

Test Bank

for

Baron, Branscombe, and Byrne

Social Psychology

Twelfth Edition

prepared by

Greg Nichols
University of Kansas



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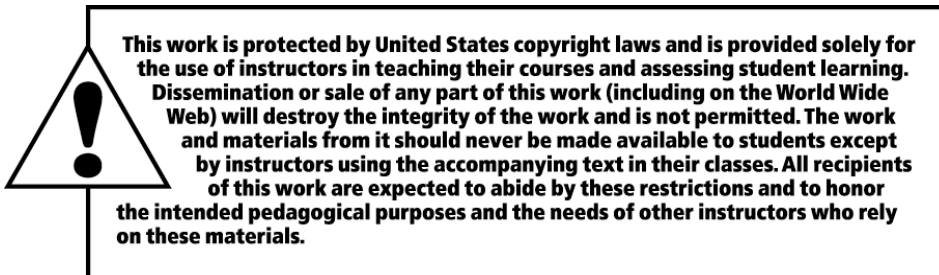
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CONTENTS

Preface		
Chapter 1	Social Psychology: The Science of the Social Side of Life	1
Chapter 2	Social Cognition: How we think About the Social World	27
Chapter 3	Social Perception: Perceiving and Understanding Others	53
Chapter 4	The Self: Answering the Question, “Who Am I?”	79
Chapter 5	Attitudes: Evaluating and Responding to the Social World	105
Chapter 6	The Causes, Effects, and Cures of Stereotyping, Prejudice and Discrimination	131
Chapter 7	Interpersonal Attraction and Close Relationships	155
Chapter 8	Social Influence: Changing Others’ Behavior	179
Chapter 9	Prosocial Behavior: Helping Others	205
Chapter 10	Aggression: Its Nature, Causes, and Control	231
Chapter 11	Groups and Individuals: The Consequences of Belonging	257
Chapter 12	Social Psychology: Applying Its Principles to Law, Health, and Business	283

Preface

The goal of the **Test Bank** to accompany Robert A. Baron, Nyla R. Branscombe and Donn Byrne's *Social Psychology, Twelfth Edition*, is to provide fully referenced, thoroughly reviewed questions, which target the key concepts from the corresponding chapters of the textbook. There are approximately 1,500 questions total, ranging in type from multiple-choice, fill-in-the-blank, short answer, and concise essay questions. New to this edition there is also one *MyPsychLab Feature Essay Question* per chapter that tests a relevant asset.

This same Test Bank is available in TestGen Computerized Test Bank software, which can be downloaded from the Instructor's Resource Center at www.pearsonhighered.com.

Special thanks to the accuracy reviewers Jody L. Davis, Virginia Commonwealth University, Jeffrey Green, Virginia Commonwealth University, and Mark A. Whatley, Valdosta State University for carefully checking each question and providing exceptional feedback.

I welcome any constructive feedback from you about this test bank. The goal is to improve the test questions so that each is a truly fair test of a factual knowledge of Social Psychology, a clear grasp of the issues, or an ability to apply that understanding to a real-world example.

Thank you for choosing *Social Psychology, Twelfth Edition*! I sincerely hope that you find this carefully integrated resource a valuable addition to your course materials.

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TEST BANK

CHAPTER 1 SOCIAL PSYCHOLOGY: THE SCIENCE OF THE SOCIAL SIDE OF LIFE

MULTIPLE-CHOICE QUESTIONS

1) The branch of psychology that seeks to understand the nature and causes of individual behavior and thought in social situations is _____.

- A) general psychology
- B) social psychology
- C) organizational psychology
- D) applied psychology
- E) interpersonal psychology

Answer: B

Page Ref: 5 - 6

2) Social psychologists focus their attention mainly on individuals because _____.

- A) our behavior is influenced by the actions of other individuals in social situations
- B) the behavior of groups is too difficult to study in laboratory conditions
- C) cultural differences have a strong effect on the behavior of groups but only a weak effect on individuals
- D) some individuals are more strongly affected by society than are others
- E) society doesn't have much influence over how individuals should behave in most situations

Answer: A

Page Ref: 5 - 6

3) As a scientific discipline, social psychology strives for _____.

- A) a non-skeptical understanding of unobservable forces
- B) a unified theory of group behavior
- C) an objective understanding of behavior
- D) a narrow focus on the determinants of group behavior
- E) a subjective understanding of group functions

Answer: C

Page Ref: 6

4) Social Psychology embraces _____ as core scientific values.

- A) accuracy, objectivity, skepticism, and open-mindedness
- B) accuracy, objectivity, statistical support, and open-mindedness
- C) objectivity, theoretical coherence, open-mindedness, and skepticism
- D) theoretical coherence, participant-observer approach, client-centered stance, skepticism
- E) open-mindedness, skepticism, statistical support, theoretical coherence

Answer: A

Page Ref: 6

5) The focus of social psychology is on _____.

- A) the processes society use to direct and control the behavior of individuals
- B) how groups define and shape society
- C) the behavior and thoughts of individuals
- D) the actions of small groups of individuals
- E) the effects that society may have on group behavior

Answer: C

Page Ref: 6

6) Why take a scientific approach? Part of the answer lies in the _____ nature of proverbs, axioms, maxims and the like.

- A) contradictory
- B) anecdotal
- C) medieval
- D) Socratic
- E) rhetorical

Answer: A

Page Ref: 6 - 7

7) Kim knows she needs to go take summer courses, but worries about leaving her new boyfriend for 3 months. She wonders, will "absence make the heart go stronger" be true, or is "Out of sight, out of mind" more applicable. This is an example of _____.

- A) the unscientific nature of conventional wisdom
- B) confusion regarding an interpersonal problem
- C) the seductive nature of jealousy
- D) the need for female advice
- E) the need for better communication with her boyfriend

Answer: A

Page Ref: 7

8) One reason that social scientists put their faith in the scientific method is that _____.

- A) the scientific method produces incontrovertible proof of the accuracy of their theories
- B) the scientific method assures acceptance of their conclusions by the general public
- C) the scientific method substantiates the status quo
- D) the scientific method allows scientists to rely on their own intuition
- E) the scientific method produces more conclusive evidence than other methods

Answer: E

Page Ref: 7 - 8

9) The planning fallacy is _____.

- A) a tendency for individuals to believe that projects will take less time than they actually do
- B) a bias that some people have in planning for worst-case scenarios
- C) a tendency to rely on our memories of previous similar activities when planning future projects
- D) the mistaken belief that one can completely plan for social encounters
- E) a technique used by some social psychologists when studying group interactions

Answer: A

Page Ref: 8

10) Armando, based on his estimate of how long it would take him to complete his mid-term essay, told his instructor he would turn in the paper on Tuesday, but was late turning it in, causing his instructor to deduct a letter grade from the paper. Next time Armando makes such a promise based on a plan, he will likely _____.

- A) remember the negative consequence he experienced, and turn the paper in on time
- B) more carefully examine how to go about doing the paper on time
- C) base his estimate on an outline of the paper
- D) make arrangements to work away from his noisy roommates
- E) make the same planning error, and be late again

Answer: E

Page Ref: 8

11) Social psychologists are primarily interested in understanding the many factors and conditions that shape the social _____ and _____ of individuals.

- A) behavior; thought
- B) behavior; planning
- C) emotion; cognition
- D) emotion; addiction
- E) thought; judgment

Answer: A

Page Ref: 8 - 9

12) Which of the following categories is NOT one of the five categories mentioned in your text regarding factors affecting social interaction?

- A) none of these categories were mentioned
- B) perceptual processes
- C) cognitive processes
- D) environmental variables
- E) biological factors

Answer: B

Page Ref: 8 - 11

13) The ways we think about other people and the things we remember about them may have an effect on our behavior. These thoughts and memories are examples of _____.

- A) social processes
- B) cultural processes
- C) interpersonal processes
- D) historical processes
- E) cognitive processes

Answer: E

Page Ref: 9 - 10

14) LaShawna meets another girl at a party who is not from LaShawna's ethnic group, and whom LaShawna judges, based on her stereotype of that group, is probably shallow and a gossip. The best description of LaShawna's judgment is that she is engaged in _____.

- A) a social cognitive process
- B) cultural norming
- C) prejudice
- D) judging a book by its cover
- E) a typical interaction between young females

Answer: A

Page Ref: 9 - 10

15) Radha is from India and is Jana's friend. In making a judgment about Radha's reason for being late for coffee, Jana may infer that Radha was late because she had a confusing day, or Jana may decide that Radha doesn't really have much respect for her schedule. This is best explained as an example of a _____.

- A) cognitive process
- B) environmental variable
- C) cultural context
- D) biological factor
- E) personality trait

Answer: A

Page Ref: 9 - 10

16) People tend to become more irritable and aggressive when the weather is hot and humid. This fact is an example of the effects of _____ on social behavior.

- A) environmental variables
- B) biological processes
- C) cognitive processes
- D) cultural context
- E) interpersonal variables

Answer: A

Page Ref: 10

17) The moon is full, and Cristinel has been behaving wildly. Although sober, he's been alternately barking like a dog at strangers on the street, and/or asking them, "aren't ya' just happy now?" It is possible that Cristinel's behavior is due to _____.

- A) the moon as an environmental influence
- B) an undiagnosed mental illness
- C) a cultural norm imported from his Transylvanian homeland
- D) a good grade on his midterm paper
- E) the fact that he has not seen his dog since school started

Answer: A

Page Ref: 10

18) The divorce rate in the United States has changed dramatically since the 1950s. This change may be explained in part by the effect that _____ have on behavior.

- A) biological factors
- B) environmental variables
- C) intrapersonal conflicts
- D) cultural beliefs
- E) cognitive processes

Answer: D

Page Ref: 10

19) The social rules concerning how individuals should behave in specific situations are known as _____.

- A) mores
- B) cultural beliefs and norms
- C) civil standards
- D) social values
- E) cognitive factors

Answer: B

Page Ref: 10

20) The system of shared meanings, perceptions, and beliefs held by persons belonging to the same group is known as _____.

- A) normative context
- B) culture
- C) socialization
- D) civilization
- E) interpersonal background

Answer: B

Page Ref: 10

21) The branch of psychology that seeks to examine the potential role of genetic factors in different aspects of human behavior is known as _____.

- A) psychology of perception
- B) physiological psychology
- C) cultural psychology
- D) evolutionary psychology
- E) social psychology

Answer: D

Page Ref: 10 - 11

22) The variation referred to by evolutionary psychologists is that _____.

- A) some individual members of a species vary on important traits while others do not
- B) individual members of any given species differ from each other in many ways
- C) evolved traits exhibit more intraindividual variation than do non evolved traits
- D) members of different species differ from each other in many ways
- E) particular traits of individuals may vary over the life span

Answer: B

Page Ref: 11

- 23) The evolutionary perspective on social psychology suggests that _____.
- A) we inherit specific patterns of social behavior
 - B) we inherit biological predispositions that have no effect on our actual behavior
 - C) our biological inheritance determines many of the actions we take
 - D) we are driven by our genes to act in specific ways
 - E) we inherit tendencies to behave in certain ways

Answer: E

Page Ref: 11

- 24) Despite some variation, there appear to be universal mating preferences for certain physical features. This fact suggests that these attractiveness features are influenced by _____.

- A) evolutionary factors
- B) cultural context
- C) cognitive processes
- D) developmental perspectives
- E) individual differences

Answer: A

Page Ref: 11 - 12

- 25) The evolutionary perspective on social behavior suggests that _____.

- A) we are driven by our genes to act in specific ways
- B) much of our behavior is biologically determined and cannot be consciously known
- C) we inherit specific patterns of social behavior
- D) we inherit tendencies or predispositions to behave in certain ways
- E) we cannot act counter to the drives established by our genetic inheritance

Answer: D

Page Ref: 11 - 12

- 26) Based on a(n) _____, a child, early in life, is more likely to look like _____.

- A) evolutionary perspective; its father
- B) cultural view; its mother
- C) evolutionary perspective; other kids its same age
- D) environmental perspective; its sibling(s), if any, more than either parent
- E) evolutionary perspective; its mother

Answer: A

Page Ref: 12

- 27) _____ is the area of psychology that studies the interplay between brain events and thought, emotion and behavior.

- A) Social neuroscience
- B) Social phrenology
- C) Nuclear resonance imaging
- D) Event related potentials
- E) PET scans

Answer: A

Page Ref: 14

- 28) Recent neuroscience research has demonstrated that prejudice actually has two underlying dimensions, _____ and _____, with each dimension having a low or high value.

- A) warmth; competence
- B) attractiveness; competence
- C) warmth; how "different" from us
- D) homogeneity; heterogeneity
- E) common language; similar apparent goals

Answer: A

Page Ref: 14 - 15

- 29) In one study, when participants encountered a person who was _____ on both warmth and competence, neural circuitry that normally responds to the presence of a human being _____.
- A) low; was not activated, as if the person were not human
 - B) high; was not activated, because more complex cognition is involved in responses to these persons
 - C) low; was incapacitated for several hours
 - D) high; showed a positive, but uncomprehending, response
 - E) high; showed a positive response to all social objects for several hours

Answer: A

Page Ref: 15

- 30) _____ processes represent those factors and processes which influence thought, feelings or behaviors and of which we are either not aware or only dimly aware.

- A) Implicit
- B) Explicit
- C) Neural
- D) Common sense
- E) Immediate

Answer: A

Page Ref: 16

- 31) Louis doesn't think he is a very worthwhile person, and spends most of his time engaged in bad business deals. Having been influenced by a(n) _____ process, Louis has relocated to _____.

- A) implicit; St. Louis, MO
- B) explicit; Fort Worth, TX
- C) implicit; Gold hill, CO
- D) cognitive; St. Louis, MO
- E) intentional; Dimebox, TX

Answer: A

Page Ref: 17

- 32) In one study, 3-month-old African infants who had grown up with mainly African people, or who had grown up with a mixture of both African and Caucasian people, were shown photos of both African people and Caucasian people. While the infants from the first group spent more time looking at photos of Africans, the second group showed no such preference, demonstrating that _____.

- A) an innate own-race preference existed
- B) there was an implicit influence for attraction to the photos of persons reflecting the racial make-up of those with whom they had grown up
- C) there was an explicit attraction for people of their own race
- D) Africans are implicitly attracted to photos of Africans
- E) time spent looking at photos in such a study does not demonstrate explicitly-influenced attraction

Answer: B

Page Ref: 17

- 33) Recent research on implicit processes demonstrate that such processes _____.

- A) are relatively unimportant in our social behavior and thought
- B) are quite influential in our social behavior and thought
- C) are extremely difficult to study and therefore of little use
- D) often show strong influence, but are impossible to properly interpret
- E) are becoming less of an interest in the field of social psychology

Answer: B

Page Ref: 17

- 34) A(n) _____ in social psychology _____ in the U.S.
- A) multicultural perspective; recognizes a narrowing of diversity
 - B) multicultural perspective; recognizes a widening of diversity
 - C) neuroscientific view; sees a universality of brain function, as opposed to diversity
 - D) social cognitive perspective; views multiculturalism as embracing stereotypes about social groups
 - E) environmental view; sees minority group well-being as primarily a goodness-of-fit problem

Answer: B

Page Ref: 18

- 35) A multicultural perspective is recognized as increasingly important to research in social psychology because _____.

- A) cultural factors such as race or ethnicity help determine self-identity
- B) some cultural factors may be important, but these factors have not yet been identified
- C) cultural factors are only important in some areas of research, such as research dealing with facial recognition
- D) cultural factors have a weak influence on social behavior
- E) cultural factors are relatively unimportant in a heterogeneous society

Answer: A

Page Ref: 18

- 36) The process of carefully observing behavior as it occurs is known as _____.

- A) systematic observation
- B) social observation
- C) naturalistic observation
- D) quasi-experimental observation
- E) correlational observation

Answer: A

Page Ref: 21

- 37) The observation of behavior as it occurs in natural settings is known as _____.

- A) correlational observation
- B) social observation
- C) quasi-experimental observation
- D) naturalistic observation
- E) systematic observation

Answer: D

Page Ref: 21

- 38) In order to determine whether people have a strong or weak preference for the color of their cookware, a company wants to collect information from many of its past customers. If the number of past customers is very large, the company may want to consider using _____ methods.

- A) mystery shopper
- B) survey
- C) naturalistic observation
- D) field experimental
- E) quasi-experimental

Answer: B

Page Ref: 22

- 39) The people who complete a survey must be representative of the population about which conclusions are to be drawn. This is known as the issue of _____.

- A) perverse responders
- B) representation
- C) margin of error
- D) diversity
- E) sampling

Answer: E

Page Ref: 22

40) A researcher worked with members of a political action committee (PAC) to survey potential voters by telephone before an election. PAC members conducted the poll themselves while the researcher tabulated the results. The poll asked which candidate people plan to vote for in the upcoming election. Which of the following may present problems for the accuracy of the results?

- A) None of these will present problems for the accuracy of the results.
- B) One question was "Do you plan to vote for Candidate A or Candidate B?"
- C) The survey was scheduled to coincide with a large rally for one candidate.
- D) All of these may present problems for the accuracy of the results.
- E) The sample of potential voters was taken from telephone directories only.

Answer: D

Page Ref: 22 - 23

41) Suppose a company asked its workers "Now that you have received a raise, how satisfied are you with your job?," and found out that 87% indicated they were "very satisfied" or "satisfied." A major concern of this study would likely be _____.

- A) the way the question was asked
- B) the way the participants were selected
- C) the way the jobs were described
- D) the amount of the raise
- E) the way the results were tabulated

Answer: A

Page Ref: 23

42) The way a question is phrased may sometimes influence the way people respond to the question. In survey research, this is known as the issue of _____.

- A) faulty design
- B) wording
- C) leading questions
- D) systemic invalidation
- E) biasing

Answer: B

Page Ref: 23

43) A correlation exists between two variables when _____.

- A) changing one variable has no effect on the other variable
- B) changing one variable causes the other to change by the same amount
- C) changes in the two variables are related to each other
- D) the two variables are inversely related - as one increases, the other decreases
- E) changing one variable sometimes causes the other to change and sometimes not

Answer: C

Page Ref: 23

44) One advantage of knowing the correlation between two variables is that _____.

- A) the size of the correlation helps determine whether the variables are important enough to devote further research to them
- B) one variable can then be used to predict another
- C) one variable can be eliminated from the theory
- D) this knowledge helps us understand the limitations of social research
- E) since correlation does not indicate causal relationships, there is no advantage

Answer: B

Page Ref: 23

45) A researcher is interested in the relationship between courtship behaviors and physical characteristics of people. If the researcher should establish that there is a correlation of $+0.37$ between physical attractiveness and dating frequency, we can conclude that _____.

- A) it is impossible to predict dating frequency based on attractiveness
- B) less attractive people date more often than more attractive people
- C) more attractive people date more often than less attractive people
- D) there is no relationship between dating frequency and attractiveness
- E) more attractive people tend to date less attractive people

Answer: C

Page Ref: 23

46) Researchers were recently surprised to learn that the correlation between the type of clothing people wear when they are not at work and the type of jobs they hold is approximately zero. Based on this, we can conclude that _____.

- A) people with lower status jobs tend to wear the same clothing both on and off the job
- B) there is no relationship between the types of clothing worn in non-work settings and the type of work that people do
- C) people with higher status jobs tend to dress worse when they are not at work
- D) people with higher status jobs tend to dress better on and off the job
- E) people with lower status jobs tend to dress worse than people with higher status jobs

Answer: B

Page Ref: 23

47) Research has shown a positive correlation between 1) socio-economic status of the family of origin, and 2) college graduation rates. Based on this information, we can conclude that _____.

- A) financial aid such as scholarships and student loans does not take the place of having strong financial backing from one's family during the college years
- B) students born into wealthier families are more likely to complete college than students born into poorer families
- C) students from wealthier families are more likely to have attended college preparatory schools
- D) students from poorer families have a more difficult time adjusting to college life
- E) having adequate financial resources from his or her family will cause a student to finish college

Answer: B

Page Ref: 23

48) Which of the following values would indicate the "strongest" correlation?

- A) $+0.67$
- B) 0
- C) -0.55
- D) $+0.33$ or -0.33
- E) -0.72

Answer: E

Page Ref: 23

49) Research has, in adults, documented a negative correlation between 1) obesity, and 2) participation in physically demanding leisure activities. One possible interpretation of these results is that _____.

- A) the lack of exercise is a primary cause of obesity
- B) obese people tend to exercise less than non-obese people
- C) obese people prefer mental challenges to physical ones
- D) some people are obese regardless of how much exercise they get
- E) non-obese people tend to be hyperactive adults

Answer: B

Page Ref: 23

50) Suppose smoking and drinking alcohol are found to be correlated at $+0.65$. We can conclude that _____.

- A) smoking is probably unrelated to drinking
- B) smoking causes drinking
- C) drinking causes smoking
- D) smoking is probably related to drinking
- E) people who smoke tend to drink less than non-smokers

Answer: D

Page Ref: 23

51) Suppose a researcher found a very strong, positive correlation between how much television a child watches and their levels of aggression. Which of the following conclusions is MOST accurate?

- A) Viewing television causes decreased aggression in children.
- B) Lack of parental supervision causes children to watch a great amount of television and to become more aggressive.
- C) Viewing television causes increased aggression in children.
- D) Given that this investigation represents a correlational study, it is impossible to determine the nature of causality.
- E) High levels of aggression in children causes them to view greater amounts of television.

Answer: D

Page Ref: 23 - 24

52) Researchers believe that experiencing strong negative emotions such as fear or anxiety will increase people's need to affiliate. To test this idea, the researchers randomly assigned participants to one of two small groups. Members of Group 1 were left for 10 minutes in a room with no windows. While waiting, the lights went out for a brief period of time and the participants could hear screams from another room. Members of Group 2 were likewise left for 10 minutes in a room with no windows, but the lights were left on and no screams were heard. Researchers observed how frequently members of each group started conversations with other members of their group on non-experiment related topics. In this experiment, the hypothesis is _____.

- A) that brief periods of darkness will cause negative emotions
- B) that strong negative emotions will increase people's need to affiliate with others
- C) that isolation in a waiting room will affect people's need to affiliate
- D) that people's need to affiliate will cause people to start more conversations
- E) that members of small groups will affiliate with each other quickly

Answer: B

Page Ref: 23 - 30

53) In an experiment, researchers wanted to know whether changing the level of lighting in a factory would have an effect on the productivity of employees. In order to address this question, employees were randomly assigned to three separate identical work areas, but the lighting was set at a different level in each of the work areas. Then employees in all three work groups began to operate machinery that produced small electrical components. The number of components produced by each group was carefully tallied at the end of each 8-hour shift. In this example, the hypothesis is _____.

- A) the presence or absence of the researchers will affect productivity
- B) the number of components produced will not change because of lighting
- C) the level of lighting will affect employee productivity
- D) the employees chosen to participate in the research will affect productivity
- E) the machinery operated by the employees will determine productivity

Answer: C

Page Ref: 23 - 30

54) A researcher thinks that a person's mood has an effect on how helpful that person is likely to be. To test this, the researcher has some research participants come to the laboratory where they are first given a difficult test and then either heavily praised or strongly criticized for their test performance. Afterwards, participants are asked to help the researcher's assistant move some heavy boxes into another room. The researcher makes careful note of how many and which participants help with moving the boxes. In this example, the hypothesis is _____.

- A) a person's mood has an effect on how helpful that person is likely to be
- B) praise will improve the mood of research subjects and criticism will worsen their mood
- C) helping the researcher's assistant will change a participant's mood
- D) some participants will be in a better mood than others
- E) the difficulty of the test will cause participants to be in a bad mood

Answer: A

Page Ref: 23 - 30

55) In an experiment, researchers wanted to know whether changing the level of lighting in a factory would have an effect on the productivity of employees. In order to address this question, employees were randomly assigned to three separate identical work areas, but the lighting was set at a different level in each of the work areas. Then employees in all three work groups began to operate machinery that produced small electrical components. The number of components produced by each group was carefully tallied at the end of each 8-hour shift. In this example, the independent variable is _____.

- A) the level of lighting
- B) the employees chosen to participate in the experiment
- C) the number of components produced
- D) the machinery operated by the employees
- E) the presence or absence of the researchers

Answer: A

Page Ref: 23 - 30

56) In an experiment, researchers wanted to know whether changing the level of lighting in a factory would have an effect on the productivity of employees. In order to address this question, employees were randomly assigned to three separate identical work areas, but the lighting was set at a different level in each of the work areas. Then employees in all three work groups began to operate machinery that produced small electrical components. The number of components produced by each group was carefully tallied at the end of each 8-hour shift. In this example, the dependent variable is _____.

- A) the machinery operated by the employees
- B) the employees chosen to participate in the experiment
- C) the presence or absence of the researchers
- D) the level of lighting
- E) the number of components produced

Answer: E

Page Ref: 23 - 30

57) Researchers believe that experiencing strong negative emotions such as fear or anxiety will increase people's need to affiliate. To test this idea, the researchers randomly assigned participants to one of two small groups. Members of Group 1 were left for 10 minutes in a room with no windows. While waiting, the lights went out for a brief period of time and the participants could hear screams from another room. Members of Group 2 were likewise left for 10 minutes in a room with no windows, but the lights were left on and no screams were heard. Researchers observed how frequently members of each group started conversations with other members of their group on non-experiment related topics. In this experiment, the independent variable is _____.

- A) whether or not the lights went out and screams were heard
- B) the frequency of non-experiment related conversations
- C) the current emotional state of the participants
- D) the level of anxiety induced in the participants
- E) assignment to one of the three groups

Answer: D

Page Ref: 23 - 30

58) Sue is conducting an experiment in which she is trying to determine the influence of staring at a speaker on how much different speakers stutter. Sue sends people to a speech class with instructions to stare for varied amounts of time at the speaker. The dependent variable is the _____.

- A) speaker
- B) people doing the staring
- C) amount of time that the people stare
- D) the speech class
- E) amount of stuttering that occurs

Answer: E

Page Ref: 23 - 30

59) Researchers believe that experiencing strong negative emotions such as fear or anxiety will increase people's need to affiliate. To test this idea, the researchers randomly assigned participants to one of two small groups. Members of Group 1 were left for 10 minutes in a room with no windows. While waiting, the lights went out for a brief period of time and the participants could hear screams from another room. Members of Group 2 were likewise left for 10 minutes in a room with no windows, but the lights were left on and no screams were heard. Researchers observed how frequently members of each group started conversations with other members of their group on non-experiment related topics. In this experiment, the dependent variable is _____.

- A) assignment to one of the three groups
- B) whether or not the lights went out and screams were heard
- C) the participants' level of anxiety
- D) whether or not researchers explained the screams that were heard
- E) the observed frequency of non-experiment related conversations

Answer: E

Page Ref: 23 - 30

60) Professor White is studying how cancer patients are coping with their illness by giving them one of the following sets of instructions: they are to keep a daily diary and write about anything, keep a daily diary and write about how they are trying to cope with their illness, or not told to keep any diary whatsoever. After following this protocol for a month, Professor White then measures the cancer patients' self-reported level of depression. The independent variable in this hypothetical study is _____ and the dependent variable is _____.

- A) the type of diary kept, if any; the progression of the cancer
- B) the type of diary kept, if any; the self-reported level of depression
- C) the self-reported level of depression; the type of diary kept, if any
- D) the cancer patients; the self-reported level of depression
- E) how well the subjects are coping; the type of diary kept, if any

Answer: B

Page Ref: 23 - 30

61) A researcher thinks that a person's mood has an effect on how helpful that person is likely to be. To test this, the researcher has some research participants come to the laboratory where they are first given a test and then either heavily praised or strongly criticized for their test performance. Afterwards, participants are asked to help the researcher's assistant move some heavy boxes into another room. The researcher makes careful note of how many and which participants help with moving the boxes. In this example, the independent variable is _____.

- A) type of feedback, praise or criticism, given to the participants
- B) whether the participants helped the assistant
- C) the researcher's notes and observations
- D) the participants test performance
- E) the number of boxes participants moved

Answer: A

Page Ref: 23 - 30

62) A researcher thinks that a person's mood has an effect on how helpful that person is likely to be. To test this, the researcher has some research participants come to the laboratory where they are first given a test and then either heavily praised or strongly criticized for their test performance. Afterwards, participants are asked to help the researcher's assistant move some heavy boxes into another room. The researcher makes careful note of how many and which participants help with moving the boxes. In this example, the dependent variable is _____.

- A) the participants' test performance
- B) the extent to which participants helped the assistant
- C) the researcher's praise or criticism
- D) whether or not participants showed up for the experiment
- E) the participants' mood after the praise or criticism

Answer: B

Page Ref: 23 - 30

63) Researchers believe that experiencing strong negative emotions such as fear or anxiety will increase people's need to affiliate. To test this idea, the researchers randomly assigned participants to one of two small groups. Members of Group 1 were left for 10 minutes in a room with no windows. While waiting, the lights went out for a brief period of time and the participants could hear screams from another room. Members of Group 2 were likewise left for 10 minutes in a room with no windows, but the lights were left on and no screams were heard. Researchers observed how frequently members of each group started conversations with other members of their group on non-experiment related topics. Researchers assigned participants to one of the two groups randomly because _____.

- A) random assignment eliminates the need for statistical analysis of the results of an experiment
- B) random assignment makes sure that unknown characteristics of research participants may cause differences in the dependent variable across the three groups
- C) random assignment is the easiest, most cost effective way of assigning group membership to participants
- D) random assignment ensures that any changes in the dependent variable are caused only by changes in the independent variable
- E) random assignment ensures that no group member knows any other group members before the experiment begins

Answer: D

Page Ref: 23 - 30

64) A researcher thinks that a person's mood has an effect on how helpful that person is likely to be. To test this, the researcher has participants come to the laboratory where they are first given a difficult test and then either heavily praised or strongly criticized for their test performance. As it happens, the researcher has one of two research assistants, one who is a bit rude and the other more friendly, running each participant through the experimental procedure. After the praise or critical feedback, each participant is asked to help the research assistant in moving some heavy boxes into another room. The researcher observes how many boxes each participant moves in helping the research assistant. One possible confound for this experiment is _____.

- A) the researcher's notes and observations
- B) the participants' mood after the praise or criticism
- C) whether or not participants showed up for the experiment
- D) the attitude of the assistant
- E) the number of boxes the assistant moved

Answer: D

Page Ref: 23 - 30

65) Researchers who systematically change one variable in order to determine what effect this has on another variable are using _____.

- A) dependent variables
- B) experimental methods
- C) correlational methods
- D) independent variables
- E) control groups

Answer: B

Page Ref: 25

66) Which is NOT an advantage of using surveys to collect information?

- A) Surveys can be used to collect information from very large numbers of people.
- B) Surveys can be used to determine causal relationships between variables.
- C) Surveys can be administered easily either by telephone or over the Internet as well as in person.
- D) Surveys can help collect information on sensitive topics because they can be answered anonymously.
- E) Surveys can allow customers to help direct the direction of future innovative products.

Answer: B

Page Ref: 25

67) In experimental research, one variable is measured. This variable is known as the _____.

- A) independent variable
- B) confound
- C) experimental group
- D) control variable
- E) dependent variable

Answer: E

Page Ref: 25

68) A "causal relationship" means that _____.

- A) it is virtually impossible to determine the cause of either variable
- B) a decrease in one variable is related to an increase in another variable
- C) an increase in one variable is related to a decrease in another variable
- D) an increase in one variable is related to an increase in another variable
- E) changes in one variable causes changes in another variable

Answer: E

Page Ref: 25

69) Suppose a researcher exposes participants to one of the following three scenarios: for a 20-minute period, they hear either classical music, rock music, or no music. Afterwards, the researcher measures the general mood of the participants. The three scenarios refer to the _____ of the _____ variable.

- A) cause; dependent
- B) levels; dependent
- C) conditions; experimenter
- D) cause; independent
- E) levels; independent

Answer: E

Page Ref: 25

70) Even though there is no single "best" method of research, the _____ method is generally preferred by social psychologists.

- A) field
- B) observational
- C) experimental
- D) theoretical
- E) correlational

Answer: C

Page Ref: 25

71) The dependent variable is defined as the variable that is _____.

- A) changed by the subject
- B) varied by the experimenter
- C) known by the experimenter
- D) adjusted by the experimenter
- E) measured by the experimenter

Answer: E

Page Ref: 25

72) A researcher wants to know whether writing an essay on a controversial topic will have an effect on the attitudes held by people. First, she administers an attitude survey that covers a number of topics, including electronic voting machines. She then randomly assigns subjects to write an essay either supporting or opposing electronic voting machines. One week later, she administers the same attitude survey and compares those responses to the responses from the first time the survey was administered. In this experiment, the independent variable (IV) is _____.

- A) the attitude survey
- B) the essay
- C) the controversial topic
- D) the students' attitudes
- E) random assignment

Answer: B

Page Ref: 25 - 26

73) A researcher wants to know whether writing an essay on a controversial topic will have an effect on the attitudes held by people. First, she administers an attitude survey that covers a number of topics, including electronic voting machines. She then randomly assigns subjects to write an essay either supporting or opposing the use of electronic voting machines. One week later, she administers the same attitude survey and compares those responses to the responses from the first time the survey was administered. In this experiment, the dependent variable (DV) is _____.

- A) electronic voting machines
- B) the researcher's attitudes
- C) the essay
- D) the controversial topic
- E) the attitude survey

Answer: E

Page Ref: 25 - 26

74) In experimental research, one variable is systematically changed. This variable is known as the _____.

- A) confound
- B) dependent variable
- C) independent variable
- D) experimental group
- E) control variable

Answer: C

Page Ref: 25 - 26

75) The procedure that ensures that participants are not assigned to an experimental condition on the basis of any individual characteristics is called _____.

- A) informed consent
- B) generic subjectification
- C) random assignment
- D) confound control
- E) interaction

Answer: C

Page Ref: 26

76) Random assignment of research participants to experimental conditions means that _____.

- A) each participant will experience all experimental conditions at different times
- B) experimental conditions will be the same for all research participants
- C) participant characteristics will have an effect on the outcomes of the experiment
- D) each participant has an equal chance of being assigned to each experimental condition
- E) a confounding of variables can not occur

Answer: D

Page Ref: 26

77) Variables are said to be confounded when _____.

- A) each participant has an equal chance of being assigned to each experimental condition
- B) a factor that is not systematically varied exists and may have an effect on an experiment's outcomes
- C) an experiment includes too many factors for the researcher to control in a laboratory
- D) each participant will experience all experimental conditions at different times
- E) participants are randomly assigned to experimental conditions

Answer: B

Page Ref: 26

78) The extent to which experimental results can be generalized to real-life situations is a question of an experiment's _____.

- A) reliability
- B) confounding of variables
- C) experimental manipulation
- D) hypothesis vs. reality testing
- E) external validity

Answer: E

Page Ref: 27

79) The fundamental purpose of a theory is to _____.

- A) provide practical applications for observed data
- B) generate statistical analyses for further exploration
- C) explain some particular group of events or processes
- D) unify all the known factors that contribute to human behavior
- E) produce evidence in support of a hypothesis

Answer: C

Page Ref: 28 - 29

80) A framework that reflects basic concepts, as well as statements about the relationships between these concepts, is known as _____.

- A) a hypothesis
- B) a theory
- C) a paradigm
- D) a meta-analysis
- E) the scientific method

Answer: B

Page Ref: 28 - 29

81) The basic goal of any theory is _____.

- A) empiricism
- B) explanation
- C) demonstration
- D) observation
- E) correlation

Answer: B

Page Ref: 28 - 29

82) When research results are not consistent with a theory, the researcher's next step usually involves _____.

- A) replacing the theory with a different one
- B) modifying the theory and collecting additional data
- C) modifying the results to be consistent with the theory
- D) shifting to a different paradigm
- E) contesting any critical reviews of the theory

Answer: B

Page Ref: 29 - 30

- 83) Some social psychologists use deception in their research in order to _____.
- A) encourage the minority slowness effect
 - B) eliminate the need for informed consent before an experiment
 - C) avoid the need to explain the purpose of the research in detail to participants
 - D) prevent the purpose of the research from having an effect on participants' behavior
 - E) discourage skepticism on the part of research participants

Answer: D

Page Ref: 31

- 84) Social psychologists sometimes conceal information about the true purpose of a study from the research participants until after the study is completed. This use of deception is justified when _____.
- A) the participants would otherwise not agree to participate in the study
 - B) knowledge of the study's purpose may alter the behavior of the participants
 - C) approval from the researcher's review board has been granted
 - D) social behavior and thought is the subject of the experiment
 - E) the deception will not harm the participants in any way

Answer: B

Page Ref: 31

- 85) It is _____ to remove from research the possibility of any harm to a participant _____.
- A) possible; because research can always be made to have mild effects
 - B) possible; and most research could still be easily done
 - C) impossible; because psychologists are often uncaring about participant well-being
 - D) impossible; because research occasionally involves some mild distress for participants
 - E) possible; because the context of the university setting generally enables the research to be done at another university where conditions are more amenable

Answer: D

Page Ref: 31 - 32

- 86) There are two important ethical issues involved in the use of deception in research. These issues include the possibility of harming research participants by the deception and _____.
- A) participants may come to mistrust researchers in the future
 - B) the research may be flawed because deception leads participants to react unnaturally in research settings
 - C) participants may learn that deception is acceptable and appropriate behavior in other situations and settings
 - D) participants may resent being deceived
 - E) researchers may come to view deception as a reasonable and necessary approach to obtaining informed consent

Answer: A

Page Ref: 31 - 32

- 87) The process of giving participants as much information as possible about experimental procedures to be used before the participants agree to participate is known as _____.
- A) providing thorough debriefing
 - B) avoiding deception in research
 - C) meeting ethical guidelines
 - D) obtaining informed consent
 - E) sustaining information overload

Answer: D

Page Ref: 31 - 32

88) The practice of providing participants with a full description of the purposes of a study after they have participated in the study is known as _____.

- A) undoing deception
- B) consensual information
- C) hypothesis explanation
- D) informed consent
- E) debriefing

Answer: E

Page Ref: 31 - 32

89) The majority of research participants who learn that they have been deceived in an experiment seem to react _____.

- A) negatively
- B) with resentment over having been fooled
- C) angrily
- D) without surprise, since the deceptions were very transparent
- E) without negative feelings

Answer: E

Page Ref: 32

90) Which of the following study questions could absolutely NOT be explored using experimentation due to ethical reasons?

- A) Does the time of day influence our appetite for chocolate?
- B) How does failing at a certain task affect our self-image?
- C) How likely are we to help a stranger when we are alone?
- D) How effective are political ads in terms of influencing voters?
- E) How do individuals cope when their spouse dies?

Answer: E

Page Ref: 32

FILL-IN-THE-BLANK QUESTIONS

1) Social psychology is the _____ field that seeks to understand the nature and causes of individual behavior and thought in social situations.

Answer: scientific

Page Ref: 5 - 6

2) _____ in social psychology refers to the belief that one should obtain and evaluate information in a manner that is as free from bias as possible.

Answer: Objectivity

Page Ref: 6

3) The _____ is a tendency to believe that projects will take less time than they actually do.

Answer: planning fallacy

Page Ref: 8

4) The _____ perspective on social psychology suggests that we inherit tendencies to behave in certain ways.

Answer: evolutionary

Page Ref: 10 - 13

5) People from different _____ may react differently in many social situations.

Answer: cultures

Page Ref: 18

6) _____ research involves making careful observations in an attempt to identify relationships between variables, but without changing or controlling any aspect of the variables being studied.

Answer: Correlational

Page Ref: 23 - 24

7) _____ involves systematically changing one or more variables in order to see whether this causes a change in some aspect of behavior.

Answer: Experimentation

Page Ref: 25

8) _____ of participants to experimental conditions means that each subject has an equal chance of being in any of the experimental (or control) conditions.

Answer: Random assignment

Page Ref: 26

9) Research participants who have been deceived tend to be somewhat more _____ about what researchers tell them during an experiment for several months after participating in deceptive research.

Answer: suspicious

Page Ref: 31 - 32

10) Debriefing generally _____ the potential dangers of deception.

Answer: reduces

Page Ref: 32

SHORT ANSWER QUESTIONS

1) A core set of values and methods underlies the practice of science. Briefly describe four of the core values shared by scientists.

Answer:

Accuracy - a commitment to gathering and evaluating information as precisely as possible

Objectivity - a commitment to avoiding bias in obtaining and evaluating information

Skepticism - a commitment to accept findings as accurate only to the extent that they have been verified

Open-Mindedness - a commitment to changing one's views as needed in light of new factual information

Page Ref: 6

2) Briefly discuss the impact of cultural norms on social behavior.

Answer:

Cultural norms are the social rules concerning how people should and should not behave in particular situations. As such, norms are a major determinant of social behavior. For example, cultural norms strongly influence most major life choices, such as when people should marry, how many children we should have, whether we should attend religious services, etc. In addition, cultural norms exert an influence on relatively minor, personal choices we may make, such as the kinds of foods we prefer to eat, how much we think is appropriate to eat, etc. In short, cultural norms influence almost all aspects of our social behavior both directly and indirectly.

Page Ref: 10

3) Describe three basic components of evolution.

Answer:

Variation - individual members of a species vary from each other in a variety of different ways.

Inheritance - some of these variations are genetically determined (or influenced) and can be transmitted from one generation to another.

Selection - some variations provide individuals with an advantage in terms of reproduction and, over long periods of time, will become increasingly common in a species.

Page Ref: 10 - 13

4) Define the multicultural perspective in social psychology and explain why it is an important consideration.

Answer:

The multicultural perspective recognizes the potential effect that various social and cultural dimensions, such as age, race, gender, socioeconomic status, and others, may have on behavior. These factors may directly or indirectly influence the self identity, which has a direct effect on social behaviors.

Page Ref: 18

5) What is the difference between systematic observation and naturalistic observation?

Answer:

Systematic observation involves carefully observing and measuring behavior as it occurs. Systematic observation may take place in any setting. One goal of systematic observation is to obtain an accurate measure of behavior. Naturalistic observation involves the application of systematic observation to natural settings such as playgrounds, parks, malls, private homes, etc. One goal of naturalistic observation is for the researcher to remain as unobtrusive as possible so as to not influence the behavior he or she is observing.

Page Ref: 21 - 22

6) Describe two possible disadvantages of using the survey method.

Answer:

First, the survey participants must be representative of the larger population of interest. To the extent that the people responding to a survey are not representative of the larger population, the results of the survey will be in error. Second, slight differences in the wording of questions on the survey can change the way people respond to the questions. This can make interpretation of the survey results difficult.

Page Ref: 22 - 23

7) Explain what is meant by a correlation; give a couple of examples.

Answer:

A correlation is a statistical indication of how strongly two variables are related. A correlation between two variables can range from -1.0 to +1.0. A correlation of 0 indicates that there is no relationship between two variables. While a correlation closer to -1.0 or +1.0 indicates a stronger relationship. More specifically, a positive correlation (greater than 0) indicates that, as values for one variable increase, so do values for the other variable. A negative correlation (less than 0) indicates that, as values for one variable increase, values for the other variable decrease. So, for example, attractiveness is positively correlated with dating activity (as attractiveness levels increase, people tend to date more), while football team errors are negatively correlated with winning (as numbers of errors--interceptions, fumbled tackles--increase, the ratio of wins to losses decreases. Although extremely useful for making predictions, correlations by themselves cannot be used as indicators of causality (although it is tempting to make a causal connection between mistakes on the football field and losing football games!).

Page Ref: 23 - 24

8) What are the most important and basic aspects of an experiment?

Answer:

In essence, experimentation involves systematically changing one or more independent variables in order to determine whether changes to the independent variables directly causes changes to occur in one or more dependent variables. So, the most important aspect of an experiment is that an independent variable is consistently changed or manipulated in some way, while a dependent variable is systematically measured. It is important to remember that all participants in the experiment must be randomly assigned to experimental conditions. That is, each subject must have the same chance of being assigned to any of the experimental conditions as any other subject does.

Page Ref: 25 - 27

9) What is meant by informed consent?

Answer:

Informed consent exists when participants are given as much information as possible about the procedures to be followed in an experiment before they agree to participate.

Page Ref: 31 - 32

10) How are informed consent and debriefing used together to offset the possible harm caused by intentional deception on the part of social researchers?

