-18	7-10
LO 1-5. Recognize people's involvement with multiple systems in the social environment	14	19	
LO 1-6. Examine human behavior in the context of community macro systems	15-19	20-24	11-14
LO 1-7. Examine human behavior in and with organizational macro systems	20		
LO 1-8. Recognize social worker roles in organizational and community systems	21-24	25	15
LO 1-9. Identify knowledge, skills, and values necessary for generalist social work practice	25		

Multiple-Choice Questions

1. The text stated which of the following as a major thrust of social work?
 - A. Social workers link people with systems
 - B. Social work targets only how individuals behave
 - C. Social workers can force all systems to work with every client, no matter the problem
 - D. Social workers solve problems for their clients

ANS: A LO: 1-1 PG: 5 EPAS: 2.1.7, 2.1.7a, 2.1.7b

2. The step in social work in which the problem or situation is analyzed and interpreted is called:
 - A. Assessment
 - B. Interpretation
 - C. Implementation
 - D. Intervention

ANS: A LO: 1-1 PG: 6 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10

3. The lifespan development is separated in this text according to which of the following:
 - A. Infancy and childhood/adolescence/young and middle adulthood/late adulthood
 - B. Infancy/childhood and adolescence/young and middle adulthood/late adulthood
 - C. Infancy/childhood and adolescence/young adulthood/middle and late adulthood
 - D. Infancy and childhood/adolescence and young adulthood/middle and late adulthood

ANS: A LO: 1-1 PG: 8 EPAS: 2.1.7, 2.1.7a, 2.1.7b

4. _____ aspects of development concern how people think about themselves, others, and the environment around them.
- A. Biological
 - B. Social
 - C. Psychological

ANS: C LO: 1-2 PG: 8 EPAS: 2.1.7, 2.1.7a, 2.1.7b

5. _____ is the vast range of differences among groups including those related to age, class, color, culture, disability, ethnicity, gender, gender identity and expression, immigration status, political ideology, race, religion, sex, and sexual orientation.
- A. Cultural competence
 - B. Culture
 - C. Human diversity
 - D. Ethnocentrism

ANS: C LO: 1-3 PG: 11 EPAS: 2.1.4, 2.1.7, 2.1.7a, 2.1.7b

6. The act of treating people differently because they belong to some group rather than on merit is identified in the text as:
- A. Oppression
 - B. Discrimination
 - C. Prejudice
 - D. Ethnic cleansing

ANS: B LO: 1-3 PG: 11 EPAS: 2.1.5a, 2.1.7, 2.1.7a, 2.1.7b

7. _____ is the amount of social respect or standing given to an individual based on occupation.
- A. Prestige
 - B. Acclaim
 - C. Privilege
 - D. Power

ANS: A LO: 1-3 PG: 12 EPAS: 2.1.4a, 2.1.7, 2.1.7a, 2.1.7b

8. _____ is the ability of an individual, family, group, community, or organization to recover from adversity, and resume functioning even when suffering serious trouble, confusion, or hardship.
- A. Empowerment
 - B. Strength training
 - C. Critical thinking
 - D. Resiliency

ANS: D LO: 1-3 PG: 17 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10e

9. All of the following are basic ethical principles in the NASW Code of Ethics *except*:
- A. Social workers behave in a trustworthy manner
 - B. Social workers challenge social injustice
 - C. Social workers recognize the central importance of human relationships
 - D. Social workers practice resiliency in their professional behavior

ANS: D LO: 1-3 PG: 19 EPAS: 2.1.2b, 2.1.7, 2.1.7a, 2.1.7b

10. _____ is the careful examination and evaluation of beliefs and actions to establish an independent decision about what is true and what is not.
- A. Critical thinking
 - B. Ethical evaluation
 - C. Value examination
 - D. Ethical decision making

ANS: A LO: 1-3 PG: 19 EPAS: 2.1.3, 2.1.7, 2.1.7a, 2.1.7b

11. _____ rights involve the premise that all people regardless of race, culture, or national origin are entitled to basic rights and treatment.
- A. Human
 - B. Civil
 - C. Social
 - D. Economic

ANS: A LO: 1-3 PG: 20 EPAS: 2.1.5b, 2.1.7, 2.1.7a, 2.1.7b

12. A set of elements which are orderly and interrelated to make a functional whole is:
- A. Homeostasis
 - B. A system
 - C. A boundary
 - D. A subsystem

