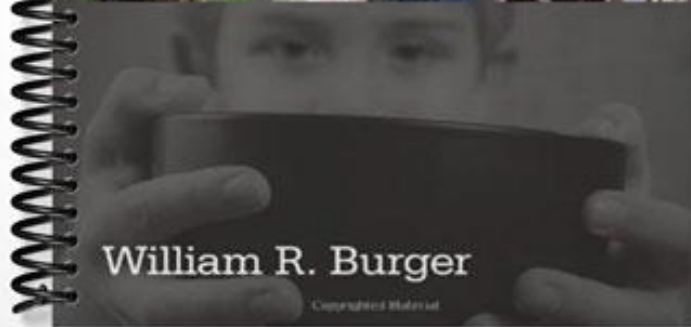


TEST BANK



Human Services
IN CONTEMPORARY AMERICA

NINTH EDITION



William R. Burger

Copyrighted Material

Test Bank

for

**Human Services in
Contemporary America**

Ninth Edition

William R. Burger

Kingsborough Community College of The City University of New York

Chapter One

Multiple Choice Questions:

1. According to Maslow, the self-actualized person: (p. 3)
 - a. is viewed as successful by society.
 - b. has not satisfied physiological needs.
 - c. is seeking love and affection.
 - *d. has fulfilled innate potentials.

2. According to Maslow's hierarchy, the needs for stability and order in life are classified as: (p. 3)
 - a. physiological needs.
 - *b. safety needs.
 - c. belongingness and love needs.
 - d. esteem needs.

3. According to Maslow, a person who has satisfied esteem needs will next seek to satisfy: (p. 3)
 - a. safety needs.
 - b. love needs.
 - *c. self-actualization needs.
 - d. physiological needs.

4. Self-actualization may be defined as a need to express one's inner nature and talents. (p. 4)
*True
False

5. Deprivation of these needs is likely to trigger an emergency reaction: (p.4)
 - *a. physiological needs
 - b. safety needs
 - c. belongingness needs
 - d. esteem needs

6. Which of the following assumptions of Maslow's theory of motivation has been questioned by critics? (p. 5-6)
 - a. Physiological needs must be satisfied before the individual seeks intimacy.
 - b. We should eliminate Social Security and Welfare.
 - *c. Social programs should not weaken the initiative of the recipient.
 - d. The federal government, rather than the states, should have more control over social programs.

7. Research in work settings has shown that workers rank their needs in the same order of importance proposed by Maslow. (p. 5)
True
*False
8. The idea that moderate levels of deprivation of needs may stimulate positive motivational strivings: (p. 5)
a. supports Maslow's theory of motivation.
*b. is not consistent with Maslow's theory is completely irrelevant to Maslow's theory.
d. is true only of esteem needs.
9. A person who lacks primary social supports runs a relatively high risk of: (p. 6-7)
a. physical illness.
b. mental illness.
c. being unable to counteract difficult situations.
*d. all of the above
e. none of the above
10. Self-help groups: (p. 6)
a. are generally sponsored by the government.
b. are examples of traditional social supports.
c. are led by highly trained professionals.
*d. occupy a position between traditional social supports and professional service agencies.
11. Self-help groups have declined in popularity in recent years. (p. 6)
True
*False
12. Professional therapists generally view self-help groups as a form of unwelcome competition. (p. 6)
True
*False
13. Which one of the following would not be classified as a human service organization? (p. 8)
*a. the family
b. a nursing home
c. a mental hospital
d. a child care agency
14. The social programs of the 1960s have been criticized on the grounds that they tended to weaken primary support while helping people make important choices and decisions in

life. (p. 7)
*True
False

15. The size and scope of human services have decreased markedly in recent decades.
(p. 9)
True
*False

16. Which one of the following services would most likely be offered to healthy, well-functioning clients? (p. 11)
a. psychotherapy
b. rehabilitation
c. crisis intervention
*d. primary prevention

17. The goal of this service is to help a client get through a highly stressful life situation:
(p. 11)
a. social support
b. primary prevention
c. counseling
*d. crisis intervention

18. Counseling is usually concerned with helping people make important choices and decisions in life. (p. 11)
*True
False

19. Private non-profit agencies: (p. 12)
a. are funded primarily by the government.
*b. raise money by appealing to the general public for donations.
c. are not permitted by law to use professional fund-raisers.
d. are invariably small in size and local in scope.