Answer:

Although some details may be left out and the purpose of the experiment may be concealed in some situations, informed consent is used to give participants as much information as possible about the experimental procedures to be followed during an experiment. After the experiment is concluded, debriefing is used to explain any aspects of the experiment that were omitted during the informed consent phase, the purpose of the experiment, and the reasons for any deceptions. The combination of informed consent and debriefing serves to provide safeguards for research participants and to mitigate any negative effects of deception during the procedure.

Page Ref: 31 - 32

ESSAY QUESTIONS

1) Social psychology purports to be a scientific discipline. Explain what is meant by the term "science" as it relates to social psychology.

Answer:

The answer should include discussion of the set of core values discussed in the text as well as some discussion of methods.

Values include:

- 1) a commitment to accuracy,
- 2) striving for objectivity,
- 3) skepticism, and
- 4) open-mindedness or willingness to change one's views to reflect current knowledge.

Methods include:

- 1) formal experimentation,
- 2) systematic observation and
- 3) correlational techniques.

Page Ref: 6 - 8

2) Social psychology attempts to understand and explain the causes of social behavior and thought. Discuss some of the major causes of social behavior as we understand them today. Give an example of each.

Answer:

The answer should include some discussion of:

- 1) behavior of other persons
- 2) characteristics of other persons
- 3) mental processes (cognitive processes)
- 4) environmental variables
- 5) cultural variables
- 6) biological/genetic variables

Page Ref: 9 - 13

3) Discuss the new role of neuroscience in social psychological research. What tools are used? Describe briefly the research involving neural responses to different social objects. What might be a shortcoming of this promising research?

Answer:

Scientists are now able to study neural response through the use of MRI, PET scans, and other brain imaging tools. Such research allows scientists to avoid the pitfalls of self-report. Scientists have found that we rate social objects on two dimensions, warmth and competence, with such response being either high or low. Such research is providing a neural basis for prejudice. When a social object is classified as low-low, participants do not even register thinking about these people as human. A downside of neuroscience is that it is often difficult to interpret what the results mean; thus more traditional research will always have a place.

Page Ref: 14 - 16

4) Discuss the impact that increasing diversity in the United States has had on the discipline of social psychology.

Answer:

Answers should include the following points:

- 1) The demographic make-up of the United States (and of other countries) has changed substantially over the past few decades.
- 2) Historically, social psychologists have assumed that results obtained from one cultural group would be equally applicable to other cultural groups.
- 3) Because of the changing demographics of the United States, social psychologists have come to understand that cultural differences may have a larger impact on people than was previously believed.
- 4) Culture, ethnicity, and race play a key role in forming and maintaining self-identity.
- 5) Therefore, such differences are increasingly being considered in social psychology as another factor that influences social cognitions and behaviors.
- 6) The overall effect has been to encourage the acceptance of a multicultural perspective, which broadens the focus of social psychology.

Page Ref: 18

5) Discuss correlational research. In your discussion, include an explanation of why correlational research is sometimes preferred over experimental research. Then, explain what the value of a correlation means.

Answer:

Answers should include the following points:

- 1) an advantage of correlational research is that some research questions cannot or should not be addressed by experimental methods for practical or ethical reasons
- 2) correlational research identifies relationships or associations between variables but cannot be used to infer causal relationships
- 3) correlations can be useful for making predictions about one variable based on what is known about a different variable
- 4) correlations can range from - 1.0 to + 1.0
- 5) values closer to + or - 1.0 indicate stronger relationships while values closer to 0 indicate weak or nonexistent relationships
- 6) negative values indicate inverse relationships while positive values indicate direct relationships

Page Ref: 23 - 24

6) Propose a formal experiment that might be conducted by a social psychologist. In your discussion of the proposed experiment, clearly identify the hypothesis and the rationale behind the hypothesis, the independent variable(s), the dependent variable(s), and the way in which participants will be assigned to experimental groups.

Answer:

Answers may vary widely but should contain some discussion of:

- 1) a clearly identifiable hypothesis and the rationale behind it,
- 2) independent variable that will be manipulated or changed in some way by the experimenter,
- 3) dependent variable that will be measured in some way by the experimenter,
- 4) random assignment to experimental conditions and the reasons for random assignment

Page Ref: 25-27

7) Discuss the role played by theory in social research.

Answer:

Answers should address the following points:

- 1) a theory consists of basic concepts and the relationships between basic concepts;
- 2) it provides a framework to help organize and explain observations;
- 3) it points to possible additional relationships that can be stated as testable hypotheses (predictions);
- 4) tests of the hypotheses will either provide additional support for the theory or indicate that the theory needs to be modified (or possibly discarded);
- 5) a theory can never be proven to be correct because it can always be tested further
- 6) a theory can be shown to be incorrect - this is a basic hallmark of scientific methods.

Page Ref: 28 -30

8) Discuss the concept of informed consent. Include a discussion of the pros and cons related to the use of deception in psychological research and how this relates to informed consent.

Answer:

Answers should address the following points:

- 1) Informed consent is the practice of providing research participants as much information as possible about the procedures to be used in an experiment before the potential subjects decide whether or not to participate. Ideally, complete disclosure of the experimental procedures and expected results are given.
- 2) However, some research questions cannot be directly studied if the research participants know the true purpose of the experiment because that knowledge might have an effect on the participants' behavior and, thus, become a confounding factor in the experiment.
- 3) Therefore, is necessary in some cases to provide only partial or misleading information when obtaining informed consent from potential research participants.
- 4) This deception could possibly harm the research participants to some extent.
- 5) Most researchers believe that deception should only be used when other alternatives to gathering the desired information cannot be employed.
- 6) As soon as possible after the experiment ends, researchers should also provide research participants with a full debriefing that includes an explanation of any deception that was used and the reasons for that deception.
- 7) Evidence indicates that informed consent and debriefing reduces the potential dangers of deception in psychological research.
- 8) Evidence also indicates that the use of deception leaves research participants somewhat more skeptical and suspicious about future research they may participate in.

Page Ref: 31 - 32

MYPsYCHLAB FEATURE ESSAY QUESTION

1) From MyPsychLab SIMULATE: "Predicting the Results of Scientific Research"
(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 1, Social Psychology: The Science of the Social Side of Life, and click on "Find Now." For the Chapter 1 items, click on the "Simulate" item called "Predicting the Results of Scientific Research.")

This activity offered you a chance to guess how long you would have taken to complete an anagram after being shown the completed anagram. Once you were not given the answer, your time to complete probably took longer. Please write about hindsight bias. What is it and how would it affect estimates of how long it will take you to do something? In what way would hindsight bias impact how you felt about the outcomes of scientific research? How might this bias hurt you in your studying for a social psychology exam?

Answer:

Hindsight bias is the tendency of people to believe they "knew it all along" after learning the outcome of some past event. In the anagram simulation, being able to see an answer makes you believe that that answer was inevitable. Thus you give low estimates for the amount of time it should take you to solve future anagrams. In scientific research, sometimes people will say that the results of an experiment were predictable by common sense, that the outcome was obvious. That is an effect of hindsight bias. In studying for social psychology, people tend to believe that social psychology is "just common sense," and so obvious that questions on an exam will surely be easy--making studying more difficult.

TEST BANK

CHAPTER 2: SOCIAL COGNITION: HOW WE THINK ABOUT THE SOCIAL WORLD

MULTIPLE-CHOICE QUESTIONS

1) The process during which we interpret, analyze, remember, and use information about the social world is known as _____.

- A) encoding
- B) automatic processing
- C) social cognition
- D) schemas
- E) heuristics

Answer: C

Page Ref: 38

2) Mental frameworks for organizing and processing social information are known as _____.

- A) affective states
- B) anchoring frameworks
- C) schemas
- D) heuristics
- E) cognitive loads

Answer: C

Page Ref: 39

3) Schemas affect our use of stored memories by _____.

- A) making it easier to retrieve information that is consistent with the schema
- B) increasing the cognitive load on our reasoning abilities, making it more difficult to search our memories
- C) deactivating the anchoring and adjustment process whereby we make social judgments
- D) not allowing the use of memories to reduce cognitive load
- E) making the schema itself weaker and less useful in accessing such memories

Answer: A

Page Ref: 39 - 40

4) A narrative framework that acts as a kind of script can be called a _____.

- A) schema
- B) stereotype
- C) epic drama
- D) personal story
- E) event marker string

Answer: A

Page Ref: 39 - 40

5) One way that schemas influence social thought is by _____.

- A) ensuring that inconsistent information is stored in our memories and retrieved rapidly
- B) increasing our cognitive load by activating more information from our long term memory stores
- C) activating the availability heuristic and enabling automatic priming
- D) acting as a filter to direct our attention towards some information and away from other information
- E) changing to meet the demands of a changing social world

Answer: D

Page Ref: 40

- 6) The storing of information in memory involves the process known as _____.
- A) storage
 - B) attention
 - C) retrieval
 - D) cognitive load
 - E) encoding

Answer: E

Page Ref: 40 - 41

- 7) When you notice something and then remember it, you are involving the processes known as _____ and _____.
- A) attention; encoding
 - B) retrieval; encoding
 - C) attention; retrieval
 - D) schematic confluence; attention congruity
 - E) response tendency; response acquiescence

Answer: A

Page Ref: 40 - 41

- 8) Retrieval of information from memory is involved in social thought. When tested to see what information is more readily available from memory, individuals are more likely to respond with _____.
- A) schema-incongruent
 - B) schema-congruent
 - C) memory-impoverished
 - D) a description of the schema itself
 - E) depending on the situation, either schema-incongruent or schema-congruent

Answer: E

Page Ref: 41

- 9) Angelique comes to class, avidly looking forward to her professor's lecture on east Ecuadoran carpet-weaving. Instead, the professor whips out a deck of cards and starts doing close-up magic for the class. Angelique will most likely _____.
- A) encode this as memorable information that is inconsistent with her professor schema
 - B) remind herself that this is, after all, a carpet-weaving lecture
 - C) revise her professor schema
 - D) revise her Ecuadoran professor schema
 - E) be amazed due to mood-congruent recall

Answer: A

Page Ref: 41

- 10) One evening, after seeing a(n) _____ at the Cineplex, you are on your way home. You drive into a store parking lot, where another driver grabs a parking place you had spotted and were waiting for. You perceive the behavior as very _____.
- A) violent movie; aggressive
 - B) comedy; aggressive
 - C) drama; meaningless
 - D) violent movie; funny
 - E) comedy; moving

Answer: A

Page Ref: 41

- 11) An increased availability of information due to exposure to specific stimuli is known as _____.
- A) memory enhancement
 - B) the representativeness heuristic
 - C) anchoring
 - D) cognitive framing
 - E) priming

Answer: E

Page Ref: 41

- 12) Which of the following individuals is exhibiting behaviors or thoughts consistent with priming?
- A) After finishing a romantic novel, Natalie passionately embraces her boyfriend and tells him how much she loves him.
 - B) After watching a horror film, Jane comments on the fact that she did not find the film to be 'scary' at all.
 - C) Hector, a medical school student, realizes that his sore throat is probably the sign of a mild cold and not a serious illness.
 - D) Isaac, a psychology graduate student, decides to take his best friend to the hospital emergency room when he discovers that his friend has overdosed on a certain drug.
 - E) George, a business student, decides that the fastest way for him to become wealthy is to start his own business while still a student.

Answer: A

Page Ref: 41 - 42

- 13) In a study, participants who were allowed to "express the influence of a prime," during a first task, were _____ by that prime during a second similar task.
- A) less influenced
 - B) more influenced
 - C) influenced at about the same level
 - D) unable to complete the second task due to a strong influence
 - E) so suspicious that there ceased to exist any influence at all

Answer: A

Page Ref: 41 - 42

- 14) Tracy encounters a member of a certain political group whose views and attributes are inconsistent with her schemas about that group. What is the MOST likely conclusion that Tracy will make?
- A) Tracy will completely change her schema about the group.
 - B) Tracy will place this individual into a subtype of those who do not confirm her schema.
 - C) Tracy will completely ignore this information.
 - D) Tracy will suppress conscious awareness of this conflicting information, but it will exert an influence on her behavior without her awareness.
 - E) Tracy will not lose confidence in her ability to create schemas.

Answer: B

Page Ref: 43

- 15) Where schemas are concerned, the perseverance effect is _____.
- A) schemas' resistance to change even in light of contradictory information
 - B) one way that schemas shape our social reality
 - C) the cause of self-fulfilling prophecies
 - D) the persistence of memories because of schemas
 - E) the difficulty associated with suppressing unwanted thoughts and images

Answer: A

Page Ref: 43

16) Elton gets on an elevator in an office building, along with three others. All passengers face front, except a woman, who continues to stand facing the back of the elevator all the way to the 21st floor. The most likely reason for Elton's discomfort for this behavior:

- A) he assumes it is some sort of feminist rebelliousness.
- B) he believes the woman may have a vision or other problem.
- C) the behavior is a contradiction of Elton's elevator-riding schema.
- D) he thinks this is an attempt by the woman to gain his attention.
- E) he thinks it is an attempt by the woman to change the elevator-riding "tradition" in the building.

Answer: C

Page Ref: 43

17) Once it is activated, a schema may have automatic effects on behavior. This can cause individuals to _____.

- A) develop information overload and a temporarily diminished cognitive capacity
- B) behave inconsistently with the schema without realizing the stress this puts on their mental frameworks
- C) behave consistently with the schema without being aware of the reason for the behavior
- D) subconsciously reject their own behavior and modify their opinions
- E) notice information that is inconsistent with the schema more readily than consistent information

Answer: C

Page Ref: 43

18) The term "cognitive load" refers to _____.

- A) the strength displayed by a schema in activating memories
- B) the amount of mental effort we are expending at a given time
- C) the relatively rational and orderly process used in making social cognitions
- D) the number of heuristics we are using at a given time
- E) the automatic processing involved with the use of schemas

Answer: B

Page Ref: 43 - 44

19) A self-fulfilling prophecy is _____.

- A) the process by which schemas sometimes influence the social world in ways to make the world consistent with the schema
- B) the result of over-reliance on mental heuristics and memories
- C) the widespread belief in the 1920s that banks were insolvent or bankrupt
- D) the end result of having two or more schemas active in our cognitive processes at the same time
- E) a prediction that is so circular in its reasoning that it only predicts itself

Answer: A

Page Ref: 43 - 45

20) The academic performance of certain students dramatically improved when teachers were led to believe that those students were intellectually gifted, regardless of the true ability levels of the students. This result shows the importance of _____.

- A) information overload
- B) information processing and base rates
- C) hard work without the expectation of after-school help
- D) schemas and self-fulfilling prophecies
- E) the in-group phenomenon

Answer: D

Page Ref: 43 - 45

- 21) Elliott, a 43-year-old engineer, has volunteered to teach a group of middle-school students some hands-on engineering basics, hoping to get them oriented toward a math-science career path. Performance of the 1/3 of the group, who are girls, is lower than average. What is one likely cause for this effect?
- A) the girls have supported Elliott's belief that girls cannot perform as well as boys in engineering
 - B) the girls did not engage in self-stereotyping
 - C) Elliott did not call on the boys more than the girls when he asked questions in the class
 - D) when one girl did well on a board problem, Elliott did not act surprised
 - E) the guys were not more highly motivated to please Elliott

Answer: A

Page Ref: 43 - 45

- 22) Social thought is not always completely rational because _____.
- A) rational thought cannot completely overcome the effects of unpleasant memories
 - B) social thought is never automatic and heuristic
 - C) thinking about the social world often puts demands on limited cognitive resources
 - D) base rates are always relied upon
 - E) social thought never involves emotional states, a source of rationality

Answer: C

Page Ref: 44 - 45

- 23) _____ results when the demands on our cognitive system are greater than its capacity.
- A) Information overload
 - B) Schema retrieval
 - C) Social miscognition
 - D) Heuristic misuse
 - E) Adjustment to our mental anchors

Answer: A

Page Ref: 44 - 45

- 24) High levels of stress and multiple, competing demands for our attention and abilities can reduce our mental processing capacity. These situations can lead to _____.
- A) information overload
 - B) schema development
 - C) the representativeness heuristic
 - D) cognitive withdrawal
 - E) automatic processing

Answer: A

Page Ref: 44 - 45

- 25) Which of the following individuals is MOST likely to experience information overload?
- A) A person who is talking on a cell phone while driving a car.
 - B) A person who is eating dinner while watching television.
 - C) A person who is singing in the shower.
 - D) A person who is dancing and talking at a party.
 - E) A person who is chatting with his wife while dressing for work.

Answer: A

Page Ref: 44 - 45

- 26) One way to manage information overload is to make use of _____.
- A) mental shortcuts, such as heuristics
 - B) the anchoring and adjustment stratagem
 - C) automatic priming
 - D) the complexity schema
 - E) the planning fallacy

Answer: A

Page Ref: 44 - 45

- 27) Simple rules for making complex decisions or drawing inferences are known as _____.
- A) heuristics
 - B) automaticity
 - C) anchoring and adjustment
 - D) schemas
 - E) priming

Answer: A

Page Ref: 44 - 45

- 28) Heuristics exert a strong influence on our thinking in large measure because _____.
- A) they rely on our internal personal biases and unknown prejudices
 - B) they are effortful processes that require an expenditure of mental energy
 - C) they activate critical brain structures such as the amygdala
 - D) they allow us to process more information than would otherwise be considered
 - E) they reduce the mental effort needed to make judgments and decisions

Answer: E

Page Ref: 44 - 45

- 29) One of the primary reasons why heuristics are employed as a strategy to process incoming information is that they can be executed _____.
- A) rapidly
 - B) with considerable self-reflection
 - C) effortfully
 - D) slowly
 - E) in a methodical fashion

Answer: A

Page Ref: 44 - 45

- 30) Juanita finds that she has been given too much information about different new cars and their relative merits and drawbacks. She is having a difficult time making a decision about which car to buy because she cannot process all the information she has gathered. This is an example of _____.
- A) non-automatic processing
 - B) information overload
 - C) anchoring and adjustment
 - D) the representativeness heuristic
 - E) information availability

Answer: B

Page Ref: 44 - 45

- 31) Judging individuals based on their similarity to typical members of a group is known as _____.
- A) the availability heuristic
 - B) the automatic priming
 - C) the anchoring heuristic
 - D) the representativeness heuristic
 - E) the similarity heuristic

Answer: D

Page Ref: 46

32) Amanda has lost some money she needs for next semester's tuition. While betting on red, the roulette wheel has come up with five blacks in a row. To try to get her money back, Amanda is now doubling up her bet each time on red, believing that red will come up soon. She bases her belief on the (roughly) 50/50 odds of red and black occurring over a large number of spins of the wheel. Amanda's strategy appears to be based on _____.

- A) the representativeness heuristic
- B) the advice of a successful gambler
- C) a magical thinking perspective
- D) the availability heuristic
- E) the anchoring and adjustment heuristic

Answer: A

Page Ref: 46

33) Decisions made on the basis of the representativeness heuristic may be flawed because they tend to ignore information about _____.

- A) base rates
- B) schemas
- C) rational processing schemes
- D) automatic priming
- E) the availability heuristic

Answer: A

Page Ref: 46

34) The frequency with which a given event or pattern occurs in the population is its _____.

- A) recency effect
- B) frequency ratio
- C) representativeness
- D) numeracy
- E) base rate

Answer: E

Page Ref: 46

35) Sabiha is left-handed, and prefers left-handed men. She is going to be introduced to Wilbur. Left-handers comprise about 10 percent of the population. She has been truthfully informed that Wilbur is either a left-handed Chinese psycholinguist or a used car salesman from the Midwestern region of the United States. If Sabiha makes good use of base rates, which of the following outcomes should she expect?

- A) Wilbur is a left-handed Chinese psycholinguist.
- B) Wilbur is a new car salesman from the Midwestern region of the U.S.
- C) She has been misinformed about Wilbur's existence as a crude statistical prank.
- D) Wilbur is a used car salesman from the Midwestern region of the U.S. who also happens to be left-handed.
- E) Wilbur is a Midwestern left-handed Chinese psycholinguist who works as a used car salesman in his spare time.

Answer: D

Page Ref: 46

36) Suppose you are telling your friend about a woman you just met. You tell your friend that this person seemed very compassionate and was interested in helping others; however, you couldn't recall whether she said she was a nurse or a businesswoman. On the basis of the _____ heuristic, your friend would probably think that she is a _____.

- A) availability; nurse
- B) availability; businesswoman
- C) representativeness; nurse
- D) representativeness; businesswoman
- E) priming; businesswoman

Answer: C

Page Ref: 46

37) Those things that are easier to recall tend to have a greater impact on subsequent judgments and decisions. This fact is known as _____.

- A) automatic priming
- B) the base rate heuristic
- C) evaluative thinking
- D) the recency effect
- E) the availability heuristic

Answer: E

Page Ref: 46 - 47

38) Blair watches the newscast each evening, with its usual diet of fires and other accidents. She often eats at Herby's Fried Snacks, a restaurant located in a brick building, despite the fact that her eating there has resulted in bad indigestion several times. She avoids the well-respected Korean restaurant, because the Korean restaurant is in a wooden building. Blair's eating habits are probably being guided by _____.

- A) the availability heuristic
- B) an anti-Korean prejudice
- C) the anchoring and adjustment heuristic
- D) an addiction to fried snacks
- E) the representativeness heuristic

Answer: A

Page Ref: 46 - 47

39) When making judgments that involve emotions or feelings, we tend to rely on _____.

- A) the representativeness heuristic
- B) the ease with which we can recall relevant information
- C) the amount of relevant information we can recall
- D) automatic processing of emotional information
- E) our intuitive feelings on the topic

Answer: B

Page Ref: 46 - 47

40) When making judgments that involve factual information, we tend to rely on _____.

- A) the ease with which we can recall relevant information
- B) the representativeness heuristic
- C) the amount of relevant information we can recall
- D) automatic processing of factual information
- E) our intuitive feelings on the topic

Answer: C

Page Ref: 46 - 47

41) The tendency to use a particular number or value as a starting point to which changes are made is known as _____.

- A) the rating and sliding heuristic
- B) the anchoring and adjustment heuristic
- C) the representativeness heuristic
- D) the priming heuristic
- E) the availability heuristic

Answer: B

Page Ref: 47 - 48

42) Norman chronically buys and sells "things" on eBay. He is used to establishing an anchor in negotiating his way toward some endpoint, a sales price, an agreement about delivery time, shipping costs, whatever. The anchor for him is almost always a way of dealing with _____.

- A) others' likely business judgments
- B) knowing what the item likely sells for elsewhere
- C) uncertainty
- D) balancing likely costs with expected profit generation
- E) frequent ups and downs in the market price

Answer: C

Page Ref: 47 - 48

43) The fact that experienced courtroom judges allowed judgments from either journalists, or even random sources, to significantly influence their opinions can be explained by _____.

- A) the representativeness heuristic
- B) rating and sliding
- C) automatic modes of thought
- D) automatic priming
- E) anchoring and adjustment

Answer: E

Page Ref: 47 - 48

44) The automatic processing of social information involves _____.

- A) a relatively quick, effortless way of reaching conclusions
- B) combining affective state with schemas and cognitions
- C) encoding of new social information for later retrieval
- D) information overload and counterfactual thinking
- E) effortful cognitions, heuristics, and inferences

Answer: A

Page Ref: 49

45) The relatively effortful and conscious processing of social information is known as _____.

- A) controlled processing
- B) subliminal processing
- C) heuristic processing
- D) automatic processing
- E) irrational thought

Answer: A

Page Ref: 49

46) The relatively effortless processing of social information in a non-conscious and unintentional way is known as _____.

- A) supraliminal processing
- B) rational introspection
- C) automatic processing
- D) interpersonal dialog
- E) planned behavior

Answer: C

Page Ref: 49

47) The fact that we can make judgments and evaluations about different aspects of the world in either a controlled, reflective way or an automatic way suggests _____.

- A) we have several different evaluative systems that operate relatively independently of each other and generally address different aspects of the world
- B) we have only one system for evaluating the social world, but this system can be controlled or operated in two different ways
- C) our reasoning abilities can overcome most of our automatic processes if we pay attention to the judgments we are making at any particular time
- D) we have two systems for evaluating the social world which may be located in different areas of the brain
- E) we have two systems for evaluating the social world, but they generally work together so that it is difficult to distinguish between the two

Answer: D

Page Ref: 49

48) The area of the brain that is most clearly involved in automatic evaluations is _____.

- A) the medial prefrontal cortex
- B) the hypothalamus
- C) the pons
- D) the ventrolateral prefrontal cortex
- E) the amygdala

Answer: E

Page Ref: 49

49) The area of the brain that is most clearly involved in controlled evaluations is _____.

- A) the prefrontal cortex
- B) the amygdala
- C) the hypothalamus
- D) the left temporal lobe
- E) the pons

Answer: A

Page Ref: 49

50) In an experiment, researchers had participants unscramble words that were "rude" words (e.g., "hostile") or "polite" words (e.g., courteous). Soon after, participants were more or less likely to interrupt the experimenter (who was talking to an accomplice). This is a demonstration of _____.

- A) the occurrence of priming without conscious awareness of the priming stimulus
- B) our memory for factual information and its relationship to other information already stored in memory
- C) the effects of priming on asocial thought processes
- D) the process by which easily available information affects our judgments
- E) exposure to subliminal stimuli

Answer: A

Page Ref: 49 - 51

51) One type of schema that can be activated non-consciously and automatically by physical features associated with a particular group is known as _____.

- A) a primed framework
- B) a representativeness heuristic
- C) a physical schema
- D) a social cognition
- E) a stereotype

Answer: E

Page Ref: 49 - 51

- 52) Automatic mental processes have the positive effect of _____.
- A) increasing the effort needed for understanding the social world
 - B) focusing on information that may be useful at some future time
 - C) priming our memories for related situations or events
 - D) reducing the level of bias in our judgments and decisions
 - E) reducing the effort needed for understanding the social world

Answer: E

Page Ref: 52 - 53

- 53) Research has demonstrated that most people are more sensitive to negative information than to positive information. This is known as _____.

- A) a memory fault
- B) the negativity bias
- C) the positivist bias
- D) an attentional bias
- E) a negative attitude

Answer: B

Page Ref: 54 - 55

- 54) The fact that faces with threatening expressions are recognized more quickly than faces with any other type of expression suggests that _____.

- A) positive information about the environment can safely be ignored
- B) the optimism bias evolved more recently than did the negativity bias
- C) the negativity bias is solely due to previous negative experiences
- D) bracing for a loss is more appropriate in most situations than positive expectations
- E) there may be valid evolutionary reasons for the negativity bias

Answer: E

Page Ref: 54 - 55

- 55) The tendency displayed by many people to expect things to turn out well in the long run is known as _____.

- A) logical positivism
- B) the pessimism bias
- C) the negativity bias
- D) the optimism bias
- E) the positivism predisposition

Answer: D

Page Ref: 55 - 57

- 56) The tendency for people to believe they can accomplish more in a given period of time than they can actually accomplish is known as _____.

- A) the planning fallacy
- B) the narrative mode of thought
- C) the Buehler effect
- D) the future orientation
- E) defensive optimism

Answer: A

Page Ref: 55 - 56

57) In thinking about a major assignment that is due in one week, Jacey focuses on the tasks to be accomplished and how she thinks she will approach each task. She does not spend much time thinking about how long similar tasks have taken her in the past. As a result, Jacey is likely to underestimate the amount of time needed for the assignment. This is probably because Jacey has _____.

- A) fallen prey to the negativity bias
- B) activated an inappropriate schema
- C) engaged in magical thinking
- D) entered a planning or narrative mode of thought
- E) never attempted a similar type of assignment in the past

Answer: D

Page Ref: 55 - 56

58) People frequently fall prey to the planning fallacy because _____.

- A) they tend to assume an external locus of control when they are successful
- B) they tend to try to plan for too many contingencies that may never arise
- C) they tend to engage in magical thinking when contemplating future tasks
- D) they focus more strongly on the past than on the future
- E) when planning a task, they focus more strongly on the future than on the past

Answer: E

Page Ref: 55 - 56

59) During finals week, Jonah tells his friend that he'll be able to write four term papers over the next few days. Jonah is shocked and upset when he is barely able to complete two of these four papers. Jonah's behavior is consistent with _____.

- A) counterfactual thinking
- B) the pessimistic bias
- C) the negativity bias
- D) the planning fallacy
- E) the brace for loss effect

Answer: D

Page Ref: 55 - 57

60) Molly and Emily are members of a girls' basketball team who are responsible for helping to organize fundraising efforts for their team. Molly is extremely motivated to complete this task; in contrast, Emily only shows a mild interest in completing the required task. Which of the following statements BEST summarizes the likelihood that Molly and Emily will complete their tasks?

- A) Molly's motivation will likely cause her to predict that she will finish her task quickly; however, this will have no effect on whether she actually completes her task quicker than Emily.
- B) Molly will definitely complete the task in a prompt manner due to her high level of motivation; Emily might not complete the task at all due to her lack of motivation.
- C) Molly's level of motivation should not have any effect on how she thinks about proceeding with this task; consequently, Molly and Emily should complete the task at about the same time.
- D) Molly's motivation will probably cause her to become overly optimistic which, in turn, will cause her to not complete the task at all; Emily's lack of motivation will likely cause her to complete the task, surprising even herself.
- E) Molly's motivation will probably cause her to become overly optimistic which, in turn, will cause her to not complete the task at all; similarly, Emily might not complete the task at all due to her lack of motivation.

Answer: A

Page Ref: 55 - 57

61) Despite the fact that Lance has had to overcome many obstacles in his life and that things don't always turn out the way he wants them to, Lance still thinks that his future is very bright and that things will turn out for the best in the long run. This is an example of _____.

- A) counterfactual thinking
- B) the negativity bias
- C) the optimistic bias
- D) the narrative mode of thought
- E) automatic priming

Answer: C

Page Ref: 57

62) The tendency to imagine outcomes in a situation other than what actually occurred is known as _____.

- A) magical thinking
- B) counterfactual thinking
- C) reminiscence thinking
- D) mitigation thinking
- E) counterintuitive thinking

Answer: B

Page Ref: 57 - 60

63) Andrew saw a TV commercial for a new video game that he had been wanting. The game was on sale for 50% off, but the store was set to close in two hours. Andrew was fifteen minutes late getting to the store and missed the sale. To ease his distress about missing the sale, Andrew reasoned that he never really had a chance to get to the store before it closed because traffic was too heavy, even though he could have taken a different, quicker route. This is an example of _____.

- A) affective shifting
- B) contra-affective cognition
- C) affective heuristics
- D) wishful thinking
- E) counterfactual thinking

Answer: E

Page Ref: 57 - 60

64) Bob tends to wait until the "last minute" to buy Christmas gifts. Unfortunately, this year, by the time he tried to purchase a gift for his wife, the store had closed. He convinced himself that everything in the store was overpriced anyway, so he decided to make a gift for his wife himself. Arguably, Bob is using a type of _____ in order to convince himself that he "never had a chance" to purchase the gift.

- A) magical thinking
- B) mood congruent memory
- C) moderating variables
- D) counterfactual thinking
- E) thought suppression

Answer: D

Page Ref: 57 - 60

65) When individuals mentally compare their current outcomes with more favorable possible outcomes, they are engaging in _____.

- A) downward counterfactuals
- B) upward counterfactuals
- C) motivating counterfactuals
- D) dissatisfaction counterfactuals
- E) mitigating counterfactuals

Answer: B

Page Ref: 58 - 59

66) Gabriel and Jim were involved in a car accident and they both suffered a broken bone. Gabriel told Jim, "Hey at least we only broke a few bones-we could've died!" Jim's response to Gabriel was "Yes, but I'm now thinking about how I can be a better driver so that I never get in an accident again." Gabriel's statement reflects a(n) _____ counterfactual and Jim's response reflects a(n) _____ counterfactual.

- A) lateral; lateral
- B) downward; upward
- C) upward; downward
- D) upward; upward
- E) downward; downward

Answer: B

Page Ref: 58 - 59

67) One adaptive purpose served by counterfactual thinking is to _____.

- A) decrease the positive affect associated with success
- B) postulate "what if" scenarios to aid in committing the planning fallacy
- C) increase the negative affect associated with failure
- D) decrease motivation to work harder towards our goals
- E) make disappointments and tragedies more bearable

Answer: E

Page Ref: 58 - 60

68) When people engage in thought suppression, two processes are involved. The first of these is an automatic monitoring process which _____.

- A) makes attempts to provide distracting thoughts
- B) produces a reactance response in people
- C) reduces the effects of the rebound effect
- D) searches for evidence that unwanted thoughts are about to intrude
- E) generates magical thinking as a way of coping with the unwanted thoughts

Answer: D

Page Ref: 60

69) Efforts to prevent certain thoughts from entering conscious awareness are known as _____.

- A) thought suppression
- B) counterfactual thinking
- C) thought monitoring processes
- D) the rebound effect
- E) high reactance

Answer: A

Page Ref: 60 - 61

70) When people engage in thought suppression, two processes are involved. The operating process involves _____.

- A) deliberate and effortful attempts to distract oneself with other thoughts or activities
- B) producing a reactance response in people
- C) generating magical thinking as a way of coping with the unwanted thoughts
- D) reducing the effects of the rebound effect
- E) searching for evidence that unwanted thoughts are about to intrude

Answer: A

Page Ref: 60 - 61

71) The most common reason for engaging in thought suppression is _____.

- A) to maximize the effects of the negativity bias
- B) to avoid counterfactual thinking
- C) to avoid the planning fallacy
- D) to control our tendencies towards reactance
- E) to influence our own feelings and behavior

Answer: E

Page Ref: 60 - 61

72) If you serve on a jury and are told by a judge to disregard certain evidence, you will likely _____ this information; consequently, you may be _____ inclined to find the defendant guilty.

- A) ignore; less
- B) pay greater attention to; less
- C) pay less attention to; less
- D) ignore; more
- E) pay greater attention to; more

Answer: E

Page Ref: 60 - 61

73) When engaging in thought suppression, the most probable result of a person becoming fatigued or experiencing information overload is an increase in the frequency of the unwanted thoughts. This is known as _____.

- A) the rebound effect
- B) moderating variables
- C) a dysfunctional monitoring process
- D) counterfactual thinking
- E) high reactance

Answer: A

Page Ref: 61

74) Magical thinking _____.

- A) makes compelling assumptions that are not completely rational
- B) is the end result of using heuristics
- C) can be caused by inappropriate priming
- D) makes rational assumptions appear to be compelling
- E) is governed by the laws of physics

Answer: A

Page Ref: 61

75) When people engage in magical thinking, they tend to _____.

- A) resist suggestions to suppress unwanted thoughts
- B) experience mood congruence effects very strongly
- C) overuse the representativeness heuristic
- D) make compelling assumptions that are not rational
- E) create or notice self-fulfilling prophecies

Answer: D

Page Ref: 61 - 62

76) On September 11, 2001 the World Trade Center and the Pentagon were attacked by terrorists. Suppose, on that day, Pedro said to his friend "I can't believe it! For a long time I thought there'd be a serious attack on the United States, and it just happened!" The principle of magical thinking that this would illustrate is _____.

- A) the principle that thinking about an event can make it happen
- B) failure to consider moderating variables
- C) thought suppression
- D) the law of contagion
- E) the law of similarity

Answer: A

Page Ref: 61 - 62

77) The law of similarity suggests that _____.

- A) things that resemble each other also share other basic properties
- B) similarities in two individuals' thought processes will cause them to physically resemble each other over time
- C) some stereotypes may be relatively accurate
- D) similarity in origins usually leads to similarity in outcomes
- E) things that share fundamental basic properties must also resemble each other

Answer: A

Page Ref: 61 - 62

78) Affect includes _____.

- A) our anticipated emotions and thoughts
- B) the ways we process, store, and use information
- C) current emotions and moods
- D) the interaction between moods and thoughts
- E) memories of past moods associated with a given situation

Answer: C

Page Ref: 63

79) Shortly before being interviewed for a job she really wants, Meredith finds that the Human Resources Director was involved in a minor traffic accident during lunch. Should Meredith be concerned that the traffic accident may have a negative influence on the outcomes of the job interview?

- A) Yes-research indicates that even experienced interviewers are influenced by their current moods.
- B) Maybe-it depends on how much experience the Director has in interviewing job applicants.
- C) No-other factors, such as the strength of the applicants who have already been interviewed will strongly outweigh any lingering effect of the Director's mood.
- D) Yes-but only if Meredith mentions the accident in a way that accentuates the Director's presumed bad mood.
- E) No-research indicates that experienced interviewers are not influenced by accident-related current moods.

Answer: A

Page Ref: 64

80) We tend to remember facts and other information better when we are in the same mood as we were in when we learned the information. This is known as _____.

- A) affective state determined retrieval
- B) mood dependent memory
- C) the Ebbinghaus effect
- D) the mood congruence effect
- E) affect-cognition feedback

Answer: B

Page Ref: 64

81) Information that is consistent with our current affective state is more easily retrieved than is information that is inconsistent with our current affect. This is known as _____.

- A) the mood congruence effect
- B) affective state determined retrieval
- C) affect-cognition feedback
- D) the Ebbinghaus effect
- E) mood dependent memory

Answer: A

Page Ref: 64

82) Jack recently had a job interview that seemed to go exceedingly well by all objective standards. However, Jack noted that his interviewer seemed to be in a bad mood that day. To what extent should Jack be concerned about the latter piece of information?

- A) He should be aware that he will likely be viewed less favorably by the interviewer than if the interviewer was in a good mood.
- B) He should be very concerned about the interviewer's bad mood unless something happened immediately after the interview to improve the interviewer's mood.
- C) He should assume that is virtually no chance he will be offered the position due to the interviewer's negative mood.
- D) He should not be concerned at all since the interviewer's mood should have no bearing on how he or she evaluates Jack.
- E) He should feel encouraged about his job prospects since the interviewer's bad mood will prompt him or her to give Jack the benefit of the doubt.

Answer: A

Page Ref: 64

83) Ralph has been severely depressed for about six months and has difficulty remembering when he was not depressed. He is illustrating the effects of _____.

- A) mood-congruent memory
- B) mood-assimilation memory
- C) mood-related memory
- D) mood-discongruency memory
- E) mood-dependent memory

Answer: E

Page Ref: 64

84) Jason is undergoing treatment for depression. His therapist has encouraged Jason to remember as many details as possible about times when Jason was not feeling depressed. Jason is having difficulties remembering a time when he was not depressed. This is probably because of the effects of _____.

- A) mood dependent memories
- B) information evoked memories
- C) inappropriate retrieval cues
- D) depression suppressing pleasant memories
- E) faulty cognitive processes

Answer: A

Page Ref: 64

85) Sarah supervises a work group of six colleagues in an advertising agency. Recently, the creativity of her work group has not been as high as it should be. To help boost the group's creativity, and keeping in mind the effects of mood on cognition, Sarah might _____.

- A) speak to each member privately about performance issues
- B) ask the group to remember what they were doing the last time they were highly creative
- C) take steps to put her group's members in a happier mood during work hours
- D) promise a bonus or reward for higher levels of creativity
- E) remind the group that creativity is an important aspect of their job

Answer: C

Page Ref: 64

86) Ben is overjoyed by the fact that he received a scholarship to go to law school. As a result of his general positive and happy mood he would be MOST likely to show _____.

- A) an increased level of compassion
- B) a decrease in aggressiveness
- C) an increase in depression
- D) an increase in creativity
- E) an excessively high sense of self-worth

Answer: D

Page Ref: 64

87) Zoë is in a fairly good mood. Consequently, we should expect her to show a(n) _____ in her use of _____.

- A) increase; heuristics
- B) increase; effortful cognitive processing
- C) decrease; thought suppression
- D) decrease; heuristics
- E) increase; thought suppression

Answer: A

Page Ref: 64 - 65

88) People are more easily influenced by others when they are in a positive mood. In part, this is because _____.

- A) positive affect encourages attributions of positive motivations for others' behaviors
- B) positive affective states decreases our reliance on stereotypes
- C) positive affective states increase our information processing capacity
- D) positive affective states increase our motivation to process information
- E) positive affective states increases our ability and willingness to pay attention

Answer: A

Page Ref: 65

89) Two drivers on a highway are cut off by a third driver. The first driver is startled but shrugs, thinking, "that other driver was careless, but I don't think he noticed me." The second driver is furious, thinking, "that other driver deliberately tried to run me off the road." This scenario MOST clearly illustrates _____.

- A) how mood influences affect and arousal
- B) how affect influences arousal
- C) how cognition influences affect
- D) how affect influences cognition
- E) how arousal influences affect

Answer: C

Page Ref: 65

90) We often use our _____ to regulate our feelings. That is, we may _____ to yield to temptation in order to improve our mood.

- A) thoughts; consciously choose
- B) behaviors; allow our friends to induce us
- C) thoughts; be led unconsciously
- D) unmet needs; allow out-of-control thoughts to cause us
- E) feelings of low self-esteem; feel bad enough

Answer: A

Page Ref: 66 - 67

FILL-IN-THE-BLANK QUESTIONS

1) The ways in which we interpret, analyze, remember, and use information about the social world is known as _____.

Answer: social cognition

Page Ref: 38

2) Schemas - our mental frameworks for organizing information about the world - sometimes _____ us from noticing important details about our situation.

Answer: prevent

Page Ref: 39

3) _____ are simple rules for making decisions rapidly. As such, these rules occasionally cause us to make poor choices.

Answer: Heuristics

Page Ref: 39

4) Increasing the accessibility of a schema by exposing an individual to a specific stimulus is known as _____.

Answer: priming

Page Ref: 41

5) The _____ heuristic would suggest the following personal rule of thumb: "The more similar an individual is to typical members of a group, the more likely that individual is also a member of that group, regardless of base rates."

Answer: representativeness

Page Ref: 46

6) In general, information that is _____ to remember has a stronger effect on our thinking. This is known as the availability heuristic.

Answer: easier

Page Ref: 46 - 47

7) Many used car salesmen believe the asking price for a car should be significantly higher than the car's actual value. They will then adjust the price downwards for an interested customer. This practice represents one application of the _____ heuristic.

Answer: anchoring and adjustment

Page Ref: 47 - 48

8) In an experiment, priming of the rudeness trait resulted in participants being more willing to _____ an experimenter who was in the midst of a conversation than did priming of the politeness trait.

Answer: interrupt

Page Ref: 49 - 50

9) The _____ is the part of the brain that is directly involved in simple automatic evaluative judgments.

Answer: amygdala

Page Ref: 49 - 50

10) Our tendency to believe we can accomplish more in a given amount of time than we really can is known as the _____.

Answer: planning fallacy

Page Ref: 55 - 56

11) The mood _____ effect suggests that we will remember information that is consistent with our current moods.

Answer: congruence

Page Ref: 64 - 65

SHORT ANSWER QUESTIONS

1) Describe the impact of schemas on memory. Explain how this may influence social thought.

Answer:

Schemas act as a filter in that they call our attention to some information and away from other information. This ensures that information that is consistent with our schemas is more likely to enter the memory system. Inconsistent information may be remembered, but will be marked with a "tag" to indicate that it is exceptional information. Next, schemas may guide our recall of information and the use of remembered information. Research suggests that information that is consistent with our schemas is more easily recalled and used than is information that is inconsistent with our schemas. These effects are more pronounced with well-developed schemas and when individuals are facing a heavy cognitive load. The effect of schemas on memory may influence social thought directly by influencing the memories we record and retrieve and indirectly by creating self-fulfilling prophecies.

Page Ref: 40 - 41

2) Briefly describe the representativeness heuristic and explain how it is related to the idea of base rates.

Answer:

The representativeness heuristic states that the more similar an individual is to the typical members of a group, the more likely the individual is to also be a member of that group. Base rates are the frequency of the occurrence of a given pattern or event in the population. When we use the representativeness heuristic, we typically ignore base rates in deciding whether or not a particular individual is likely to be a member of a particular group.

Page Ref: 46

3) Briefly describe how the availability heuristic affects our judgments or decisions. This heuristic appears to be used for two different kinds of judgments. What two "rules" are to be found in our use of the availability heuristic and for what two kinds of judgments are they likely to be used?