ANS: B LO: 1-4 PG: 23 EPAS: 2.1.7, 2.1.7a, 2.1.7b

13. A _____ is the culturally established social behavior and conduct expected of a person in any designated interpersonal relationship.
- A. Relationship
 - B. Role
 - C. Boundary
 - D. Subsystem

ANS: B LO: 1-4 PG: 28 EPAS: 2.1.7, 2.1.7a, 2.1.7b

14. A _____ system refers to any type of small group.
- A. Macro
 - B. Micro
 - C. Mezzo
 - D. Macho

ANS: C LO: 1-5 PG: 36 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10

15. The _____ perspective on communities focuses on how individuals fit into their community environment and are linked to those who govern them.
- A. Structural
 - B. Human ecology
 - C. Sociopsychological
 - D. Social systems

ANS: A LO: 1-6 PG: 39 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10

16. Which of the following is true regarding the social planning model:
- A. The role of the expert is minor
 - B. The planner is generally employed by a segment of the power structure
 - C. The technical process of problem solving is rarely implemented
 - D. The power structure is external target

ANS: B LO: 1-6 PG: 44 EPAS: 2.1.7, 2.1.7a, 2.1.7b

17. In the text, when it was not practical to refer to specific countries of origin, the authors arbitrarily used the term(s) _____ to refer to the wide range of ethnic groups within the population of people who originated from countries with a Spanish heritage.
- A. Hispanic
 - B. Chicano/Chicana
 - C. Latino/Latina
 - D. Mexican American

ANS: C LO: 1-6 PG: 46 EPAS: 2.1.1b, 2.1.4, 2.1.4b, 2.1.7, 2.1.7a, 2.1.7b

18. In the social action model, the text listed which of the following social work roles:
- A. Facilitator
 - B. Analyst
 - C. Expert planner
 - D. Partisan

ANS: D LO: 1-6 PG: 48 EPAS: 2.1.1c, 2.1.7, 2.1.7a, 2.1.7b

19. _____ is the community change approach that assumes that change is best accomplished when the people affected by problems are empowered with the knowledge and skills needed to understand their problems, and then work cooperatively together to overcome them.
- A. Planning and policy practice
 - B. Community capacity development
 - C. Social advocacy
 - D. Community empowerment

ANS: B LO: 1-6 PG: 49 EPAS: 2.1.3b, 2.1.7, 2.1.7a, 2.1.7b, 2.1.9a

20. Individual practitioners and whole agencies are called upon to prove that their performance is productive and valuable. This is defined in the text as:
- A. Goal displacement
 - B. Process evaluation
 - C. Goal tending
 - D. Accountability

ANS: D LO: 1-7 PG: 52 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.9a

21. The social work role that involves resolving arguments or conflicts among micro, mezzo, or macro systems is the:
- A. Enabler
 - B. Mediator
 - C. Integrator/coordinator
 - D. Manager

ANS: B LO: 1-8 PG: 53 EPAS: 2.1.1c, 2.1.7, 2.1.7a, 2.1.7b, 2.1.10k

22. Management in social work involves having some level of administrative responsibility for a social agency or other unit in order to accomplish all of the following *except*:
- A. Obtain financial resources
 - B. Solicit community support
 - C. Establish organizational goals
 - D. Help clients cope with stresses

ANS: D LO: 1-8 PG: 53 EPAS: 2.1.1c, 2.1.7, 2.1.7a, 2.1.7b

23. The _____ social work role involves giving information and teaching skills to client and other systems.
- A. Initiator
 - B. Facilitator
 - C. Educator
 - D. Integrator/coordinator

ANS: C LO: 1-8 PG: 53 EPAS: 2.1.1c, 2.1.7, 2.1.7a, 2.1.7b

24. The _____ is the person or persons who call attention to an issue.
- A. Negotiator
 - B. Enabler
 - C. Facilitator
 - D. Initiator

ANS: D LO: 1-8 PG: 54 EPAS: 2.1.1c, 2.1.7, 2.1.7a, 2.1.7b

25. “Recognize the extent to which a culture’s structures and values may oppress, marginalize, alienate, or create or enhance privilege and power” is a practice behavior listed under which of the following *Educational Policy and Standards* Core Competencies:
- A. EPAS 2.1.1 Identify as a professional social worker and conduct oneself accordingly
 - B. EPAS 2.1.4 Engage diversity and difference in practice
 - C. EPAS 2.1.5 Advance human rights and social and economic justice
 - D. EPAS 2.1.7 Apply knowledge of human behavior and the social environment

