

Chapter 01: Introduction to Human Behavior and the Social Environment

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

ANSWER: a

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

ANSWER: a

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

ANSWER: a

4. _____ aspects of development concern how people think about themselves, others, and the environment around them.
- a. Biological
 - b. Social
 - c. Psychological

ANSWER: c

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

ANSWER: c

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

ANSWER: b

7. _____ is the amount of social respect or standing given to an individual based on occupation.

Chapter 01: Introduction to Human Behavior and the Social Environment

- a. Prestige
- b. Acclaim
- c. Privilege
- d. Power

ANSWER:

a

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

ANSWER:

d

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

ANSWER:

d

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

ANSWER:

a

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

ANSWER:

a

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

ANSWER:

b

Chapter 01: Introduction to Human Behavior and the Social Environment

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

ANSWER:

b

14. A _____ system refers to any type of small group.

- a. Macro
- b. Micro
- c. Mezzo
- d. Macho

ANSWER:

c

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

ANSWER:

a

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

ANSWER:

b

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

ANSWER:

c

18. In the social action model, the text listed which of the following social work roles:

Expert planner

- a. Facilitator
- b. Analyst
- c. Expert planner

Chapter 01: Introduction to Human Behavior and the Social Environment

d. Partisan

ANSWER:

d

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

ANSWER:

b

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

ANSWER:

d

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

ANSWER:

b

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

ANSWER:

d

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

ANSWER:

c

24. The _____ is the person or persons who call attention to an issue.

- a. Negotiator

Chapter 01: Introduction to Human Behavior and the Social Environment

- b. Enabler
- c. Facilitator
- d. Initiator

ANSWER: d

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

ANSWER: b

26. Assessment is the “doing” part of the process of social work.

- a. True
- b. False

ANSWER: False

27. 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.

- a. True
- b. False

ANSWER: True

28. Social development and theories address people’s interaction with others around them in the social environment.

- a. True
- b. False

ANSWER: True

29. 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.

- a. True
- b. False

ANSWER: False

30. Prestige is defined as enthusiastic approval or praise.

- a. True
- b. False

ANSWER: False

31. In assessing behavior, one must be aware of limitations imposed by the environment.

- a. True
- b. False

Chapter 01: Introduction to Human Behavior and the Social Environment

ANSWER: True

32. Throughout a social work career, professionals must face and address ethical dilemmas, and must learn to tolerate ambiguity in resolving them.

- a. True
- b. False

ANSWER: True

33. The *Ethics in Social Work, Statement of Principles* was developed by the Council on Social Work Education and the International Federation of Social Workers.

- a. True
- b. False

ANSWER: False

34. Ecosystems theory is used to describe and analyze people and other living systems and their transactions.

- a. True
- b. False

ANSWER: True

35. All of the five goals of social work practice highlighted in this chapter were conceptualized by the National Association of Social Workers.

- a. True
- b. False

ANSWER: False

36. Homeostasis is a system's tendency to move from a simpler to a more complex existence.

- a. True
- b. False

ANSWER: False

37. The energy, information, or communication flow received from other systems is called output.

- a. True
- b. False

ANSWER: False

38. Outcome is a more general term than output for the result of a process.

- a. True
- b. False

ANSWER: False

39. Feedback is a special form of input in which a system receives information about its own performance.

- a. True
- b. False

ANSWER: True

Chapter 01: Introduction to Human Behavior and the Social Environment

40. The tendency of a system to progress toward disorganization, depletion, and death is called negative entropy.

- a. True
- b. False

ANSWER: False

41. The social environment includes the individuals, groups, organizations, and systems with which a person comes into contact.

- a. True
- b. False

ANSWER: True

42. Energy is the natural power of active involvement between people and their environments.

- a. True
- b. False

ANSWER: True

43. Coping refers to the capacity for any living thing to adjust to surrounding environmental conditions.

- a. True
- b. False

ANSWER: False

44. Clients are in constant dynamic interactions with other systems in their social environments.

- a. True
- b. False

ANSWER: True

45. A human ecology perspective of a community involves how its members feel about themselves and interact with one another.

- a. True
- b. False

ANSWER: False

46. A weakness of the social systems perspective on communities is that there is no consideration of interconnections.

- a. True
- b. False

ANSWER: False

47. The social planning model emphasizes a technical process of problem solving.

- a. True
- b. False

ANSWER: True

48. 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.

Chapter 01: Introduction to Human Behavior and the Social Environment

- a. True
- b. False

ANSWER: False

49. Locality developers see the power structure as the opposition and the target of action.

- a. True
- b. False

ANSWER: False

50. The broker is the person who calls attention to an issue.

- a. True
- b. False

ANSWER: False

51. Describe assessment and explain why it is important in social work.

ANSWER: N/A

52. Cite the phases of the lifespan that are covered in this text, as well as the three areas of development and theories.

ANSWER: N/A

53. How would you go about preparing yourself to be a culturally-competent social worker?

ANSWER: N/A

54. Describe the two dimensions of resiliency, and give an example of resiliency on the individual level and on the organizational level.

ANSWER: N/A

55. List the six basic ethical principles in the NASW Code of Ethics.

ANSWER: N/A

56. Define the following terms: (a) human rights, and (b) social justice, and explain why these are global issues.

ANSWER: N/A

57. Describe the key concepts in systems theories.

ANSWER: N/A

58. 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.

ANSWER: N/A

59. 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?

ANSWER: N/A

60. Cite and define three important terms involved in the ecological perspective.

Name _____ Class _____ Date _____
: _____ : _____ e: _____

Chapter 01: Introduction to Human Behavior and the Social Environment

ANSWER: N/A

61. Identify and describe three theoretical perspectives on communities. What do you see as the advantages and the shortcomings of each theory?

ANSWER: N/A

62. Explain the work of La Raza Unida, and also the Comunidad de Bienestar.

ANSWER: N/A

63. Describe Saul Alinsky's approach to social action. Do you think this approach would work today? Why or why not?

ANSWER: N/A

64. 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.

ANSWER: N/A

65. Identify and describe five social work roles. With which of these roles would you have the most difficulty as a social worker? Why?

ANSWER: N/A