Answer:

The availability heuristic is a cognitive rule of thumb that is based on the ease of bringing information to mind. If something is easier to bring to mind, then we think that it must be important or diagnostic, and that we should use it to make a judgment or decision. But ease of use is not the only way in which this heuristic is employed. We are more likely to use the ease-of-use rule for judgments involving feelings, whereas we tend to rely more on an "amount-of-info" rule when our judgment or decision is being based on information or facts.

Page Ref: 46 - 47

4) Describe the study in which German judges were asked to make a decision about appropriate sentences for wrong-doers. After reading about the case, judges received either harsh or more lenient recommendations from either a journalist, a random roll of the dice, or a seasoned prosecutor. What did the study show? What key heuristic did it powerfully (and worryingly) illustrate? What reason can you give for why the recommendations were so powerful?

Answer:

These seasoned professionals received info about a court case, as well as sentencing recommendations that were either harsh or lenient. The bottom line is that the professionals were unable to resist using the recommendations as an anchor when they were attempting to arrive at a sentencing decision. That is, when the anchor was lenient, they arrived on average at a more lenient sentence, whereas the converse was true for harsh anchors. This was true even when the recommendation was utterly random (a roll of the dice). Recommendations of this sort exerted a powerful effect because, even though judges made adjustments to the anchor, the adjustments were not sufficient to "pull far enough away" from the anchor.

Page Ref: 47 48

5) Explain the difference between automatic processing and controlled processing of information.

Answer:

Automatic processing of information is nonconscious, unintentional, and involuntary. It requires relatively little effort on our part. Controlled processing, on the other hand, requires greater effort and is conscious. Beyond that, automatic processing frequently relies more heavily on schemas and heuristics, while controlled processing tends to rely more heavily on rational thinking and logical processes.

Page Ref: 49

6) What is a negativity bias, and how does it impact our social interactions? Why, from an evolutionary point of view, would we be negatively biased? What does research on facial expressions say about this? On the other hand, describe a positivity bias, and indicate what the research shows about positivity vs. negativity biases being present.

Answer:

A negativity bias is one where we tend to pay more attention to negative information than to positive information. This makes evolutionary sense because it seems reasonable to assume we would need to be on guard for events, persons or animals that might threaten our safety. Research shows that we are quicker at identifying angry facial expressions than friendly facial expressions. But, according to other research, and substantiated by neuroscience research, a positivity bias can overcome a natural negativity bias if we are exposed to a number of positive cues or primes. This would suggest that exposing ourselves to positive people and situations will make us more positive people, and arm us against being as much influenced by a negative bias.

Page Ref: 54 - 55

7) Explain how counterfactual thinking can lead to either greater satisfaction or greater dissatisfaction with current outcomes.

Answer:

Counterfactual thinking involves our imagining alternative possible situations and outcomes. If a person imagines an upward counterfactual, she or he is engaged in the process of comparing a current outcome with a more favorable one. Such upward counterfactual thinking can lead to increased dissatisfaction with current reality. If a person imagines a downward counterfactual, she or he is engaged in the process of comparing a current outcome with a less favorable one. Downward counterfactual thinking can lead to increased satisfaction with current reality.

Page Ref: 57 - 60

8) Discuss thought suppression. Describe the two processes that operate to achieve it. Under what circumstances is it more likely that you will not be able to successfully suppress an unwanted thought? What is a rebound effect?

Answer:

Thought suppression is about people keeping certain thoughts out of consciousness. There are two processes involved. A monitoring process searches for thoughts that might be ready to intrude, while an operating process actually attempts to distract one from the unwanted thought. When information overload happens, or people get tired, then the operating process may simply not be able to manage as well, and unwanted thoughts may be experienced. If a person has been attempting to suppress, but the effort is unsuccessful, then there can be a rebound effect. This is where the unsuppressed thoughts come very insistently, as if rebounding from the effort to suppress them.

Page Ref: 60 - 61

9) Describe what is meant by mood dependent memory, and give an example.

Answer:

Mood dependent memories are memories that are influenced by our moods. That is, mood may serve as a retrieval cue, making it easier to retrieve memories when we are in the same mood as we were when the memories were first stored. If I remember a particular research talk when I was in a good mood, I'm more likely to remember that research talk when I am in a similarly good mood.

Page Ref: 64 - 65

10) What are ways in which cognition has an influence on affect? How do we know what we are feeling? In other words, what role does cognition play in regulating affect? Describe a key study by Schachter that talks about the use of distraction.

Answer:

According to Schachter, we don't automatically know our own feelings. Rather we may need to infer them from whatever indicators we have available. That is, if we are aroused by, e.g., exercise, we may confuse our arousal with a romantic attraction for another person. Another influence of cognition on affect is when we regulate our feelings. In one study, participants were put into a bad mood. Participants were told they would be able to manage their feelings or were told their feelings were "frozen," and then were given distracting (attractive) materials or boring materials. Those in the "able to manage" condition who were given the option of attractive materials, very quickly engaged them in attempting to distract themselves from unpleasant feelings. Thus, cognition may be useful in preventing bad feelings.

Page Ref: 65 - 67

ESSAY QUESTIONS

1) Discuss schemas, their influence on memories, and how they may lead to self-fulfilling prophecies.

Answer:

Answers should include the following points:

- 1) Schemas are mental structures that help us to organize and process information
- 2) Schemas influence memories directly by:
 - directing attention
 - selective encoding
 - selective retrieval and reporting
- 3) Schemas are more likely to be used during times of high cognitive load
- 4) Schemas may lead us to interact with others in such a way as to create self-fulfilling prophecies.

They may do this by influencing

- our expectations of others
- our interpretation of others' behaviors
- our behaviors

Page Ref: 38 - 45

2) Automatic processing appears to have both positive and negative features. That is, it may make us vulnerable to influence in ways that might detract from the best outcomes. On the other hand, it might provide some special advantages. The best answer will very briefly describe negative aspects in terms of the interruption study and the elderly study, while the poster study may demonstrate positive aspects.

Answer:

On the negative side, automatic processing allows for the influence of primes. In one study, a rudeness prime (vs. a politeness prime) resulted in participants being more likely to interrupt an experimenter. In another study, participants were primed (or not) with an elderly stereotype. Participants primed with the stereotype actually walked more slowly down a hallway at the end of the study. It is certainly a bit uncomfortable to imagine that such an influence could so easily be brought to bear without one's conscious knowledge, particularly if it involved a stereotype of a minority group. On the positive side, it appears that that some automatic processing is helpful. Participants indicated their preference for a poster based on an "immediate" exposure, a conscious exposure, or an exposure in which they did some anagrams after having seen some posters, but before they made their choice. The unconscious anagram condition resulted in them choosing posters that they ended up being most satisfied with. Thus, automatic processing (compared to conscious deliberation) may, in some cases, lead us to making judgments that are, in the long run, the best ones for us.

Page Ref: 49 - 53

3) Describe the difference between the negativity bias and the optimistic bias. Include a possible explanation of how these two biases can coexist within the same individual in your discussion.

Answer:

Answers should include at least some of the following points:

1) The negativity bias reflects the fact that people tend to be more sensitive to negative information than to positive information. People also respond to potential threats more quickly than to other stimuli. This is possibly due to the greater negative consequences associated with negative information and may be a by-product of our evolutionary history.

2) The negativity bias may lead directly to automatic processing because this bias will make some information more immediately available, thus increasing reliance on the availability heuristic and other automatic modes of thought.

3) The negativity bias may be more active when our thoughts are drawn to the past. When contemplating the past, we can frequently recall failures, "unpleasantries," and disappointments.

4) The optimistic bias refers to our expectation that things will generally turn out well in the long run. Most people expect themselves to have better luck and experience more positive events than others will. We also tend to focus our thoughts on desirable goals and personal happiness when contemplating the future.

5) The optimistic bias gives rise to the planning fallacy - the belief that we can get more done in a given amount of time than we really can. This happens because when we contemplate the future, we enter a "planning mode" of thought that focuses on the actions we must take in the future to accomplish the planned task. This orientation prevents us from remembering similar tasks we have attempted in the past - and how long they took. We also tend to externalize the causes of past delays, which, in turn, prevent us from planning for 'unavoidable' delays in planned tasks.

6) The optimistic bias occurs despite the negativity bias because each of these biases is differently oriented in time. The optimistic bias comes into play when people are considering the future. The negativity bias is active when people consider the past or present. This difference in temporal orientation is what allows the two biases to coexist within an individual without coming into direct conflict with each other.

7) One exception to the optimistic bias occurs when we anticipate a negative outcome in the future. In this situation, we typically brace for a loss by reversing the optimistic bias and becoming more pessimistic. This may help us cope with negative outcomes when they do occur and are seen as unavoidable.

Page Ref: 54 - 57

4) Discuss some of the ways that affective state influences cognitive processing and some of the ways that cognitions influence affect.

Answer:

Answers should include the following points:

1) Current moods (affect) can cause us to react either positively or negatively to current stimuli.

2) Affect can cause greater or lesser reliance on heuristic or controlled thought processes. Positive moods tend to increase our use of heuristics and stereotypes; negative moods tend to increase our efforts to use controlled processes.

3) Affect can directly influence memory through either mood dependent memory or mood congruence effects.

4) Affect influences creativity and can influence judgments even when we consciously try to ignore it.

5) Cognitive processes influence affective states by allowing us to interpret emotional events either positively or negatively.

6) Cognition allows to activate schemas that contain strong affective components.

7) Cognitive efforts to directly or indirectly influence our current affective state may make use of counterfactual thinking, and we may 'yield to temptation' in order to modify our affective state briefly.

Page Ref: 63 - 69

MYPSYCHLAB FEATURE ESSAY QUESTION

1) From MyPsychLab WATCH: "Attention Test"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 2, Social Cognition: How We Think About the Social World, and click on "Find Now." For the Chapter 2 items, click on the "Watch" item called "Attention Test")

In this clip, some people are throwing around a basketball on the court. Please explain what happened in the clip. How does what happened relate to what we pay attention to? That is, what does the clip say about schemas?

Answer:

In the video clip, while the people are doing the basketball exercise, a woman walks through the group of players very slowly, carrying an umbrella. Many people do not see the woman walking through the middle of the players because they do not expect her to be there. She is out of place and is not part of any basketball workout schema. Thus, it is possible to be looking right at her and not see her.

TEST BANK

CHAPTER 3: SOCIAL PERCEPTION: PERCEIVING AND UNDERSTANDING OTHERS

MULTIPLE-CHOICE QUESTIONS

1) The process we use to try and understand other people is known as _____.

- A) attribution
- B) impression management
- C) nonverbal communication
- D) social perception
- E) field awareness

Answer: D

Page Ref: 74

2) The process whereby we seek to know and understand others is called _____, and frequently makes use of _____.

- A) social awareness; not really caring about people
- B) social attribution; impression management
- C) social perception; nonverbal communication
- D) social consistency; correspondence bias
- E) social discovery; verbal communication

Answer: C

Page Ref: 75

3) Many times, attempts at deception are thwarted because of _____ facial expressions.

- A) irrepressible
- B) basic channel
- C) stereotypical
- D) irresponsible
- E) stylized

Answer: A

Page Ref: 76

4) Nonverbal cues are often deemed to be irrepressible because they are _____.

- A) difficult to control
- B) only useful when we are trying to determine if someone likes us
- C) unrelated to our feelings
- D) unimportant sources of information
- E) consciously controlled

Answer: A

Page Ref: 76

5) Which of the following is NOT an example of a basic channel of nonverbal communication?

- A) hand and body movements
- B) posture
- C) eye contact
- D) talking
- E) facial expression

Answer: D

Page Ref: 76 - 80

- 6) There are five basic channels of nonverbal communications. These are _____.
- A) facial expressions, eye contact, body movements, posture, and touching
 - B) touching, eye contact, body movements, vocal tone, and facial expressions
 - C) body movements, facial expressions, posture, attributions, and vocal tone
 - D) body movements, posture, facial expressions, eye contact, and attributions
 - E) posture, facial expressions, eye saccades, body stillness, and touching

Answer: A

Page Ref: 76 - 80

- 7) Certain facial expressions are recognized as representing _____ underlying emotions in _____ different cultures.

- A) the same basic; many
- B) different; many
- C) overlapping/ambiguous; many
- D) the same basic; less than 5
- E) 15; Western cultures

Answer: A

Page Ref: 77

- 8) There are _____ basic emotions that get represented on the human face.

- A) five
- B) seven
- C) three
- D) eight
- E) ten

Answer: A

Page Ref: 78

- 9) On her way to work one morning, Samantha was cut off by a driver who was weaving in and out of traffic, tailgating slower moving cars, racing through yellow lights, and generally driving rather erratically. According to recent research, Samantha should probably _____ because _____.

- A) stare the other driver down; she will become more aggressive towards others unless she confronts the true source of her discomfort
- B) slow down in front of the driver, if this can be done safely; this will allow the driver time to calm down and begin driving more safely
- C) pretend to call the police on your cell phone; Samantha will be able to intimidate the other driver
- D) stare the other driver down; the driver will eventually turn his attention elsewhere
- E) avoid making eye contact with the driver; the driver might interpret Samantha's eye contact as an act of aggression

Answer: E

Page Ref: 78

- 10) Erin's boyfriend has taken her out to dinner at a very exclusive restaurant. Erin notices that he can't seem to sit still during the meal, and is constantly rubbing his left knee, scratching an itch, or pulling his earlobe. This type of body language usually indicates _____.

- A) emotional arousal
- B) correspondent inference
- C) nothing; it cannot be interpreted without more information
- D) some sort of physical ailment
- E) deception

Answer: A

Page Ref: 78 - 79

11) What is the relevance of Aronoff, Woike, and Hyman's (1992) research on the dancing styles of key characters in classic ballet to the study of body language?

- A) Large-scale body movements and postures often inform us about others' emotions or traits.
- B) Body movements and postures tend to be informative only if we are within 10 feet of the person in question.
- C) This research has no relevance to the study of body language.
- D) Body movements must agree with verbal signals in order to be interpreted.
- E) In most cases, we're able to make flawless judgments about others' intentions based on their body movements.

Answer: A

Page Ref: 78 - 79

12) Body movements that carry specific meanings in a given culture, such as the "thumbs-up" motion (fist with an extended thumb pointing upwards), are known as _____.

- A) macroexpressions
- B) microexpressions
- C) slogans
- D) emblems
- E) misleading gestures

Answer: D

Page Ref: 78 - 79

13) Emblems convey _____.

- A) that the person is ill-at-ease
- B) a specific meaning within a given culture
- C) a specific meaning across different cultures
- D) a low level of emotional arousal
- E) that a person is cognitively aroused

Answer: B

Page Ref: 79

14) When touching is considered appropriate, it often produces _____ reactions in the person being touched.

- A) positive
- B) surprise
- C) hostile
- D) negative
- E) neutral

Answer: A

Page Ref: 79

15) Jason has been told that he should make sure to shake hands with the interviewer when he applies for a job, and that this handshake should be firm, vigorous, and last a long time. According to recent research (Chaplin et al., 2000), if Jason follows this advice, the interviewer may think that Jason is _____.

- A) slightly disagreeable but very outgoing
- B) relatively shy and highly conscientious
- C) outgoing and willing to try new things
- D) a bit neurotic and somewhat outgoing
- E) attempting to ingratiate himself with the interviewer

Answer: C

Page Ref: 79 - 80

16) Suppose we are trying to discern whether an individual is lying based on his or her verbal and nonverbal information and cues. Which of the following statements BEST describes how well we will be able to judge whether this individual is lying?

- A) We are able to pay equal attention to the individual's verbal and nonverbal information and cues.
- B) It is very unlikely that we could judge whether the individual is lying based on either verbal or nonverbal information or cues.
- C) We cannot attend to both verbal and nonverbal cues at the same time without experiencing cognitive overload.
- D) We are more likely to pay attention to his or her nonverbal cues and, thus, determine if he or she is lying.
- E) We will probably pay more attention to her or his verbal cues and, in doing so, will have difficulty determining any deception.

Answer: E

Page Ref: 80

17) In general, we _____ in our detection of deception.

- A) do only a little better than chance
- B) don't perceive others as being trustworthy
- C) we feel the need to be polite
- D) often confront people directly
- E) often give up trying

Answer: A

Page Ref: 80

18) All of the following describe characteristics of a microexpression EXCEPT _____.

- A) they are fleeting facial expressions lasting a few tenths of a second
- B) they appear on the face very quickly after an emotion-provoking event
- C) they are generally difficult to control
- D) they are difficult to suppress
- E) they usually do not reveal a person's true feelings

Answer: E

Page Ref: 80

19) Deborah has just spent a great deal of money on a new fur coat. When she showed it to her husband, she asked if he liked it. Without hesitation, her husband responded by saying "Yes. It is beautiful." Before he spoke, however, a slight frown appeared on his face for less than a second. This might indicate that he is concealing his true feelings from his wife and is known as _____.

- A) a macroexpression
- B) a microexpression
- C) a discrepant interchannel
- D) a Freudian slip
- E) a discounted attribution

Answer: B

Page Ref: 80

20) One indication of possible deception occurs when inconsistencies exist between different types of nonverbal cues, such as facial expression and posture. These inconsistencies are known as _____.

- A) interchannel discrepancies
- B) microexpressions
- C) cultural inconsistencies
- D) noncommon effects
- E) expressive styles

Answer: A

Page Ref: 81

21) An example of interchannel discrepancy during deception would be _____.

- A) blinking very often
- B) showing one expression quickly followed by another
- C) smiling more frequently and broadly than would be expected in a given situation
- D) managing one's facial expressions well while not making much eye contact
- E) using pronouns such as "I" or "we" very frequently

Answer: D

Page Ref: 81

22) Jerome is playing poker with his buddies and is losing badly. It seems that everyone at the table knows when he is bluffing, just by watching his eyes. Jerome needs to learn to monitor his _____ and his _____ when he plays poker.

- A) exaggerated expressiveness; microexpressions
- B) interchannel expressions; frequency of microexpressions
- C) interocular movements; interchannel expressions
- D) interchannel expressions; rate of blinking
- E) rate of blinking; frequency of eye contact

Answer: E

Page Ref: 81

23) Jackie took longer to reply to certain questions, and the pitch of her voice rose considerably; these aspects of her _____ gave away that that she was lying.

- A) linguistic style
- B) nonverbal cue
- C) lack of affect
- D) choice of proper nouns
- E) logical coherency

Answer: A

Page Ref: 81

24) Participants in an experiment who were exposed to someone who lies in an interview were _____ to _____ in a later conversation.

- A) more likely; lie
- B) less likely; lie
- C) more likely; blame the interviewee
- D) more likely; find fault with lies of exaggeration
- E) less likely; speak without speaking mistakes

Answer: A

Page Ref: 81 - 82

25) In general, women are better than men at reading body language, in part because _____.

- A) of the way women are socialized in Eastern society
- B) of the weaker attentional abilities that women have
- C) of men's stronger ability to send nonverbal signals
- D) their lower status may have made it essential in human evolutionary history
- E) men are socialized to pay attention only to spoken language in Western society

Answer: D

Page Ref: 83 - 84

26) Jeremy has started to ask his wife, who is also his business partner, to attend important business functions and meetings in order to help him determine when others are being deceptive when negotiating business deals. Jeremy believes that his wife will be able to use her "women's intuition" to detect falsehoods and deceptions more easily and accurately than he can. What should Jeremy know about recent social psychology research in this area?

- A) In general, men are better than women at sending and understanding nonverbal communications except when deception is involved.
- B) In general, men and women are fairly equal at sending and understanding nonverbal communications, even when deception is involved.
- C) In general, women are better than men at sending and understanding nonverbal communications, especially when deception is involved.
- D) In general, men are better than women at sending and understanding nonverbal communications, especially when deception is involved.
- E) In general, women are better than men at sending and understanding nonverbal communications, except when deception is involved.

Answer: E

Page Ref: 83 - 84

27) Though women appear to be better than men at using nonverbal communication in general, they are no better at _____.

- A) detecting deception
- B) reading facial expressions
- C) remembering hairstyles
- D) interpreting the appearance of males
- E) recognizing another's current mood

Answer: A

Page Ref: 83 - 84

28) The process by which individuals seek to understand why others behave as they do is known as _____.

- A) causal misdirection
- B) impression management
- C) attribution
- D) social precision
- E) nonverbal communication

Answer: C

Page Ref: 85

29) Which statement BEST describes the attribution process?

- A) The process by which we seek to understand the causes of the behavior of others and ourselves.
- B) The process by which we focus attention inward for reflection.
- C) The process by which we combine information about others into unified impressions of them.
- D) The process by which we attempt to shift blame away from ourselves.
- E) The process by which we seek to understand our own feelings, traits, and motives.

Answer: A

Page Ref: 85

30) Imagine that you see a friend arguing with a sales clerk in a store. You have never seen your friend argue with anyone in public before. Therefore, you think that the clerk did something to cause the argument. The theory that most directly explains how you reached this conclusion is _____.

- A) the theory of discounting and augmenting
- B) the inferential correspondence effect
- C) the actor-observer effect
- D) the theory of consensus consistency
- E) the theory of correspondent inference

Answer: E

Page Ref: 85 - 86

31) Noncommon effects _____.

- A) are effects that can be caused only by a combination of two or more factors
- B) are effects that can be caused by only one specific factor
- C) are effects that can be caused by one of several different factors
- D) are unusually weak indicators of underlying personality traits
- E) cannot be explained by correspondent inferences

Answer: B

Page Ref: 85 - 86

32) Typically, information about others tends to be most informative when there is (are) _____.

- A) only one distinct reason supporting its occurrence
- B) no apparent reason supporting its occurrence
- C) the number of reasons supporting its occurrence doesn't matter
- D) many reasons supporting its occurrence
- E) inconsistent information coming from two or more channels of communication

Answer: A

Page Ref: 85 - 86

33) Although Sarah could afford any car she wants, she drives an ageing Volkswagen. Sam, Sarah's friend, thinks that this choice says something about Sarah's personality. Sam clearly agrees with _____.

- A) the theory of augmenting and discounting
- B) the theory of correspondent inference
- C) social comparison theory
- D) Kelley's theory of causal aspirations
- E) the theory of social desirability

Answer: B

Page Ref: 85 - 86

34) The theory of _____ describes how we use others' behavior as a basis for inferring their stable dispositions.

- A) causal inference
- B) correspondent inference
- C) implicit personality
- D) causal attribution
- E) attributional inference

Answer: B

Page Ref: 85 - 86

35) The theory of correspondent inference suggests that _____.

- A) behaviors that are freely chosen are better indicators of our underlying personality traits than are behaviors that are caused by external factors
- B) inconsistent behaviors indicate our underlying personality traits
- C) all behaviors, whether freely chosen or caused by external factors, show something of our underlying personality traits
- D) to show our underlying personality, our behaviors must be both indistinct and inconsistent
- E) behaviors that are inconsistent with our stated goals and objectives are caused by our underlying personality traits more than by external factors

Answer: A

Page Ref: 85 - 86

36) We are MOST likely to believe that the behaviors of others is suggestive of their _____ when it is seen to _____.

- A) stable traits; be socially desirable
- B) external influence; have occurred in the presence of others
- C) socially undesirable traits; have occurred without choice
- D) stable traits; be socially undesirable
- E) socially desirable personality; have occurred outside the presence of others

Answer: D

Page Ref: 85 - 86

37) One reason for the correspondence bias is that _____.

- A) we tend to focus our attention on the situation faced by an individual rather than on the individual and his/her behaviors
- B) we tend to use a self-serving bias in explaining others' actions
- C) we tend to weight situational factors more heavily than individual factors when trying to understand someone's behavior
- D) we tend to focus our attention on the individual and his/her behaviors, not on the situation that the individual is in
- E) we tend to think heuristically about external causes of behavior and rationally about internal causes of behavior

Answer: D

Page Ref: 85 - 86

38) Jen and all of her friends are afraid of her neighbor's dog. However, Jen is not afraid of any other dog. The attribution that follows from this information is _____.

- A) a mixed one (Jen's behavior stems from internal and external causes)
- B) a specific one
- C) unable to be determined based on the information given
- D) an external one (about the dog)
- E) an internal one (about Jen)

Answer: D

Page Ref: 86 - 87

39) Mr. Nguyen, a 53-year-old accountant, has just been rejected for a job at a small bank that he believes he was qualified for. He later hears from a friend that the hiring manager was biased against older job applicants. Mr. Nguyen's self-esteem is likely to _____.

- A) first increase, then decrease because of several possible external and internal attributions that can be used to explain his rejection
- B) increase slightly because he can make an external attribution as to the cause of his rejection
- C) decrease slightly because he can make an internal attribution as to the cause of his rejection
- D) remain unchanged because he can make an external attribution as to the cause of his rejection
- E) first decrease, then increase because of several possible external and internal attributions that can be used to explain his rejection

Answer: D

Page Ref: 86 - 87

40) The extent to which different people react to a given situation in the same general way is known as _____.

- A) noncommon effects
- B) consistency
- C) consensus
- D) distinctiveness
- E) self-monitoring

Answer: C

Page Ref: 86 - 87

41) The extent to which a person's reaction to a particular event differs from their reaction to similar other events is an indication of _____.

- A) distinctiveness
- B) consistency
- C) consensus
- D) self-serving bias
- E) noncommon effects

Answer: A

Page Ref: 86 - 87

42) When I consider the extent to which this person reacts in the same way to this same stimulus on other occasions, I am basing my attribution on _____.

- A) consensus
- B) distinctiveness
- C) correspondent inference
- D) consistency
- E) causal analysis

Answer: D

Page Ref: 86 - 87

43) We are likely to attribute another person's behavior to internal causes when consensus is _____, consistency is _____, and distinctiveness is _____.

- A) low; high; low
- B) high; high; low
- C) low; low; low
- D) high; high; high
- E) high; low; high

Answer: A

Page Ref: 86 - 87

44) We might think that a waiter who flirts with a customer does so because he likes to flirt if we observe this waiter flirting with several different customers while we eat. This best represents the concept of _____.

- A) controllability
- B) deviousness
- C) consistency
- D) distinctiveness
- E) consensus

Answer: D

Page Ref: 86 - 87

45) We might think that a waiter who flirts with a customer does so because he likes to flirt if we notice that other waiters avoid flirting with that customer. This best represents the concept of _____.

- A) noncommon effect
- B) consensus
- C) consistency
- D) distinctiveness
- E) controllability

Answer: B

Page Ref: 86 - 87

46) We might think that a waiter who flirts with a customer does so because he likes to flirt if we notice that the waiter also flirts with other customers while we eat. This best represents the concept of _____.

- A) consistency
- B) noncommon effect
- C) consensus
- D) distinctiveness
- E) controllability

Answer: D

Page Ref: 86 - 87

47) According to Kelley's theory, behaviors that arise because of an individual's traits, motives, or intentions are _____ caused, while those behaviors that arise because of some aspect of the social or physical environment are _____ caused.

- A) ambiguously; distinctively
- B) genetically; environmentally
- C) externally; internally
- D) internally; externally
- E) consensually; externally

Answer: D

Page Ref: 86 - 88

48) Abbie noticed that Kayla spends time talking to almost everyone she meets at work, and believes that this is because Kayla is a friendly, outgoing person. In fact, Kayla is rather shy and withdrawn most of the time, but her job at a local bank requires that she talk with most of the bank's customers periodically.

Abbie's perception of Kayla is mistaken because of _____.

- A) a discounting error
- B) the correspondence bias
- C) idiosyncratic behavior
- D) her perceptual salience
- E) impression formation errors

Answer: B

Page Ref: 89

49) Our tendency to perceive the actions of others as caused by their dispositions or personality rather than perceiving the cause of their actions as the situation they are in is known as _____.

- A) a self-serving bias
- B) perceptual salience
- C) correspondence bias
- D) the consistency effect
- E) the actor-observer effect

Answer: C

Page Ref: 89

50) The tendency to explain others' actions as stemming from dispositions even in the presence of clear situational causes is called the _____.

- A) correspondence bias
- B) availability bias
- C) correlational bias
- D) heuristic bias
- E) representative bias

Answer: A

Page Ref: 89 - 90

51) The "fundamental attribution error" refers to our tendency to _____.

- A) overestimate the role of situations in causing our own behavior
- B) assume that we can do no wrong
- C) overestimate the role of dispositions in causing others' behavior
- D) overestimate the role of others in causing our own behavior
- E) overestimate the role of situations in causing others' behavior

Answer: C

Page Ref: 89 - 90

52) Collectivist cultures, such as in China or Korea, tend to emphasize _____ to a greater extent than do Western cultures, such as the United States or Great Britain.

- A) intelligence and loyalty to the group
- B) group membership and conformity
- C) group membership and nonconformity
- D) individualism and nonconformity
- E) individualism and conformity

Answer: B

Page Ref: 90

53) The fundamental attribution error is most likely to occur in _____.

- A) Korea
- B) Australia
- C) India
- D) Japan
- E) China

Answer: B

Page Ref: 90

54) Morris and Pang (1994), in their study on U.S. and Chinese newspaper reporting of mass murders in the United States, found that _____.

- A) U.S. papers, more than Chinese, reported that the murderers' actions were due to situational factors
- B) Chinese papers, more than U.S., reported that the murderers' actions were due to dispositional factors
- C) Chinese papers, more than U.S., reported that the murderers' actions were due to situational factors
- D) U.S. papers, more than Chinese, reported that the murderers' actions were due to dispositional factors
- E) There were no differences in U.S. and Chinese newspaper reports of mass murders.

Answer: D

Page Ref: 90, 92

55) Members of collectivistic cultures are more likely to recognize more of the situational determinants of behavior than are members of individualistic cultures. As a result, members of collectivist societies are _____.

- A) somewhat less likely to make the fundamental attribution error
- B) a great deal more likely to make the fundamental attribution error
- C) unaware of the fundamental attribution error
- D) somewhat more likely to make the fundamental attribution error
- E) able to avoid the fundamental attribution error completely

Answer: A

Page Ref: 90, 92

56) Christine has been charged with murder because, after years of physical and mental abuse, she shot and killed her boyfriend. Her attorney has advised Christine against accepting a plea-bargain deal offered by the prosecution because he thinks Christine's jury will probably include several people who have emigrated from Japan and China - strong collectivist societies. Christine, a student of social psychology, agrees with her attorney because _____.

- A) members of collectivist societies tend to give greater weight to situational causes of behavior and less weight to dispositional causes
- B) members of collectivist societies tend to give less weight to situational causes of behavior and greater weight to dispositional causes
- C) members of individualistic societies tend to give greater weight to situational causes of behavior and less weight to dispositional causes
- D) members of individualistic societies tend to give less weight to situational causes of behavior and greater weight to dispositional causes
- E) members of collectivist societies tend to be more lenient on women than are members of individualistic societies

Answer: A

Page Ref: 90, 92

57) We tend to adjust our attributions to take account of situational constraints on our own behavior _____.

- A) not at all - we don't adjust our attributions.
- B) to a lesser extent than we take account of situational constraints on others' behavior
- C) to about the same extent as we take account of situational constraints on others' behavior
- D) sometimes more and sometimes less than we take account of situational constraints on others' behavior
- E) to a greater extent than we take account of situational constraints on others' behavior

Answer: E

Page Ref: 92 - 93

58) Our tendency to believe that our own behavior reflects external causes and that other people's behavior reflects internal causes is known as _____.

- A) the actor-observer effect
- B) explicit theory formation
- C) the fundamental attribution error
- D) implicit theory formation
- E) the correspondence bias

Answer: A

Page Ref: 92 - 93

59) Chelsea and Anita are both required to give a speech supporting a woman's right to abortion on demand in a public-speaking class. Anita believes that Chelsea gave her speech because she is a strong supporter of the right-to-choose movement. Anita is neutral on the topic and only gave her speech because it was assigned. Anita's belief about Chelsea is probably a result of _____.

- A) explicit theory formation
- B) the actor-observer effect
- C) the discounting principle
- D) implicit theory formation
- E) base rate bias

Answer: B

Page Ref: 92 - 93

60) Mary sees Greta trip while walking down an outside flight of steps, and thinks to herself, "What a clumsy person!" Five minutes later, though, Mary trips on the same flight of steps, and says to an onlooker, "It's very icy today!" This is an illustration of the _____.

- A) actor-observer effect
- B) self-serving bias effect
- C) blame avoidance principle
- D) categorization principle
- E) projection principle

Answer: A

Page Ref: 92 - 93

61) We tend to perceive our own behavior as stemming largely from _____ factors; we tend to perceive the behavior of others as stemming largely from _____ factors.

- A) dispositional; situational
- B) situational; situational
- C) situational; dispositional
- D) external; external
- E) dispositional; dispositional

Answer: C

Page Ref: 92 - 93

62) One possible explanation for the self-serving bias is the cognitive model, which states that the self-serving bias is caused by _____.

- A) our need to protect our self-esteem
- B) our expectations of failure
- C) our social desirability bias
- D) our expectations of success
- E) our rational thought processes

Answer: D

Page Ref: 93

63) A motivational model for the self-serving bias suggests that we attribute success to internal factors because we _____.

- A) tend to repress thoughts of failure
- B) are boosting our self-esteem
- C) generally expect to fail and attribute expected outcomes to internal factors
- D) are less aware of external influences on our own actions
- E) are limiting our self-esteem

Answer: B

Page Ref: 93

64) One possible explanation for the self-serving bias is the motivational model, which states that the self-serving bias is caused by _____.

- A) our expectations of failure in any given situation
- B) our expectations of success in any given situation
- C) our rational thought processes
- D) our correspondence bias
- E) our need to protect and enhance our self-esteem, or our social desirability bias

Answer: E

Page Ref: 93

65) Trista's teacher just returned student essays to the class. Trista's teacher has written several positive comments throughout her paper and given Trista an A+ on the assignment. Trista is likely to believe _____ because of _____.

- A) her grade reflects an error on the teacher's part; the fundamental attribution error
- B) her grade reflects both her ability level and her teacher's ability; rational thinking
- C) her grade reflects the true quality of her work; the self-serving bias
- D) her grade reflects her true ability level; the correspondence bias
- E) her grade reflects her teacher's skills as a teacher; the actor-observer effect

Answer: C

Page Ref: 93 - 94

66) Our tendency to attribute our own positive outcomes to internal causes and negative outcomes to external causes is known as _____.

- A) noncommon effects
- B) implicit personality theory
- C) the self-serving bias
- D) the actor-observer effect
- E) explicit personality theory

Answer: C

Page Ref: 93 - 94

67) The self-serving bias _____.

- A) tends to be stronger in Western cultures that emphasize individual accomplishments
- B) tends to be weakest in Western cultures that emphasize individual accomplishments
- C) tends to be unrelated to cultural factors such as are found in collectivist or individualistic societies
- D) tends to be stronger in cultures that emphasize group harmony and group outcomes
- E) tends to be limited by gender differences in socialization

Answer: A

Page Ref: 93 - 94

68) Research evidence tends to indicate that social perception _____.

- A) is sometimes accurate and sometimes flawed because of our implicit theories
- B) has very restricted accuracy, because there are just too many attributional errors
- C) can be quite accurate, despite attributional errors
- D) is not at all accurate, because of the many attributional errors
- E) will never be very accurate until all attributional errors are eliminated

Answer: C

Page Ref: 93 - 94

69) If you engage in magical thinking, you are making a(n) _____ to _____ for an event that has occurred in the external world.

- A) irrational attribution; your thoughts
- B) rational attribution; a distant actor
- C) irrational attribution; an external cause
- D) emotion-based attribution; a cognitive explanation
- E) a culturally-biased explanation; an individual

Answer: A

Page Ref: 94 - 95

70) People who suffer from depression tend to attribute their failures to _____ and their successes to _____.

- A) lasting external causes; lasting external causes
- B) temporary external causes; lasting internal causes
- C) lasting internal causes; lasting external causes
- D) lasting internal causes; temporary external causes
- E) temporary internal causes; lasting internal causes

Answer: D

Page Ref: 96 - 97

71) The self-defeating pattern of attributions exhibited by many depressed individuals can successfully be treated by therapies that _____.

- A) encourage people to blame themselves for all negative outcomes and to avoid taking credit for successful outcomes and to avoid
- B) encourage people to take credit for significant others' accomplishments and to blame themselves for negative outcomes
- C) encourage people to examine the roots of their depression that can be found in their repressed urges, inner conflicts or traumatic childhood events
- D) encourage people to view some successes and failures as due to external factors that they can control to some extent
- E) encourage people to take credit for successful outcomes and to avoid blaming themselves for all negative outcomes

Answer: E

Page Ref: 96 - 97

72) One therapy that is based on changing attributions of depressed people involves _____.

- A) channeling negative emotion into positive emotion
- B) changing the way that depressed people make attributions about success and failure
- C) the client transferring depressive affect from themselves to the therapist
- D) channeling negative emotion from depression into action
- E) understanding the underlying childhood events that lead to the depression

Answer: B

Page Ref: 96 - 97

73) Impression formation is _____.

- A) the process by which we regulate our own behavior in order to achieve a particular goal
- B) the process by which particular facial expressions are used by particularly effective public speakers
- C) the process by which we attempt to make favorable first impressions on others
- D) the process by which we form impressions of others
- E) the process by which implicit personality theories are recognized.

Answer: D

Page Ref: 97 - 98

74) Early research conducted by Solomon Asch suggests the presence of central traits, which are _____.

- A) relatively unimportant characteristics that interact with each other to determine our overall impression of another person
- B) clusters of traits that we use to try to understand and explain the behavior of another person
- C) traits that strongly encourage the self-serving bias
- D) traits that strongly color the way we interpret other aspects of another person
- E) traits that have a relatively weak effect on our overall impression of another person

Answer: D

Page Ref: 98 - 99

75) Asch defined "central traits" as those traits that _____.

- A) were located near the middle of our cognitive structure for attitudes
- B) were located near the middle of a list of traits
- C) were crucial for making cognitive decisions about the other traits
- D) were formed by our implicit personality theories
- E) were crucial in shaping the overall impression of a stranger

Answer: E

Page Ref: 98 - 99

76) Our personal beliefs about the way that certain traits occur together are known as _____.

- A) explicit trait theories
- B) implicit personality theories
- C) peripheral trait theories
- D) conceptual personality theories
- E) central trait theories

Answer: B

Page Ref: 100 - 101

77) Jeremy has always been a very eloquent speaker and speech-writer. For his college oratory class Jeremy was recently required to write and deliver a speech in support of capital punishment. Although Jeremy is strongly opposed to the death penalty, he wrote and delivered a very powerful speech in support of the death penalty. As a result, his professor and several students now believe Jeremy actually supports the death penalty. Why might this be the case?

- A) The professor and students must have been persuaded to support capital punishment by Jeremy's speech.
- B) The professor and students implicitly believe that only someone who really hold a particular opinion can persuasively write or speak about it.
- C) The professor and students themselves must strongly support capital punishment and see Jeremy as a potential ally in their beliefs.
- D) Eloquence and persuasiveness are fundamental aspects of Asch's central and peripheral traits theory.
- E) The theory of correspondent inference suggests that most people will accept Jeremy's position as his own if certain conditions are not met.

Answer: B

Page Ref: 100 - 101

78) Suppose Yolanda has four highly favorable traits and three highly negative traits; in contrast, Harriet has two highly favorable traits and one highly negative trait. Based on this information, who possesses more highly favorable traits when we AVERAGE this available information?

- A) Yolanda
- B) Harriet
- C) Neither. The negative traits offset the positive traits.
- D) Yolanda and Harriet would have an equal amount of highly favorable traits
- E) It is impossible to determine this based on the given information

Answer: B

Page Ref: 101

79) Research from the cognitive perspective on impression formation suggests that we form our impressions of other people in part by _____.

- A) averaging available information about them
- B) discounting some information if we suspect impression management is a factor in the other person's presentation of themselves
- C) subtracting our known biases from our initial impressions
- D) adding discrete pieces of information about them
- E) multiplying available information and adding an importance factor that depends on the situation

Answer: A

Page Ref: 101

80) An exemplar of a particular trait is _____.

- A) a concrete example of behaviors that are consistent with the particular trait
- B) previously formed abstractions that form the basis for our impressions of others
- C) a schema that represents our understanding of behaviors related to a particular trait
- D) a mental summary that is abstracted from repeated observations of another person's behavior
- E) stylized expressions and body movements that convey the meaning of a trait

Answer: A

Page Ref: 101

81) Research currently indicates that there are two major components involved with our impressions of other people. These are _____ and _____.

- A) abstractions; implicit theories
- B) categorical judgments; competence
- C) exemplars; abstractions
- D) explicit theories; categorical judgments
- E) appearances; categorical judgments

Answer: C

Page Ref: 101 - 102

82) An abstraction about a particular trait is _____.

- A) stylized expressions and body movements that convey the meaning of a trait
- B) a mental summary that has been abstracted from many observations of others' behavior
- C) a schema that represents our understanding of behaviors related to a particular trait
- D) previously formed exemplars that form the basis for our impressions of others
- E) a concrete example of behaviors that are consistent with the particular trait

Answer: B

Page Ref: 101 - 102

83) Recent research indicates that our initial impressions of another person are formed primarily from _____.

- A) exemplars
- B) distinctive behaviors
- C) abstractions
- D) idiosyncratic behaviors
- E) both exemplars and abstractions

Answer: A

Page Ref: 102

84) Recent research indicates that as we gain more experience with an individual our impressions of that person are formed primarily from _____.

- A) idiosyncratic behaviors
- B) abstractions
- C) distinctive behaviors
- D) exemplars
- E) consistency

Answer: B

Page Ref: 102

85) _____ consists of the efforts individuals make to create favorable first impressions on others.

- A) The augmenting principle
- B) Distinctiveness
- C) Impression management
- D) Impression formation
- E) Idiosyncracies

Answer: C

Page Ref: 103

86) People use a number of different techniques to try and manage the impression they make on others. These techniques generally fall into one of two broad categories: _____ and _____.

- A) social formation; impression perception
- B) self-enhancement; other-enhancement
- C) self-enhancement; other-detraction
- D) self-abasement; other enhancement
- E) social perception; impression formation

Answer: B

Page Ref: 103 - 104

87) Mike is applying for a job in advertising. While he is out to dinner with the interviewer, Mike pulls out and lights an expensive cigar (and offers one to the interviewer). Mike is using what tactic to increase his chances of getting the job?

- A) self-enhancement
- B) induction
- C) other-enhancement
- D) sublimation
- E) categorization

Answer: A

Page Ref: 103 - 104

88) Self-enhancement involves _____, while other-enhancement involves _____.

- A) efforts to increase an individual's appeal to others; efforts to make the other person feel good
- B) efforts to increase an individual's appeal to others; efforts to in crease the other person's self-esteem
- C) efforts to make the individual feel good; efforts to increase an individual's appeal to others
- D) efforts to increase others appeal to us; efforts to increase our self-esteem
- E) efforts to increase the individual's self-esteem; efforts to in crease the other person's self-esteem

Answer: A

Page Ref: 103 - 104

- 89) Recent research suggests that impression management can work against an individual if _____.
- A) impression management techniques provide accurate information about the individual using them
 - B) the individual using these techniques selects an inappropriate target for impression management
 - C) the individual using these techniques displays an inappropriate interest in another person
 - D) impression management techniques are overused or ineffectively used
 - E) impression management techniques are used only for social purposes, such as dating

Answer: D

Page Ref: 104

- 90) A relatively heavy cognitive load has the effect of making introverts, but not extroverts, _____ in an impression management situation.
- A) fidget more than without the load
 - B) perform better than without the load
 - C) perform worse than without the load
 - D) talk much less than without the load
 - E) perform about the same as without the load

Answer: B

Page Ref: 105 - 106

FILL-IN-THE-BLANK QUESTIONS

- 1) _____ includes the processes we use to try to understand other people.

Answer: Social perception

Page Ref: 73

- 2) _____ communications include facial expressions, eye contact, body movements, and sounds.

Answer: Nonverbal

Page Ref: 75

- 3) Facial expressions are _____ across all cultures and carry information about other people's motives.

Answer: universal

Page Ref: 76 - 78

- 4) Nonverbal cues are often useful in detecting _____.

Answer: deception

Page Ref: 80 - 81

- 5) _____ involves our efforts to understand why other people act the way that they do.