20. Rehabilitation is designed to help only those who are physically disabled.
(p. 12)
True
*False

21. All human service agencies operate on a not-for-profit basis. (p. 12)
True
*False

22. The major providers or sponsors of human services are: (p. 13)

- a. private, non-profit agencies
 - b. private, profit-making companies.
 - *c. governmental agencies.
 - d. unions and fraternal organizations.
23. Which of the following is not characteristic of bureaucracies? (p. 14)
- a. There is some form of central control.
 - b. Employees are usually arranged in a hierarchy from higher to lower.
 - c. There is usually a clear division of labor among various types of workers.
 - *d. Lower level workers are encouraged to go right to the top when they have a complaint or a problem.
24. The trend toward privatization:(p. 15)
- *a. is supported by most conservative politicians.
 - b. is supported by unions of public employees.
 - c. is supported by most human service workers.
 - d. is supported by most liberal politicians.
25. Since the 1940s, unions of government employees have increased in size and power.
(p. 15)
- *True
 - False
26. The main purpose of privatizing services is: (p. 15)
- a. to improve working conditions for employees.
 - *b. to reduce the costs of government.
 - c. to provide better services to the public.
 - d. to provide a wider range of services to the public.
27. People in need usually prefer to request help from primary supports before going to a human service agency. (p. 17)
- *True
 - False
28. Conservatives tend to believe that the federal government has assumed excessive control over our lives. (p.19)
- *True
 - False
29. The degree of support for human services is influenced by: (p. 26)
- a. the needs of people.
 - b. the state of the economy.
 - c. public opinion.
 - *d. all of the above

- e. none of the above
30. Which statement about emergency service workers is not true? (p. 30)
- a. They should be required to take breaks, if possible.
 - *b. They should be told no more than necessary about the extent of the disaster.
 - c. They should be rotated between assignments of varying difficulty.
 - d. They should be trained in their particular role in the overall plan.
31. The debriefing of emergency service workers should focus on both their positive and negative emotional responses. (p. 30)
- *True
 - False
32. The debriefing of emergency service workers should begin immediately after work is over. (p. 30)
- True
 - *False
33. The targeting of innocent people is central to the tactics of terrorism. (p. 31)
- *True
 - False
34. Terrorism is usually subtle and primarily non-violent. (p. 31)
- True
 - *False
35. The terrorists' goal is to disrupt the daily routines of peoples' lives and create a psychological disequilibrium. (p. 31)
- *True
 - False
36. The incidence of posttraumatic stress disorder is usually lower for those individuals who had the greatest degree of exposure to the disaster. (p. 32)
- True
 - *False
37. Research in the field of crisis intervention and disaster response has indicated a pattern of post-disaster phases. Which of the following are examples of these phases? (p. 32)
- a. Heroic phase
 - b. Honeymoon phase
 - c. Disillusionment phase
 - d. Reconstruction phase
 - *e. all of the above

38. Post-traumatic stress disorder can affect one's: (p. 32)
- a. relationships
 - b. success in the workplace
 - c. sleep patterns
 - d. none of the above
 - *e. (a), (b), and (c)
39. Which of the following problems has received the largest share of attention from social planners? (p. 34)
- *a. poverty
 - b. natural disasters
 - c. prejudice
 - d. negative effects of technological advances
40. Recent population trends are likely to lead to increasing political support for needy persons in the inner cities. (p.34)
- True
 - *False
41. Which statement about the Immigration Reform and Control Act of 1986 is not true? (p. 37)
- a. It provided penalties to employers who hire undocumented workers.
 - *b. It virtually stopped the inflow of illegal workers within 5 years.
 - c. It granted amnesty to some illegal aliens.
 - d. There were no attempts to enforce the law.
42. The passing of Proposition 187 by California voters in 1994 reflected negative attitudes toward illegal immigrants. (p. 37)
- *True
 - False
43. Which statement(s) are true about women in the job market? (p. 39)
- a. Women are making inroads in job areas once dominated by men.
 - b. Women tend to be concentrated in service sector jobs.
 - c. Women earned about 97 percent of the average salary of men in 1990.
 - d. A small minority of women are employed outside the home.
 - *e. Statements a and b are true.
44. The most important development in American society regarding the role of women is: (p. 40)
- a. that women are choosing careers in human services;
 - c. there are now more women in Congress than years ago;
 - *d. there has been an increase in the proportion of women who work outside the house.