ANS: B LO: 1-9 PG: 55 EPAS: 2.1.1-2.1.10

True or False Questions

1. Assessment is the “doing” part of the process of social work.
ANS: F LO: 1-1 PG: 6 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10

2. A generalist social work practitioner is one who uses a wide range of knowledge and skills to help people with an extensive array of problems and issues.
ANS: T LO: 1-1 PG: 7 EPAS: 2.1.1, 2.1.7, 2.1.7a, 2.1.7b

3. Social development and theories address people’s interaction with others around them in the social environment.
ANS: T LO: 1-2 PG: 9 EPAS: 2.1.7, 2.1.7a, 2.1.7b

4. The configuration of shared attitudes, values, goals, spiritual beliefs, social expectations, arts, technology, and behaviors that characterize a broader society in which people live is described in the text as a norm.
ANS: F LO: 1-3 PG: 12 EPAS: 2.1.4, 2.1.7, 2.1.7a, 2.1.7b

5. Prestige is defined as enthusiastic approval or praise.
ANS: F LO: 1-3 PG: 12 EPAS: 2.1.4a, 2.1.7, 2.1.7a, 2.1.7b

6. In assessing behavior, one must be aware of limitations imposed by the environment.
ANS: T LO: 1-3 PG: 13 EPAS: 2.1.7, 2.1.7a, 2.1.7b

7. Throughout a social work career, professionals must face and address ethical dilemmas, and must learn to tolerate ambiguity in resolving them.
ANS: T LO: 1-3 PG: 19 EPAS: 2.1.2c, 2.1.2d, 2.1.7, 2.1.7a, 2.1.7b

8. The *Ethics in Social Work, Statement of Principles* was developed by the Council on Social Work Education and the International Federation of Social Workers.
ANS: F LO: 1-3 PG: 20 EPAS: 2.1.2b, 2.1.7, 2.1.7a, 2.1.7b

9. Ecosystems theory is used to describe and analyze people and other living systems and their transactions.
ANS: T LO: 1-3 PG: 23 EPAS: 2.1.7, 2.1.7a, 2.1.7b

10. All of the five goals of social work practice highlighted in this chapter were conceptualized by the National Association of Social Workers.
ANS: F LO: 1-3 PG: 24 EPAS: 2.1.7, 2.1.7a, 2.1.7b

11. Homeostasis is a system's tendency to move from a simpler to a more complex existence.
ANS: F LO: 1-4 PG: 27 EPAS: 2.1.7, 2.1.7a, 2.1.7b
12. The energy, information, or communication flow received from other systems is called output.
ANS: F LO: 1-4 PG: 28 EPAS: 2.1.7, 2.1.7a, 2.1.7b
13. Outcome is a more general term than output for the result of a process.
ANS: F LO: 1-4 PG: 28 EPAS: 2.1.7, 2.1.7a, 2.1.7b
14. Feedback is a special form of input in which a system receives information about its own performance.
ANS: T LO: 1-4 PG: 28 EPAS: 2.1.7, 2.1.7a, 2.1.7b
15. The tendency of a system to progress toward disorganization, depletion, and death is called negative entropy.
ANS: F LO: 1-4 PG: 29 EPAS: 2.1.7, 2.1.7a, 2.1.7b
16. The social environment includes the individuals, groups, organizations, and systems with which a person comes into contact.
ANS: T LO: 1-4 PG: 33 EPAS: 2.1.7, 2.1.7a, 2.1.7b
17. Energy is the natural power of active involvement between people and their environments.
ANS: T LO: 1-4 PG: 33 EPAS: 2.1.7, 2.1.7a, 2.1.7b
18. Coping refers to the capacity for any living thing to adjust to surrounding environmental conditions.
ANS: F LO: 1-4 PG: 34 EPAS: 2.1.7, 2.1.7a, 2.1.7b
19. Clients are in constant dynamic interactions with other systems in their social environments.
ANS: T LO: 1-5 PG: 35 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10
20. A human ecology perspective of a community involves how its members feel about themselves and interact with one another.
ANS: F LO: 1-6 PG: 41 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10
21. A weakness of the social systems perspective on communities is that there is no consideration of interconnections.
ANS: F LO: 1-6 PG: 42 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10