Answer: Attribution

Page Ref: 85

- 6) The theory of correspondent inference suggests that we try to infer other people's traits from key aspects of their _____.

Answer: behavior

Page Ref: 85 - 86

- 7) Kelley's theory of causal attribution focuses on _____ causes for behavior.

Answer: external/internal

Page Ref: 86

8) The tendency to explain other people behaviors as being caused from dispositions even when situational causes are present is known as _____ bias.

Answer: correspondence

Page Ref: 89 - 90

9) The tendency to attribute my positive outcomes to internal causes and my negative outcomes to external causes is known as the _____ effect.

Answer: self-serving

Page Ref: 93

10) _____ involves a mental representation of a person and our evaluative reactions to him or her.

Answer: Impression formation

Page Ref: 97 - 98

11) One approach to impression management relies on _____, i.e., efforts to encourage one's appeal to other people.

Answer: self-enhancement

Page Ref: 103 - 104

SHORT ANSWER QUESTIONS

1) Describe the role that facial expressions play in our social perceptions.

Answer:

Facial expressions convey information about an individual's emotions. The expression of basic emotions, such as fear or joy, may be very nearly universal regardless of culture, but recent research indicates that we rely on situational cues to interpret expressions and that the specific meaning of a particular expression may be influenced by culture.

Page Ref: 76 - 78

2) Describe some of the nonverbal cues that are associated with deception.

Answer:

First, microexpressions are facial expressions that persist for less than a second and may indicate deception if the microexpression is contrary to what one would expect. Second, interchannel discrepancies - inconsistencies between nonverbal cues that are expressed in different ways - may indicate deception. Third, either overly frequent or the absence of eye contact may indicate deception. People who are lying also sometimes blink more often than others and their pupils may be unusually dilated. Fourth, people who are lying sometimes display exaggerated facial expressions - expressions that are out of proportion to what they are saying.

Page Ref: 76 - 80

3) According to the theory of correspondent inferences, what kinds of behaviors reveal the most about a person's personality traits?

Answer:

Behaviors reflect stable traits most clearly when the behavior is low in social desirability, when it results in distinctive effects that can only be produced by one cause, and when the behavior is a matter of choice

Page Ref: 85 - 86

4) In terms of causal factors that may have influenced someone's behavior, describe the role of stability and controllability. What role does each play in making attributions? Give an example for each dimension.

Answer:

Stability is whether a causal factor is likely to be stable over time. As an example, being an introvert is unlikely to change very much over the long haul. Controllability means whether a causal factor is likely to be under the control of the person exhibiting the behavior. As an example, many people can learn to hold their tempers in check, but cannot themselves cure themselves of an illness.

Page Ref: 87 - 88

5) Fate versus personal action is another aspect of attribution, that is, attributions one makes for one's own life events. Talk about these two perceived contributors to past events. Define "level of construal" and use it as a way of talking about how we might see the nature of past events.

Answer:

We may well see events in our life in terms of fate or actions we freely chose. It turns out that we may see both factors shaping the past. That is, whether we see fate or personal action as responsible depends on our level of construal. This means whether we think about such events in abstract terms or concrete terms. By abstract construal is meant thinking about the reasons you sought a particular goal, and perhaps the larger principles that were involved. Concrete construal means thinking about the specific plan of action, how you went about achieving a particular goal or executing an action.

Page Ref: 88 - 89

6) Describe the actor-observer effect.

Answer:

The actor-observer effect is based on our tendency to attribute our own behavior to situational causes (causes that are external to the individual) and on our tendency to attribute other people's behavior to internal (dispositional) causes. The result is that if two people engage in the same behavior, each will see the reason for his or her own behavior as being something in the environment, but see the other person's behavior as reflecting something within the self.

Page Ref: 92 - 93

7) Describe the study in which participants stuck pins in a voodoo doll. What kind of thinking is this a demonstration of? In particular, illuminate the effects of the differential behavior of the experimenters' assistant--why was this important? That is, what does the experiment say about the effect on people of their wishes and intentions?

Answer:

The experimenter's assistant acted in either a neutral or rude manner toward participants. Then participants were asked to stick pins in a voodoo doll that they were told represented the assistant. The assistant then complained of a headache. Participants who had gotten rude treatment were more likely to believe that their pin-sticking had caused the headache! Apparently, the fact that they disliked the assistant (more so than participants in the neutral condition) gave these participants more of a sense that their intention to hurt him through the voodoo doll pin-sticking exercise actually gave them more responsibility for his headache! Magic!

Page Ref: 94 - 95

8) Distinguish between exemplars and abstractions, as they regard impression formation.

Answer:

Exemplars are specific examples of behaviors that are consistent with a particular trait. We frequently rely on exemplars when getting first impressions of people. Abstractions, on the other hand, are mental summaries that have been abstracted from repeated observations of others' behaviors. We tend to rely more on abstractions after we have had a number of interactions with a given person.

Page Ref: 101 - 102

9) Is there room in impression formation for inaccuracy? Is accuracy always best? If not, give some examples when it might not be. What are inaccurate beliefs about someone else called?

Answer:

Impression formation research has put a lot of stress on accuracy. However, sometimes it is helpful to perceive others as better than they are, as having more desirable traits than they really have. This is probably true regarding one's children. Some studies show maintaining some illusions about one's children or partner is good for the relationship. Believing that another person is better than they really are is called a positive illusion. In one study, people rated their spouse's behavior as to positive and negative behaviors. Despite rating a spouse negatively on some behaviors, the relationship remained positive over a 10-year period, suggesting that people maintain a positive view of another person despite realistic ratings of specific negative behaviors.

Page Ref: 102 - 103

10) Describe the findings regarding the role of cognitive load in impression management. How might a political campaign play out in this regard? On the other hand, describe how cognitive load may work to one's advantage in certain situations.

Answer:

We have practiced impression management skills for years, so many aspects are automatic. However, some are not. In those cases where things are not so automatic, being distracted or under some other cognitive load may cause us to flub some aspect of our impression management task. For example, in the middle of an exhausting political campaign, a candidate may make some serious blunder because she is distracted, and is not thinking as carefully as she should. On the other hand, some people are constantly nervous about the impression they are making. For those people, a cognitive distraction may actually cause an improvement in their impression management skills by focusing them away from their worries about making a mistake.

Page Ref: 105 - 106

ESSAY QUESTIONS

1) Some people strongly believe in the existence and efficacy of "women's intuition". Are women better at understanding social situations than men? Why, or why not?

Answer:

Answer should include the following points:

- 1) Yes. Research evidence indicates a gender difference in our abilities to understand social situations.
- 2) Women are better at sending and interpreting nonverbal information (facial expressions, posture, body movements, and eye contact).
- 3) This allows women to better and more quickly understand social situations and predict how people will act.
- 4) These differences are probably rooted in childhood socialization practices that differ for men and women - leading to and caused by differences in male & female gender roles.
- 5) Women are typically of lower power and status than men, which makes their understanding and use of body language more salient for women.
- 6) The big exception to this is that women are no better and are possibly worse than men at detecting deception.
- 7) This may be due, in part, to gender stereotypes that make women hesitant to recognize or acknowledge deceptions.

Page Ref: 83 - 84

2) Compare and contrast Jones & Davis' theory of correspondent inference with Kelley's theory of causal attributions

Answer:

Answer should include the following points:

- 1) Correspondent inference - how we use others' behavior to infer various traits
 - focus on noncommon effects (effects that have only one cause)
 - focus on behavior with low social desirability content
- 2) Causal Attribution - we use three kinds of information to determine why others behave as they do, but the focus is on internal causes vs. external causes
 - Consensus - the extent to which we see similarity between others' behavior when faced with the same stimulus
 - Consistency - the extent to which we see the same behavior on different occasions
 - Distinctiveness - the extent to which we see the same behavior in response to different stimuli
- 3) Internal causes, such as traits or dispositions, are assumed to be the causal force behind a behavior when we see high levels of consistency and low levels of consensus and distinctiveness
- 4) External causes, such as situational constraints, are assumed to be the causal force behind a behavior when we see high levels of consensus, consistency, and distinctiveness
- 5) Combined or mixed causes are assumed to be the causal force behind a behavior when we see when we see low levels of consensus and high levels of consistency and distinctiveness
- 6) Kelley's theory can be seen in some ways as representing one instance of correspondent inference.
- 7) Other factors also influence our attributions regarding others:
 - the stability of the behavior over time,
 - the controllability of the causes by the individual
- 8) These other factors are independent of the internal-external aspect of causality

Page Ref: 85 - 88

3) Discuss correspondence bias and the actor-observer effect.

Answer:

Answers should include the following points:

- 1) Correspondence bias - we explain others' actions as coming from dispositions, even when situational causes exist.
- 2) Tendency is stronger in Western, individualistic societies than in Eastern, collectivist societies.
- 3) Correspondence bias is sometimes called the fundamental attribution error.
- 4) It is strongest when consensus and distinctiveness are low.
- 5) Dispositional causes may be more salient to us.
- 6) We tend to underweight external causes of behavior.
- 7) We tend to assume internal causes, then use anchoring-and-adjustment.
- 8) We tend to assume that we adjust our causal attributions more than others do.
- 9) The actor-observer effect - our own behavior is usually attributed to external causes; others' behavior is usually attributed to internal causes.
- 10) We are more aware of external factors' impact on our own behavior.
- 11) We are less aware of external factors' impact on others' behavior.
- 12) The actor-observer effect may contribute to the self-serving bias.

Page Ref: 89, 90, 92, 93

4) Describe the cognitive perspective on impression formation. First, in what basic way does this perspective differ from Asch's? Describe the cognitive algebra that we go through to gain an impression. Describe the role of the two components of impressions. How do the use of these two components shift over time? How would our own "lens" (our motivations or biases) affect how our view of a person might change over time?

Answer:

Unlike the cognitive perspective, Asch's view did not allow for multiple exposures, it was all about first impressions. Research shows that people more or less average together favorable and unfavorable traits to arrive at a stable picture. Researchers now believe that people use behavioral exemplars, concrete examples of behavior that are consistent with a particular trait. As well, people use abstractions, mental summaries gleaned over time from repeated observations. It is now thought that exemplars might be used initially, but that, with time, higher-level abstractions would be used to continue to refine an impression. One's biases would initially come into play when one sees a person as a member of a group about which one may have beliefs or opinions. Over time, one will negotiate a more refined impression, taking into account aspects and behaviors of the individual.

Page Ref: 98, 99, 101, 102

MYPSYCHLAB ESSAY QUESTION

1) From MyPsychLab SIMULATE: "Impressions and Expressions"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 3, Social Perception: Perceiving and Understanding Others, and click on "Find Now." For the Chapter 3 items, click on the "Simulate" item called "Impressions and Expressions.")

You were asked to indicate your preferences for certain pieces of art. The exercise was similar to Tajfel's experiment--identify what he called those experiments. What is the general idea behind the exercise? How does it demonstrate a theoretical advance beyond the Robber's Cave study?

Answer:

It was somewhat like Tajfel's minimal groups experiments. The idea is that once it has been established that you fall into one or the other of the groups (Zabriski or Azenour), you begin to develop some ingroup favoritism toward the group. In Robber's Cave, the groups were in competition with one another. In the exercise and in minimal groups experiments, there is no competition. In fact, there is no reason why anyone should develop favoritism! But I did, because I rated my group higher!!! And people in general do develop ingroup favoritism.

TEST BANK

CHAPTER 4: THE SELF: ANSWERING THE QUESTION "WHO AM I?"

MULTIPLE-CHOICE QUESTIONS

1) In joining, or spending time with, and getting to know, a new group of people, it is initially most important to _____.

- A) understand the nuances of speech and "tone" of the group members' interactions
- B) be friends with a high-status member of the group
- C) be viewed as having something to offer the group
- D) have an unclear idea of why you wish to spend time with the group
- E) be willing to undergo any initiation exercise you might be asked to undergo

Answer: A

Page Ref: 111

2) A readiness to see negative outcomes as due to discrimination is called _____.

- A) stigma consciousness
- B) differential treatment
- C) prejudice targeting
- D) stereotype threat
- E) gender-based exclusion

Answer: A

Page Ref: 113

3) The author, while speculating about why she got called a "troll" in a chat room, thought it was because she didn't "know the ropes," but she also displayed some _____.

- A) stigma consciousness
- B) self-abasement
- C) self-enhancement
- D) self-verification
- E) unclear feelings

Answer: A

Page Ref: 113

4) Whether we wish it or not, Shakespeare admonishes that we are _____ on a stage, and that we're in the position of _____.

- A) merely players; presenting ourselves to an observing and potentially changing audience
- B) merely players; attempting to manipulate others in the service of our own ends
- C) mortal fools; avoiding the appearance of "cluelessness" on a daily basis
- D) insignificant specks; playing up our abilities to people less competent
- E) glorious headliners; adopting a posture of humility while attempting to get our needs met

Answer: A

Page Ref: 114

5) As players on a social "stage," we may wish to emphasize some personal aspect to others, as well as to ourselves. This is called _____.

- A) ingratiation
- B) self-promotion
- C) self-aggrandizement
- D) self-delusion
- E) self-efficacy

Answer: B

Page Ref: 114

6) In meeting a new roommate, David stresses his studious qualities, an aspect of himself he wishes others to agree with, while being willing to underplay other potentially important aspects of himself.

David is practicing a _____ approach in presenting himself to others.

- A) self-verification
- B) ingratiation
- C) self-enhancement
- D) self-denial
- E) neurotic

Answer: A

Page Ref: 114

7) In negotiating a new roommate's perception of his (David's) personal qualities, David may agree with his new roommate's self-assessment as a(n) _____ because it aids David in "selling" David's view of himself as a(n) _____. Additionally, David may downplay his own _____.

- A) gifted athlete; excellent student; athletic accomplishments
- B) gifted athlete; excellent student; accomplishments in other areas
- C) gifted "ladies' man"; excellent student; same-sex orientation
- D) depressed ne'er-do-well; excellent student; unrealistic optimism
- E) son of a wealthy eastern industrialist; financial-aid student; future plan to ask his new roommate for a loan

Answer: A

Page Ref: 114 - 115

8) _____ involves using praise of important others as a way to encourage them to like us and approve of us.

- A) Ingratiation
- B) In-group effect
- C) Self-promotion
- D) Self-monitoring
- E) Out-group removal

Answer: A

Page Ref: 114 - 115

9) Implying that we are not as good as another person on some dimension may result in _____ and/or _____.

- A) an ingratiation effect; lower our audience's expectations
- B) humiliating ourselves; significantly raise our audience's expectations
- C) an appearance of insincerity; raise our audience's expectations
- D) less self-efficacy; future poor performance on the dimension
- E) an appearance of incompetence; drive away competent others

Answer: A

Page Ref: 114 - 115

10) Differences between shy and non-shy people appeared to be _____ online compared to offline because of the _____ of _____.

- A) reduced; absence; visual and auditory feedback
- B) increased; absence; encouragement offline
- C) reduced; presence; empathy toward shy males by females
- D) reduced; absence; physical threat cues from another person
- E) increased; absence; comforting contextual cues

Answer: A

Page Ref: 115

11) The rejection of in-group members who threaten the positive image of the group is known as _____.

- A) the black sheep effect
- B) ingratiation
- C) the rejective-disjunctive effect
- D) group monitoring
- E) social comparison theory

Answer: A

Page Ref: 115 - 116

12) _____, more than _____, forms of computer-based communications may lead to misunderstandings regarding _____.

- A) Asynchronous; synchronous; humor and/or sarcasm.
- B) Synchronous; asynchronous; empathy and/or affection
- C) Synchronous; asynchronous; seductive messages
- D) Asynchronous; synchronous; dictionary meanings of some words
- E) Synchronous; asynchronous; talking at the same time

Answer: A

Page Ref: 116

13) Research suggests that insecurity regarding their presentational skills may differentially lead some people to chronic dependency on online social interactions. This would suggest that online social interaction _____.

- A) is somewhat dangerous for the average person
- B) is especially dangerous for younger people
- C) is very likely to lead most people to some loss of essential real-world social skills
- D) requires people to exercise a common sense balance with face-to-face interactions
- E) is not a truly satisfying form of social interaction

Answer: D

Page Ref: 116

14) Nisbett and Wilson (1977) showed that, after an action, we examine our _____ and generate _____ reasons for why we acted a certain way.

- A) behavior; often inaccurate
- B) feelings; mostly accurate
- C) attitudes; highly insightful
- D) behavior; mostly complex
- E) feelings; family-of-origin-based

Answer: A

Page Ref: 117

15) _____, Bobby Ray argues, would change his life forever. It is likely that Bobby Ray would be _____ a year later than(as) he would now predict.

- A) Winning the lottery; not as happy
- B) Having a bad car accident; even less happy
- C) Winning the lottery but failing to turn in the ticket on time; angrier
- D) Having a bad car accident and having to get around in a wheelchair; less optimistic
- E) Having a bad car accident in which a friend was hurt; more guilty

Answer: A

Page Ref: 118

16) When thinking about a bad or happy event and predicting our future level of happiness, we tend to _____.

- A) neglect all the other factors that will contribute to our future state of mind over time
- B) assume the bad or happy event will change us in some meaningful way
- C) assume others will view us differently as the result of some bad or happy event
- D) underplay the fact that a bad or happy event will likely change us in meaningful ways
- E) forget that others may experience bad or happy events over time, leading us to not be able to make appropriate comparisons

Answer: A

Page Ref: 118

17) Introspection is an effective means of understanding ourselves when _____.

- A) the individual is attempting to understand the reasons for his or her feelings about something important
- B) the focus is on unconscious affective factors
- C) the individual displays an introverted personality configuration
- D) the individual is attempting to predict future feelings about something
- E) the focus is on a conscious decision-making process

Answer: E

Page Ref: 118 - 119

18) We tend to make _____ attributions for our own behaviors, but _____ attributions for others' behaviors.

- A) situational; dispositional
- B) dispositional; situational
- C) positive; negative
- D) negative; positive
- E) realistic; unrealistic

Answer: A

Page Ref: 119

19) When people described themselves as they were five years ago, or as they are today, they saw their past self as more _____, and their present self as more _____.

- A) dispositionally guided; situationally variable
- B) situationally variable; dispositionally guided
- C) socially-challenged; financially-challenged
- D) time-management-oriented; content-focus-oriented
- E) trait-simple; trait-complex

Answer: A

Page Ref: 119

20) Having been given "acting lessons" to either 1) "try to feel as if you are 14 years old at dinner with family," or 2) "put on a performance so you will seem to others as if you're 14 years old at dinner with family," participants in acting condition _____ were more likely to see themselves as having _____.

- A) 2; more consistent traits
- B) 1; more consistent traits
- C) 2; few consistent traits
- D) 1; greater emotional range
- E) 2; emotionally stilted interactions

Answer: A

Page Ref: 119

21) The personal-social identity continuum recognizes that _____.

- A) we see ourselves as being more consistent across situations than we really are
- B) we can see ourselves differently, depending on circumstances
- C) we are part of a number of different social groups
- D) we see ourselves primarily as individuals
- E) we present many different "selves," depending on the social grouping

Answer: B

Page Ref: 120

22) When we think of ourselves as members of specific social groups, we are thinking of our _____.

- A) sexual self-schema
- B) social-personal self
- C) personal self
- D) cultural self identity
- E) social identity

Answer: E

Page Ref: 120

23) The personal identity _____.

- A) conceptualizes the self as a member of particular social groups
- B) allows us to attribute our successes to external causes
- C) conceptualizes the self as a unique individual
- D) prevents us from recognizing most discrepancies between our behavior and our attitudes
- E) allows us to attribute our failures to external causes

Answer: C

Page Ref: 120

24) George was listening as a friend described him to someone else on the telephone. His friend's description included "friendly, taller, active" and similar terms. As a result, George is now probably thinking of himself in terms of _____.

- A) collectivist relationships
- B) indeterminant relationships
- C) intergroup comparisons
- D) intragroup comparisons
- E) individualistic relationships

Answer: D

Page Ref: 120

25) Chris describes himself as liberal when thinking of himself as an American, but conservative when compared to other college students. These are _____ comparisons.

- A) intragroup
- B) intergroup
- C) shifting standards
- D) individualistic
- E) political

Answer: A

Page Ref: 120

26) When Jeremy was recently asked to describe himself to his classmates, he spoke about being a member of the football team and how this helped to make his experiences different from those of other students in the class. Jeremy was primarily making _____ comparisons.

- A) extragroup
- B) intergroup
- C) individual
- D) intragroup
- E) instrumental group

Answer: B

Page Ref: 120 - 121

27) _____ comparisons are based around attributes _____ with _____, but which are _____ to (from) _____ group.

- A) Intergroup; we may share; other members of our group; contrasted; another
- B) Intragroup; we may share; other members of our group; contrasted; another
- C) Intergroup; we may differ on; members of another race; similar; another
- D) Intragroup; we may differ on; females, if we are male; shared; a male
- E) Intergroup; we may share; only individuals we relate to on another attribute; different; a similarly featured

Answer: A

Page Ref: 120 - 121

28) When Karen was recently asked to describe herself to her classmates, she spoke about being a student and a member of her class. She pointed out similarities and differences between herself and her fellow students Karen was primarily making _____ comparisons.

- A) individual
- B) intragroup
- C) intergroup
- D) extragroup
- E) instrumental group

Answer: B

Page Ref: 120 - 121

29) George was listening as a friend described him to someone else on the telephone. His friend's description included "Tall man, a psychologist, bicyclist" and similar terms. As a result, George is now probably thinking of himself in terms of _____.

- A) indeterminant relationships
- B) intergroup comparisons
- C) intragroup comparisons
- D) individualistic relationships
- E) interpersonal relationships

Answer: B

Page Ref: 121

30) People's personal identities, and their various social identities, require them to be different people in different contexts. This results _____.

- A) in people having false selves depending on the context
- B) in people often having a distorted view of who they "really are"
- C) in people often operating from a less-than-principled position
- D) in others defining too much of who we are
- E) in a potentially variable but coherent self-definition

Answer: E

Page Ref: 121

31) Our self-concept varies periodically because _____.

- A) our subjective experience of in-groups and out-groups changes over time
- B) we do not experience all aspects of our self-concept simultaneously.
- C) our experiences cause subtle changes in our personalities
- D) our intergroup comparisons change over time
- E) we do not consciously recognize negative aspects of our self-concept

Answer: B

Page Ref: 121

32) People tend to describe themselves in different ways under different circumstances. According to Mendoza-Denton's (2001) research, people who are given open-ended prompts tend to describe themselves using _____ terms.

- A) state-like and specific
- B) state specific
- C) situationally contingent
- D) relationship-based
- E) trait-like and global

Answer: E

Page Ref: 121 - 122

33) People tend to describe themselves in different ways under different circumstances. According to Mendoza-Denton's (2001) research, people who are given prompts that implied a particular social setting tend to describe themselves using _____ terms.

- A) relationship-based
- B) situationally contingent
- C) state-like and specific
- D) state specific
- E) trait-like and global

Answer: B

Page Ref: 121 - 122

34) Kim is an American but spent much of her childhood in Japan. She is fluent in both English and Japanese. We might reasonably expect her response to the question "Who am I?" to differ depending on the language (Japanese or English) of the question because _____.

- A) Japan has become increasingly Westernized over the past 50 years
- B) her experiences may have led to identity confusion
- C) the English language places a strong emphasis on individual self-identification
- D) a particular language might activate different self-concepts for bilingual people
- E) Japanese has no pronoun for "I"

Answer: D

Page Ref: 122

35) In an interaction between two "Pats," Pat, when reminded of _____ gender, is likely to show _____ responses toward a person in need than the other Pat will when reminded of _____ gender.

- A) his; less care-oriented; her
- B) her; more aggressive; her
- C) her; less care-oriented; his
- D) his; more macho; his
- E) her; about the same level of gender confusion; his

Answer: A

Page Ref: 122

36) Juan is one of three Brazilian students currently attending a college in Indiana. His roommate, Eric, is one of several thousand Hoosiers attending the same college. As a result, Juan is _____ to be aware of his racial status than Eric is of his at any given time.

- A) more likely
- B) equally likely
- C) more likely when women are present; less likely when men are present
- D) less likely
- E) more likely when men are present; less likely when women are present

Answer: A

Page Ref: 122 - 123

37) Recent research (Simon, 2004) has noted that linguistic cues can activate certain types of self-concepts. When other people describe us, nouns tend to activate _____ while adjectives and verbs tend to activate _____.

- A) social identities; personal identities
- B) self-centered identities; other-centered identities
- C) individualistic identities; collectivist identities
- D) gender-based identities; cultural-based identities
- E) personal identities; social identities

Answer: A

Page Ref: 122 - 123

38) Suppose that we might expect to receive prejudice or disapproval for some aspect of ourselves. We may "play down" or subvert that aspect to the extent that _____.

- A) we can hide it, and we are willing to hide it
- B) we are willing to assert its importance to our identity
- C) acceptance from close others makes it unnecessary to hide it
- D) we cannot change that aspect
- E) over time, others around us adopt that aspect for themselves

Answer: A

Page Ref: 123

39) In a Crandall study, binge-eating norms in sororities showed that individual members' bingeing habits could be predicted by _____. A conflict between these behaviors and personal values may initially arise because _____.

- A) knowing their best friends' eating habits; we may be attached to a group before knowing all its norms
- B) knowing their best friends' eating habits; our personal values may be compromised due to peer pressure
- C) whether their eating was done at the sorority house or in a restaurant/other eating place; our personal values may be compromised due to peer pressure
- D) the financial status of a given sorority member; in part, the financial differences between members gave rise to the differential behaviors in the first place
- E) knowing a member's pre-sorority eating habits; we may be attached to a group before knowing all its norms

Answer: A

Page Ref: 124

40) Young has argued that a(n) _____ may come as the result of an inconsistency between a core value, one held by an organization one is a member of. For example, honesty as it relates to someone in the U.S. military and the requirement to keep one's homosexuality (a core value) a secret.

- A) identity conflict
- B) homophobic response
- C) organizational breakdown
- D) leadership failure
- E) fear of reduced cohesiveness

Answer: A

Page Ref: 124

- 41) Kayla has decided to get a body piercing. Her expectation is that she might well receive _____ by (from) her mom's mainstream friends. This will likely cause her to _____ identify with _____.
- A) rejection; more closely; others who have a body piercing
 - B) acceptance; more closely; others who have a body piercing
 - C) rejection; less closely; other kids at school
 - D) rejection; more closely; kids who were forced to give up their body piercing
 - E) acceptance; more closely; others who reconsidered getting such a piercing

Answer: A

Page Ref: 124 - 125

- 42) George has spent his entire life on the Hopi reservation where he was born. He has won a full scholarship to a large Eastern university. If George goes to the university, he will need to either emphasize his identity as a Native American or distance himself from that identity. If he chooses to emphasize his identity, his self-esteem will probably _____.

- A) be better during the transition to college life
- B) decline during the transition to college life
- C) remain unaffected by the transition to college life
- D) be unaffected initially, then decline after the transition is complete
- E) be determined by his scholastic success as he makes the transition to college life

Answer: A

Page Ref: 125

- 43) Individuals who are the object of prejudice and discrimination _____.

- A) should be encouraged to realize that some possible selves are more positive than others
- B) should be encouraged to place an increased emphasis on their racial or ethnic identity
- C) should be encouraged to reflect upon negative interracial experiences in order to prevent them in the future
- D) should be encouraged to avoid thinking about their racial or ethnic identity
- E) should not be encouraged to engage in collectivism

Answer: B

Page Ref: 125 - 126

- 44) Judy has recently been reflecting about all of the positive personal and professional life changes she has experienced over the past decade. The MOST likely reason she is engaging in this reflection is because she _____.

- A) has little interest in considering her future self
- B) finds it useful in planning for her future self
- C) finds it gratifying to see improvement over time
- D) is actually searching for any mistakes she has made over the past decade
- E) currently is experiencing many negative life events

Answer: C

Page Ref: 126

45) In Ross and Wilson's interesting experiments, participants who perceived a past self as _____ were likely to be more critical of _____ than when they perceived their past self as _____.

- A) more recent; past mistakes; further in the past
- B) more recent; past successes; further in the past
- C) further in the past; past mistakes; more recent
- D) further in the past; past successes; more recent
- E) more recent; rosy expectations of the future; further in the past

Answer: A

Page Ref: 126

46) Karen admires and respects her psychology professor. She is considering becoming a psychologist herself. Should her professor become a role model for her, Karen may become a psychologist herself if _____.

- A) she overcomes her fear of failure
- B) she sees this as an unachievable potential self
- C) she distracts herself from this state of self-awareness
- D) she sees this as an undesirable potential self
- E) she sees this as a desirable and achievable potential self

Answer: E

Page Ref: 126

47) James, Wendy, Evan, Ethan, and Janet are all college seniors who are planning their senior thesis - a requirement for graduation at their school. Given the following situations, who is most likely to complete the thesis first?

- A) Janet, who sees herself as a "rebel" because she doesn't always complete work her professors expect of her, but does always learn the materials needed for exams.
- B) James, who is the first person in his family to have attended college.
- C) Evan, who is unrealistically optimistic about the outcomes he expects and his own abilities.
- D) Ethan, who has a relatively low sense of self-efficacy where writing papers is concerned.
- E) Wendy, whose older brother finished college last year and serves as a role model for her.

Answer: E

Page Ref: 126

48) Consider a situation where you had "evil" thoughts about someone, and subsequently, the object of your wish had a bad accident. Research shows you would _____.

- A) be likely to believe at some level that you were somehow responsible
- B) take a pledge to have evil thoughts about others whom you admire
- C) reject someone else's suggestion that you had anything to do with the accident
- D) only feel guilty if you received a call from the object of your wish wanting to be friends
- E) resolve to think evil thoughts about others whom you did not like

Answer: A

Page Ref: 126 - 127

49) The belief that we can achieve a particular goal through our own actions is known as _____.

- A) self-esteem
- B) self-efficacy
- C) delusional thinking
- D) hubris
- E) self-concept

Answer: B

Page Ref: 127

- 50) A person's evaluation of his or her ability to reach a goal is known as _____.
- A) self-concept
 - B) self-efficacy
 - C) self-esteem
 - D) self-complexity
 - E) self-image

Answer: B

Page Ref: 127

- 51) High self-efficacy seems to lead people to employ (select) _____, which ultimately results in their obtaining better deals than people low in self-efficacy.
- A) more effective negotiation tactics
 - B) more powerful associates
 - C) a willingness to ask for a higher price
 - D) higher levels of sycophancy (ingratiation)
 - E) greater levels of confidence, even if it is insincere

Answer: A

Page Ref: 127

- 52) A study of chronic dieters found that making an initial tempting food item available caused them to _____ a second appealing dish.
- A) eat more of
 - B) eat less of
 - C) eat the initial item but ignore
 - D) combine (and then eat) the first item with
 - E) angrily reject the initial item but sadly reject

Answer: A

Page Ref: 128

- 53) Self-esteem refers to the _____.
- A) positive or negative evaluation of the self by oneself
 - B) amount of positive emotion that one is experiencing at the moment
 - C) positive or negative evaluation of one's self by others
 - D) evaluations of others about the self
 - E) desire to be liked by others

Answer: A

Page Ref: 129

- 54) A person's overall attitude towards him- or herself is known as _____.
- A) self-efficacy
 - B) self monitoring
 - C) self-reference effect
 - D) self-esteem
 - E) self adjudication

Answer: D

Page Ref: 129

- 55) Whenever Mike enters his family's den where the sports trophies that he has won. are on the mantle, his self-esteem is temporarily boosted. This is best described as caused by the fact that _____.
- A) self-esteem is responsive to life events
 - B) self-esteem is the result of family members' opinions
 - C) athletic skill is highly prized by males
 - D) people generally feel better about themselves in their own homes
 - E) while self-esteem is temporarily boosted, it is very short-lived

Answer: A

Page Ref: 130

56) Henry feels helpless at his job, feels that he cannot control his workday, and feels that he is useless, worthless, and inept. These characteristics would probably mean that Henry has _____.

- A) low self-esteem
- B) high locus of control
- C) high self-insight
- D) low locus of control
- E) negative possible selves

Answer: A

Page Ref: 130

57) Research indicates that self-esteem can be altered by _____. For these procedures to work, the individual _____ of the procedures.

- A) respondent conditioning; must remain unaware
- B) observational learning; must remain unaware
- C) classical conditioning; may be either aware or unaware
- D) operant conditioning; may be aware
- E) observational learning; must remain aware

Answer: C

Page Ref: 130

58) Recent research (Dijksterhuis, 2004) has shown that subliminal presentations of "I" or "me" with positive trait terms such as "nice" or "smart" will _____ implicit self-esteem and prevent _____ when negative false feedback is given later.

- A) reduce; increases to self-esteem
- B) reduce; reductions to self-esteem
- C) increase; increases to self-esteem
- D) increase; reductions to self-esteem
- E) first increase, then reduce; all changes to self-esteem

Answer: D

Page Ref: 130

59) Recent research has shown that, in young adults, 1) consistent early nurturing by parents _____ implicit self-esteem; 2) overprotective early parental behaviors _____ implicit self-esteem.

- A) increases; reduces
- B) increases; also, unexpectedly, increases
- C) unexpectedly reduces; may reduce
- D) increases; increases explicit, rather than
- E) increases explicit, rather than; reduces both explicit and

Answer: A

Page Ref: 130

60) An individual's view of the self may _____ to the extent that a reported high self-esteem level implies superiority to others.

- A) be associated with lower rates of bullying
- B) lead to exhibitionism
- C) need to be frequently defended
- D) cause an increase in introspection
- E) need to be increased

Answer: C

Page Ref: 131

- 61) Self-esteem is likely to be LOWEST in _____.
- A) home-makers in India
 - B) career women in England
 - C) career men in the United States of America
 - D) politicians in any country
 - E) unemployed men in Finland

Answer: A

Page Ref: 131 - 133

- 62) In the United States, gender differences in self-esteem are most pronounced among _____.
- A) White lower class people
 - B) White upper class people
 - C) non-White middle class people
 - D) prison populations of all races
 - E) non-White lower class people

Answer: A

Page Ref: 132

- 63) Gender differences in self-esteem begin to emerge during _____.
- A) toddlerhood
 - B) puberty
 - C) late adulthood
 - D) middle childhood
 - E) early adulthood

Answer: B

Page Ref: 132 - 133

- 64) When we compare ourselves to others who are less capable, we are engaged in a(n) _____.
- A) downward attribution
 - B) upward attribution
 - C) downward social comparison
 - D) upward social comparison
 - E) lateral social attribution

Answer: C

Page Ref: 133 - 134

- 65) When we compare ourselves to others who are more capable, we are engaged in a(n) _____.
- A) downward social comparison
 - B) lateral social attribution
 - C) downward attribution
 - D) upward social comparison
 - E) upward attribution

Answer: D

Page Ref: 133 - 134

- 66) William plays softball on the weekends with a group of friends from work. He believes he is a better pitcher than George because batters have fewer hits when he pitches than when George pitches. This type of comparison can best be explained by _____.

- A) social existential theory
- B) social identity theory
- C) social skills theory
- D) social comparison theory
- E) social attribution theory

Answer: D

Page Ref: 133 - 134

67) According to social comparison theory, we are most likely to compare our abilities to those of another person when _____.

- A) there is no objective measure to judge ourselves by
- B) the other that we are comparing ourselves to belongs to a different group
- C) available objective measures may result in decreased self-esteem
- D) available subjective measures may result in increased self-esteem
- E) the other that we are comparing ourselves to is of a higher status

Answer: A

Page Ref: 133 - 134

68) The self-evaluation maintenance model suggests that we will _____ others who outperform us in an important area.

- A) move closer to
- B) strongly dislike
- C) modify our social identity with
- D) share an identity with
- E) distance ourselves from

Answer: E

Page Ref: 135 - 136

69) Betty and Vera are best friends who are both being treated for depression. Betty has come to believe that Vera's case of depression is much worse than her own case. Consequently, Betty is making a(n) _____ comparison that will likely _____ her self-esteem, and cause her to feel _____.

- A) downward; increase; closer to Vera
- B) upward; decrease; somewhat distant from Vera
- C) downward; decrease; closer to her other friends
- D) downward; increase; increasingly distant from Vera
- E) upward; increase; just about the same toward Vera

Answer: A

Page Ref: 135 - 136

70) The self-evaluation maintenance model suggests that we will _____ others who perform more poorly than we do in an important area.

- A) distance ourselves from
- B) share an identity with
- C) modify our social identity with
- D) strongly dislike
- E) move closer to

Answer: E

Page Ref: 135 - 136

71) Social identity theory suggests that we will _____ others who outperform us on an important task, when our group identity is salient.

- A) remain neutral to the ingroup and the out-group
- B) move closer to out-group
- C) distance ourselves from in-group
- D) move closer to in-group
- E) distance ourselves from out-group

Answer: D

Page Ref: 135 - 136

72) Katherine and Amy are members of the same sorority at college and are members of the school's swim team. They have been trying to master a difficult dive from the high board at the college's swimming pool. Amy is showing faster improvement in the dive than Katherine is. If they compare their performance as individuals, the self-evaluation maintenance model suggests that _____.

- A) neither Katherine's nor Amy's liking for each other should change
- B) Amy should like Katherine more
- C) Katherine should dislike Amy more
- D) Katherine should like Amy more
- E) Amy should dislike Katherine more

Answer: C

Page Ref: 135 - 136

73) Social identity theory suggests that we will _____ others who perform more poorly than we do on an important task, when our group identity is salient.

- A) move closer to out-group
- B) move closer to ingroup
- C) remain neutral to the ingroup and the out-group
- D) distance ourselves from out-group
- E) distance ourselves from ingroup

Answer: E

Page Ref: 135 - 136

74) Katherine and Amy are members of the same sorority at college and are members of the school's swim team. They have been trying to master a difficult dive from the high board at the college's swimming pool. Amy is showing faster improvement in the dive than Katherine is. If they compare their performance as team mates and sorority sisters, social identity theory suggests that _____.

- A) Katherine should dislike Amy more
- B) Amy should dislike Katherine more
- C) Katherine should like Amy more
- D) neither Katherine's nor Amy's liking for each other should change
- E) Amy should like Katherine more

Answer: C

Page Ref: 135 - 136

75) Thomas has concluded that, on average, he is academically superior to the peers around him. As a result of this comparison, over the next six months, his self-esteem will _____.

- A) be reliably higher
- B) be increasingly lower
- C) remain high unless his view is challenged by contrary evidence
- D) be high unless friends distance themselves from him
- E) drop as soon as he stops making the self-serving comparisons

Answer: A

Page Ref: 133 - 134

- 76) The above average effect is _____.
- A) the tendency for above average people to feel positively about themselves
 - B) thinking that negative social feedback about ourselves is incorrect
 - C) the tendency to inflate our estimate of others' standing on most social traits
 - D) thinking that we are above average on most social traits
 - E) the tendency to think that significant others are above average on most social traits

Answer: D

Page Ref: 136

- 77) As one of a number of _____, people are quite willing to avoid responsibility for their failures, but all too willing to accept credit for their successes.

- A) self-serving biases
- B) downward social comparisons
- C) ingroup comparison heuristics
- D) above-average effects
- E) narcissistic tendencies

Answer: A

Page Ref: 136

- 78) Studies investigating the cultural influences on the self have found that Americans tended to explain their failures as being _____, while Chinese students tended to explain their failures as being _____.

- A) someone else's fault; caused by their own flaws
- B) caused by their own flaws; someone else's fault
- C) due to internal causes; due to external causes
- D) unimportant; unfortunate results of bad luck
- E) due to their group's (insufficient) effort; actually not failures, but really successes

Answer: A

Page Ref: 136

- 79) Sylvia, a foreign-exchange student from China, rarely takes credit for her achievements in school, preferring to say that her accomplishments are due to her very good teachers. She usually explains her failures as being caused by her own faults, however. This reflects the importance of _____.

- A) cultural differences in the self-serving bias
- B) the self-effacing bias
- C) gender differences in the self-serving bias
- D) personal resistance to the above average effect
- E) the negative influence of overly high self-esteem

Answer: A

Page Ref: 136

- 80) Prior to Taylor and Brown's (1988) important article, it had always been assumed that _____ is a cornerstone of good mental health.

- A) being realistic
- B) being open and communicative with others
- C) a high sense of self-worth
- D) feeling fully in control
- E) a supportive family of origin

Answer: A

Page Ref: 137

81) Recent research on prejudice suggests that attributing a negative personal outcome to prejudice may be protective of one's self-esteem if _____, while it may be harmful to one's overall sense of psychological well-being if _____.

- A) the prejudice is limited in duration; the prejudice is seen as being a fundamental part of the individual
- B) the prejudice is seen as pervasive; the prejudice is seen as being limited
- C) the prejudice is seen as being limited; the prejudice is seen as pervasive
- D) the prejudice is seen as being a fundamental part of the individual; the prejudice is limited in duration
- E) the prejudice is seen as being fundamental to the society at large; the prejudice is limited in duration

Answer: C

Page Ref: 138 - 139

82) In an experiment, prior to receiving negative feedback from one of 20 interviewers, female participants were told 1) your interviewer gives everyone a negative evaluation, 2) your particular interviewer is sexist, and is only negative toward females, or 3) all 20 interviewers are sexist. Condition _____ was most damaging to participants because _____ were (was) seen as evidence of _____.

- A) 3; the 20 sexist interviewers; pervasive sexism
- B) 2; that one interviewer, in contrast to other interviewers, was sexist and; particular animosity toward females
- C) 1; that one interviewer was negative toward everyone; the threat posed by one person's bottomless negativity
- D) 2; the fact that one interviewer gave positive feedback only to males; amplifying the effects of negative feedback for women
- E) 1; the fact that one interviewer was negative toward everyone; the idea that only one interviewer was necessary in order to injure self-esteem

Answer: A

Page Ref: 138 - 139

83) Raza performed very poorly on an essay test in her Social Psychology class. Later, Raza learned that the professor had been particularly harsh in his grading that day because he had just received some upsetting news. Raza's sense of well-being is likely to _____.

- A) be slightly damaged by the negative news, but Raza should recover fairly quickly
- B) be protected from the news of the poor grade because she can make an external attribution as to the cause
- C) be significantly improved because she can make an internal and stable attribution as to the cause of her poor grade
- D) be greatly improved, but only if she can get the professor to reconsider her grade - a grade which she feels is undeserved
- E) be seriously damaged by the negative news

Answer: B

Page Ref: 138 - 139

84) _____ occurs when an individual thinks that she or he may be judged in light of a negative stereotype about his or her social identity.

- A) Performance deficit
- B) Negativity bias
- C) Hindsight bias
- D) Stereotype anxiety
- E) Stereotype threat

Answer: E

Page Ref: 140 - 141

85) Stereotype threat causes decrements in performance, possibly because _____.

- A) stereotype threat enhances performance
- B) stereotype threat decreases stress
- C) stereotype threat increases rater bias
- D) stereotype threat decreases performance motivation
- E) stereotype threat increases anxiety

Answer: E

Page Ref: 141

86) Zoë, an attractive blond, is concerned that she might say something foolish in her college algebra class, thereby confirming the stereotype of the 'dumb blond'. As a result, Zoë rarely volunteers to solve problems on the board during class. This behavior can best be explained by _____.

- A) stereotype threat
- B) performance deficit
- C) hindsight bias
- D) stereotype anxiety
- E) negativity bias

Answer: A

Page Ref: 141

87) Recent research has demonstrated that women will frequently perform worse on a math test when men are present than when the same test is administered to a female-only group. This finding illustrates _____.

- A) hindsight bias
- B) gender differences in math abilities
- C) stereotype threat
- D) stereotype anxiety
- E) performance uplift

Answer: C

Page Ref: 141

88) Jackson is a former member of a street gang. He has recently started attending classes at a local community college, has made new friends who don't know about his former gang membership, and is spending time with a girl from an upper-middle-class background. Jackson heard his new friends and his girlfriend make several snide comments about gang members shortly before he took a test in one of the classes he shares with his new friends. In the light of the stereotype threat idea, this situation may cause Jackson to _____.