45. Which statement about income distribution in the United States is accurate?
(pg.42)
*a. There has been a large increase in the number of families earning more than \$100,000 in recent decades.
b. Working-class families have enjoyed a significant increase in income since the 1970s.
c. Income is now distributed more equally than during previous decades.
d. The income of average families, adjusted for inflation, has increased significantly since the 1970s.
46. The working poor are much better off economically than they would be if on welfare. (p. 42)
True
*False
47. Which statement about stress is not true? (p. 44-46)
a. Threatening life events impose a strain on the individual.
b. Some people can tolerate stress better than others.
c. Stressful life events may lead to physical illness.
*d. Desirable life events such as promotion are not stressful.
48. Longitudinal studies have consistently found high positive correlations between a person's level of happiness and his or her longevity (p. 44)
*True
False
49. Stress tolerance is partly dependent on the amount of emotional support one receives from other people. (p. 45)
*True
False
50. One's personality traits have no bearing on how one handles stress. (p. 44)
True
*False
51. Crisis theory maintains that the anxiety which occurs in people undergoing stress is a sign of mental illness. (p. 45)
True
*False
52. One important cause of rising health care costs in the United States is the increasing prevalence of patients with chronic diseases. (p. 46)
*True
False

53. This form of managed care is the most highly structured, providing comprehensive health services for a fixed, prepaid rate: (p. 52)
- a. PPO (Preferred Provider Organization)
 - *b. HMO (Health Maintenance Organization)
 - c. POS (Point of Service)
 - d. Federal Employee Health System
54. The federal poverty guidelines are issued each year to determine financial eligibility for certain federal programs. (p. 14)
- *True
 - False
55. In the presidential election of 2008 one of the key campaign strategies of Barack Obama was: (p. 21)
- a. Using race as a campaign issue
 - b. Using his military record
 - *c. Utilizing an internet-based social networking strategy
 - d. All of the Above
 - e. None of the Above
56. Managed care is an umbrella term for health care insurance systems that contract with hospitals, clinics and private providers. (pg. 52)
- *True
 - False
57. One of the most obvious indications of a problem with food consumption in the U.S. is the growing rates of diabetes and obesity. (pg. 47)
- *True
 - False
58. Higher rates of obesity and diabetes are associated with minority groups. (pg. 48)
- *True
 - False
59. Since the 1960's, children have been a target of food marketing companies. (pg. 49)
- *True
 - False
60. Examples of natural or human caused disasters might include which of the following: (pg. 27)
- a. Hurricane Sandy in 2012
 - b. Hurricane Katrina in 2005
 - c. A Tsunami off Japan in 2011
 - d. None of the above

*e. All of the above

Chapter One

Human Services in the United States Today

Chapter Goals:

1. Explore the concept of human needs;
 2. provide an overview of human services;
 3. become familiar with the roles of human service workers;
 4. explore the political and economic consideration and controversies which have an impact on the provision of human services;
- explain the impact of contemporary problems on human needs.

Chapter Objectives:

At the end of the chapter, students will be able to:

1. Identify human needs and their relationships to our human services delivery system;
2. explain the type of human services we provide in the United States;
3. explain how political and economic forces shape our human services system;
4. compare the liberal vs. conservative points of view in regard to the providing of human services
5. explain the concept of managed care;
6. describe the crisis in health care;

7. explain what is meant by the term “human services worker”;
8. describe the trend toward “privatization”;
9. explain the concept of developmental crises;
10. describe the factors that contribute to the ebb and flow of support for human services;
and
11. describe the relationship between the distribution of food in the U.S. and its impact on certain groups of individuals.

Class Activity

Ask students to pick out articles from newspapers or internet sources which focus on human services issues. Ask the students to comment on their opinion and possibly use for class discussion.