22. The social planning model emphasizes a technical process of problem solving.
ANS: T LO: 1-6 PG: 44 EPAS: 2.1.7, 2.1.7a, 2.1.7b
23. Latino is the term officially used by the U.S. Census Bureau for those with cultural origins in Mexico, Puerto Rico, Cuba, Central America, and Latin America.
ANS: F LO: 1-6 PG: 45 EPAS: 2.1.1b, 2.1.4, 2.1.4b, 2.1.7, 2.1.7a, 2.1.7b
24. Locality developers see the power structure as the opposition and the target of action.
ANS: F LO: 1-6 PG: 48 EPAS: 2.1.7, 2.1.7a, 2.1.7b
25. The broker is the person who calls attention to an issue.
ANS: F LO: 1-8 PG: 53 EPAS: 2.1.1c, 2.1.7, 2.1.7a, 2.1.7b

Discussion Topics or Essay Questions

1. Describe assessment and explain why it is important in social work.
ANS: N/A LO: 1-1 PG: 6 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10
2. Cite the phases of the lifespan that are covered in this text, as well as the three areas of development and theories.
ANS: N/A LO: 1-2 PG: 8-10 EPAS: 2.1.7, 2.1.7a, 2.1.7b
3. How would you go about preparing yourself to be a culturally-competent social worker?
ANS: N/A LO: 1-3 PG: 12 EPAS: 2.1.3, 2.1.4, 2.1.7, 2.1.7a, 2.1.7b
4. Describe the two dimensions of resiliency, and give an example of resiliency on the individual level and on the organizational level.
ANS: N/A LO: 1-3 PG: 18 EPAS: 2.1.7, 2.1.7a, 2.1.7b
5. List the six basic ethical principles in the NASW Code of Ethics.
ANS: N/A LO: 1-3 PG: 19 EPAS: 2.1.2b, 2.1.7, 2.1.7a, 2.1.7b
6. Define the following terms: (a) human rights, and (b) social justice, and explain why these are global issues.
ANS: N/A LO: 1-3 PG: 20 EPAS: 2.1.2b, 2.1.5b, 2.1.7, 2.1.7a, 2.1.7b
7. Describe the key concepts in systems theories.
ANS: N/A LO: 1-4 PG: 23-29 EPAS: 2.1.7, 2.1.7a, 2.1.7b

8. You are an administrator for Batter-Out, an agency for the prevention of domestic violence. Your Board of Directors has requested data to determine if your agency's resources are being adequately invested. Draft a plan clearly delineating your expected output and your outcomes.

ANS: N/A LO: 1-4 PG: 29-32 EPAS: 2.1.7, 2.1.7a, 2.1.7b
9. When child maltreatment is suspected, should children be allowed to remain in their own home? How much risk of child maltreatment is too much risk? What effect does it have on children to be removed from their home?

ANS: N/A LO: 1-4 PG: 33 EPAS: 2.1.2, 2.1.7, 2.1.7a, 2.1.7b
10. Cite and define three important terms involved in the ecological perspective.

ANS: N/A LO: 1-4 PG: 33-35 EPAS: 2.1.7, 2.1.7a, 2.1.7b
11. Identify and describe three theoretical perspectives on communities. What do you see as the advantages and the shortcomings of each theory?

ANS: N/A LO: 1-6 PG: 38-43 EPAS: 2.1.7, 2.1.7a, 2.1.7b, 2.1.10
12. Explain the work of La Raza Unida, and also the Comunidad de Bienestar.

ANS: N/A LO: 1-6 PG: 45-46 EPAS: 2.1.1b, 2.1.4, 2.1.4b, 2.1.7, 2.1.7a, 2.1.7b
13. Describe Saul Alinsky's approach to social action. Do you think this approach would work today? Why or why not?

ANS: N/A LO: 1-6 PG: 47 EPAS: 2.1.3, 2.1.3b, 2.1.7, 2.1.7a, 2.1.7b
14. List and define the contemporary conceptual frameworks of community change. Do you think these are better or worse than the traditional models? Explain your reasons.

ANS: N/A LO: 1-6 PG: 49 EPAS: 2.1.3, 2.1.3b, 2.1.7, 2.1.7a, 2.1.7b, 2.1.9a
15. Identify and describe five social work roles. With which of these roles would you have the most difficulty as a social worker? Why?

ANS: N/A LO: 1-8 PG: 52-54 EPAS: 2.1.1c, 2.1.3, 2.1.7, 2.1.7a, 2.1.7b, 2.1.10, 2.1.10k