- A) perform better on the test than he otherwise might have
- B) perform worse on the test than he otherwise might have
- C) drop out of college and return to his old street life
- D) become prejudiced against his new friends and his girlfriend
- E) regret that he's never mentioned his former gang membership to his new friends

Answer: B

Page Ref: 140 - 142

89) Allen, a white high-school student, is competing with Kim Jong, an Asian-American student for a spot on the school's mathematics team. Allen is aware of recent research demonstrating that Asian students typically perform better on math problems than do American students. This knowledge could affect Allen's performance because _____.

- A) stereotype threat can occur among dominant group members if a comparison is based on an aspect of performance on which the dominant group is expected to do better
- B) stereotype threat can occur among dominant group members if a comparison is based on an aspect of performance on which the dominant group is expected to do worse
- C) stereotype threat can occur among dominant group members only if other members of the dominant group are not present in the audience

- D) stereotype threat can not occur among dominant group members
- E) stereotype threat can only occur among dominant group members under extremely high levels of stress

Answer: B

Page Ref: 140 - 142

90) According to recent research, white males performed less well on an "athletic performance task" when they expected to be compared to _____ males. When the same task was called a _____, white males performed better when they expected to be compared to _____.

- A) Black; "sports intelligence task"; Black males
- B) Black; "feelings about sports task"; white females
- C) Black; "sports intelligence task"; other males in general
- D) Asian; "body kinesthetic task"; females in general
- E) Black; "sports skills task"; Asian males

Answer: A

Page Ref: 140 - 142

91) Bradford, a gay man, recently applied for a job as a fifth-grade teacher. Shortly before his second interview with school administrators, which was to include some interaction time with current students, Bradford completed an on-line survey that included questions about his sexual orientation. It was explained that the survey was completely unrelated to the school system, and that the orientation items were being asked by a gay-rights organization. Bradford did not think that he was particularly nervous or anxious during his interactions with the students. Recent research (Bosson, Haymovitz and Pintel, 2004) suggests that _____.

- A) non-verbal measures of anxiety may have been higher than otherwise because the on-line survey may have made Bradford's homosexuality more salient
- B) verbal self-report measures of anxiety may have been lower than otherwise because the on-line survey may have made Bradford less self-conscious of his sexual orientation
- C) verbal self-report measures of anxiety may have been higher than otherwise because the on-line survey may have made Bradford more self-conscious of his sexual orientation
- D) non-verbal measures of anxiety may have been lower than otherwise because the on-line survey may have made Bradford's homosexuality less important
- E) verbal self-report measures and behavioral measures of anxiety are unreliable indicators of an individual's state

Answer: A

Page Ref: 141 - 142

FILL-IN-THE-BLANK QUESTIONS

1) _____ is the process of encouraging others to like us by praising them.

Answer: Ingratiation

Page Ref: 114 - 115

2) When speaking, gestures and tone of voice comprise _____ cues.

Answer: paralinguistic

Page Ref: 115

3) When using asynchronous forms of online communications, research shows that people feel more _____.

Answer: in control; comfortable

Page Ref: 116

4) Some studies ask people to compare their "past self" with their "present self." These studies are examining _____ memory.

Answer: autobiographical

Page Ref: 119

5) _____ descriptions of the self involve emphasizing the differences between groups.

Answer: Intergroup

Page Ref: 120 - 121

6) _____ can make one aspect of the self more salient than other aspects of the self.

Answer: Context; Situation

Page Ref: 121 - 123

7) A _____ generally refers to an individual whose behavior and achievements we wish to emulate.

Answer: role model

Page Ref: 126

8) While self-efficacy is generally a good thing, some people may feel _____ over events, even when it is objectively impossible.

Answer: magical control; or just "control"

Page Ref: 126 - 127

9) Lower self-esteem among women across cultures is largely due to the _____ women receive from others.

Answer: treatment (or "negative status" or "devalued status")

Page Ref: 131 - 133

10) The process of comparing our own performance to that of someone who is less capable is known as _____ social comparison.

Answer: downward

Page Ref: 133 - 134

SHORT ANSWER QUESTIONS

1) Jeff has had Juan as his roommate for a semester. Jeff, who has a low opinion of his own athletic skills, has been praised by Juan on a number of occasions for his (Jeff's) play during intramural football games. To begin the spring semester, Jeff has asked for a new roommate. What's going on here? Describe the basic self-presentational underpinnings, and give a more specific theoretical explanation for Jeff's behavior.

Answer:

In general, we present ourselves to the world in the way we would like to be seen by others. In the self-verification perspective, we want others to honor and feed back to us our vision of ourselves. Oddly, for many of us, this may mean hearing negative things about ourselves. Jeff has asked for a new roommate because Juan continues to praise him, thus challenging Jeff's self-view, a view, albeit a negative one, that Jeff is apparently comfortable with.

Page Ref: 114 - 115

2) Describe briefly the downside of a dependence on online social interaction.

Answer:

One can control one's interactions on the web, thus people lacking self-presentational skills may be differentially attracted to the web. A dependency on the 'net will take away from mastering real-life dealings with other people, an important part of social development

Page Ref: 115 - 116

3) Tell me about introspection. What is it? Is it a good thing? More specifically, what can happen to specific attitudes or behaviors if we introspect about them?

Answer:

Introspection is thinking at length about the self to get to "know ourselves." We may generate reasons for our behaviors/attitudes by coming up with logical theories for their causes. But these may not be why we really feel as we do about an attitude object, nor be a good explanation for our behavior. We may end up changing an attitude in a way that doesn't match our true self.

Page Ref: 117 - 119

4) Describe the difference in the view of an actor (a person performing a behavior) and an observer of the behavior in terms of the kind of attribution that is made. What role does this play in people's conception of self in the present and in the past?

Answer:

Actors see their behaviors as situationally driven, while observers tend to make dispositional attributions. People see their past self as if they were an observer, and, as a result, see their behavior as more dispositionally driven, as compared with their present self, which they see as more driven by situation.

Page Ref: 119

5) Describe how you would think about social identity theory as it relates to your own memberships in two groups. Explain what is meant by a particular social identity being salient, and what that might mean for your attitudes and/or behaviors.

Answer:

In my case, I am a student but also a member of a family. When I am at school, my student identity is the salient one. When talking with one or my brothers, my family identity is most salient. In my student identity, I see myself as, and behave in keeping with, being studious, bookish, and a little bit argumentative. When talking with family members, I try to stay away from the psychological jargon, and focus on my role as a good brother and uncle. In that capacity, I am less analytical, more open about feelings.

Page Ref: 120 - 123

6) Explain what is meant by the personal-social identity continuum.

Answer:

People perceive themselves differently under different circumstances. We can have many different identities, but we do not generally hold all these self-identities in mind at the same time. We can think of ourselves as individuals, placing us at the personal end of the identity continuum. This is most likely to occur when we compare ourselves to other individuals or make intragroup (within group) comparisons. We can also think of ourselves as a member of a group, placing ourselves at the social end of the identity continuum. This is more likely to occur when we think of the ways in which we are similar to other group members and when we think of how our group is different from other groups.

Page Ref: 120 - 121

7) Describe the nature of gender self-construal as it relates to inter- and intra-group comparisons. Use self-insecurity as the dependent variable of interest. I.e., in an experiment, how did within- and between-group comparisons differ on participant self-ratings on this dependent variable?

Answer:

When men and women were asked to compare themselves to members of the other gender group (the intergroup context), they displayed the expected gender difference in rated self-insecurity--women said they were more insecure than did men. But when those same judgments were made in an intragroup group context, i.e., women comparing themselves to other women, men to other men, no differences were found on the dependent variable, self-insecurity.

Page Ref: 122 - 123

8) So, you surely have one or more personal goals you wish to attain. What does research tell you about your ability to successfully control your own behavior as related to level of self-construal? That is, describe a particular personal goal and say how you might best think about that goal in terms of the research.

Answer:

Fujita et al's research tells me that level of self-construal is about thinking about a goal in either abstract or concrete terms, i.e., "why" I'm seeking the goal vs. "how" I'm going about it. One of my biggest goals is to gain control over my level of physical fitness. When I am taking out the time to walk, and putting off other more interesting activities, I find that reminding myself about why I'm trying to attain the goal of physical fitness helps me more than focusing on how far to walk or other details of my exercise program.

Page Ref: 127 - 128

9) Distinguish between downward social comparisons and upward social comparisons.

Answer:

Downward social comparisons occur when we compare ourselves to less capable others. This type of social comparison usually boosts self-esteem. Upward social comparisons occur when we compare ourselves to more capable others. This type of social comparison can be somewhat damaging to our self-esteem. We make social comparisons when we do not have, or choose not to use, an objective measure to apply to ourselves.

Page Ref: 133 - 134

10) Briefly describe three possible attributions (in decreasing level of threat to your well-being) that a person could make for an unfavorable outcome on a task.

Answer:

- 1) The worst is when you conclude you're basically personally terrible at the task.
- 2) You conclude that prejudice against your group is involved.
- 3) Believing that the judge rating you is just having a bad day or is basically a jerk is the best attribution for you.

Page Ref: 138 - 139

ESSAY QUESTIONS

1) Discuss the concept of self-concept.

Answer:

Answers should include the following points:

- 1) Self-concept includes thoughts and beliefs we have about our own nature and can change as different aspects of ourselves or our environment become more salient .
 - It can vary along a personal-social identity continuum.
 - Social self emphasizes our membership in one or more groups and involves intergroup comparisons.
 - Personal self emphasizes our differences from other individuals and involves intragroup comparisons.
 - Different identities can be activated at different times or in different situations and will affect our behavior. One example is that gender differences will be displayed most prominently when our gender group identity is made salient.
- 2) Rejection, or the perception of rejection, by others can lead us to emphasize our differences from those who are rejecting us.
- 3) Thoughts of possible future selves can help us to make changes in the present in order to become a more desirable future self.
- 4) Self-efficacy is a feeling that we are capable of achieving a particular goal. Collective self-efficacy is the feeling that our group can achieve it's goal. Such feelings are necessary for making changes to our self.
- 5) The self can change because of changes in our social situation. For example, if we change jobs, our self-identity will change to reflect the changes in our circumstances.

Page Ref: 120 - 127

2) Compare and contrast the self-evaluation maintenance model with social identity theory.

Answer:

Answers should include the following:

- 1) Both are based on Festinger's (1954) social comparison theory.
- 2) Both describe the consequences of social comparisons.
- 3) Individuals can make upward comparisons - when we compare ourselves to higher performing others - or downward comparisons - when we compare ourselves to lower performing others. We can identify ourselves as individuals or as members of a group.
- 4) The self-evaluation maintenance model is relevant when individuals categorize the self as an individual and is useful in understanding individual-individual comparisons. From this perspective, we expect individuals to distance themselves from others who out-perform them in some area of importance, but should affiliate with lower-performing others.
- 5) The social identity theory is relevant when individuals categorize the self at a group level and the other individual to whom individuals compare themselves is a member of the same group. If the comparison other performs poorly in some area of importance, group members are likely to distance themselves from that individual. If the comparison other performs well in an area of importance, group members are likely to approach that individual and attempt to increase group affiliation.
- 6) These two theories make opposite predictions regarding the results of self-other comparisons, but both are accurate descriptors of behavior - depending on whether individual-level or group-level self identity is salient.

Page Ref: 133 - 136

3) Explain how self-serving biases can be either beneficial or harmful to individuals.

Answer:

Answers should include:

- 1) Self-serving biases serve to enhance our self-esteem and protect us from negative aspects of the self - this is one beneficial aspect of self-serving biases.
- 2) One effect of self-serving biases is the above-average effect - we tend to believe that we are somewhat above average in most respects.
- 3) People tend to readily accept favorable information and discount negative information about themselves in order to protect or enhance self-esteem.
- 4) Women tend to have lower levels of self-esteem than do men - possibly due to social biases and prejudice. This effect is stronger in lower-class and middle-class women than it is in professional-class women.

Page Ref: 136 - 137

4) Describe Taylor and Brown's ideas about unrealistic optimism. Is it good for you? Explain how unrealistic optimism could work to your benefit (be adaptive)? In what ways does it influence behavior? What are the implications for medical care?

Answer:

Unrealistic optimism includes seeing our chances of accomplishment as better than others' chances. But the upside is that we are more likely to be determined to achieve our goals, no matter how unrealistic, and often the extra determination, effort and focus are enough to make the difference in getting the job done. The planning fallacy, although leading to many items not getting done, continues to provide people with daily and weekly goals. So, optimism, no matter how misplaced, provides people with contentment, confidence, self-efficacy, feelings of personal control, and these lead to higher motivation and greater persistence. But could unrealistic optimism lead to poor health care, as in putting off medical examinations? There is no evidence for this. Overall, unrealistic optimism contributes to good psychological well-being and ultimately to good physical health.

Page Ref: 137

5) What is stereotype threat? What reason(s) has/have been advanced for its effects? What are the possible response options people might have in order to reduce its effects? In one piece of research, how was non-verbal communication used to demonstrate the effects of stereotype threat?

Answer:

Stereotype threat occurs when people believe they may well be judged because of a negative stereotype about their group. They feel strongly they don't want to confirm the stereotype. Simply telling women, before they take a math test, that men typically do better on the test is sufficient to invoke stereotype threat. People can try not to be tested in the domain of the stereotype but this doesn't usually work because it is often a domain they wish to excel in. Another response would be to distance from the group, e.g., distance yourself from your identity as a woman. This typically won't work and can be bad for psychological well-being. Anxiety is theorized to be the primary cause of stereotype threat. In one experiment, gay and straight participants were either reminded, or not, of their sexual orientation before they interacted with nursery school children. In the reminded condition, gay participants' non-verbal cues indicated considerable anxiety compared to the not-reminded condition, causing their childcare skills to suffer. Straight males did not exhibit the behaviors in either reminded or not-reminded conditions.

Page Ref: 140 - 142

MYPSYCHLAB ESSAY QUESTION

1) From MyPsychLab WATCH: "Self-Concept"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 4, The Self: Answering the Question "Who Am I?", and click on "Find Now." For the Chapter 4 items, click on the "Watch" item called "Self-Concept.")

Describe how the video treated the notion of developing competency. From the chapter, what would you call this growing sense of possible accomplishment? What implication would this have for possible selves?

Answer:

The video was about children who were trying new things and developing a sense of self-efficacy, although they were making a big mess in the process. Self-efficacy is important all through life, as it causes people to have confidence to try new things and take risks.

TEST BANK

CHAPTER 5: ATTITUDES: EVALUATING AND RESPONDING TO THE SOCIAL WORLD

MULTIPLE-CHOICE QUESTIONS

- 1) Attitudes are _____.
- A) the mechanism we use to reduce dissonance
 - B) the mechanism we can use to protect ourselves from unwanted views of ourselves
 - C) the process by which we adjust or adapt our behavior to particular circumstances
 - D) our evaluations of different aspects of the social world
 - E) our evaluations of ourselves

Answer: D

Page Ref: 148

- 2) Once an attitude has been formed, it may be _____.
- A) impossible to change
 - B) very easy to change
 - C) very difficult to change
 - D) simple to change
 - E) difficult or easy to change, depending

Answer: E

Page Ref: 148

- 3) Our tendency to evaluate stimuli as negative or positive occurs _____ we attempt to understand the meaning of the stimuli; this suggests that attitudes reflect a(n) _____ stage of social thought.
- A) before; early
 - B) before; late
 - C) after; late
 - D) both before and after; both early and late
 - E) after; early

Answer: A

Page Ref: 148

- 4) Initial evaluation of a stimulus generally refers to _____.
- A) an explicit self-conscious process
 - B) an inferential thought process
 - C) a tendency to avoid a close examination of stimulus detail
 - D) a reaction of liking or disliking
 - E) the employment of several possible attitudes

Answer: D

Page Ref: 148

- 5) Attitudes influence _____.
- A) social thought and behavior
 - B) neither social thought nor social behavior
 - C) social thought only
 - D) antisocial thought only
 - E) social behavior only

Answer: A

Page Ref: 148 - 149

6) If Billy tells his friend that he intends to vote for a certain candidate, then Billy's intention reflects a(n)

- _____.
- A) schema
 - B) cognition
 - C) heuristic
 - D) attitude
 - E) behavior

Answer: D

Page Ref: 149

7) An involuntary negative reaction to a member of a stigmatized group, is more likely to be the result of an _____ attitude.

- A) explicit
- B) implicit
- C) uncontrollable
- D) egalitarian
- E) angry

Answer: B

Page Ref: 148

8) Assume you have a negative stereotype of fraternity/sorority members as "stuck-up." Given an IAT with photos labeled "fraternity member" or "independent," and paired with the word "bad" or "good," your responses to the "fraternity member"/"bad" combination would likely be _____ than to "independent"/"bad" combinations.

- A) slower
- B) forced
- C) quicker
- D) mixed
- E) fakery

Answer: C

Page Ref: 148

9) If, as Arkes and Tetlock have speculated, Jesse Jackson were to "fail" an IAT that asks about his attitudes toward African Americans, it is because _____.

- A) he endorses negative stereotypes toward African Americans, but is nevertheless slower to respond to pairings of "African American" and "good" (than to African American and bad)
- B) although he does not endorse negative stereotypes of African Americans in the culture, he is nevertheless slower to respond to pairings of "African American" and "bad" (than to African American and good)
- C) in attempting to fake his score, he may inadvertently show negative attitudes toward African Americans
- D) although he does not endorse negative stereotypes of African Americans in the culture, he has good knowledge of those stereotypes
- E) stereotype threat may cause his anxiety in taking the test to result in faster responses to positive-word/African American pairings (than to negative-word/African American pairings)

Answer: D

Page Ref: 148 - 149

10) Goal orientation, a stable personal trait, can play a role in determining what sorts of persuasive messages will more effectively give rise to the desired behavior?

- A) internally- or externally-focused
- B) prevention- or promotion-focused
- C) long-term- or short-term-focused
- D) agency- or empathy-focused
- E) Persuaders do not use their perception of targets' goal orientation in their crafting of persuasive messages.

Answer: B

Page Ref: 149 - 150

11) Classical condition and instrumental conditioning are examples of _____ processes of attitude formation.

- A) subliminal conditioning
- B) behavioristic
- C) social learning
- D) social comparison
- E) standard-shifting

Answer: C

Page Ref: 150 - 154

12) One basic form of learning that helps to form our attitudes occurs when a neutral stimulus acquires the ability to cause reactions that were originally caused by another stimulus. This type of learning is known as _____.

- A) the Premack principle
- B) observational learning
- C) operant conditioning
- D) classical conditioning
- E) signal relations learning

Answer: D

Page Ref: 150 - 152

13) The type of learning that is based on association of two or more stimuli is called _____.

- A) social learning
- B) instrumental conditioning
- C) positive learning
- D) classical conditioning
- E) association learning

Answer: D

Page Ref: 150 - 152

14) Classical conditioning suggests that people can learn to _____.

- A) dislike stimuli to which they are initially neutral
- B) dislike stimuli which gives them some sort of punishment
- C) form evaluations only in the presence of others
- D) prefer stimuli only after careful evaluation
- E) form evaluations through spontaneous experiences

Answer: A

Page Ref: 150 - 152

- 15) Subliminal conditioning _____.
- A) cannot occur
 - B) is rarely used in deception experiments
 - C) means something other than what the participant thinks
 - D) occurs below the threshold of conscious awareness of its content
 - E) is a type of instrumental conditioning

Answer: D

Page Ref: 151 - 152

- 16) Subliminal conditioning is _____.
- A) instrumental conditioning that occurs with awareness of the stimuli that are used
 - B) observational learning that occurs without our awareness of the stimuli that are used
 - C) zone of proximal development learning that occurs without our awareness of the stimuli that are used
 - D) instrumental conditioning that occurs without our awareness of the stimuli that are used
 - E) classical conditioning that occurs without our awareness of the stimuli that are used

Answer: E

Page Ref: 151 - 152

- 17) A form of social learning that occurs when responses to a particular stimulus lead to positive outcomes or allow the person to avoid negative outcomes is called _____.

- A) the zone of proximal development
- B) instrumental conditioning
- C) classical conditioning
- D) social outcomes learning
- E) observational learning

Answer: B

Page Ref: 153

- 18) By reinforcing children with smiles, hugs, or attention when they repeat things they've heard their parents say, parents are using _____ to shape their children's attitudes.

- A) instrumental conditioning
- B) observational learning
- C) positive regard
- D) the zone of proximal development
- E) classical conditioning

Answer: A

Page Ref: 153

- 19) Susan expresses indignation about illegal immigrants to one group of friends, but advocates for amnesty to another group. This is possible for her because _____.

- A) Susan, in her own mind, believes these views are not necessarily inconsistent
- B) Susan has no substantive attitude towards illegal immigrants
- C) she is rewarded in one group for the former attitude, rewarded for the latter in the other group
- D) Susan measures low on self-monitoring, a stable trait
- E) members of the two groups never talk to each other

Answer: E

Page Ref: 153

20) Marshall wants to pledge Theta Phi fraternity. He may well _____ publicly, believing active member decision-makers will hear of his views. He is, in private, _____ to express those same views.

- A) badmouth other prospective pledges; quite likely
- B) badmouth other fraternities; unlikely
- C) compliment other fraternities; quite likely
- D) compliment other prospective pledges; quite likely
- E) compliment popular sororities; very likely

Answer: B

Page Ref: 153

21) According to the process of instrumental conditioning, behavior will be displayed often by an individual if _____.

- A) it is reinforced
- B) the individual sees a role model perform the action
- C) it is ignored
- D) is preceded by a pleasant subliminal stimulus
- E) it is preceded by a pleasant stimulus

Answer: A

Page Ref: 153 - 154

22) Female participants were asked to think about either their friends or their older relatives. Later, when exposed to sexual stimuli in a "separate study," participants who had thought about their friends reacted _____ to the stimuli than participants who thought about their older relatives. This illustrates that _____ can influence one's attitude.

- A) more negatively; stereotypes about "horny" older people
- B) more negatively; knowledge about friends' sexual prowess
- C) more negatively; making one more aware of one's physical shortcomings
- D) more positively; thinking about a potential audience for the expression of an attitude
- E) about the same; thoughts of friends or family, in reducing one's interest in sex,

Answer: D

Page Ref: 153 - 154

23) The mechanism by which we compare ourselves to other people to determine whether or not our perception of social reality is correct is known as _____.

- A) reality checking
- B) impression manifestation
- C) social comparison
- D) societal comparison
- E) other comparison

Answer: C

Page Ref: 154

24) If we form an attitude by watching television, this is called _____ learning.

- A) acquired
- B) observational
- C) comparison
- D) judgment-based
- E) media-based

Answer: B

Page Ref: 154

- 25) We hold values similar to, and identify with, _____.
- A) members of our reference group(s)
 - B) members of our age group
 - C) people who dress similar to ourselves
 - D) people with similar tastes in homes/cars
 - E) We base our choices strictly on individuating cues.

Answer: A

Page Ref: 154

- 26) Having not met any members of a new social group, you hear a person expressing negative views of that group. Your attitude toward the new group would not be likely influenced by hearing this negative message if _____.
- A) you like the person expressing the view, but believe his or her view to be unsubstantiated
 - B) you do not expect to be meeting any members of the new social group in the near future
 - C) the person expressing the attitude is someone you dislike and see as dissimilar to yourself
 - D) you are generally oriented toward taking contrarian views
 - E) you see the person expressing the message as subtly similar to members of the new social group

Answer: C

Page Ref: 154 - 155

- 27) Joe, a middle manager at a small company, strongly identifies with the higher-ups at his job. Regarding various political statements by them, it is safe to say that Joe _____.
- A) recently agreed with them on a political matter
 - B) expects to agree with them on a political matter
 - C) did not agree with them on a political matter
 - D) Both A and B
 - E) Both B and C

Answer: D

Page Ref: 154 - 155

- 28) In an experiment, males and females were shown a snack labeled "men's favorite" or "women's favorite." The snack labeled as preferred by their own gender was liked better by high-gender-identified participants more so than by participants who were low-gender-identified. This showed that _____.
- A) people who identify more with their gender like snacks more than people who don't
 - B) males/females respectively are more generally drawn to snacks labeled as being preferred by their gender than to snacks not so labeled
 - C) low-gender-identified people will shy away from gender-linked products in general compared to high-gender-identified people
 - D) unlike high-gender-identified people, low-gender-identified people will likely exhibit little preference for snacks that are labeled as preferred by their gender
 - E) high-gender-identified people prefer snacks they believe are also preferred by members of their own gender, compared to snacks not so labeled

Answer: D

Page Ref: 155

29) Which of the following examples BEST illustrates a situation where there is a gap between our attitudes and behavior?

- A) Greg tells his father that he plans to do his homework, but fails to do so when the power goes out minutes later.
- B) Roz tells her new boyfriend that she is extremely excited to see the new James Bond movie, even though she truly dreads seeing that film.
- C) Hank wants to move to a new apartment but doesn't have enough money for the move.
- D) Marilyn tells her son that she will purchase him some chocolate chip cookies, but her son is dissatisfied with her choice.
- E) Peter tells his friend that his favorite baseball team is the New York Yankees, even though he attended only a few games last season.

Answer: B

Page Ref: 156 - 157

30) Attitudes may be relatively stable or variable. A likely source of a change in the expression of an attitude is _____.

- A) psychodynamic factors in the attitude-holder
- B) the background of the holder of the attitude
- C) the situation in which the attitude may or may not be expressed
- D) length of time the attitude has been held
- E) the nature of the attitude object

Answer: C

Page Ref: 156 - 158

31) People tend to prefer situations that allow them to _____.

- A) confront behaviors that are inconsistent with their attitudes
- B) carefully consider all alternatives
- C) maintain a match between their attitudes and behavior
- D) display discrepancies between their attitudes and behavior
- E) confront issues inconsistent with their attitudes

Answer: C

Page Ref: 156 - 158

32) Overall, the relationship between attitudes and behavior is _____.

- A) based on personality attributes
- B) reliable, with some exceptions
- C) almost non-existent
- D) based on gender
- E) only found in contrived experiments

Answer: B

Page Ref: 156 - 158

33) In La Piere's classic study, a young Chinese couple traveled across the U.S.A. and reported being treated courteously at virtually every restaurant and hotel. A follow-up survey asking for attitudes toward Chinese travelers found that _____.

- A) the level of service was highly correlated with the attitudes expressed on the survey
- B) the ethnicity of other travelers was highly influential in determining survey responses from managers of hotels and restaurants
- C) social norms generally accounted for the positive attitudes expressed on the survey
- D) most restaurant and hotel managers responded that they would refuse service to Chinese travelers
- E) the researchers had mistakenly surveyed only establishments the couple had not visited

Answer: D

Page Ref: 157

34) LaPiere's research with the Chinese couple pointed out the _____.

- A) difficulty of studying actual behaviors during travel
- B) concordance between actual attitudes and reported conditions
- C) strong agreement between reported attitudes and actual behavior
- D) difficulty of predicting actual behavior from reported attitudes
- E) consistent prejudice against Chinese visitors

Answer: D

Page Ref: 157

35) When we mistakenly believe that others' attitudes are different from our own, we are exhibiting _____.

- A) attitude discordance
- B) Stockholm syndrome
- C) pluralistic ignorance
- D) introspection
- E) lack of social awareness

Answer: C

Page Ref: 158

36) Simone feels somewhat ambivalent about premarital sex. However, most of her friends seem to be unambiguously in favor of sexual activity before marriage. As a result, in a recent group discussion in her health class, Simone expressed fairly strong opinions in favor of premarital sex, and was avoided voicing her real concerns about the topic. Simone's actions are most likely due to _____.

- A) pluralistic ignorance
- B) attitude discordance
- C) impression motivation
- D) attitude accessibility
- E) peer pressure

Answer: A

Page Ref: 158

37) Whistle-blowers generally "blow the whistle" on corporate misbehavior because of what three attributes?

- A) Their attitude is strong and vengeful, and their holder want to go public with it.
- B) Their attitude is extreme, certain, and derives from personal experience.
- C) Most whistle-blowing incidents stem from personal disagreements between management and the whistleblower.
- D) Their attitude is extreme and long-held, and combined with a fearless personality.
- E) Their attitude is risk-seeking, dynamic, and ruthless.

Answer: B

Page Ref: 158 - 159

38) An attitude is more likely to influence a person's behavior if _____.

- A) an important group the individual identifies with is opposed to the behavior supported by the attitude
- B) the object of the attitude is relatively trivial or unimportant to the individual
- C) the behavior supported by the attitude is particularly dramatic or drastic
- D) the individual has had no prior personal experiences with the object of the attitude
- E) the object of the attitude has important consequences for the individual

Answer: E

Page Ref: 159 - 160

39) Juan feels unsure about the correctness of his attitude about a new rule at his job. He may feel more correct in his attitude if _____.

- A) he simply lets management do its job
- B) he thinks more generally about the costs and benefits of his job
- C) he finds out that most of his coworkers share his attitude
- D) a management person helps him see the wisdom of the new rule
- E) co-workers confront him regarding his attitude

Answer: C

Page Ref: 160

40) Research suggests that the certainty of an attitude derives from _____.

- A) a combination of extremity and clarity
- B) a tension between extremity and the need to follow norms
- C) a combination of trait stubbornness and perceptions of correctness
- D) a combination of clarity and perceptions of correctness
- E) an over simple clarity generally negatively correlated with actual correctness

Answer: D

Page Ref: 160 - 161

41) Marcus felt clearer about his attitude regarding a school policy after meeting with other students about it. The change came about because _____.

- A) others' arguments about the policy seemed quite strong
- B) others were able to explain the policy to him
- C) he realized how the students at the meeting were dissimilar to him
- D) during the meeting, the school seemed ambivalent toward its own policy
- E) he was able to repeatedly express his own attitude about the policy

Answer: E

Page Ref: 160 - 161

42) Attitudes formed on the basis of direct personal experience with the object are generally _____.

- A) more likely to have a weak effect on behavior
- B) more likely to have a strong effect on behavior
- C) less likely to have a strong effect on behavior
- D) unlikely to have a permanent effect on behavior
- E) less likely to have any effect on behavior

Answer: B

Page Ref: 161

43) The strongest attitudes for an individual are usually acquired through _____.

- A) cognitive processes
- B) social learning
- C) parental influence
- D) peer influence
- E) direct experience

Answer: E

Page Ref: 161

44) Fishbein and Azjen's theory of planned behavior suggests that the choice of whether or not to engage in a specific behavior is determined _____.

- A) irrationally
- B) by observing others
- C) rationally
- D) sub-consciously
- E) perceptually

Answer: C

Page Ref: 162

45) The first step we take in making a decision about pursuing a particular behavior is _____, according to the theory of planned behavior.

- A) to consider various conflicting attitudes we may hold
- B) to consider the subjective norms that may be relevant
- C) to consider various behavioral options
- D) to consider whether the behavior is within our abilities
- E) to consider whether important others are engaging in the planned behavior

Answer: C

Page Ref: 162

46) Wendy, Greta, Tom, and Bill have all made New Year's resolutions to lose weight. Based on the information below, which of them is MOST likely to lose weight?

- A) Greta, who intends to dramatically reduce her fat intake and tells others that she is greatly committed to her diet.
- B) Bill, who feels that it is important to cut back his calorie intake but is unsure of whether he will need to increase his exercise.
- C) Wendy, who appreciates the importance of regular exercise but says that it is difficult to find the time to do so.
- D) Tom, who wants to lose weight but tells others that he really doesn't understand why people make such a fuss over diet and exercise.
- E) None of these will lose weight.

Answer: A

Page Ref: 162 - 164

47) According to the theory of planned behavior, our behavioral intentions are partially determined by our attitudes toward a particular behavior, our perceptions of our ability to perform the behavior, and _____.

- A) others' perceptions of our motivation for engaging in the particular behavior
- B) others' perceptions of whether we have the ability to perform the behavior adequately
- C) our perceptions of whether the behavior is considered appropriate for our situation
- D) our perceptions of whether the behavior will be instrumental in achieving our stated objectives
- E) our perceptions of whether others will approve or disapprove of the behavior

Answer: E

Page Ref: 162 - 164

48) According to the theory of planned behavior, our behavioral intentions are determined in part by our perceptions of whether others will approve or disapprove of the behavior, our perceptions of our ability to perform the behavior, and _____.

- A) our attitudes toward a particular behavior
- B) others' perceptions of our motivation for engaging in the particular behavior
- C) others' perceptions of whether we have the ability to perform the behavior adequately
- D) our perceptions of whether the behavior will be instrumental in achieving our stated objectives
- E) our perceptions of whether the behavior is considered appropriate for our situation

Answer: A

Page Ref: 162 - 164

49) According to the theory of planned behavior, our behavioral intentions are determined in part by our perceptions of whether others will approve or disapprove of the behavior, our attitudes toward a particular behavior, and _____.

- A) our perceptions of whether the behavior is considered appropriate for our situation
- B) others' perceptions of our motivation for engaging in the particular behavior
- C) our perceptions of whether the behavior will be instrumental in achieving our stated objectives
- D) our perceptions of our ability to perform the behavior
- E) others' perceptions of whether we have the ability to perform the behavior adequately

Answer: D

Page Ref: 162 - 164

50) Fazio's attitude-to-behavior process model suggests that an event may activate an attitude and _____, which both influence our behavior.

- A) knowledge of social norms
- B) rational thought processes
- C) situational constraints on our behavior
- D) intent to act in a particular way
- E) impression management functions

Answer: A

Page Ref: 164 - 165

51) Fazio's attitude-to-behavior process model suggests that an event may activate an attitude, which influences our _____.

- A) spreading of alternatives
- B) social norms
- C) perceived behavioral control
- D) perceptions of the attitude object
- E) motives to behave in a particular way

Answer: D

Page Ref: 164 - 165

52) Jacque is driving, thinking about ways to get in shape. Someone cuts him off in traffic, so he gets angry and calls the driver a name. He later goes to the gym to start an exercise program. Research by _____ is more likely to explain his angry behavior, while _____'s research better explains Jacque's behavior toward the exercise program.

- A) Festinger; Fishbein and Ajzen
- B) Fazio; Fishbein and Ajzen
- C) Chaiken; Festinger
- D) Fishbein and Ajzen; Chaiken
- E) Cacioppo; Chaiken

Answer: B

Page Ref: 164 - 165

53) Efforts to change our attitudes by using different kinds of messages is (are) known as _____.

- A) intentions
- B) norms
- C) hypocrisy
- D) persuasion
- E) subliminal conditioning

Answer: D

Page Ref: 165

54) The earliest research involving persuasion, by Hovland and others, focused on what three key elements?

- A) credibility; syntax; audience
- B) overt message; subliminal message; audience
- C) source; message; audience
- D) source; effect; speech
- E) source; message; receptiveness

Answer: C

Page Ref: 165 - 166

55) A message intended to reduce cheating among high school students is more likely to be effective if it is delivered by _____.

- A) an elderly teacher
- B) an attractive and popular student
- C) a local politician
- D) None of these is likely to be effective.
- E) All of these are likely to be effective.

Answer: B

Page Ref: 166

56) Suppose a breaking news story has occurred involving an incident of terrorism. A certain news station invites a well-respected terrorism scholar to discuss the event. His views will likely be persuasive because he will be seen as _____.

- A) credible
- B) one-sided
- C) pluralistic
- D) not trying to change others' attitudes
- E) physically attractive

Answer: A

Page Ref: 166

57) A CEO of a mid-western company gave a press briefing, and espoused some fairly restrictive regulations aimed to reduce carbon emissions and water pollution. His excellent credibility was probably due to the fact that _____.

- A) many people in the area work for him
- B) he is CEO of a chemical company
- C) TV is an excellent means by which to express one's attitude
- D) he is highly certain of his views
- E) most viewers had not been forewarned about his message

Answer: B

Page Ref: 166

58) The source of a message influences its effectiveness. To increase the effectiveness of a message, the communicator should be attractive and _____.

- A) intelligent
- B) credible
- C) short
- D) distracting
- E) ambiguous

Answer: B

Page Ref: 166

59) To increase the effectiveness of a message, the communicator (source) should be credible and _____.

- A) ambiguous
- B) attractive
- C) intelligent
- D) distracting
- E) short

Answer: B

Page Ref: 166

60) Messages that provide a preliminary announcement that the message is intended to change our opinion are _____.

- A) as effective as those that do not forewarn us of this attempt
- B) less effective than those that do not forewarn us of this attempt
- C) more effective if the content is humorous, less effective otherwise
- D) more effective than those that do not forewarn us of this attempt
- E) less effective if the content is humorous, more effective otherwise

Answer: B

Page Ref: 166 - 167

61) Messages that arouse strong levels of fear are _____.

- A) ineffective at stimulating the third person effect
- B) effective at changing behavior
- C) effective at stimulating the third person effect
- D) ineffective at changing behavior
- E) counterproductive when immediate action is needed

Answer: D

Page Ref: 167

62) In what health context might positive messages be much better than fear-inducing messages for effecting behavior change?

- A) when health officials want to get children to see the school nurse
- B) when males are worried about painful examinations or tests
- C) when the message's health concern is not serious and does not involve a prescription
- D) when the message's health concern is very serious or fatal
- E) when the source is actually a physician

Answer: D

Page Ref: 167

63) An anti-smoking advertisement that features photographs of diseased lungs, people using oxygen tanks to offset the effects of lung disease, and funerals, but does not include information about quitting smoking, is likely to be ineffective because _____.

- A) it will probably induce too much fear
- B) it will probably induce a desire to smoke more among some people
- C) it will probably trivialize the consequences of smoking
- D) it will probably create cognitive dissonance in viewers
- E) it will probably violate our social norms

Answer: A

Page Ref: 167 - 168

- 64) Messages that arouse moderate levels of fear are effective at changing behavior if _____.
- A) they include specific information about the source of the fear
 - B) they also modify or suppress the third person effect
 - C) they are followed by messages that arouse stronger levels of fear
 - D) they include specific information about steps we can take to reduce the fear
 - E) they activate the self-esteem function of attitudes

Answer: D

Page Ref: 167 - 168

65) An advertising company has been hired by the Centers for Disease Control to produce TV commercials to increase awareness of breast cancer in males. Advertising executives are considering three different commercials. The first features film of actual patients who describe the pain they experienced from the disease. The second focuses on medical doctors discussing early detection strategies and treatment options. The third shows grieving family members surrounding a grave. Which is likely to be more effective at changing men's behavior?

- A) the first, focusing on actual patients and their negative outcomes
- B) the second, focusing on specific information that will reduce fear
- C) the third, focusing on the ultimate outcome of ignoring the potential problem
- D) None of these will be effective.
- E) All of these will be equally effective.

Answer: B

Page Ref: 167 - 168

66) In a study, people who were at risk for serious illness, but did not see themselves as such (compared to those who accurately saw themselves as at risk) were persuaded to be tested because the persuasive message was framed in terms of _____.

- A) gains to be had rather than losses to be suffered
- B) being the first step in getting on a program of regular testing
- C) quicker but more-expensive procedures rather than waiting for tests
- D) better detailed explanations of the risks of not being tested given by attractive "doctors"
- E) demonstrating to others who felt they were at risk that there was nothing to worry about

Answer: A

Page Ref: 167 - 168

67) The central route to persuasion involves _____.

- A) careful consideration of the ideas contained by a message
- B) rules of thumb and mental shortcuts to making a decision about the message
- C) voluntary suspension of disbelief
- D) specific aspects of the communicator
- E) emotional reactance

Answer: A

Page Ref: 168 - 170

68) The heuristic-systematic model of persuasion suggests that _____.

- A) we engage in less effortful processing when we have relatively more knowledge about the message's topic
- B) we engage in less effortful processing when we lack ability or capacity for more careful processing
- C) we engage in less effortful processing when our attitudes and behaviors do not agree with each other
- D) we engage in more effortful processing when we are particularly concerned by the topic of the message
- E) we engage in more effortful processing when our attitudes and behaviors do not agree with each other

Answer: B

Page Ref: 168 - 170

69) According to the elaboration-likelihood and the heuristic-systematic models of persuasion, the two key factors that will determine whether we engage in effortful or effortless processing of information are one's _____.

- A) capacity to process information and level of motivation
- B) desire to arrive at the best decision and personality characteristics
- C) level of motivation and concern for pleasing others
- D) general belief in oneself and concern for pleasing others
- E) level of physical attractiveness and general intellect

Answer: A

Page Ref: 168 - 170

70) A campaign manager has advised the candidate he represents to make sure there is a "spontaneous" demonstration of support for him during the candidate's next major speech. Given that the candidate relies on his audience's peripheral processing of his emotion-laden persuasive messages, the demonstration is useful because _____.

- A) the distraction will allow the candidate to pose for the cameras while pausing in the speech
- B) the demonstration might create a "bandwagon effect"
- C) distractions can increase the persuasiveness of a speech
- D) such demonstrations are an expected part of the political process
- E) the distraction will allow the candidate to address his opposition directly

Answer: C

Page Ref: 168 - 170

71) When heuristic processing is involved, the degree of persuasion _____.

- A) has no detectable effect on our behavior
- B) is not increased by strong arguments in the message
- C) is increased by large numbers of arguments in the message
- D) is increased by strong arguments in the message
- E) is unaffected by personal characteristics of the communicator

Answer: B

Page Ref: 168 - 170

72) Jason has been listening to a talk show concerning animal rights. This is an issue that he cares deeply about and he is very knowledgeable about the topic. Jason is most likely to be persuaded by _____.

- A) strong, convincing arguments
- B) any message delivered by an attractive and competent speaker
- C) emotional appeals
- D) irrational arguments delivered by an attractive and competent speaker
- E) any message that challenges his knowledge

Answer: A

Page Ref: 168 - 170

73) One reason that distractions may increase the persuasiveness of a message is because distractions _____.

- A) prevent heuristic processing from occurring
- B) enhance the appearance of humility in the person delivering the message
- C) enhance the apparent intelligence level of the person delivering the message
- D) prevent systematic processing of the message content
- E) enhance systematic processing of the message content

Answer: D

Page Ref: 170

74) Experimenters gave people strong arguments to persuade them away from a belief. Some were given coffee, others a placebo. Some were given a high distraction, others a low one. In terms of attitude change, results showed that _____.

- A) high distraction showed no difference between the effects of coffee and placebo conditions
- B) low distraction resulted in no difference between the effects of coffee and placebo conditions
- C) high and low distraction conditions produced about the same effect overall
- D) low distraction produced a higher effect in the coffee compared to placebo condition
- E) the coffee condition generally produced a greater focus on peripheral aspects of the message

Answer: D

Page Ref: 171 - 172

75) In the study involving the effects of caffeine and distraction on the effectiveness of persuasive messages, researchers found that _____ relevant to the arguments about the attitude object _____ in the _____ condition because _____.

- A) the number of thoughts; increased; caffeine; attentional focus was higher on the arguments
- B) number of thoughts; decreased; caffeine; participants focus was jangled by the effects of the caffeine
- C) the level of resistance; increased; placebo; participants thought more about counterarguments
- D) the number of peripheral cues; increased; caffeine; participants were distracted by them
- E) the number of thoughts; increased; placebo; participants could concentrate in a relaxed way on the arguments

Answer: A

Page Ref: 171 - 172

76) _____ is our negative reaction to perceived threats to our personal freedom.

- A) Hypocrisy
- B) Trivialization
- C) Forewarning
- D) Reactance
- E) Avoidance

Answer: D

Page Ref: 171 - 172

77) Emma is trying to convince her professor that he gave her an unfair grade. She continues to pester him for several days, as her arguments become ever more extreme. Ultimately, the professor tells Emma, "I will not change your grade; moreover, you should be thankful for the grade you received!" Emma's professor likely resisted changing her grade because _____.

- A) he perceived her as attempting to gain an unfair advantage relative to her classmates
- B) he saw her as being atypically confrontive and irritating relative to her classmates
- C) he became convinced she cared nothing for the class, but only cared about her image
- D) he felt strongly that he was being pushed to do something he didn't want to do, rather than being asked
- E) he found it impossible to admit to himself that he simply didn't like Emma

Answer: D

Page Ref: 171 - 172

78) Bethany has been listening to a political speaker who is encouraging people to support a law that would require all people to recycle aluminum cans, and severely penalize those who do not recycle. The speaker is giving strong arguments in favor of this proposed law and is couching his appeal in moral and ethical language. As a result, Bethany is becoming increasingly annoyed and resentful of the speaker and his arguments. She may be experiencing _____.

- A) biased assimilation
- B) acceptance
- C) cognitive dissonance
- D) reactance
- E) counterfactual thinking

Answer: D

Page Ref: 171 - 172

79) Being forewarned of the persuasive intent of a message will frequently help people to resist the effects of the message. This is because _____.

- A) forewarning allows us a greater opportunity to create counterarguments
- B) forewarning activates heuristic processes
- C) forewarning increases cognitive dissonance
- D) forewarning decreases the likelihood of reactance
- E) forewarning allows us to "tune out" the message completely

Answer: A

Page Ref: 172 - 173

80) People can become more resistant to attitudinal changes if they are first presented with opposing views and _____.

- A) counterarguments to the opposing views
- B) counterarguments to the currently held views
- C) factual information without any emotional appeals
- D) arguments that support the opposing views
- E) emotional appeals to remain strong in their beliefs

Answer: A

Page Ref: 172 - 174

81) Selective avoidance is _____.

- A) our tendency to pay particular attention to information that challenges our attitudes
- B) our tendency to direct our attention away from information that requires effortful processing
- C) our tendency to direct our attention away from information that supports our attitudes
- D) our tendency to direct our attention away from speakers who exhibit undesirable physical characteristics
- E) our tendency to direct our attention away from information that challenges our attitudes

Answer: E

Page Ref: 173

82) The fact that we tend to pay particular attention to information that supports our attitudes and to direct our attention away from information that is contrary to our attitudes is known as _____.

- A) selective exposure
- B) subliminal conditioning
- C) reactance
- D) more-is-less effect
- E) less-is-more effect

Answer: A

Page Ref: 173

83) Tony disagrees with a certain political commercial. When the commercial comes on, he immediately switches the television channel. This is an example of _____.

- A) formulating counterarguments
- B) attitude polarization
- C) selective avoidance
- D) selective attention
- E) reactance

Answer: C

Page Ref: 173

84) Counterarguments against a persuasive message are most likely to _____.

- A) increase the effectiveness of the message
- B) enhance the knowledge function of attitudes
- C) decrease the effectiveness of the message
- D) defeat the knowledge function of attitudes
- E) lead one to re-examine the basis for the counterarguments

Answer: C

Page Ref: 173 - 174

85) Tina, who favors the death penalty, hears two different, though persuasive, messages: one favoring the death penalty and one against it. Tina will likely report _____ oppositional (than supportive) thoughts about the counterattitudinal message (the message arguing against her attitude), and _____ supportive (than oppositional) thoughts about the proattitudinal message (the message in line with her attitude). Because of this experience, she will be _____ able to resist counterattitudinal persuasion in the future on this topic.

- A) more; more; better
- B) fewer; fewer; better
- C) more; fewer; not as
- D) fewer; more; better
- E) more; fewer; better

Answer: A

Page Ref: 173 - 174

- 86) People _____ techniques they use in order to resist attempts to persuade them.
- A) are aware of the
 - B) are not aware of the
 - C) don't let others know about the
 - D) believe they are more resistant to persuasion attempts because of the
 - E) Resistance techniques to persuasion generally don't work.

Answer: A

Page Ref: 174

- 87) People have a limited capacity to engage their will power in the controlling of their own thinking. This is called _____.
- A) ego management
 - B) self-regulation
 - C) depressive pessimism
 - D) task orientation
 - E) attentional focus

Answer: B

Page Ref: 175

- 88) Cognitive dissonance is _____.
- A) the process involved in changing our attitudes to avoid unwanted views of ourselves
 - B) the positive internal state that results from resolving conflicts between two or more of our attitudes
 - C) the negative internal state that results from noticing differences between our attitudes and our behaviors
 - D) the process used to overcome or avoid the effects of a strong argument when it is opposed to our strongest attitudes
 - E) the process of creating weak counterarguments to a belief so we can ensure successful arguments opposing the counterarguments

Answer: C

Page Ref: 176

- 89) Cognitive dissonance arises when we notice a discrepancy between our attitudes and our behaviors. One way we can reduce the dissonance is by _____.
- A) focus more of our attention on the discrepancy to determine whether the attitude or the behavior is more important to us
 - B) coming up with justifications in support of the behavior
 - C) describing the dissonant attitude and behavior to a significant other person to seek their support
 - D) modifying either the attitude or the behavior to be more extremely inconsistent with each other
 - E) strengthening the attitude and the behavior and ignoring the discrepancy

Answer: B

Page Ref: 176 - 177

- 90) Cognitive dissonance arises when we notice a discrepancy between our attitudes and our behaviors. One way we can reduce the dissonance is by _____.
- A) trivializing the inconsistency by concluding that the attitude or the behavior is not important, so the inconsistency is also unimportant
 - B) focus more of our attention on the discrepancy to determine whether the attitude or the behavior is more important to us
 - C) strengthening the attitude and the behavior and ignoring the discrepancy
 - D) modifying either the attitude or the behavior to be more extremely inconsistent with each other
 - E) describe the dissonant attitude and behavior to a significant other person to seek their support

Answer: A

Page Ref: 177

91) Cognitive dissonance arises when we notice a discrepancy between our attitudes and our behaviors. One way we can reduce the dissonance is by _____.

- A) modifying either the attitude or the behavior to be more extremely inconsistent with each other
- B) focus more of our attention on the discrepancy to determine whether the attitude or the behavior is more important to us
- C) describe the dissonant attitude and behavior to a significant other person to seek their support
- D) using self-affirmation, whereby we restore positive self-evaluations by focusing our attention on positive self-attributes
- E) strengthening the attitude and the behavior and ignoring the discrepancy

Answer: D

Page Ref: 177

92) In Festinger and Carlsmith's classic cognitive dissonance experiment, dissonance arises because the participant, having completed the behavior s/he's been induced to perform, feels he has _____ the behavior in the _____ condition, compared to the _____ condition.

- A) insufficient justification to warrant ; \$ 1.00; \$ 20.00
- B) over justification to feel guilty enough; \$ 1.00; \$ 20.00
- C) insufficient justification to warrant; \$ 20.00; \$ 1.00
- D) was not bored enough by the task to justify; \$ 1.00; \$ 20.00
- E) done everything he or she can to warrant; \$ 20.00; \$ 1.00

Answer: A

Page Ref: 178

93) Arlene was always averse to physical contact with pigs, because she thought pigs were essentially dirty animals. Despite her concerns, she was induced to kiss a clean-looking pig on the snout for \$ 2.00 while appearing on a television game show. As a result, Arlene has become a staunch advocate of pigs, and soon plans to have one as a pet. The most probable explanation for this change in attitude is _____.

- A) the more-leads-to-more effect
- B) the third-person trivialization effect
- C) the less-leads-to-more effect
- D) the elaboration likelihood model effect
- E) the attitude-to-behavior process effect

Answer: C

Page Ref: 178 - 179

94) Which of the following is a condition that makes the less-leads-to-more effect likely to occur?

- A) People view the payment they receive for attitude-discrepant behavior as a bribe .
- B) People feel they had no choice but to perform the attitude-discrepant behavior.
- C) People feel no personal sense of responsibility for the negative consequences of the behavior.
- D) People feel personally responsible for the chosen course of action.
- E) People recognize that the chosen course of action has no negative impact on others.

Answer: D

Page Ref: 179

95) Cognitive dissonance arises when we notice a discrepancy between our attitudes and our behaviors. One way we can reduce the dissonance is by _____.

- A) modifying the attitude and the behavior to be more extremely inconsistent with each other
- B) strengthening the attitude and the behavior and ignoring the discrepancy
- C) focusing more of our attention on the discrepancy to determine whether the attitude or the behavior is more important to us
- D) modifying either the attitude or the behavior to be more consistent with each other
- E) describe the dissonant attitude and behavior to a significant other person to seek their support

Answer: D

Page Ref: 179

96) Small rewards produce greater attitude change than do large rewards when people believe they are personally responsible for the action and _____.

- A) when the behavior is relatively trivial
- B) that they are responsible for any positive effects the action produced
- C) that they are responsible for any negative effects the action produced
- D) when the justification for the behavior is large
- E) when there is little difference between the size of the rewards

Answer: C

Page Ref: 179

FILL-IN-THE-BLANK QUESTIONS

1) _____ conditioning is a form of learning in which a neutral stimulus comes to cause the same behavior as another stimulus.

Answer: Classical

Page Ref: 150 - 151

2) People can be conditioned to respond to a stimulus they are not aware of. This is called _____ conditioning.

Answer: subliminal

Page Ref: 151 - 152

3) When direct rewards are not present, nor any social approval or other motivations, we may develop attitudes by merely viewing others' behaviors, a process called _____.

Answer: observational learning

Page Ref: 154

4) We may believe that others' attitudes are different from our own-a situation known as _____.

Answer: pluralistic ignorance

Page Ref: 158

5) Our attitudes tend to be strongest and hardest to modify when they are based on direct personal experience with the _____ of the attitudes.

Answer: object

Page Ref: 161

6) In the theory of planned behavior, once our behavioral options are considered, their consequences are evaluated, and a decision is reached to act or not, that decision then manifests itself in _____.

Answer: behavioral intentions

Page Ref: 162

7) Communicators who are _____ and attractive are generally more effective than those who are not.

Answer: credible

Page Ref: 165 - 166

8) The _____ route to persuasion involves carefully thinking about the ideas presented in a message, and then drawing conclusions based on that information.

Answer: central

Page Ref: 168 - 170

9) Forewarning does not act to prevent persuasion when people are _____.

Answer: distracted

Page Ref: 172 - 173

10) It is possible to "inoculate" people against bad ideas by helping them to generate _____.

Answer: counterarguments

Page Ref: 173 - 174

11) When attitude-behavior discrepancy involves important attitudes and/or self-belief, _____ isn't feasible as a means of reducing cognitive dissonance.

Answer: trivialization

Page Ref: 177

12) Having people advocate some attitude publicly, and then reminding them that their espoused attitude doesn't match their personal behavior is used to generate feelings of _____.

Answer: hypocrisy

Page Ref: 180

SHORT ANSWER QUESTIONS

1) Some universities have run public service ads in which they give the results of a careful survey of their students, with what students say is the average number of beers or drinks they are likely to consume in a given evening. Apart from establishing a drinking social norm, why be so explicit about the actual number of drinks? That is, what psychological tendency might the ads be attempting to thwart?

Answer:

It turns out that people tend to believe that many people drink more than they do; in other words, they tend to engage in pluralistic ignorance. The ads state the average reported consumption quite explicitly so that people will quit imagining that they themselves are some sort of weirdo if they don't consume large amounts of alcohol.

Page Ref: 158

2) When people have a vested interest in terms of an attitude object, they exhibit greater extremity of attitude about that attitude object. But what other mental or behavior process do these people exhibit?

Answer:

They elaborate on the reasons why their attitude is the right one, develop arguments for why it is the right attitude, and attitude-consistent thoughts come to mind.

Page Ref: 159 - 160

3) In your search for a car to buy, you encounter a possible car of Brand "X". A friend, at one point, had confided that she had had a bad experience with Brand X--it was a lemon. You remember what she said, but you do not focus on it much, and soon you are evaluating the car without thinking of it. What circumstance would likely increase your feelings of suspicion about the car you are considering?

Answer:

While a friend telling me to be careful about a particular brand because of her personal experience with it, I am much more likely to be suspicious of any Brand X car if I myself have had a bad experience with that brand of car.

Page Ref: 161

4) "Help! I need to get in shape!" says your friend, having already made the decision that s/he really wants to achieve fitness. In the language of the theory of planned behavior, briefly describe two key steps that will help her/him achieve the goal.

Answer:

1) Be specific. Decide explicitly how to go about getting in shape, i.e., establish what specific behaviors are necessary to achieve good health and fitness, and make explicit plans for executing those behaviors.

2) Commit. Go public, make plans with a friend, and/or otherwise commit to the behaviors necessary to get in shape.

Page Ref: 162 - 164

5) Briefly describe Fazio's attitude-to-behavior process model.

Answer:

First, a stimulus (event) activates an attitude. The attitude then influences our perception of the stimulus or event. The stimulus also activates our awareness of social norms about appropriate behavior in that particular situation. The attitude and social norms form our framing or definition of the event. This framing and defining then shapes our behavior related to the stimulus or event.

Page Ref: 164 - 165

6) Forewarning generally improves resistance to persuasion--but not always. Describe briefly how forewarning may produce attitude change in the direction of the message. What motivation might drive such a result? What role might source credibility play?

Answer:

When people receive information about a persuasive message to be delivered by an "expert," they make arrangements to be "pre-convinced," so as to make themselves appear resistant to having their attitude easily changed. In other words, "I'm not gullible." The "expert," of course, is highly credible.

Page Ref: 172 - 173

7) A speaker wants to change the attitude of a group of well-educated individuals. Should the speaker use a one-sided or a two-sided approach? Why?

Answer:

A two-sided approach is generally more effective when the audience holds attitudes that are contrary to those of the speaker. This is even more pronounced when the audience is relatively well-educated. Ideally, the speaker would present two sides of the argument, and include counterarguments to refute the side the speaker opposes. With this approach, the audience may think that they've heard both sides, but one side is more strongly supported by the evidence.

Page Ref: 173

8) One way to reduce cognitive dissonance is to engage in self-affirmation. In what case of cognitive dissonance might we be more likely to use this indirect method for dissonance reduction? If you did something that induced some dissonance, and you used self-affirmation to reduce your dissonance, how would you personally go about it?

Answer:

People are more likely to use the indirect method in cases where it is more difficult to trivialize, i.e., when the dissonance involves serious attitude/behavior conflicts. (Obviously, what follows is idiosyncratic.) Were I to be impatient with someone, I'm most likely to remind myself that I am generally not an impatient person, and I know I get that way when I'm under stress. I resolve to address directly the things that are causing me stress, that I'm not naturally a stressed-out hurried person--this resolution helps a lot to reduce the dissonance.

Page Ref: 176 - 177

9) Briefly describe cognitive dissonance theory.

Answer:

Cognitive dissonance theory suggests that inconsistencies between attitudes and actions create discomfort and negative feelings, known as dissonance. To reduce dissonance, we can change our attitude, change our behavior, obtain additional information to support the attitude or behavior, or trivialize the attitude or behavior. We can also reduce dissonance indirectly by using self-affirmations.

Page Ref: 176 - 179

10) Participants were asked to make a videotape advocating the use of condoms. Half were then asked to think about reasons they had not used condoms, while the other half thought about reasons why other students had not. Later on, each group was asked to choose between purchasing condoms or making a donation to a worthy cause. Please briefly discuss what psychological outcomes were the result of the initial manipulation, and then explain why one group was more likely to select the purchasing condoms option than the other.

Answer:

The advocating of condom use in a public way was a behavior that set up participants so that dissonance could be easily induced. Participants were asked to think either about why they, or why others, had not used condoms in the past. Those in the "they" condition felt more hypocritical (more cognitive dissonance) than those in the "others" condition. Thus, those in the high dissonance condition were more likely to purchase condoms (a direct method for dissonance reduction), while those in the "less-hypocritical" group were more likely to select the charitable behavior.

Page Ref: 179 - 180

ESSAY QUESTIONS

1) Discuss the role of learning in attitude formation.

Answer:

Answer should include each of the following points:

- classical conditioning - learning associations between stimuli
- subliminal conditioning- learning can occur even when we are not consciously aware of the conditioning stimulus
- instrumental conditioning - associating a behavior or attitude with a reinforcement or reward
- observational learning - learning by watching someone else
- all of these types of learning may be involved with attitude formation and with media exposure

(TV). Observational learning is the most directly involved with media exposure.

Page Ref: 150 - 155

2) Context is an essential component in all of social psychological research. What role does the social context play in the expression of attitudes? Describe this linkage in terms of attitude-behavior consistency, attitude certainty, the role that perceptions of the social context might play in planned behavior, how might social context be involved in the intersection of persuasion and reactance, when forewarning doesn't work to enhance resistance to persuasion.

Answer:

We avoid expressing our true attitudes when doing so would violate the norms of a group; pluralistic ignorance in our subjective judgments about others holding different attitudes from ourselves; attitude certainty is enhanced by our sense of correctness based on the consensus of others; in planned behavior, we evaluate whether our social group may disapprove of the behavior we're planning on; reactance is of course a response to pressure from others to do or believe in a certain way; forewarning doesn't work when we wish not to appear gullible to others. In general, we see that we either wish to follow the norms, or perceived norms, of others in society by suppressing our attitudes, we may believe in the rightness of our attitudes based on others' responses, or we may resist others' coercion based on a threat to our freedom to maintain an attitude, or finally, we wish to appear possessed of well-informed attitudes in front of others.

Page Ref: 156 - 173

3) We live in an age of "certainty" among our elected officials--many politicians claim to have the perfect panaceas for our ills, and to be certain of what S. Colbert might call the "truth-i-ness" of their attitudes. Link your description of the components of certainty, and how those components are generally strengthened, to the particular circumstances that might cause elected officials to become ever more certain of their attitudes.

Answer:

Certainty arises from a combination of clarity and a perception of correctness. Clarity is enhanced by repeated expressions of the attitude. A sense of correctness is enhanced by receiving feedback from others that we are correct, especially if there is a high consensus agreement among them. Politicians have many opportunities to repeat their assertions in speeches and in making their arguments to other politicians. In addition, they are often able to assemble people around them who will give them positive feedback about their attitudes and will not strongly contest their views.

Page Ref: 160 - 161

4) Describe and explain the cognitive processes underlying persuasion.

Answer:

Answers should include the following points:

- There are two possibilities for cognitive processes involved with persuasion.
- Systematic processing (central route to persuasion) involves effortful and systematic processing of message content. This is explained by the elaboration-likelihood model of persuasion.
 - motivation must be high
 - capacity to process information must be high
 - knowledge of the topic must be high
 - time for processing the persuasive message must be available
 - the issue or topic must be important or interesting to us
- Heuristic processing (peripheral route to persuasion) involves automatic (relatively effortless) processing of message content.
 - lack of ability or capacity for processing information
 - limited time
 - limited knowledge
 - low motivation
 - the issue or topic is relatively unimportant or uninteresting to us

Page Ref: 168 - 170

5) Apart from its effect on the study of attitude change, describe how the advent of Festinger's cognitive dissonance theory helped lead to the extinction of Skinner's radical behaviorism. Please include what kind of conditioning was central to Skinner's theory. In which model (behaviorism or dissonance) is cognition viewed as a non-observable cause of behavior (and why is that important)? Describe the differing predictions the two models would make for Festinger's experiment, referring in detail to aspects of the induced-compliance "\$1/\$20" paradigm.

Answer:

Festinger and Carlsmith's experiment demonstrated that people changed their attitudes more with less of an inducement (\$ 1, compared to \$ 20). Skinner's operant conditioning model would (incorrectly) predict that people would change their attitude more in the \$ 20 condition of the experiment (than the \$ 1 condition)--\$20 is a bigger reward, after all! Skinner was arguing that there was no cognition and that people unthinkingly responded to rewards and punishments. Festinger's theory showed that complex cognitive operations were occurring on the way to attitude change, and that they were indeed observable.

Page Ref: 178

MYPSYCHLAB ESSAY QUESTION

1) From MyPsychLab EXPLORE: "Conformity Factors"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 5, Attitudes: Evaluating and Responding to the Social World, and click on "Find Now." For the Chapter 5 items, click on the "Explore" item called "Conformity Factors.")

This exercise is about types of persuasive messages. What are the two routes for persuasive messages, and how do they work? Describe the exercise in general and say something about the advertisements shown. Were the exercise itself a learning experience, and given the rewarding bell for right answers, and the punishing buzzer for wrong answers, what type of learning process is going on here? Give your opinion about the effectiveness of messages that ask you to think.

Answer:

The two routes are central and peripheral. The central route is for thinking more effortfully about an ad's message, whereas the peripheral route is more about appealing to more "unthinking" concerns, "if it looks good, then it probably is good." The exercise itself appears to be using instrumental conditioning to reward correct answers and punish wrong answers. The attitude objects would be correct answers (rewarded, pleasant, and therefore desirable) and wrong answers (punished, unpleasant, and therefore to be avoided). The ads in the exercise showed that ads do make an attempt to get you to think, but, even so, there is not much to read or to think about in most ads.

TEST BANK

**CHAPTER 6: THE CAUSES, EFFECTS, AND CURES OF STEREOTYPING, PREJUDICE, AND
DISCRIMINATION**

MULTIPLE-CHOICE QUESTIONS

1) As described in the chapter, a woman with her son in a Shoney's restaurant in Georgia, in what was almost surely a case of mistaken "earwitness" testimony, "heard" three young Arab medical students plotting another terrorist attack. Her perception of the event was probably due to _____.

- A) priming
- B) stereotype threat
- C) discrimination
- D) hearing loss
- E) risk aversion

Answer: A

Page Ref: 185 - 186

2) The usually negative affect (feelings) that people have about particular social groups is known as _____.

- A) stereotype
- B) minimal groups
- C) incidental feelings
- D) discrimination
- E) prejudice

Answer: E

Page Ref: 187

3) Prejudice can be _____ or _____.

- A) blatant; subtle
- B) cognitive; subtle
- C) affective; evaluative
- D) affective; well-reasoned
- E) implicit; non-conscious

Answer: A

Page Ref: 187 - 188

4) Gender-based discrimination affects a substantial proportion of the population by _____.

- A) blocking women's progress in the workplace
- B) blocking men disproportionately from technical careers
- C) affecting women's status in the social world more generally
- D) increasing the level of marital discord
- E) having a subtle effect on religious participation

Answer: A

Page Ref: 188

5) Providing members of a group with less favorable treatment because of their group membership is known as _____.

- A) stereotyping
- B) bias
- C) prejudice
- D) discrimination
- E) tokenism

Answer: D

Page Ref: 188

6) National surveys, in asking about how much progress there has been in moving toward racial equality, consistently find that White respondents perceive that _____.

- A) there has been a lot of progress
- B) there's been little if any progress
- C) Black Americans are too demanding
- D) Blacks are being catered to because they comprise a potent political force
- E) there has been good economic progress for Blacks, but little real social equality

Answer: A

Page Ref: 188

7) In the march toward racial equality, Whites may perceive Black progress as a _____, while Blacks perceive it as a _____. If people generally tend to evaluate _____ more heavily than _____, then Whites should see _____ progress for Blacks than (as) Blacks see.

- A) loss; gain; losses; gains; more
- B) gain; loss; gains; losses; more
- C) loss; gain; gains; losses; less
- D) loss; gain; gains; losses; about the same
- E) Humans generally see the loss of a dollar as a negative as much as they see the gain of a dollar as positive.

Answer: A

Page Ref: 188 - 189

8) In one study, when White participants were asked about perceptions of race relations at a university, progress was framed as either "minority gain" or "decrease in White students." White participants perceived the _____ as larger than the _____.

- A) decrease; gain
- B) gain; decrease
- C) minority gain; minority loss
- D) White student gain; estimated decrease given
- E) Change in both conditions was perceived as equal by participants.

Answer: A

Page Ref: 189 - 190

9) Differential actions taken toward members of specific social groups are known as _____.

- A) discrimination
- B) minimal groups
- C) incidental feelings
- D) prejudices
- E) stereotypes

Answer: A

Page Ref: 190

10) Beliefs about the shared traits social groups have that serve as a cognitive framework for processing social information are known as _____.

- A) stereotypes
- B) discriminations
- C) prejudices
- D) minimal groups
- E) incidental feelings

Answer: A

Page Ref: 190 - 191

11) Women are stereotyped as relatively warm but less competent than men. This stereotype is typical of groups who are _____ and _____.

- A) relatively high in status; are perceived as a threat to the high-status group
- B) relatively low in status; are perceived as a threat to the high-status group
- C) relatively high in status; not perceived as a threat to the high-status group
- D) perceived as increasing in status; not perceived as a threat to the high-status group
- E) relatively low in status; not perceived as a threat to the high-status group

Answer: E

Page Ref: 191

12) Gender stereotypes are _____.

- A) beliefs about the characteristics of women and men
- B) inaccurate categorizations of women only
- C) inaccurate categorizations of women and men
- D) inaccurate and accurate beliefs about women
- E) inaccurate categorizations of men only

Answer: A

Page Ref: 191 - 192

13) Gender stereotypes _____.

- A) include only positive traits of women and men
- B) include positive and negative traits of men and women
- C) include only negative traits of women and men
- D) include both positive and negative traits of men only
- E) include both positive and negative traits of women only

Answer: B

Page Ref: 191 - 192

14) In general, people tend to feel somewhat more positively about _____ compared to _____, a finding described as the _____ effect.

- A) men; women; "men are great"
- B) women; men; "women are wonderful"
- C) men; women; "social dominator"
- D) men; women; "men should be in control"
- E) women; men; "women actually rule the world"

Answer: B

Page Ref: 191 - 192

15) A social group that is perceived to be a threat to the high-status group is frequently characterized as _____ and _____.

- A) low in warmth; high in competence
- B) high in friendliness; high in accomplishment
- C) low in nonconformity; low in kindness
- D) low in emotional stability; high in self-confidence
- E) high in warmth; low in competence

Answer: A

Page Ref: 191 - 193

16) High-status groups such as men are frequently stereotyped as _____ and _____.

- A) low in warmth; high in competence
- B) high in emotionality; low in accomplishment
- C) low in self-confidence; high in leadership
- D) high in friendliness; low in nonconformity
- E) low in emotional stability; low in aggressiveness

Answer: A

Page Ref: 191 - 193

17) The stereotype for women show them as being relatively high on _____ and relatively low on _____.

- A) warmth; competence
- B) competence; warmth
- C) self-confidence; friendliness
- D) sensitivity; warmth
- E) conformity; sensitivity

Answer: A

Page Ref: 192

18) While women are generally valued for _____, in business, these same supposed attributes appear to be more suited for _____.

- A) communal traits; support roles
- B) communal traits; clerical occupations
- C) emotional warmth; nursing/medical careers
- D) less agentic behavior; non-sales positions
- E) child-care skills; retail/public positions

Answer: A

Page Ref: 192

19) Barriers based on attitudes or organizational biases that may prevent qualified women from reaching high-level positions in the workplace are known as _____.

- A) gender stereotypes
- B) tokenism
- C) shifting standards
- D) benevolent sexism
- E) the glass ceiling

Answer: E

Page Ref: 192

20) Jessica has worked her way up in her organization and is now a mid-level manager. She has treated her subordinates the same way her male counterparts treat theirs. Recently, Jessica has been passed over for several promotions. The jobs went to male coworkers who were possibly not quite as well qualified as Jessica. This situation probably represents _____.

- A) shifting standards
- B) the glass ceiling effect
- C) benevolent racism
- D) gender stereotypes
- E) tokenism

Answer: B

Page Ref: 192 - 193

26) All other factors being equal, differential _____ may play a contributing role in the difficulty of women in attaining higher-status jobs.

- A) respect
- B) age
- C) place of birth
- D) attractiveness
- E) letters of recommendation

Answer: A

Page Ref: 193

27) Jackson et. al. (2001) had male and female participants evaluate male and female applicants for high- and low-status jobs. Participants rated applicants on whether to hire, completed a measure of gender stereotype consistency for each applicant, and indicated level of respect for each applicant. _____ received higher hiring recommendations, and _____ levels of respect. Having traits rated as consistent with gender stereotypes _____ predict hiring recommendations.

- A) Males; higher; did not
- B) Males; higher; did
- C) Males; lower; did not
- D) Females; higher; did
- E) Females; lower; did

Answer: A

Page Ref: 193

28) _____ often refers to the practice of hiring one, or a small number, of individuals from a particular group, in order to demonstrate that no discrimination is being directed toward that group.

- A) Reverse discrimination
- B) Shifting standards
- C) Hostile sexism
- D) Tokenism
- E) Benevolent sexism

Answer: D

Page Ref: 194

29) Juan, the head of human resources at a large company, has been instructed to make sure that about 2% of all newly hired managers are women in order to reduce the risk of a discrimination lawsuit. This practice represents _____.

- A) shifting standards
- B) reverse discrimination
- C) hostile sexism
- D) benevolent sexism
- E) tokenism

Answer: E

Page Ref: 194 - 195

30) The performance of relatively trivial positive actions for members of a minority group can be later used as an excuse for later discriminatory treatment. This is known as _____.

- A) hostile sexism
- B) shifting standards
- C) reverse discrimination
- D) benevolent sexism
- E) tokenism

Answer: E

Page Ref: 194 - 195

- 31) One result of tokenism is that _____.
- A) it increases the likelihood of minority group protests
 - B) it helps to improve the self-esteem of women and minority group members
 - C) it damages the self-esteem of biased majority-group members
 - D) it increases the likelihood of affirmative action lawsuits
 - E) it helps to maintain the perception that the existing system is fair

Answer: E

Page Ref: 194 - 195

- 32) One result of tokenism is that _____.
- A) it can damage the self-esteem and confidence of tokenized individuals
 - B) it increases the likelihood of minority group protests
 - C) it increases the likelihood of affirmative action lawsuits
 - D) it damages the self-esteem of biased majority-group members
 - E) it helps to maintain the perception that the existing system is unfair

Answer: A

Page Ref: 194 - 195

- 33) In one study, job applicants identified as _____ were perceived as _____ competent by people reviewing their files than people not identified in that way.

- A) affirmative action hires; less
- B) college graduates; less
- C) performance-based hires; less
- D) inexperienced hires; more
- E) White; less

Answer: A

Page Ref: 194 - 195

- 34) Promoting one, or a very few women, to into high-status positions in an organization has the result of _____.

- A) not causing the promoted women to suffer a loss of confidence
- B) causing women not promoted to be more likely to blame themselves for not being promoted
- C) causing the promoted women not to be identified as “token” promotions
- D) not causing the promoted women to be viewed as less competent
- E) showing that the organization is genuinely free of discrimination

Answer: B

Page Ref: 194 - 195

- 35) In a study, participants were told an African-American student had been discriminated against in the grading of a paper, and had either complained about it or dealt with it by accepting responsibility. Participants evaluated the student _____ in the _____ condition than(as) in the _____ condition.

- A) more negatively; complaint; responsibility
- B) more positively; complaint; responsibility
- C) about the same; complaint; responsibility
- D) more stereotypically; complaint; responsibility
- E) using a much harsher standard; responsibility; complaint

Answer: A

Page Ref: 195 - 196

36) Garcia (2005) demonstrated that complaining about discrimination may be perceived by the complainer's in-group members as suggesting to _____ members that the _____ is given to _____.

- A) out-group; in-group; unjustified griping
- B) in-group; out-group; unjustified griping
- C) out-group; out-group; acting unjustifiably superior
- D) in-group; in-group; justifiably griping
- E) out-group; in-group; legitimate concern

Answer: A

Page Ref: 195 - 196

37) Contrary to Crocker and Major's view, attributions to prejudice in an ambiguous incident have been shown by Schmitt and Branscombe to have a substantial _____. Such an attribution causes the prejudice to be _____, thus causing the target to be more likely to _____ for the incident.

- A) internal component; more threatening; take responsibility
- B) external component; less threatening; avoid responsibility
- C) internal component; less threatening; take responsibility
- D) external component; less threatening; blame the other person
- E) internal component; more threatening; avoid responsibility

Answer: A

Page Ref: 195 - 196

38) Use of subjective measurement scales when making comparisons between members of different groups can result in _____.

- A) within-group comparisons
- B) social creativity
- C) benevolent sexism
- D) shifting standards
- E) between-group comparisons

Answer: D

Page Ref: 196 - 197

39) Changing the comparison group when judging members of different groups is known as _____.

- A) benevolent sexism
- B) shifting standards
- C) between-group comparison
- D) social creativity
- E) within-group comparison

Answer: B

Page Ref: 196 - 197

40) When rating scales are used in the absence of objective measures, shifting standards may _____.

- A) mask stereotyping effects
- B) hinder efforts to minimize biases
- C) help raters avoid the effects of stereotypes
- D) reveal stereotyping effects
- E) help raters overcome unintentional biases

Answer: A

Page Ref: 196 - 197

- 41) _____ people are generally viewed _____ than(as) _____ people.
A) poor; more positively; rich
B) married; more positively; single
C) convicted felons; more positively; honest hard-working people
D) health-care workers; more negatively; cab drivers
E) couples living together; more positively; couples in long-distance relationships

Answer: B

Page Ref: 198 - 199

- 42) Cognitive frameworks for organizing, interpreting, and recalling information are known as _____.

- A) stereotypes
B) schemas
C) in-group differentiation
D) subtypes
E) out-group homogeneity

Answer: B

Page Ref: 200

- 43) Mike believes that men are generally better at math and engineering than are women. He also tends to think of women as being emotional and a bit “soft.” Mike recently met Karen, an attractive woman who is also a civil engineer. In most other respects, Karen fits Mike’s ideas about women. Rather than revise his stereotype of women, Mike probably assumed that Karen represents a(n) _____.

- A) aberration
B) schema
C) recategorization
D) subtype
E) implicit association

Answer: D

Page Ref: 200

- 44) Many experts suggest that stereotypes can be changed _____.

- A) when the relationships between groups change
B) when the lower-status group points out the higher-status group’s stereotypes
C) when one group willingly agrees to share power (and status) with the other group
D) when the higher-status group recognizes the negative effects of stereotypes
E) when stereotypes are shown to be inaccurate

Answer: A

Page Ref: 200 - 201

- 45) Negative feelings toward an individual because of that individual’s group membership is known as _____.

- A) bias
B) prejudice
C) discrimination
D) stereotyping
E) tokenism

Answer: B

Page Ref: 202 - 203

46) Some experts have suggested that different types of prejudice may arise because of different emotional responses to the target group. From this perspective, prejudice arising from envy may result in behaviors that _____.

- A) try to camouflage the prejudice to the extent possible
- B) try to protect the in-group's status position
- C) try to harm the out-group directly
- D) try to avoid contact with the out-group
- E) try to avoid feelings of guilt and sympathy for the out-group

Answer: B

Page Ref: 202 - 203

47) Some experts have suggested that different types of prejudice may arise because of different emotional responses to the target group. From this perspective, prejudice arising from guilt may result in behaviors that _____.

- A) try to avoid feelings of guilt and sympathy for the out-group
- B) try to harm the out-group directly
- C) try to protect the in-group's status position
- D) try to avoid contact with the out-group
- E) try to camouflage the prejudice to the extent possible

Answer: D

Page Ref: 202- 203

48) Some experts have suggested that different types of prejudice may arise because of different emotional responses to the target group. From this perspective, prejudice arising from anger may result in behaviors that _____.

- A) try to avoid feelings of guilt and sympathy for the out-group
- B) try to protect the in-group's status position
- C) try to camouflage the prejudice to the extent possible
- D) try to avoid contact with the out-group
- E) try to harm the out-group directly

Answer: E

Page Ref: 202 - 203

49) Some experts have suggested that different types of prejudice may arise because of different emotional responses to the target group. From this perspective, prejudice arising from disgust may result in behaviors that _____.

- A) try to camouflage the prejudice to the extent possible
- B) try to avoid feelings of guilt and sympathy for the out-group
- C) try to harm the out-group directly
- D) try to protect the in-group's status position
- E) try to avoid contact with the out-group

Answer: E

Page Ref: 202 - 203

50) Groups of individuals that are created on the basis of some minimal criteria are known as _____.

- A) criteria groups
- B) focus groups
- C) irrelevant groups
- D) prejudicial groups
- E) minimal groups

Answer: E

Page Ref: 203

51) Incidental feelings are _____.

- A) potentially an effective means of changing prejudice on a large scale
- B) those that give rise to prejudices because of their association with judgments about an out-group
- C) irrelevant to the group being judged, even though they can have an effect on the judgments being made
- D) the underlying foundation for prejudice and discrimination in Western societies
- E) pertinent to the group being judged, but irrelevant to the group that is making judgments about another group

Answer: C

Page Ref: 203

52) Automatically-triggered connections between group membership and evaluative (like/dislike) responses are known as _____.

- A) minimal groups
- B) incidental feelings
- C) implicit associations
- D) illusory correlations
- E) social norms

Answer: C

Page Ref: 203 - 204

53) Fred, Ted, Barry, and Larry are research participants who were individually exposed to the bona fide pipeline procedure. After seeing a picture of a Hispanic face, each was shown the word "bad." The number of seconds it takes for Fred, Ted, Barry, and Larry to respond to the word "bad" is 5.2, 3.8, 2.1, and 4.4, respectively. On the basis of this information, which of these individuals MOST likely holds the greatest amount of negative attitudes towards Hispanics?

- A) Ted
- B) Larry
- C) Fred
- D) Barry
- E) All are equally prejudiced.

Answer: D

Page Ref: 203 - 204

54) Mike harbors many prejudicial feelings towards homosexuals; in fact, whenever he encounters a homosexual, he is likely to make more negative, cynical, disgusted comments than he normally would (although none directly related to homosexuality, or to the homosexual nature of the person he is talking to). This example illustrates that prejudice is often _____ in nature.

- A) planned
- B) implicit
- C) subliminal
- D) superficial
- E) confused

Answer: B

Page Ref: 203 - 204

55) Advantaged groups show the most prejudice toward out-groups when _____.

- A) the disadvantaged group acts to minimize the impact of prejudice
- B) the disadvantaged group's image or interests are threatened
- C) the disadvantaged group has developed strong leaders
- D) the advantaged group's leadership is threatened
- E) the advantaged group's image or interests are threatened

Answer: E

Page Ref: 204 - 205

56) The idea that prejudice is caused by direct competition between social groups for scarce resources is known as _____.

- A) superordinate goals theory
- B) social identity theory
- C) ultimate attribution error
- D) realistic conflict theory
- E) contact hypothesis

Answer: D

Page Ref: 206 - 207

57) Jacob is a summer camp counselor director who has decided to group his campers into one of three groups; each of these groups will be situated in separate areas of the campground. What is the MOST likely outcome due to this situational context?

- A) The campers will develop a strong attachment to their own group and may grow to hold very negative views of the other groups.
- B) The campers will be equally likely to have friends in all three groups.
- C) The campers will become bored with their own group and, consequently, will seek out friends in the other two groups.
- D) The campers will be inclined to develop friendships with their own group only if the camp counselor director encourages them to do so.
- E) The campers will develop a strong attachment to their own group and will develop close friendships with members of the other groups.

Answer: A

Page Ref: 207

58) In Sherif's (1961) Robber's Cave experiment, researchers were able to reduce the tension between two groups by _____.

- A) allowing friendships to form between members of different groups
- B) ignoring the taunts and attacks made against each group
- C) giving the groups a goal that required cooperation to be achieved
- D) encouraging competition between the groups for desirable prizes
- E) praising each group and telling the group members they were the superior group

Answer: C

Page Ref: 207

59) Goals that can only be reached by cooperation between groups are known as _____.

- A) intrapersonal goals
- B) interpersonal goals
- C) superordinate goals
- D) subordinate goals
- E) unachievable goals

Answer: C

Page Ref: 207

60) The tendency to divide the social world into separate groups, including our in-group and a number of different out-groups is known as _____.

- A) social categorization
- B) in-group differentiation
- C) contact hypothesis
- D) out-group differentiation
- E) social identity formation

Answer: A

Page Ref: 208 - 211

- 61) The social group to which an individual belongs is known as _____.
- A) a disadvantaged group
 - B) an in-group
 - C) a superordinate group
 - D) a social identity group
 - E) an out-group

Answer: B

Page Ref: 208 - 209

- 62) A group other than the one to which an individual belongs is known as _____.
- A) a social identity group
 - B) an in-group
 - C) a disadvantaged group
 - D) an out-group
 - E) a superordinate group

Answer: D

Page Ref: 208 - 209

- 63) Mohammed, an Arab-American, would be MOST likely to show prejudice against an out-group if _____.
- A) he experiences little discrimination against himself and other Arab-Americans
 - B) he is fully accepted by members of his own group
 - C) he felt secure about the goodness of his own group
 - D) there were collaborative resource-sharing arrangements with the out-group
 - E) he felt that the distinctiveness of his own group is threatened

Answer: E

Page Ref: 208 - 210

- 64) The idea that part of our self-esteem stems from identifying with the social groups to which we belong is part of _____.
- A) implicit associations theory
 - B) realistic conflict theory
 - C) social learning theory
 - D) social identity theory
 - E) minimal groups theory

Answer: D

Page Ref: 208 - 211

- 65) We tend to identify with groups to which we belong and this identification with a group raises our self-esteem. As a result, we frequently see other groups as being _____ to our own group.
- A) equivalent
 - B) unimportant
 - C) superior
 - D) irrelevant
 - E) inferior

Answer: E

Page Ref: 208 - 211

- 66) Recent research (Hornsey & Hogg, 2000) has shown that pointing out similarities between sub-groups will increase their hostility to each other if _____.
- A) there is a perceived decrease in similar outcomes for the groups
 - B) there is a perceived threat to individual group members
 - C) there is a perceived increase in similar outcomes for the groups
 - D) there is a perceived threat to the distinctiveness of the groups
 - E) there is a perceived change to members' identification with their group

Answer: D

Page Ref: 208 - 211

67) Behaving differently toward members of different social groups is known as _____.

- A) stereotyping
- B) tokenism
- C) prejudice
- D) bias
- E) discrimination

Answer: E

Page Ref: 211

68) The belief that minorities are seeking and receiving more benefits than they deserve and a denial that discrimination influences outcomes for minority members is _____.

- A) illusory correlations
- B) shifting standards
- C) implicit associations
- D) modern racism
- E) reverse discrimination

Answer: D

Page Ref: 211 - 212

69) Attributing bigoted opinions to sources other than prejudice and/or expressing biased attitudes in some “safe” areas but not publicly is a part of _____.

- A) modern racism
- B) reverse discrimination
- C) shifting standards
- D) recategorization
- E) implicit associations

Answer: A

Page Ref: 211 - 212

70) Exposing a person to some stimulus or event will make related information held in memory more available to him or her. This is known as _____.

- A) a bona fide pipeline
- B) a bogus pipeline
- C) the superordinate memory effect
- D) category activation
- E) priming

Answer: E

Page Ref: 212

71) Very brief exposures to faces of people from different ethnic backgrounds (about whom one has a negative attitude) frequently causes people to respond faster to words with negative meanings than to words with positive meanings. This technique or type of research is known as _____.

- A) a bogus pipeline
- B) category activation
- C) the superordinate memory effect
- D) the bona fide pipeline
- E) implicit racism

Answer: D

Page Ref: 212 - 213

72) Jason has just seen five faces from different individuals of varying races-Native American, White, Black, Hispanic, and Asian-via the use of priming stimuli. After being presented with a certain “target” word, his response time after each of these five faces (in the order presented above) was 1.7, .98, 2.1, .76, and 1.3 seconds, respectively. Which of the following faces is Jason MOST likely associating with the “target” word?

- A) Native American
- B) Asian
- C) White
- D) Black
- E) Hispanic

Answer: E

Page Ref: 212 - 213

73) One emotional response that can be experienced when individuals become aware of harmful wrongdoing by members of their own in-group is _____.

- A) collective guilt
- B) empathy
- C) benevolent racism
- D) respect
- E) hostile sexism

Answer: A

Page Ref: 212 - 213

74) One technique that can be used to reduce feelings of collective guilt is to _____.

- A) perceptually magnify the amount of harm done by the ingroup to the outgroup
- B) increase one's level of inherent prejudice
- C) repress the awareness of the injustice
- D) distance oneself further from the out-group
- E) argue that only a small minority of the in-group is responsible for the negative actions that led to the collective guilt

Answer: E

Page Ref: 212 - 213

75) In Western societies, overt racism has _____ in public life; automatic prejudice has _____.

- A) continued; decreased
- B) decreased; continued
- C) decreased; decreased
- D) increased; increased
- E) increased; continued

Answer: B

Page Ref: 213

76) The perspective that prejudice is acquired through direct and indirect experiences is known as _____.

- A) the common in-group identity model
- B) the social learning view
- C) the recategorization view
- D) the social norms perspective
- E) the contact hypothesis

Answer: B

Page Ref: 215

77) Candy is washing the dishes and asks her brother to help by drying them. Her brother says that dishes are women's work, which makes their father smile. Her brother sees the smile and walks away. This scenario is an example of prejudice as a result of _____.

- A) social learning
- B) social assimilation
- C) incidental feelings
- D) social discrimination
- E) compunction

Answer: A

Page Ref: 215

78) Wilma, who is white, will likely show a greater care not to act in a prejudiced manner if _____.

- A) her parents do not hold prejudicial attitudes
- B) she had contact with, but no real interaction with, Black persons during high school
- C) her parents showed fairly indifferent attitudes about racial issues
- D) she had unpleasant interactions with Black persons during elementary school
- E) her parents admonish her about prejudice even though they sometimes act in prejudicial ways themselves

Answer: A

Page Ref: 215

79) Alice's friend, Zoë, is very concerned and troubled about many of Alice's prejudices. Although she has pointed this out to her many times, Alice's views have not been altered. Another possible effective strategy that Zoë might use to convince Alice (who has two children) to change her views would be to _____.

- A) convince her that she is an immoral person for holding such views
- B) ask her to explain when and where she acquired her prejudices
- C) tell her that, if she alters her views, she may show a decrease in anxiety and anger-even though these emotions are justified
- D) inform her that she will likely see an immediate boost to her self-esteem if she changes her views
- E) inform her that she and her children are not able to enjoy everyday activities and life to the fullest due to her prejudices

Answer: E

Page Ref: 215

80) The contact hypothesis is based on the idea that _____.

- A) decreased contact between group members is necessary for the reduction of prejudice
- B) contact between members of different social groups has no long-lasting effect on the level of prejudice experienced by group members
- C) increased contact between members of different social groups may increase the degree of prejudice between the groups
- D) increased contact between members of different social groups can help to reduce prejudice between the groups
- E) prolonged contact with prejudiced members of society will increase one's own level of prejudice

Answer: D

Page Ref: 215 - 216

81) Steve, who is Jewish and has friends who are mostly Jewish, attends a high school where most of the students are Christian. Steve eventually becomes good friends with Jake, who is Christian and has friends who are mostly Christian. As a result of this new friendship, which of the following events is the MOST likely to occur?

- A) Steve will gradually begin to adopt some of the anti-Jewish sentiments displayed by his Christian friends.
- B) Steve's Jewish friends will be more inclined to feel positively toward Jake's Christian friends, though Jake's Christian friends will be less inclined to feel positively toward Steve's Jewish friends.
- C) Both Steve's friends and Jake's friends will be increasingly likely to feel that members of their respective out-groups do not necessarily dislike their respective in-groups.
- D) There will likely be an increased level of animosity between Steve's friends and Jake's friends.
- E) The anti-out-group norms from each of the respective groups will probably stay about the same in intensity.

Answer: C

Page Ref: 215 - 216

82) _____ occurs when the boundaries between an in-group changes in relation to an out-group in such a way that at least some out-group members are now seen as being part of the in-group.

- A) Ambivalent attitude
- B) Common identity
- C) Implicit association
- D) Standard shifting
- E) Recategorization

Answer: E

Page Ref: 216 - 217

83) One approach to reducing prejudice and bias is to encourage individuals to recategorize out-group members and in-group members as both being part of a larger single social entity. This approach is known as _____.

- A) the common in-group identity model
- B) the social learning model
- C) the inclusiveness model
- D) the shifting standards model
- E) the in-group differentiation model

Answer: A

Page Ref: 216 - 217

84) In a study, Jews were asked to think about Jews and Germans as two separate groups, or as part of one larger group, humans. Jews in the _____ condition indicated they were _____ to forgive Germans for the past.

- A) second; more likely
- B) first; more likely
- C) second; less likely
- D) first; equally likely
- E) second; no more or less likely

Answer: A

Page Ref: 216 - 217

85) Encouraging majority members to think about the advantages they have enjoyed as a result of their majority status increases their _____ which, in turn _____ racism.

- A) collective guilt; increases
- B) collective guilt; reduces
- C) individual guilt; increases
- D) individual guilt; reduces
- E) collective and individual guilt; has no effect on

Answer: B

Page Ref: 217 - 218

86) After thinking about racial inequality in the U.S., White participants either wrote down disadvantages to Blacks due to their race, or wrote down advantages to Whites due to their race. _____ collective guilt was found in _____ condition(s).

- A) More; the “White advantages”
- B) Less; the “White advantages”
- C) More; the “Black disadvantages”
- D) The same amount of; the “Black disadvantages”
- E) The same amount of; both

Answer: A

Page Ref: 217 - 218

87) Training individuals to refute their own stereotypes is known as _____ and has the effect of _____.

- A) stereotype negation training; increasing stereotype activation
- B) stereotype incrementation training; reducing stereotype activation
- C) social influence training; strengthening stereotype activation
- D) stereotype negation training; reducing stereotype activation
- E) stereotype incrementation training; increasing stereotype activation

Answer: D

Page Ref: 218 - 219

88) Suppose John has completed a study where he engaged in “stereotype negation training.” Given this scenario, John will likely _____.

- A) be extremely confused by the procedure and, consequently, offer neutral responses
- B) feel guilty about the fact that he associated certain racial stereotypes with the racial group toward which the stereotypes are typically targeted
- C) continue to associate the racial stereotype with the member of the race in question
- D) be much less inclined to associate the racial stereotype with the picture of the member of the matching race
- E) display much less overt stereotyping but become more covertly prejudiced

Answer: D

Page Ref: 218 - 219

89) When prejudiced people are convinced that other members of their group do not share their prejudice, they tend to become less prejudiced. This is due to _____.

- A) collective guilt
- B) recategorization
- C) social influence
- D) social norms
- E) implicit associations

Answer: C

Page Ref: 219 - 220

90) When our membership in a group is salient, a stereotype (about an out-group) that our in-group endorses is more likely to _____ our _____ about that out-group.

- A) overcome; personal beliefs
- B) overcome; in-group prejudice
- C) become less important than; personal beliefs
- D) be invalidated if; personal belief is strengthened
- E) insure; confusion

Answer: A

Page Ref: 219 - 220

FILL-IN-THE-BLANK QUESTIONS

1) A stereotype is considered the _____ component of an attitude toward a social group.

Answer: cognitive

Page Ref: 190

2) _____ are cognitive frameworks that have been developed from social learning.

Answer: Schemas

Page Ref: 200

3) _____ are composed of group members who do not seem to fit the group’s stereotype.

Answer: Subtypes

Page Ref: 200

4) Prejudice based on guilt may cause an individual to _____ members of the target out-group.

Answer: avoid

Page Ref: 202 - 203

5) Palestinians and Israelis are in conflict over territory - and this gives rise to prejudice within both groups, according to _____.

Answer: realistic conflict theory

Page Ref: 206

6) Prejudice and bias are usually decreased when two or more groups must work together to achieve a _____ goal.

Answer: superordinate
Page Ref: 207

7) _____ involves using a stimulus to activate, or make available, information that is stored in memory.

Answer: Priming
Page Ref: 212 - 213

8) Mike finds that the more contact he has with individual members of a group he hates, the less he hates them. This is best explained by the _____.

Answer: contact hypothesis
Page Ref: 215 - 216

9) The common in-group identity model suggests that including out-group members as part of a larger in-group _____ prejudice.

Answer: reduces
Page Ref: 216 - 217

10) Collective guilt can _____ the level of prejudice that people display.

Answer: decrease
Page Ref: 217 - 218

SHORT ANSWER QUESTIONS

1) Explain the relationship between stereotyping, prejudice, and discrimination.

Answer:

These are the three components of attitudes toward a particular group. Stereotypes represent the cognitive component and are composed of our beliefs about a particular social group. Prejudice is the affective component that encompasses our feelings about a group. Discrimination is the behavioral component of attitudes and includes the different actions directed towards members of different groups.

Page Ref: 190 - 191

2) Explain what is meant by “shifting standards” when judging members of different groups. Give an example.

Answer:

Shifting standards occurs when we use one group as the standard by which to make comparisons and shift to another comparison standard when judging members of a different group.

Examples will vary. Elements of a successful example should include members of two different groups (e.g., men vs. women) engaged in the same behavior that is expected to be different for the two groups in terms of absolute performance. In the example, performance should be shown to be judged within-group instead of globally (e.g., pretty good for a girl or not bad for a man). Excellent answers will point out that such distinctions may not be made overtly in terms of verbal responses, but may impact subsequent behavior of the person making the judgment.

Page Ref: 196 - 197

3) Explain attitudes toward single people compared to married people. What is atypical about this situation? What might be a reason for the prejudice and discrimination?

Answer:

Single people are routinely characterized more negatively than married people. Married people are much more likely to be considered kind or giving than are singles. Singles therefore put up with discrimination. The unusual thing about this is that single people appear unaware of the negativity directed against them, or even feel the negativity is warranted! It is thought that negativity toward singles might be in the service of glorifying the institution of marriage.

Page Ref: 198 - 199

4) Do stereotypes ever change? Under what circumstances might we expect stereotypes to change? Who is more likely (and who less likely) to hold on to a stereotype?

Answer:

Stereotypes are capable of being changed. Stereotypes about a group might change when our relationship with that group changes. This allows us to develop different notions about the characteristics of that group. Higher-status are more likely to hold on to stereotypes about a lower-status group; whereas lower-status groups are more likely to waver in their stereotypes of a higher-status.

Page Ref: 200 - 201

5) Describe the relationship between prejudice and the emotions that underlie prejudice. Make sure to include a brief description of the relationship between the types of behavior that can arise as a result of different emotional causes for prejudice.

Answer:

Prejudice is the emotional component of attitudes toward social groups. As such, prejudice is the emotion and reflects the feelings we experience based only on another's membership in a particular group. As such, all prejudices reflect some negative underlying emotions. Although they are very similar, prejudices based on different emotions can be discriminated based on the behaviors they lead to. Prejudice based on anger may lead to direct attempts to harm the out-group. Prejudice based on guilt may lead to efforts to avoid the out-group because of the emotional distress caused by the out-group's situation. Prejudice based on disgust may also lead to efforts to avoid the out-group in order to avoid possible 'contamination' by members of the out-group. Prejudice based on fear or envy may lead to defensive behaviors that are intended to protect the in-group's status or position.

Page Ref: 202 - 203

6) What are implicit associations? How do we measure them? How would the introduction of "incidental feelings" work to alter associations between certain words and group membership? How would such implicit associations influence behavior?

Answer:

Implicit associations are associations of which we are unaware. We can measure the strength of such associations using reaction time: the faster is the reaction time, the stronger is the relationship. That is, e.g., if we have a strong association between a negative word and a racial group, our reaction time will be faster than when presented a positive word and that same racial group. If we experience a negative, but unrelated prime (an incidental feeling), it may strengthen a relationship between a negative word and a particular racial group. Since implicit associations are basically non-conscious, they may influence our behaviors without our conscious awareness; i.e., these automatic prejudices may cause us to speak in a certain way toward a member of a stigmatized group without even realizing how we're being influenced.

Page Ref: 203 - 204

7) David fancies himself a programming maven at his job, whereas Felicia is a relative neophyte. When Felicia shows some skills at the programming craft, David ruthlessly retaliates. Explain why. And then, using a David/Felicia scenario, describe the role of sabotage, and both the near-term and more far-reaching effect such retaliation might have on Felicia.

Answer:

David is threatened by Felicia's good skills, thinks she is "moving in" on his territory, she is a threat to his security. He arranges to sabotage her, starting a rumor that her "code" is inferior, arranging to "accidentally" erase a key file. As a result, she performs badly in the near-term. This short-term glitch in her performance enables David to generate more prejudice about her abilities, thus forming a longer-term "backlash" against Felicia.

Page Ref: 205 - 206

8) Describe the role of similarity in experiments that deal with its effects regarding ingroups and outgroups. That is, under what circumstances does similarity breed conflict, and when does it breed greater liking. (Discuss the key role of distinctiveness.)

Answer:

Intolerance of other cultures is often about conflict due to feeling that the distinctiveness of the ingroup is being threatened by an outgroup or other culture. If there is high similarity between an ingroup and outgroup, then ingroup distinctiveness may be threatened. If on the other hand, one arranges to bolster the reasons for ingroup distinctiveness, while also promoting the idea that both groups belong to a common larger group, then similarity actually contributes to ingroup positive feelings toward the outgroup.

Page Ref: 208 - 211

9) What is modern racism? Describe some of the forms that modern racism might take.

Answer:

- 1) It is unlike blatant racism in that it is relatively subtle.
- 2) It may be expressing one's bigoted attitudes only when it is safe to do so.
- 3) It may be attributing various bigoted views to sources other than prejudice, when an alternative explanation for expressing the view is available.
- 4) It may be asserting one is "colorblind" and refusing to acknowledge one's awareness of race.

Page Ref: 211 - 212

10) Describe the bona fide pipeline. How does it work and what does it show?

Answer:

The bona fide pipeline is a method by which to determine the true racial attitudes of people. As a simple example, people are primed subliminally with the face of a person from a racial group that is typically viewed negatively. Subsequently, participants are shown an adjective and asked to indicate whether it is "good" or "bad" by pushing one of two keys. When the primed racial group elicits a negative reaction, the participant will be faster in responding to a negative adjective, and slower in responding to a positive adjective. If the prime is a face from a positively viewed racial group, then this pattern is reversed.

Page Ref: 212 - 213

ESSAY QUESTIONS

1) Explain why stereotypes are formed and used.

Answer:

Answers should include the following points:

- 1) Stereotypes function as a schema - cognitive framework for processing information and for organizing, storing, and retrieving memories.
- 2) Stereotypes allow for greater efficiency in information processing.
- 3) Stereotypes allow us to conserve mental effort (cognitive miser).
- 4) Stereotypes allow us to maintain our beliefs about the world and about people (subtyping and illusory correlations may be mentioned in this context).
- 5) Stereotypes allow us to feel positively about our group identities and to increase our self-esteem.
- 6) Stereotypes act as theories - guiding attention and influencing the interpretation of information.

Page Ref: 190 - 201

2) Explain the development of prejudice from the perspective of a response to threats to self-esteem and group interests.

Answer:

Answers should include the following:

- 1) We have a positive view of our in-group(s).
- 2) If this positive view is threatened, the source is derogated (a) to preserve or enhance self-esteem, (b) to protect group interests, and/or (c) to maintain group position.
- 3) Competition for resources may engender prejudice. This type of prejudice can be overcome with a superordinate goal (one that requires cooperation between groups to achieve).

Page Ref: 204 - 207

3) The “robber’s cave” experiment is important in social psychology. Tell what happened in the study. Explain the significance of the study.

Answer:

Robber’s cave involved boys brought to a camp and put into two groups. They developed attachments to their own group, and then competitions were started between the groups. Prejudice began quite strongly almost immediately, and some discriminatory behaviors (fighting, name-calling) started up. In due course, superordinate goals were introduced. As an example, both groups had to pull a truck out of the mud. Such goals reduced prejudice and brought the boys together. Robber’s cave showed that mere competition could engender negative feelings, and conflict and discrimination, between groups. The experiment was significant because it was a transition between realistic conflict explanations for group conflict and later Tajfel experiments that showed that conflict could be created “out of nothing.”

Page Ref: 207

4) Describe how people psychologically evade dealing with in-group responsibility for bad actions. Start off by relating this to the events at Abu Ghraib and/or Guantanamo. In general, what cognitive technique might be helpful in reducing feelings of responsibility?

Answer:

- 1) It was not the whole nation that did bad things at Abu Ghraib, just a few “bad apples.”
- 2) People can blame the victims, they deserved what they received.
- 3) The victims were so heinous they were really not humans, thus undeserving of humane treatment.
- 4) The actions served such a higher moral purpose, defending the nation, that any action is justified. This can be called “moral disengagement.”
- 5) Motivated forgetting helps in reducing guilt. Members of an ingroup in an experiment remembered less about actions of their ingroup toward an outgroup than they remembered about “evil” actions taken by an outgroup toward their ingroup.

Page Ref: 212 - 213

5) Describe some techniques that might help to reduce or eliminate prejudice.

Answer:

Answers should include several of the following:

- 1) From the social learning perspective, prejudice is learned via observation. Therefore, experiences with out-group members may counteract prejudice to some extent. It may also be beneficial to call the attention of parents and others to the negative impact that prejudice has on both in-group and out-group members. We can also question prejudiced individuals' justification for bias. Finally, the cost of prejudice to the prejudiced individual can be pointed out.
- 2) From the contact hypothesis perspective, prejudice may be reduced by actions that bring in-group and out-group members into contact with each other.
- 3) We can engage in activities to help people recategorize their existing in-group and out-group categories to be inclusive - create a superordinate in-group that includes the out-group.
- 4) We can employ strategies that increase the collective guilt felt by in-group members.
- 5) We can engage in stereotype negation training ("just say no" approach).
- 6) We can rely on social influences such as modeling non-prejudicial behaviors and providing people with an accurate assessment of the level of prejudice and negative stereotypes actually present in their in-group.

Page Ref: 214 - 220

MYPSYCHLAB ESSAY QUESTION

1) From MyPsychLab EXPLORE: "Reducing Prejudice"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 6, The Causes, Effects, and Cures of Stereotyping, Prejudice, and Discrimination, and click on "Find Now." For the Chapter 6 items, click on the "Explore" item called "Reducing Prejudice.")

The exercise talked about what four ways in which reducing prejudice might be taught. In what way might children learn better to cooperate? (hint: what sort of classroom arrangement?) What is required for contact between racial groups to work? What is the role of critical thinking?

Answer:

Reducing prejudice is most likely accomplished through cooperation, contact, critical thinking and empathy. Cooperation might be accomplished through the use of the jigsaw classroom, which stresses reliance on all members of the class to accomplish things. Contact stresses that if the contact is to work, all students must be at the same status level. Critical thinking stresses a careful examination of how stereotypes work.

TEST BANK

CHAPTER 7: INTERPERSONAL ATTRACTION AND CLOSE RELATIONSHIPS

MULTIPLE-CHOICE QUESTIONS

- 1) Interpersonal attraction refers to _____.
- A) the degree to which another person helps meet our need for affiliation
 - B) the attitude one holds about another person
 - C) the extent to which two people share the same attitudes
 - D) the positive response we have to those who are similar to us
 - E) the extent to which repeated exposure to another person is desirable

Answer: B

Page Ref: 226

- 2) Since newborns are predisposed to look toward faces in preference to other stimuli, this offers evidence that _____.
- A) there is no evolutionary rationale for why humans would show a high affiliation need
 - B) there is a decrease in affiliative behavior at the community level
 - C) there is a neurobiological basis for the need to affiliate
 - D) there is not an automatic response to facial cues
 - E) there is a psychological basis for the need to affiliate that is present at a very early age

Answer: C

Page Ref: 226

- 3) The basic motive to seek and maintain interpersonal relationships is known as _____.
- A) the affiliation need
 - B) the affect-centered model of attraction
 - C) the proportion of similarity
 - D) an adaptive response
 - E) the aversion hypothesis

Answer: A

Page Ref: 226

- 4) People with high scores on explicit measures of the need to affiliate (such as questionnaires) are most likely to _____.
- A) form friendships and interact with many people
 - B) tend to experience social exclusion much of the time
 - C) spend more time interacting in limited two-person situations
 - D) prefer to spend much of their time alone
 - E) prefer to interact primarily with large groups

Answer: A

Page Ref: 227

- 5) Individuals can vary in their strength of their need for affiliation as a function of _____.
- A) environmental factors only
 - B) either their traits or temporary states
 - C) temporary states only
 - D) their traits only
 - E) absolutely nothing, since people do not differ in terms of their strength of their need for affiliation

Answer: B

Page Ref: 227

- 6) Individuals who are in stressful situations frequently experience an increase in their need to affiliate with others in a similar situation. This may be because _____.
- A) affiliation with others in similar situations may increase our sense of belongingness
 - B) such affiliations provide opportunities for social comparisons
 - C) affiliation with others in similar situations may increase our sense of isolation
 - D) others who are in similar situations may better know what to do
 - E) such affiliations may provide us with improved coping strategies

Answer: B

Page Ref: 227

- 7) Bruce has a relatively high need for affiliation. As such, he would likely _____.
- A) show less emotional involvement in a relationship
 - B) not express a desire to marry right after college
 - C) avoid people with undesirable physical characteristics
 - D) prefer to spend as much time alone as possible
 - E) avoid making negative comments to fellow workers

Answer: E

Page Ref: 227 - 229

- 8) Attraction toward another increases if _____ and decreases if _____.
- A) the other person produces positive affect; the other person produces negative affect
 - B) the other person invades our personal space; the other person is overly pleasant
 - C) the other person provides punishment; the other person provides positive reinforcement
 - D) the other person produces negative affect; the other person produces positive affect
 - E) we provide positive reinforcement; we provide negative reinforcement

Answer: A

Page Ref: 228

- 9) Regardless of the factors leading up to one liking or disliking another individual, those likes and dislikes are determined by one's immediate _____.

- A) proximity
- B) affective state
- C) need for affiliation
- D) interpersonal relationship
- E) attitude balance

Answer: B

Page Ref: 228 - 229

10) Lisa admired the dress that Shelly was wearing and told Shelly that she looked absolutely stunning in that dress. Shelly felt very positive feelings toward Lisa after that compliment and tended to like her in other circumstances. Lisa had _____ effect on the attraction Shelly felt for her.

- A) an associated
- B) a direct
- C) a correlational
- D) an indirect
- E) an intentional

Answer: B

Page Ref: 228 - 229

11) Karen and James are taking the same social psychology class. Karen happened to be standing next to James in the college post office when he received a letter from home that contained an unexpected \$50.00. A short time later, James was asked to evaluate Karen as part of a class project. His evaluation of Karen is higher than it otherwise might have been because of _____.

- A) the similarity-dissimilarity effect
- B) the power of proximity
- C) the associated effect of emotions
- D) the need for affiliation
- E) the affect-attraction relationship

Answer: C

Page Ref: 229

12) According to a classical conditioning model of attraction, if you saw a funny film with someone, you would _____.

- A) like the person more
- B) like the person less
- C) think that the person was funny
- D) like the film more
- E) like the film less

Answer: A

Page Ref: 229

13) Joshua happened to be sitting next to Brittany when the professor returned term papers to the class. Brittany received an unexpectedly high grade and the teacher's comments were very flattering to her. Brittany now finds herself liking Joshua a bit more than before. This occurrence is best explained by _____.

- A) the need for affiliation
- B) the similarity-dissimilarity effect
- C) the associated effect of emotions
- D) the power of proximity
- E) the affect-attraction relationship

Answer: C

Page Ref: 229

14) The associated effect that emotions have on attraction can best be explained by _____.

- A) classical conditioning
- B) the direct effect
- C) nonconscious stereotyping
- D) observational learning
- E) operant conditioning

Answer: A

Page Ref: 229

15) When your feelings are negative about something in your environment, and another person just happens to be with you, you will tend to evaluate that person in negative terms, illustrating the impact of _____ on attraction.

- A) a correlational effect
- B) an associated effect
- C) a direct effect
- D) an unintentional
- E) an indirect effect

Answer: B

Page Ref: 229

16) Mark was eating a wonderful dinner one evening when Jeannine came into the restaurant and sat down next to him while he was finishing this dinner. Later, Mark found that he was attracted to Jeannine. This situation illustrates the operation of a(n) _____ effect on attraction.

- A) mediated variable's
- B) an unintentional
- C) associated
- D) direct
- E) correlational

Answer: C

Page Ref: 229

17) Regarding the affect-attraction relationship on social influence, an ad agency is primarily concerned with _____ in order to sell a product.

- A) mentioning the unique aspects of their product
- B) arousing positive feelings
- C) highlighting a company's business record
- D) providing a balanced view about their product to customers
- E) associating the product with a particular sound

Answer: B

Page Ref: 229 - 230

18) Angela and Becky are good friends. Carol greatly dislikes Angela but is not acquainted with Becky. Given this information, if Carol sees Angela and Becky interacting, Carol is MOST likely to react to Becky _____.

- A) by having a negative reaction to her
- B) by having a positive reaction to her
- C) in an indifferent fashion since she is not acquainted with her
- D) by trying to develop a friendship with her in order to anger Angela
- E) by developing a level of intrigue about her

Answer: A

Page Ref: 229 - 230

19) Proximity is important to attraction because _____.

- A) it allows negative attitudes to dissipate over time
- B) repeated exposure tends to produce favorable evaluations
- C) areas of similarity can be discovered more easily
- D) areas of dissimilarity are less likely to exist
- E) observable characteristics become more pronounced

Answer: B

Page Ref: 230 - 232

20) Which of the following professionals are MOST likely to utilize what is known about proximity in their work?

- A) Accountants
- B) Attorneys
- C) Architects
- D) Medical doctors
- E) Biologists

Answer: C

Page Ref: 230 – 232

21) Since George, a college student, prefers privacy he should choose to sit _____.

- A) in an area that is not isolated
- B) in the back of the room, away from others
- C) as close to where the professor is as possible
- D) anywhere he likes, since location in the room will not affect his privacy
- E) where there are students on both sides of him

Answer: B

Page Ref: 230 - 232

22) The principle of proximity suggests that _____.

- A) the distance between individuals determines which of their physical characteristics are most likely to be noticed
- B) the distance between individuals indicates whether one individual is attracted to another
- C) the physical closeness between individuals helps determine the probability that repeated contact will be experienced
- D) the distance between individuals determines who can interact with whom
- E) the physical closeness between individuals is an indication of mutual attraction

Answer: C

Page Ref: 230 - 232

23) The finding that frequent contact with a mildly negative, neutral, or positive stimulus results in increasingly positive evaluations of that stimulus is known as _____.

- A) an adaptive response
- B) the similarity-dissimilarity effect
- C) the repeated exposure effect
- D) the proportion of similarity
- E) the affect-centered model

Answer: C

Page Ref: 230 - 232

24) Tomas is beginning his first year of college. Since one of his goals is to meet people and make new friends in his classes, Tomas would be well-advised to _____.

- A) spend as much time as possible interacting with the instructor
- B) sit between other students in his classes whenever possible
- C) sit in the back of the room so he can take notes quietly during class
- D) sit at the front of the room and on the end of a row
- E) periodically cut class and spend the time alone in a nearby park

Answer: B

Page Ref: 230 - 232

25) Suppose Jamie lives in an apartment building. She has the BEST chance to become acquainted with the person who lives _____.

- A) directly above her
- B) in any of these locations
- C) at the end of the hall on her floor
- D) directly across from her
- E) directly below her

Answer: D

Page Ref: 230 - 232

26) Jessica considers herself to be a private individual. Although she is taking college courses and working towards her degree, she doesn't enjoy interacting with her fellow students very much. In order to minimize interactions in the classroom, Jessica should _____.

- A) spend as much time as possible interacting with the instructor
- B) sit at the front of the room and near the center of a row whenever possible
- C) sit in the back of the room, and either in a corner or at the end of a row whenever possible
- D) sit as close to the center of the room as possible
- E) make frequent eye contact with her fellow students in order to indicate her lack of interest

Answer: C

Page Ref: 230 - 232

27) Scott and Elizabeth grew up in the same small town. They attended the same school and went to the same college, where they took many of the same classes. At first, they were not particularly interested in each other romantically, but over time, they became increasingly attracted to each other and eventually married. This is best explained by _____.

- A) the similarity-dissimilarity effect
- B) the proportion of similarity
- C) the mere exposure effect
- D) the affect-centered model of attraction
- E) the attitude similarity effect

Answer: C

Page Ref: 230 - 232

28) The observation that repeated exposure to a new stimulus results in increasingly positive evaluations of the stimulus is known as _____.

- A) the proportion of familiarity
- B) the affect-centered model of attraction
- C) the attitude familiarity effect
- D) the mere exposure effect
- E) the similarity-dissimilarity effect

Answer: D

Page Ref: 230 - 232

29) Repeated exposure can lead to negative views of the stimulus if _____.

- A) propinquity effects are not present
- B) the repeated exposure occurs without conscious awareness
- C) the repeated exposure occurs randomly
- D) the need for affiliation is low
- E) the stimulus originally evokes negative emotions

Answer: E

Page Ref: 230 - 232

30) According to Zajonc (2001), we generally respond to a stranger _____ the first time we encounter that person.

- A) with concern for our personal safety
- B) with at least mild discomfort
- C) with open friendliness
- D) with curiosity
- E) with a mixture of discomfort and friendliness

Answer: B

Page Ref: 232

31) According to Zajonc (2001), repeated encounters with a stranger generally allows _____ to decrease and _____ to increase.

- A) beneficial consequences; harmful consequences
- B) positive emotions; negative emotions
- C) positive emotions; feelings of familiarity
- D) feelings of familiarity; feelings of uncertainty
- E) negative emotions; positive emotions

Answer: E

Page Ref: 232

32) The repeated exposure effect is LEAST likely to generate positive evaluations when _____.

- A) the individual being exposed has a relatively strong need for structure
- B) the stimulus initially generates strong negative affect
- C) the individual is consciously processing information about the stimulus
- D) the individual is not aware that exposure has taken place
- E) the repeated exposures cannot be avoided

Answer: B

Page Ref: 232

33) Bob listened to a new song and did not like it at all. Shortly thereafter, this song was used by a company as its new advertising jingle, and the song was played over and over, so Bob was repeatedly exposed to the song. You would expect Bob to _____ for the song.

- A) decrease his liking
- B) at first decrease his liking, then increase his liking
- C) become neutral in his evaluation
- D) increase his liking
- E) reevaluate his feelings

Answer: A

Page Ref: 232

34) Suppose Diane and Mark, as college freshmen, are assigned dorm rooms right next door to each other. Shortly thereafter, they begin dating and after college, they wed. The factor that would be MOST responsible for their initial acquaintance is _____.

- A) need for affiliation
- B) shared attitudes and beliefs
- C) repeated exposure due to proximity
- D) physical attraction
- E) adaptive responses

Answer: C

Page Ref: 230 - 232

35) Based on Langlois' work with composite faces, you might say that an attractive face is perceived as _____ than an unattractive one.

- A) more familiar
- B) more motherly/fatherly
- C) less comforting
- D) less familiar
- E) more discomfoting

Answer: A

Page Ref: 234 - 235

36) The vast majority of the stereotypes based on appearance are _____.

- A) mostly inaccurate
- B) mostly inaccurate for younger people but relatively accurate for older people
- C) mostly accurate for men and women
- D) mostly accurate for females
- E) mostly accurate for males

Answer: A

Page Ref: 233 - 234

37) Being independent and dominant are characteristics that people generally _____.

- A) believe are associated with unattractive men and women
- B) believe are associated with attractive men only
- C) believe are unrelated to levels of attractiveness
- D) believe are associated with attractive men and women
- E) believe are associated with attractive women only

Answer: D

Page Ref: 233 - 234

38) Physical attractiveness is not associated with _____ but is correlated with _____.

- A) kindness; high self-esteem
- B) popularity; good interpersonal skills
- C) good interpersonal skills; intelligence
- D) success; communications ability
- E) independence; dominance

Answer: A

Page Ref: 233 - 234

39) When rating the attractiveness of other people, the greatest degree of agreement between raters occurs when _____.

- A) males are judging the attractiveness of females
- B) males are judging the attractiveness of males
- C) females are judging the attractiveness of females
- D) both genders are judging the attractiveness of males and females
- E) females are judging the attractiveness of males

Answer: A

Page Ref: 234

40) A stereotype based on appearance that is largely accurate is that, in contrast to less attractive people, more attractive people tend to _____.

- A) be less likely to self-disclose
- B) be somewhat shallow and boring
- C) possess higher levels of intelligence
- D) have better interpersonal skills
- E) be more sensual

Answer: D

Page Ref: 234

41) Men tend to view women as attractive if they _____.

- A) do not have prominent cheekbones
- B) have "childlike"-but not mature-features
- C) have mature-but not "childlike"- features
- D) do not have a small nose and chin
- E) have either "childlike" or mature features

Answer: E

Page Ref: 234 - 235

42) Researchers have digitally combined multiple faces to create a composite image. This "averaged" face is typically rated as _____.

- A) average in terms of attractiveness
- B) less attractive than the faces used to create it
- C) unrecognizable
- D) either more or less attractive, depending on the faces used to create it
- E) more attractive than the faces used to create it

Answer: E

Page Ref: 234 - 235

43) Why would participants in Langlois' experiments rate the average of multiple faces as more attractive than the faces from which they were created?

- A) The average face elicits a self-comparison from the participant.
- B) The average face is perceived as closer to our schemas of women and men.
- C) The average face avoids the stereotypes of any extreme face.
- D) The average face is perceived as a whole, whereas the extreme face is perceived in parts.
- E) The average face is more likely to have mature features.

Answer: B

Page Ref: 234 - 235

44) Dave has just been shown a composite face of 20 women. He will likely rate this face as _____ in attractiveness.

- A) average
- B) exceptionally below average
- C) below average
- D) above average
- E) none of the above

Answer: D

Page Ref: 234 - 235

45) When people rate the attractiveness of a number of faces, two categories generally emerge. These are _____ and _____.

- A) childlike features, with well-groomed hair and an elongated neck; childlike features, with a broad nose and large pupils
- B) mature features, with prominent cheekbones and a somewhat pointed chin; mature features, with a slightly open mouth and a somewhat pointed chin
- C) childlike features, with large widely spaced eyes and small nose and mouth; mature features, with high eyebrows, large pupils and a big smile
- D) childlike features, with large widely spaced eyes and small nose and mouth; childlike features, with relatively small eyes and a larger nose and mouth
- E) mature features, with high eyebrows, large pupils and a big smile; mature features, with prominent cheekbones and a somewhat pointed chin

Answer: C

Page Ref: 234

46) Physical attractiveness is _____.

- A) not at all influenced by our prior learning experiences
- B) characteristics that are evaluated as the opposite of unattractive
- C) generally unrelated to grades, evaluations, or other external measures of capability
- D) adjudged based on precise cues that are not easy to identify
- E) characteristics that are evaluated as beautiful/handsome only

Answer: D

Page Ref: 234

47) Before going out on his date, Jon watched a portion of a TV show in which there were many attractive women. When he picked up his date, for some reason she did not seem as attractive as she had in the past. This situation illustrates the operation of _____.

- A) the assessment effect
- B) the conflict effect
- C) the dating-rating effect
- D) the contrast effect
- E) the mere exposure effect

Answer: D

Page Ref: 235

48) When research participants rate very attractive people on their attractiveness, and then rate strangers on their attractiveness, the strangers are generally rated as less attractive than if those same strangers were rated alone or first. This is known as _____.

- A) the repeated exposure effect
- B) the contrast effect
- C) appearance anxiety
- D) an adaptive response
- E) the averaging effect

Answer: B

Page Ref: 235

49) Research in bars indicates that people are perceived as more attractive by members of the opposite sex at later times of the evening than at earlier times. This is due to _____.

- A) increases in the number of available potential partners
- B) less attractive people tend to arrive at social functions at earlier times
- C) decreases in the number of available potential partners
- D) incremental effects of the alcohol consumed
- E) more attractive people tend to arrive at social functions at later times

Answer: C

Page Ref: 235

- 50) People often base their voting decisions on stereotypes that are frequently based on _____.
- A) the perception of leadership potential
 - B) the apparent emotional characteristics of the candidates
 - C) physical characteristics of the candidates, such as height
 - D) nonverbal cues related to their post-election behavior
 - E) the candidates' use of verbal key-words that trigger specific emotions

Answer: C

Page Ref: 236

- 51) Suppose a mayoral candidate by the name of Tony LaGratta is generally viewed as attractive and is taller than his male opponent. Which of the following factors, if any, may be viewed as a negative factor by many voters?

- A) Envy (particularly from men) of his attractiveness
- B) Sympathy for his less attractive opponent
- C) His ethnic name
- D) Distraction from his qualifications by his attractiveness
- E) Most voters are too sophisticated to allow observable characteristics to influence their vote.

Answer: C

Page Ref: 236

- 52) On first meetings, men who _____ are preferred; with subsequent interactions, men who _____ are preferred.

- A) exhibit sensitivity and authoritative behaviors; exhibit dominance and sensitive behaviors
- B) exhibit competitive and masculine behaviors; exhibit authoritative and submissive behaviors
- C) exhibit authoritative and submissive behaviors; exhibit competitive and masculine behaviors
- D) exhibit dominance and authoritative behaviors; exhibit sensitivity and prosocial behaviors
- E) exhibit sensitivity and prosocial behaviors; exhibit dominance and authoritative behaviors

Answer: D

Page Ref: 236

- 53) Apprehension about whether our own physical appearance is adequate and concern about possible negative reactions of other people to our appearance is known as _____.

- A) an adaptive response
- B) the proportion of similarity
- C) first impression anxiety
- D) the repulsion hypothesis
- E) appearance rejection sensitivity

Answer: E

Page Ref: 236 - 238

- 54) People who share similar attitudes and beliefs are _____ to like each other.

- A) less likely
- B) unlikely
- C) more likely
- D) neither more nor less likely
- E) either more or less likely, depending on other factors

Answer: C

Page Ref: 238 - 239

55) Of the following famous sayings, the one that MOST accurately describes the similarity-attraction relationship is _____.

- A) a penny saved is a penny earned
- B) two many cooks spoil the broth
- C) a bird in the hand is worth two in the bush
- D) opposites attract
- E) birds of a feather flock together

Answer: E

Page Ref: 238

56) Attraction between two people is enhanced when _____.

- A) the need for affiliation is particularly strong
- B) privacy is of lesser concern to both individuals
- C) areas of dissimilarity cause feelings of discomfort
- D) areas of similarity outweigh areas of dissimilarity
- E) physical proximity cannot be altered

Answer: D

Page Ref: 240 - 241

57) The research finding that people tend to respond positively to indications that another person shares their attitudes, beliefs, and interests while they respond negatively to indications that another person differs from them in terms of attitudes, beliefs, and interests is known as _____.

- A) the proportion of similarity
- B) the repeated exposure effect
- C) the similarity-dissimilarity effect
- D) the affect-centered model
- E) balance theory

Answer: C

Page Ref: 240 - 241

58) Our evaluations of strangers tend to be higher when _____.

- A) there are indications that the stranger's attitudes and beliefs are different from ours
- B) there are indications of differences in attitudes and beliefs but similarities in behaviors
- C) we know that some beliefs are dissimilar but some attitudes are similar to ours
- D) we know that they share attitudes and beliefs that are similar to ours
- E) we know that some attitudes are dissimilar but some beliefs are similar to ours

Answer: D

Page Ref: 240 - 241

59) The concept of attitude similarity includes similarity of _____, _____, _____, and _____.

- A) activities; beliefs; attitudes; interests
- B) attitudes; beliefs; values; interests
- C) attitudes; beliefs; values; behaviors
- D) attitudes; backgrounds; values; interests
- E) backgrounds; activities; interests; attitudes

Answer: B

Page Ref: 240

- 60) The proportion of similarity is an indication of _____.
- A) the strength of the similarity-dissimilarity effect
 - B) the affect-centered model of attraction
 - C) the frequency of agreeable communications
 - D) the likely level of attraction between two people
 - E) average population level of agreement on selected topics

Answer: D

Page Ref: 240 - 241

- 61) Information about other people's attitudes are processed by the perceiver _____ to produce the proportion of similarity effect.
- A) by multiplying positive affective responses and subtracting negative ones
 - B) by adding and subtracting positive and negative affective responses
 - C) in unknown ways
 - D) by adding positive affective responses, subtracting negative responses, and dividing by total responses
 - E) in a surprisingly imprecise mathematical way

Answer: E

Page Ref: 240 - 241

- 62) When indications of similar views on various topics are measured, the proportion of similarity is _____.
- A) the ratio of similar views to previously expressed similarity expressed by two people
 - B) the ratio of total views of similarity and dissimilarity to similar views divided by dissimilar views expressed by two people
 - C) the ratio of similar views to total views (similar + dissimilar) expressed by two people
 - D) the number of times two people agree with each other divided by the number of times they disagree with each other
 - E) the ratio of similar views to dissimilar views expressed by two people

Answer: C

Page Ref: 240 - 241

- 63) The proportion of similarity is predictive of the degree of attraction between two people _____.
- A) when discussions are between females and females
 - B) when discussions are between males and females
 - C) regardless of the importance of the topics they discuss
 - D) when discussions are of topics that are important to the individuals
 - E) when discussions are between males and males

Answer: C

Page Ref: 240 - 241

- 64) On the basis of the proportion of similar attitudes, of the following individuals, the person we would like the MOST would be the one with _____.
- A) 6 similar attitudes and 10 dissimilar attitudes
 - B) 10 similar attitudes and 10 dissimilar attitudes
 - C) 20 similar attitudes and 4 dissimilar attitudes
 - D) 12 similar attitudes and 20 dissimilar attitudes
 - E) 9 similar attitudes and 8 dissimilar attitudes

Answer: C

Page Ref: 240 - 241

65) Information about dissimilar attitudes and beliefs has _____ effect on attraction than does the same amount of information about similar attitudes.

- A) a slightly weaker
- B) a slightly stronger
- C) a very much weaker
- D) the same
- E) a very much stronger

Answer: B

Page Ref: 241

66) Consistent with the repulsion hypothesis, if you meet someone with whom you share one similar and one dissimilar attitude, you will be MOST likely to _____.

- A) ignore the information about your similar and dissimilar attitudes until you have an opportunity to ask your other friends if they know this individual
- B) determine whether you like or dislike the person on the basis of the relative importance you assign to the dissimilar/similar attitudes
- C) show increased liking for the person even though you may have some concern about your point of dissimilarity
- D) focus on the dissimilarity as a basis to not like the individual in question
- E) like the person, but only as a casual acquaintance

Answer: D

Page Ref: 241

67) Suppose that during a conversation with one of your best friends, you discover that she dislikes social psychology and your professor. You, on the other hand, like both of these things very much. Under these conditions, your relationship with your friend can be described as _____.

- A) balanced
- B) rebalanced
- C) unbalanced
- D) nonbalanced
- E) imbalanced

Answer: E

Page Ref: 241

68) According to balance theory, balance is achieved when _____.

- A) two people like each other and discover they are similar in some way
- B) two people dislike each other and discover they are dissimilar in some way
- C) two people dislike each other and discover they are similar in some way
- D) two people like each other and discover they are dissimilar in some way
- E) one person likes the other and discovers a similarity between himself and another person without checking to see if his perception is shared

Answer: A

Page Ref: 241

69) According to balance theory, imbalance exists when _____.

- A) two people like each other and discover they are similar in some way
- B) two people like each other and discover they are dissimilar in some way
- C) two people dislike each other and discover they are dissimilar in some way
- D) one person likes the other and the other person dislikes or is neutral towards the first
- E) one person dislikes another person, but perceives that person as being similar to a third person whom the perceiver does not like

Answer: B

Page Ref: 241

- 70) According to balance theory, nonbalance exists when _____.
- A) two people like each other and discover they are dissimilar in some way
 - B) two people discover they are dissimilar in some way but neither like nor dislike each other
 - C) one person likes the other and the other person dislikes the first
 - D) two people dislike one another
 - E) one person likes the other and the other person is neutral towards the first

Answer: D

Page Ref: 241

- 71) According to balance theory, balance results in _____, while imbalance results in _____, and nonbalance results in _____.
- A) a positive emotional state; indifference; a negative state
 - B) a negative emotional state; a positive state; indifference
 - C) indifference; a positive emotional state; a negative state
 - D) a negative emotional state; indifference; a positive state
 - E) a positive emotional state; a negative state; indifference

Answer: E

Page Ref: 241

- 72) Festinger's (1954) social comparison theory states that _____.
- A) people compare their attitudes and beliefs with each other because this increases the likelihood of finding others who share those attitudes and beliefs
 - B) people compare their attitudes and beliefs with each other because this helps to avoid states of imbalance or nonbalance
 - C) people compare their attitudes and beliefs with each other because this is the only way we can evaluate our accuracy and normality
 - D) people compare their attitudes and beliefs with each other because this produces conservational validation
 - E) people compare their attitudes and beliefs with each other because this is a necessary step towards achieving balance

Answer: C

Page Ref: 241 - 242

- 73) From an evolutionary perspective, an adaptive response is _____.
- A) any behavioral tendency that diminishes the odds of others' reproductive success
 - B) any physical characteristic or behavioral tendency that enhances the transmission of cultural information to successive generations
 - C) any behavioral tendency that enhances the odds of survival
 - D) any physical characteristic or behavioral tendency that enhances the odds of reproductive success
 - E) any physical characteristic that diminishes the odds of others' reproductive success

Answer: D

Page Ref: 242

74) One possible approach to explaining the similarity-dissimilarity effect suggests that _____.

- A) this effect was first generated by fear of the dissimilarity of other, competing species
- B) this effect is due to our genetic differences from our early ape-like ancestors
- C) this effect was a maladaptive response to potential dangers faced by our ancient hunter-gatherer ancestors
- D) this effect helps us to identify friends and foes as such
- E) this effect was an adaptive response to potential dangers faced by our ancient hunter-gatherer ancestors

Answer: E

Page Ref: 242

75) The idea that opposites attract is called _____.

- A) complementarity
- B) similarity
- C) dissimilarity
- D) attraction determinacy
- E) mutual reinforcement

Answer: A

Page Ref: 239 - 240

76) One of the few ways _____ works well is between a _____ with respect to _____ interactions.

- A) complementarity; male and female; dominance/submission
- B) similarity; female and female; management styles
- C) complementarity; male and female; athletic/non-athletic
- D) complementarity; male and male; extraversion/introversion
- E) similarity; female and female; views on fairness

Answer: A

Page Ref: 239 - 240

77) Flattery often works with respect to attraction because of the rule of _____.

- A) reciprocity
- B) ingratiation
- C) similarity
- D) complementarity
- E) implicit evaluation

Answer: A

Page Ref: 242

78) When researchers asked students to say which traits were most important for their ideal person to have, across a spectrum of different types of relationships, they named _____ and _____ as the two most important.

- A) trustworthiness; cooperativeness
- B) extraversion; trustworthiness
- C) intelligence; humor
- D) ambition; physical attractiveness
- E) kindness; physical attractiveness

Answer: A

Page Ref: 242 - 244

79) The idea that enemyship exists as a type of well-known relationship in some cultures is an example of how _____.

- A) relationships are not context-free expressions of human nature
- B) enemyship is in the mind of the individual
- C) social norms may act to prevent overt enmity
- D) such relationships only exist in clan or family settings
- E) we should always keep our enemies close to us

Answer: A

Page Ref: 245

80) One universal factor in close relationships is _____.

- A) friendship
- B) interdependence
- C) enemyship
- D) love
- E) emotionality

Answer: B

Page Ref: 245 - 246

81) A person with a preoccupied attachment style is said to have a self-image and interpersonal trust.

- A) negative; high
- B) positive; low
- C) negative; negative
- D) positive; high
- E) extremely high; extremely low

Answer: A

Page Ref: 246 - 247

82) The degree of security an individual feels in interpersonal relationships is referred to as her or his _____.

- A) attachment style
- B) mother-infant bonding
- C) basic attitudes toward interactions
- D) introjected caregiver information
- E) level of misanthropy

Answer: A

Page Ref: 246 - 247

83) Marisa has relationships with men in which she feels worthy, but inevitably has low expectations of the relationship, leading her to fear genuine closeness. Marisa has a _____ attachment style.

- A) dismissing
- B) preoccupied
- C) fearful-avoidant
- D) secure
- E) preoccupied-fearful

Answer: A

Page Ref: 246 - 247

84) A person's attachment style _____ throughout his or her life.

- A) may change with relationship experience
- B) will remain stable
- C) becomes no discernible style after age 35
- D) is accentuated with age
- E) will become less pronounced after one has children

Answer: A

Page Ref: 247

85) Family members other than a child's mother in that child's social development.

- A) have little influence
- B) influence a child in a variety of ways
- C) have a more wholesome influence if they have similar personality styles
- D) should interact alone with a child
- E) have more influence if they are near the age of the child

Answer: B

Page Ref: 247

86) _____ is enough to reduce feelings of being left out in most children.

- A) More parental attention
- B) One friend
- C) For most children, between three and four friends
- D) A trait-wise unwillingness to self-blame
- E) Merely being in others' general proximity

Answer: B

Page Ref: 249

87) A frequent shared illusion in a romance is _____.

- A) that you and your partner are meant for each other
- B) that love will solve all problems
- C) a dream of marriage and family life
- D) talking about problems will inevitably lead to resolution
- E) that the other person is all you really need

Answer: A

Page Ref: 253

88) According to research, men, more than females, seek _____ symmetry in facial features.

- A) bilateral
- B) unilateral
- C) horizontal
- D) visual
- E) vertical

Answer: A

Page Ref: 253

89) Passionate love appears to involve an intense and often _____ emotional reaction to another person.

- A) unrealistic
- B) sexual
- C) uncontrollable
- D) unpredictable
- E) accidental

Answer: A

Page Ref: 255

90) Research shows that sexual attraction is a _____ but not _____ condition for being in love.

- A) necessary; sufficient
- B) sufficient; necessary
- C) necessary; lasting
- D) sufficient; primary
- E) primary; lasting

Answer: A

Page Ref: 255

FILL-IN-THE-BLANK QUESTIONS

1) The need for _____, our motivation to interact with others, is present at birth.

Answer: affiliation

Page Ref: 226

2) Many people meet and become friends based on an accident of physical _____.

Answer: proximity

Page Ref: 231

3) People who are _____ in appearance are frequently seen as "good."

Answer: above average

Page Ref: 233 - 234

4) Research on female attractiveness has shown that there are two general categories of attractive female features - _____ and "mature".

Answer: "childlike"

Page Ref: 234 - 235

5) Research on female attractiveness has demonstrated that composite photographs created by 'averaging' 32 or more faces are _____ attractive than the photographs used to create the composites.

Answer: more

Page Ref: 234 - 235

6) In general, Americans seem to prefer _____ political candidates over shorter ones.

Answer: taller

Page Ref: 236

7) In general, about friendships, it is more accurate to say _____ than to say "opposites attract."

Answer: "birds of a feather flock together"

Page Ref: 238 - 239

8) When asked to identify the most important traits (out of 31) in an "ideal person," a large group of participants chose trustworthiness and _____.

Answer: cooperativeness

Page Ref: 243

9) An attachment style having features of low self-esteem and low feelings of interpersonal trust is called _____.

Answer: fearful-avoidant

Page Ref: 246 - 247

10) According to recent research, jealousy comes about because of a threat to our _____.

Answer: self-esteem

Page Ref: 258

SHORT ANSWER QUESTIONS

1) Explain how classical conditioning may create the associated (indirect) effect of emotions on attraction.

Answer:

Answers should contain 3 elements:

1) Classical conditioning occurs when a neutral stimulus begins to evoke the same response as another stimulus because they are paired with each other.

2) When an individual is repeatedly paired with a stimulus that evokes a positive (negative) response, the individual will eventually also begin to evoke a positive (negative) response because of classical conditioning.

3) Conscious awareness of the association between stimuli is not necessary.

Page Ref: 228 - 230

2) Explain why composite faces are seen as more attractive than the faces used to create them.

Answer:

Composites are an average. This average may approximate our schemas for beauty more closely than any individual face can. This averaging effect does not work with non-human animals.

Page Ref: 234 - 235

3) Describe the influence of situation and other factors on perceptions of attractiveness, including judgments of personality traits. What is a contrast effect? What other factors of appearance have an influence? What about behavioral cues? Anything else?

Answer:

A lot of things influence attractiveness. Men rate women as more or less attractive depending on the attractiveness of women they've been previously viewing. As the number of people in a bar grows smaller, the remaining people start looking better. Also, attributes such as age, eyeglasses, having a beard, and height also play a role. Overweight people are thought to have certain characteristics compared to thin people. Walking and handshake style may also affect perceptions of attractiveness. Initial impressions of men favor a dominant style, whereas, with additional exposure, males with a sensitive prosocial style appear more attractive. Oddly, first names may color an initial impression of attractiveness.

Page Ref: 235 - 237

4) Talk about Appearance-Rejection Sensitivity. What is it? Can it be measured? Describe as much as you can about Park's (2007) experiment: Did it turn out that Appearance-Rejection Sensitivity was meaningful? How did the experiment show this?

Answer:

Appearance-Rejection Sensitivity boils down to how much people worry about their appearance. Park developed a scale to measure this trait. In Park's experiment, she had some people think about aspects of their own appearance they didn't like (threat condition), whereas other people were asked to think about objects in the room (non-threat). People who are low in appearance-rejection sensitivity were not much different in the non-threat condition and the threat condition, whereas people high in appearance-rejection sensitivity were much more affected by the threat condition (the self-focus condition) than the non-threat condition.

Page Ref: 236 - 238

5) Explain the similarity-dissimilarity effect from the evolutionary perspective.

Answer:

Our ancient ancestors might encounter other groups of hunter-gatherers. This situation provides three possible courses of action. First, two groups may move towards each other with friendly intent. This risks the danger of a surprise attack, but it also offers the possibility of mutual benefit to the two groups. Second, the two groups might move away from each other, acting out a self-protective fear intent. This may be a safer option, but it also ensures that beneficial opportunities are missed. Third, the two groups could move towards each other with aggressive intent based on fear or on the possibility of expanded opportunities. The risk is one of possible loss, but the potential benefits could be very great. The retreat and attack options both provide benefits and may have contributed to the survival of early humans or their ancestors. The attack option may be the most adaptive response in many situations. Supporting evidence can be seen in the genetic programming of male mice' reactions to strange mice entering their territory: "If it's a male, attack it; if female, seduce it."

Page Ref: 242

6) Briefly describe Festinger's (1954) social comparison theory.

Answer:

In many instances, there are no objective indicators of the accuracy of our beliefs and attitudes. In this situation, we seek confirmation of our beliefs by comparing our beliefs and attitudes and attitudes with those of other people. Confirmation provides consensual validation - giving us a sense that our judgments are sound and that we are normal. This, in turn, produces a positive affective state. Negative affective states arise when there is a lack of consensual validation because of dissimilarity in beliefs and attitudes.

Page Ref: 242 - 243

7) Does having a sibling make any difference in your way of relating to others? How so? Describe a typical style of between-sibling behavior. Are feelings about siblings simple or complex? How so? What aspects of parents might mitigate some of the feelings between siblings?

Answer:

Elementary school kids without a sibling generally tend to be less liked than those with siblings, and to be more aggressive. Sibling rivalry is very typical, with siblings feeling a complex combination of affection, hostility and rivalry. Siblings are most likely to have a good relationship if they each have a warm relationship with parents, and if the marriage is satisfying to both parents.

Page Ref: 247 - 248

8) With regard to close friends, do people act differently with their close friends than with others? What might close friends be able to do that makes it valuable to have one? Any difference in males and females regarding friends? Does a potential separation have any effect on a friendship?

Answer:

People will do such things as brag when dealing with others, but not so much with close friends; people are generally more honest with their closest friends. Close friends are good because you can self-disclose fully and provide mutual emotional support in case of tough times. You can be yourself with a close friend. Females report having more friends than do males. When it comes time for friends to go their separate ways, like at graduation, it can be painful, and people will often grow closer because of the approaching separation.

Page Ref: 248 - 249

9) What is loneliness, briefly? What health outcomes is loneliness associated with? What causes loneliness and how can it be reduced in a person?

Answer:

Loneliness means experiencing fewer and less satisfying relationships than a person might want. Loneliness is associated with poor health and even greater mortality, often caused by sleep problems. Loneliness is caused by genetic factors, attachment style and early experience. Individuals may not be able to trust others; and lack of early experience may lead to avoidance of others. Attempts at reducing loneliness focus on cognitive therapy and social skills training in order to address two of the causes.

Page Ref: 249 - 251

10) What is the one factor that is most important in making marriage last? What negative factors might an individual bring to a marriage? Is it best to be realistic about your spouse's shortcomings?

Answer:

Similarity and assumed similarity is highly important in a lasting marriage. People who have a poor attachment style or are anxious or highly negative have less chance for a successful marriage. People in long-lasting marriages appear to have illusions about their spouse, even though they are aware of specific negative events.

Page Ref: 250, 252 - 253

ESSAY QUESTIONS

1) Describe the need for affiliation. Are there individual differences on this trait? What about when this need is not met? Describe a common situational influence on the need. Do some people not have the need? Describe the results of the experiment that investigated that question.

Answer:

The need for affiliation describes the human need to seek social contact. It appears to be at least somewhat biologically determined. People are sad and angry when the need is not met. During a national disaster, or other times when people are afraid, they seek others in the same situation to affiliate with. Although some people say they don't have the need, an experiment showed that even people who claimed they don't have the need responded to being accepted with a better mood and higher self-esteem .

Page Ref: 226 - 228

2) Explain the direct and associated effects of emotional arousal on attraction.

Answer:

Answers should include the following elements:

1) Direct effect.

- positive emotions directly produce increased attraction.
- negative emotions directly produced decreased attraction.

2) Associated (indirect) effect.

- positive emotion (from any cause) becomes associated with a person (classical conditioning), which, in turn, increases attraction.
- negative emotion (from any cause) becomes associated with a person (classical conditioning), which, in turn, decreases attraction.

3) If a negative emotion is strong enough, it may overcome any positive emotion present and/or cause disliking/repulsion.

4) Positive or negative affect can be due to any cause, as long as it is (or becomes) associated with a person through classical conditioning.

Page Ref: 228 - 230

3) Explain the effect of proximity on attraction.

Answer:

- 1) Proximity is the physical closeness of individuals.
- 2) Proximity produces repeated exposures.
- 3) Repeated exposure, even to a mildly negative stimulus, results in increasingly positive evaluations.
- 4) This is sometimes called the mere exposure effect.
- 5) This process can function without conscious awareness of the exposure.
- 6) The concept of proximity can be used a) to meet people in social settings, and b) to design buildings to encourage or discourage interactions.

Page Ref: 230 - 233

4) Discuss the effects of similarity on attraction.

Answer:

- 1) People who are more similar tend to be attracted by each other (birds of a feather flock together).
- 2) The proportion of similarity can be used as a measure of attraction: # of agreement points/total # of points discussed.
- 3) The repulsion hypothesis suggests that similarity does not necessarily cause attraction. Rather, dissimilarity causes an increase in repulsion. This hypothesis is not accurate in this formulation.
- 4) Balance theory suggests that we are in balance when liking and agreement are both high, we are in imbalance when liking is high but disagreement is present, and indifference occurs when disliking is high and either agreement or disagreement is present.
- 5) Festinger's social comparison theory suggests that we seek to evaluate our own attitudes and beliefs by comparing them with those of others when we cannot objectively determine the accuracy of our beliefs or attitudes. This social comparison process produces consensual validation, which, in turn, produces a positive affective state. When consensual validation is not achieved, negative affectivity increases.
- 6) According to the evolutionary perspective, our ancient ancestors might sometimes encounter other groups of hunter-gatherers. Such an encounter provides three possible courses of action. First, two groups may move towards each other with friendly intent. This risks the danger of a surprise attack, but it also offers the possibility of mutual benefit to the two groups. Second, the two groups might move away from each other, acting out a self-protective fear intent. This may be a safer option, but it also ensures that beneficial opportunities are missed. Third, the two groups could move towards each other with aggressive intent based on fear or on the possibility of expanded opportunities. The risk is one of possible loss, but the potential benefits could be very great. The retreat and attack options both provide benefits and may have contributed to the survival of early humans or their ancestors. The attack option may be the most adaptive response in many situations. Supporting evidence can be seen in the genetic programming of male mice' reactions to strange mice entering their territory: "If it's a male, attack it; if female, seduce it."

Page Ref: 238 - 242

MYPSYCHLAB FEATURE ESSAY QUESTION

1) From MyPsychLab SIMULATE: "Actors and Observers"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 7, Interpersonal Attraction and Close Relationships, and click on "Find Now." For the Chapter 7 items, click on the "Simulate" item called "Actors and Observers.")

Describe the exercise. Explain what psychological phenomenon the exercise is meant to illuminate. Would you expect more personality traits to be flagged "Depends on the situation" when filling out the screen for your own personality traits or your friend's personality traits? Why?

Answer:

The exercise asked me to fill out a short personality assessment for myself, and one for a friend. There are about a dozen traits, with an opportunity to select, e.g., "shy," "outgoing" or "Depends on the situation". So after I filled out both of these short personality measures, the exercise told me how many times I gave myself a "depends on the situation" and how many times I gave my friend a "depends on the situation." I gave my friend more of those than myself! The idea is that I would be apt to give myself more "depends on the situation" because, according the actor/observer effect, I will think of myself as behaving based on whatever situation I'm in, whereas I will think of my friend as operating from her traits (disposition). Therefore, I should give a friend fewer "Depends on the situation" than I give myself.

TEST BANK

CHAPTER 8: SOCIAL INFLUENCE: CHANGING OTHERS' BEHAVIOR

MULTIPLE-CHOICE QUESTIONS

1) The type of social influence in which individuals change either their attitudes or behavior to adhere to existing social norms is known as _____.

- A) obedience
- B) conformity
- C) ingratiation
- D) cohesiveness
- E) compliance

Answer: B

Page Ref: 273

2) Efforts by one or more individuals to change another's attitudes, beliefs, perceptions, or behaviors are known as _____.

- A) social influence
- B) ingratiation
- C) conformity
- D) norms
- E) social norms

Answer: A

Page Ref: 273

3) The type of social influence that involves direct requests from one individual to another is known as _____.

- A) injunctive norms
- B) conformity
- C) compliance
- D) ingratiation
- E) obedience

Answer: C

Page Ref: 273

4) The type of social influence that occurs when one person orders another to perform some action and the other person then complies is known as _____.

- A) compliance
- B) individuation
- C) conformity
- D) ingratiation
- E) obedience

Answer: E

Page Ref: 274

5) _____ are rules that indicate how people are expected to behave in particular situations.

- A) Individuations
- B) Social pressures
- C) Normative foci
- D) Social validations
- E) Social norms

Answer: E

Page Ref: 274

6) Suppose you are taking a friend to a party. The invitation specified that the party would begin at 6:00 pm. When you arrive at your friend's apartment at 5:45 to pick her up, she tells you she won't be ready to leave before about 6:30 and comments that "Nobody arrives on time, anyway". Your friend is following _____.

- A) an explicit social norm
- B) a tendency towards conformity
- C) a symbolic social influence factor
- D) an implicit social norm
- E) an ingratiation technique

Answer: D

Page Ref: 274

7) In Asch's classic experiment, a standard-setting line was first presented to small groups of people, followed by the presentation of three comparison lines of different lengths. In one condition, three accomplices, posing as students, chose an incorrect answer before the subject could respond. Frequently, the subject would then also select an incorrect response. This result illustrates _____.

- A) the effects of compliance
- B) the low-ball technique
- C) an informational social influence
- D) the absence of individuation tendencies in some participants
- E) the influence of group pressure to conform

Answer: E

Page Ref: 275 - 277

8) In Asch's classic experiment, a standard-setting line was first presented to small groups of people, followed by the presentation of three comparison lines of different lengths. In one condition, three accomplices, posing as students, chose an incorrect answer before the subject could respond. _____ of the research participants agreed with a clearly incorrect answer at least once.

- A) More than 75 percent
- B) All
- C) One third
- D) About 50 percent
- E) Less than 5 percent

Answer: A

Page Ref: 275 - 277

9) In Asch's classic experiment, a standard-setting line was first presented to small groups of people, followed by the presentation of three comparison lines of different lengths. In one condition, three accomplices, posing as students, chose an incorrect answer before the subject could respond. _____ of the research participants never yielded to group pressure to accept an incorrect response.

- A) Almost 25 percent
- B) About 5 percent
- C) 50 percent
- D) About 75 percent
- E) none

Answer: A

Page Ref: 275 - 277

10) In several variations on Asch's classic experiment, a standard-setting line was first presented to small groups of people, followed by the presentation of three comparison lines of different lengths. In one condition, two of three accomplices, posing as students, chose an incorrect answer before the subject could respond. The third accomplice sometimes chose a correct response and sometimes chose a more incorrect response. Under these conditions, respondents were more likely to choose the correct response. These results suggest _____.

- A) it becomes easier to resist conformity pressure once unanimity of the group is broken
- B) group pressure to conform has only minimal effects on behavior
- C) it is not possible to resist conformity pressure
- D) it becomes more difficult to resist conformity pressure once unanimity of the group is broken
- E) group pressure to conform is uniform and universal

Answer: A

Page Ref: 275 - 277

11) Erin has been living with her boyfriend for a year. During that time, Erin has heard her boyfriend and his family make many negative comments about Asians. When her boyfriend's family is around, Erin also occasionally makes negative comments about Asians, even though she doesn't believe these comments are based in facts. This situation best represents the distinction between _____ and _____.

- A) private speech; public beliefs
- B) private conformity; public acceptance
- C) public conformity; private acceptance
- D) public speech; private beliefs
- E) public conformity; private non-conformity

Answer: C

Page Ref: 275 - 277

12) Public conformity is _____; private acceptance is _____.

- A) doing and/or saying what others do with a fair degree of acceptance; independently coming to question some aspects of the normative view
- B) coming to feel or think as others around us do; saying, but not doing, what others say and do
- C) doing or saying what others around us do or say; coming to feel or think as others around us do
- D) doing what others do; privately entertaining arguments against the public view
- E) saying what others say; thinking what we think privately, regardless of what others do

Answer: C

Page Ref: 275 - 277

13) Norman is in a group where he strongly believes that his judgment is correct, but he does not want to appear different. A possible way he may deal with this situation is to _____.

- A) alter his perception of the information provided so that he can feel comfortable with conforming to the group influence
- B) privately reject the information provided by the group, but appear to be open to later arguments
- C) argue his point of view, then pretend to allow the group to persuade him to their point of view
- D) somehow convince the group that he should be perceived as an authority on the matter
- E) strongly argue his point of view and simply risk any possible consequences of this action

Answer: A

Page Ref: 277

14) All of the factors that bind group members together into a coherent social entity are collectively known as _____.

- A) social norms
- B) social influences
- C) cohesiveness
- D) ingratiation
- E) individuation

Answer: C

Page Ref: 278

15) Pressures toward conformity have a stronger effect on our behavior when _____.

- A) we observe a particular group of persons engaging in irrational behavior
- B) the group we observe is very small
- C) different members of a particular group are saying or doing different things
- D) we like and admire a particular group of persons
- E) we dislike a particular group of persons

Answer: D

Page Ref: 278

16) Injunctive norms _____.

- A) are unspoken, implicit standards for behavior
- B) encourage the adoption of certain attitudes but not others
- C) specify what ought to be done in a particular situation
- D) determine the ways in which we interact with other people
- E) specify what most people do in a particular situation

Answer: C

Page Ref: 278

17) Three college friends went swimming in a local creek, ignoring both a No-Trespassing sign and a No-Swimming sign. These friends were violating _____.

- A) informational social influences
- B) descriptive norms
- C) symbolic social influences
- D) injunctive norms
- E) normative social influences

Answer: D

Page Ref: 278

18) Descriptive norms _____.

- A) specify what we should do in a particular situation
- B) provide us with accurate perceptions of the social world
- C) indicate what most people do in a particular situation
- D) help us distinguish ourselves from others in some respects
- E) reflect our mental representation of our relationships with others

Answer: C

Page Ref: 278

19) Injunctive norms _____.

- A) indicate what most people do in a particular situation
- B) help us distinguish ourselves from others in some respects
- C) reflect our mental representation of our relationships with others
- D) provide us with accurate perceptions of the social world
- E) specify what behavior will be approved of in a particular situation

Answer: E

Page Ref: 278

20) Imagine that you are at the park with a friend one day when you and your friend see someone casually toss a sandwich wrapper on the ground. Your friend comments "How crude! People should not litter." and picks the trash up to drop it in a nearby trash receptacle. Your friend's words represent _____.

- A) a descriptive norm
- B) environmental awareness
- C) symbolic social influence
- D) an injunctive norm
- E) the low-ball technique

Answer: D

Page Ref: 278

21) Normative focus theory says _____.

- A) norms will influence behavior only when they are salient
- B) our behavior focuses attention on relevant norms
- C) norms are the focus of much of our behavior
- D) norms focus our attention on inappropriate behavior
- E) relevant norms focus our behavior on a particular objective

Answer: A

Page Ref: 278 - 279

22) People who see others picking up litter in a parking lot are less likely to litter themselves. This observation can best be explained by _____.

- A) descriptive normative theory
- B) conformity pressure
- C) normative focus theory
- D) situational norms
- E) injunctive normative theory

Answer: C

Page Ref: 278 - 279

23) Even though there is a sign that clearly says "Park closes after 9 P.M.," Mary says to herself "What a silly sign! I just want to walk around here, I'm not a 'bad guy'" and proceeds to walk in the park. Mary's behavior is _____ with normative focus theory since _____.

- A) consistent; she has not been thinking about the injunctive norm in question
- B) inconsistent; she is disobeying an injunctive norm that she does not see as related to her own actions
- C) consistent; she is disobeying an injunctive norm that she does not see as related to her own actions
- D) inconsistent; consistent; she has not been thinking about the injunctive norm in question
- E) irrelevant; she is ignoring a descriptive norm that is not important to her at the time

Answer: C

Page Ref: 278 - 279

24) Situational norms _____.

- A) are more salient than are non-situational norms
- B) have a relatively weak effect on behavior
- C) only operate when we are consciously aware of them
- D) use conformity pressure and group cohesiveness to regulate behavior
- E) guide behavior in a particular situation or environment

Answer: E

Page Ref: 279

25) People typically lower their voice in the library or in a hospital room and talk louder in a sports arena because of _____.

- A) conformity pressure
- B) injunctive norms
- C) obedience pressure
- D) descriptive norms
- E) situational norms

Answer: E

Page Ref: 279

26) Zosha and three of her friends have just watched a new movie. As they walk out of the movie, Zosha's friends are talking about how much they enjoyed the movie and how good the actor's portrayal was. If one of her friends then asks Zosha how she liked the movie, she _____.

- A) is likely to say that she liked the acting but not the movie
- B) is likely to say that she liked the movie but not the acting
- C) is likely to say that the movie and the acting were terrible
- D) is likely to attempt to change the subject
- E) is likely to say that she also enjoyed the movie

Answer: E

Page Ref: 278 - 280

27) James, a 17-year-old high school student, has just moved to a new city and enrolled in a new school. At his old school, there were strong social norms against teenagers smoking cigarettes. At his new school, however, several of his new friends regularly smoke and say to him, "C'mon, don't be a jerk, have one of mine." As a result, James is likely to begin smoking, because of _____.

- A) the informational social influence
- B) the normative social influence
- C) the foot-in-the-door technique
- D) ingratiation
- E) the normative focus influence

Answer: B

Page Ref: 280

28) James and Wanda just bought a house, and moved into a new, upscale neighborhood. One of their friends, who lives down the street from them, has installed a hot tub in her rock garden, and has pointed out all the advantages of having one. James and Wanda are debating whether to install a rock garden with a hot tub in their new home. Their decision may be strongly influenced by _____.

- A) the compliance influence of their friend
- B) the normative focus influence of their friend
- C) the normative social influence of their friend
- D) the informational social influence of their friend
- E) the individuation influence of their friend

Answer: D

Page Ref: 280

29) Normative social influence is _____.

- A) based on our desire to be liked or accepted by others
- B) based on our desire to be correct and have accurate perceptions
- C) based on our desire to comply with direct requests
- D) based on our desire to obtain additional goods or services at no extra expense
- E) based on our desire to be distinguishable or different from others in some respects

Answer: A

Page Ref: 280

- 30) Informational social influence is _____.
- A) based on our desire to be distinguishable or different from others in some respects
 - B) based on our desire to be correct and have accurate perceptions
 - C) based on our desire to comply with direct requests
 - D) based on our desire to obtain additional goods or services at no extra expense
 - E) based on our desire to be liked or accepted by others

Answer: B

Page Ref: 280

- 31) Jessie, Adam, Charles, and Paul were in the parking lot and saw a man as he fled from a convenience store after a robbery. When the police question the four friends, Paul answered first, saying that it was a black man who drove away in an older Pontiac car. Adam agreed with Paul fairly quickly. Jessie, who is not absolutely sure of the race of the suspect, is likely to _____ with Paul and Adam because of the effect of _____.
- A) disagree; informational social influence
 - B) disagree; normative social influence
 - C) agree; informational social influence
 - D) disregard what he heard the others say; individuational social influence
 - E) agree; normative social influence

Answer: C

Page Ref: 280

- 32) Martha tells her friend, June, "Didn't you hear that eating lots of garlic is good for you?" If June then changes her eating habits to include a lot of garlic, it would be due to _____.
- A) peer pressure
 - B) normative social influence
 - C) individuation
 - D) informational social influence
 - E) symbolic social influence

Answer: D

Page Ref: 280

- 33) In any particular situation, our conformity is influenced by at least four factors, including our desire to be liked by others, our need to be accurate, our need to be different from others, and _____.
- A) our desire to love and be loved
 - B) our need to learn and obtain knowledge
 - C) our desire to be in control of our own behavior
 - D) our desire to provide for ourselves
 - E) our need to meet high standards

Answer: C

Page Ref: 280 - 286

- 34) In any particular situation, our conformity is influenced by at least four factors, including our desire to be in control of our own behavior, our need to be accurate, our need to be different from others, and _____.
- A) our need to meet high standards
 - B) our need to resist new knowledge
 - C) our desire to provide for ourselves
 - D) our desire to stick with the status quo
 - E) to be liked by others

Answer: E

Page Ref: 280 - 286

35) In any particular situation, our conformity is influenced by at least four factors, including our desire to be in control of our own behavior, our desire to be liked by others, our need to be accurate, and _____.

- A) our need to meet high standards
- B) our desire to love and be loved
- C) our desire to provide for ourselves
- D) our need to be different from others
- E) our need for orderliness and beauty

Answer: D

Page Ref: 280 - 286

36) A reason for any gender differences in conformity involves a difference in _____ between men and women.

- A) status
- B) behavior
- C) attitudes
- D) awareness of social norms
- E) tendency to gossip

Answer: A

Page Ref: 281

37) When factors such as _____ and _____ are considered, gender differences in susceptibility to conformity disappear.

- A) confidence in one's own judgments (as determined by familiarity with the situation); social status
- B) trait stubbornness; social status
- C) intelligence; unconsciously primed stubbornness
- D) group judgment; knowledge of the source of the conformity pressure
- E) elimination of cultural bias; knowledge of the source of the conformity pressure

Answer: A

Page Ref: 281

38) Michele's friends are very conservative in terms of their dress and appearance. Much to their amusement, Michele dyes her hair pink and green the following day. Michele's action can be explained by her need for _____.

- A) cohesiveness
- B) avoiding peer pressure
- C) heuristic processing
- D) systematic processing
- E) individuation

Answer: E

Page Ref: 285

39) A practical implication of research by Bond and Smith (1996) on cultural differences in conformity is that there tends to be _____.

- A) no difference between individualistic and collectivistic cultures
- B) unpredictable differences between individualistic and collectivistic cultures
- C) more conformity in countries with collectivistic cultures
- D) more conformity in countries with individualistic cultures
- E) less conformity in countries with collectivistic cultures

Answer: C

Page Ref: 285

40) Individuation is _____.

- A) our need to differ from others in some respects
- B) our need to be part of a larger group
- C) our need to feel an attraction to at least some members of our own group
- D) our need to offer help to others within our own group
- E) our need to fit in with our particular in-group

Answer: A

Page Ref: 285

41) The need to resist conformity is stronger in _____.

- A) small communities
- B) older people
- C) individualistic societies
- D) collectivist societies
- E) large groups

Answer: C

Page Ref: 285

42) Research has shown substantial cross-cultural differences in people's need for individuation. This finding suggests that there should also be cross-cultural differences in _____.

- A) ingratiation
- B) personal control
- C) conformity
- D) cohesiveness
- E) extroversion

Answer: C

Page Ref: 285

43) Individuals with a high need for personal control typically _____.

- A) yield to social pressure to conform in at least some instances
- B) are unaware of social pressure to conform in at least some instances
- C) create social pressure for others to conform in at least some instances
- D) are overly aware of social pressure to conform in at least some instances
- E) resist social pressure to conform in at least some instances

Answer: E

Page Ref: 285

44) George feels that going along with a group implies behaving in ways one might not ordinarily choose. Given this information, it is likely that George views conformity _____.

- A) as irrelevant since he does not desire to be accurate
- B) as an affront on his uniqueness
- C) as important to his self-esteem and need to fit in
- D) as irrelevant since he does not desire to be liked
- E) as a threat to his desire for control

Answer: E

Page Ref: 285

45) Tina and Rachael are the only two members of a jury who are trying to convince the rest of the jury that the defendant is not guilty. Tina and Rachael offer very different explanations for why the jury should vote not guilty. Because of their differing explanations, they will be _____ to convince the majority to acquit the defendant than if both had a common explanation.

- A) less likely
- B) more likely
- C) less likely, but only if the jury members won't listen to their explanations
- D) The answer is not clear from the information given.
- E) just as likely

Answer: A

Page Ref: 286

46) A minority group that wants to influence the majority must be consistent in their opposition to majority opinion, avoid appearing rigid and dogmatic, and _____.

- A) display greater concern for being part of the majority
- B) explain how their beliefs apply in ambiguous and complex social situations
- C) encourage majority members to think heuristically
- D) consider the general social context when formulating its arguments for change
- E) use tactics that command the attention of majority members

Answer: D

Page Ref: 286

47) Minority members who are attempting to change the majority's opinion must be consistent in their opposition to the majority opinion. This is because _____.

- A) inconsistencies represent complexities of thought that the majority usually cannot tolerate or understand
- B) apparent wavering within the minority group tend to weaken the impact of the minority opinion
- C) inconsistencies may be interpreted as partial support for the majority opinion
- D) inconsistencies in minority opposition are a sign of weakness that can be exploited by the majority
- E) apparent wavering or divisions within the minority group is perceived as incoherent or unclear thinking on the issue

Answer: B

Page Ref: 286

48) One form of social influence that involves direct requests from one person to another person is known as _____.

- A) conformity
- B) compliance
- C) obedience
- D) ingratiation
- E) complacency

Answer: B

Page Ref: 288 - 289

49) How did a well-known social psychologist, Robert Cialdini, learn about the underlying principles of compliance?

- A) He did a study where he interviewed hundreds of salespersons.
- B) He went undercover as a customer looking for a used car and noted how different salesmen attempted to sell various used cars to him.
- C) He did a thorough, academic literature review of the field.
- D) He went undercover and temporarily took jobs in settings where gaining compliance is critical.
- E) He reflected on his previous profession as a car salesmen for over a decade.

Answer: D

Page Ref: 289

50) Compliance professionals are _____.

- A) people who enjoy influencing others for no other reason than the pleasure they derive from exercising such influence
- B) people who depend on the generosity of others for some portion of their income
- C) people who sell used cars for a living
- D) people who study the issues related to compliance and obedience
- E) people whose success depends on their ability to obtain agreement from others

Answer: E

Page Ref: 289

51) All of the following individuals would likely be considered a "compliance professional," EXCEPT _____.

- A) a telephone operator
- B) a fundraiser
- C) a sales representative
- D) an advertiser
- E) a political lobbyist

Answer: A

Page Ref: 289

52) One of the factors associated with compliance is friendship. This is because _____.

- A) we are more willing to comply with those who can provide us with scarce resources if they choose to do so
- B) we are more willing to comply with requests that are consistent with our other behaviors and beliefs
- C) we are more resistant to requests that come from those who hold a position of authority over us
- D) we are more likely to comply with requests from those whom we see as similar to ourselves in some way
- E) we are more willing to comply with requests from friends or from those we like than with requests from strangers or people we dislike

Answer: E

Page Ref: 290

- 53) One frequently used impression management technique is ingratiation. This involves _____.
- A) first inducing the target person to like you, then attempting to change the person's behavior in a desired direction.
 - B) first beginning with a small request, then escalating to a larger request after the first one has been granted
 - C) offering additional benefits to a target person before they have decided whether or not to comply with a request
 - D) first beginning with a very large request, then making a much smaller but desired request after the first request has been refused
 - E) offering a very attractive deal, then changing the terms of the agreement after the attractive deal was accepted

Answer: A

Page Ref: 290

- 54) Seeking compliance through ingratiation is based on the underlying principle of _____.
- A) reciprocity
 - B) social validation
 - C) friendship/liking
 - D) commitment/consistency
 - E) authority

Answer: C

Page Ref: 290

- 55) After seeing a commercial for sneakers supposedly designed by the basketball star Michael Jordan, Dave decides to rush out and buy a pair. Dave has been influenced as a result of the compliance principle of _____.

- A) commitment/consistency
- B) scarcity
- C) friendship/liking
- D) authority
- E) social validation

Answer: D

Page Ref: 289

- 56) One of the factors associated with compliance is social validation. This is because _____.
- A) we want to be correct, and one way to do so is to emulate the behaviors of others whom we see as similar to ourselves in some way
 - B) we are more willing to comply with requests from friends or from those we like than with requests from strangers or people we dislike
 - C) we are more willing to comply with requests that call attention to scarcity than to those that do not
 - D) we are more likely to comply with requests that come from those who hold a position of authority over us
 - E) we are more willing to comply with requests that result in behaviors we see as consistent with positions we have made a commitment to

Answer: A

Page Ref: 289

- 57) One of the factors associated with compliance is authority. This is because _____.
- A) we want to be correct, and one way to do so is to emulate the behaviors of others whom we see as similar to ourselves in some way
 - B) we are more willing to comply with requests that result in behaviors we see as consistent with positions we have made a commitment to
 - C) we are more willing to comply with requests from those who hold or appear to hold legitimate authority over us
 - D) we are more willing to comply with requests that call attention to scarcity than to those that do not
 - E) we are more willing to comply with requests from friends or from those we like than with requests from strangers or people we dislike

Answer: C

Page Ref: 289

- 58) One of the factors associated with compliance is commitment. This is because _____.
- A) we are more willing to comply with requests from friends or from those we like than with requests from strangers or people we dislike
 - B) we are more willing to comply with requests that call attention to scarcity than to those that do not
 - C) we are more willing to comply with requests that result in behaviors we see as consistent with positions we have made a commitment to
 - D) we are more likely to comply with requests from those whom we see as similar to ourselves in some way
 - E) we are more likely to comply with requests that come from those who hold a position of authority over us

Answer: C

Page Ref: 289

- 59) Cialdini's compliance principle of social validation suggests that compliance with a request is more likely when the requested action is seen as being consistent with information we have about what persons similar to us are doing. This principle is closely related to the _____ aspect of conformity.
- A) informational social influence
 - B) normative social influence
 - C) personal control
 - D) individuation
 - E) group cohesiveness aspect

Answer: A

Page Ref: 289

- 60) Ada had missed the notes for several classes and asked Rob for the notes for one day. Rob gave the notes to Ada, who copied them and then asked Rob for a week's worth of notes. Because of the _____, Rob is highly likely to give Ada the notes.
- A) foot-in-the-door technique
 - B) two stage compliance approach
 - C) lowball technique
 - D) door-in-the-face technique
 - E) ingratiation approach

Answer: A

Page Ref: 290

61) Pointing out incidental similarities between ourselves and those whom we wish to influence is based on the _____ principle of compliance.

- A) social validation
- B) reciprocity
- C) authority
- D) commitment/consistency
- E) friendship/liking

Answer: E

Page Ref: 290

62) One technique used for seeking compliance from others involves calling attention to relatively trivial, surprising similarities between the target person and ourselves. This is known as _____.

- A) incidental similarity
- B) the lowball procedure
- C) ingratiation
- D) the door-in-the-face technique
- E) the foot-in-the-door technique

Answer: A

Page Ref: 290

63) The foot-in-the-door technique is based on the _____ principle of compliance.

- A) social validation
- B) commitment/consistency
- C) reciprocity
- D) friendship/liking
- E) scarcity

Answer: B

Page Ref: 290

64) One technique used for seeking compliance from others involves making a small request first, then making a larger request that is actually desired after compliance with the smaller request has been obtained. This is known as _____.

- A) the foot-in-the-door technique
- B) the lowball procedure
- C) ingratiation
- D) the door-in-the-face technique
- E) the fast-approaching-deadline technique

Answer: A

Page Ref: 290

65) One technique for gaining compliance is to offer a very favorable deal to someone, then change the terms of the deal to make it less attractive after the target person has accepted the initial deal. This is known as _____.

- A) the foot-in-the-door technique
- B) ingratiation
- C) playing hard to get
- D) the lowball procedure
- E) the door-in-the-face technique

Answer: D

Page Ref: 291

66) Jack has agreed to purchase a new car for \$18,000. However, just before he gets ready to sign the contract, the salesman tells Jack that the sales manager will not approve the amount allowed for his trade-in, and that the contract will have to be higher, probably around \$19,000. Jack has just been the victim of _____.

- A) the lowball technique
- B) the door-in-the-face technique
- C) the that's-not-all technique
- D) playing hard to get
- E) the foot-in-the-door technique

Answer: A

Page Ref: 291

67) The lowball procedure is based on the _____ principle of compliance

- A) authority
- B) friendship/liking
- C) social validation
- D) reciprocity
- E) commitment/consistency

Answer: E

Page Ref: 291

68) One technique for gaining compliance is to begin with a large request, then make a smaller desired request after the first one is refused. This is known as _____.

- A) the foot-in-the-door technique
- B) the door-in-the-face technique
- C) playing hard to get
- D) the lowball procedure
- E) ingratiation

Answer: B

Page Ref: 292

69) One of the factors associated with compliance is reciprocity. This is because _____.

- A) we are more willing to comply with requests from friends or from those we like than with requests from strangers or people we dislike
- B) we are more willing to comply with requests that result in behaviors we see as consistent with positions we have made a commitment to
- C) we are more likely to comply with requests from those who have previously done us a favor or made a concession to us in order to feel that we have repaid them to some extent
- D) we are more likely to comply with requests from those whom we see as similar to ourselves in some way
- E) we are more willing to comply with requests that call attention to scarcity than to those that do not

Answer: C

Page Ref: 292

70) The door-in-the-face technique is based on the _____ principle of compliance.

- A) reciprocity
- B) friendship/liking
- C) social validation
- D) commitment/consistency
- E) scarcity

Answer: A

Page Ref: 292

- 71) When an auto dealer offers you an extra option as a "closer" for a deal, the dealer is using _____.
- A) ingratiation
 - B) the foot-in-the-door technique
 - C) the door-in-the-face technique
 - D) the that's-not-all technique
 - E) the lowball procedure

Answer: D

Page Ref: 292

- 72) A technique sometimes used for gaining compliance is to suggest that a person or object is difficult to obtain. This technique is known as _____.
- A) the foot-in-the-door technique
 - B) the playing hard to get technique
 - C) the fast-approaching-deadline technique
 - D) the that's-not-all technique
 - E) the door-in-the-face technique

Answer: B

Page Ref: 293

- 73) The playing-hard-to-get technique is based on the _____ principle of compliance.
- A) scarcity
 - B) authority
 - C) reciprocity
 - D) friendship/liking
 - E) social validation

Answer: A

Page Ref: 293

- 74) One of the factors associated with compliance is scarcity. This is because _____.
- A) we are more likely to comply with requests that come from those who hold a position of authority over us
 - B) we are more likely to comply with requests from those whom we see as similar to ourselves in some way
 - C) we are more willing to comply with requests that result in behaviors we see as consistent with positions we have made a commitment to
 - D) we are more willing to comply with requests that call attention to scarcity than to those that do not
 - E) we are more willing to comply with requests from friends or from those we like than with requests from strangers or people we dislike

Answer: D

Page Ref: 293

- 75) When confronted with the that's not all technique, we should always remember that the person making the request _____.
- A) correctly assumes that we will mindlessly approve of a cost reduction of any item - including a very expensive one
 - B) is trying to give us a "good" deal in order to help us out
 - C) ultimately just wants to gain compliance
 - D) wants us to make a commitment so that we are more likely to comply with the request about to be made
 - E) is watching our reactions and will add a bonus only if he or she feels it will work

Answer: C

Page Ref: 293

76) Jenna saw in the paper that a department store was having a "One-Day Closeout of Winter Dresses" sale. If she goes to that sale and buys something, she will be a victim of the _____.

- A) lowball procedure
- B) foot-in-the-door technique
- C) door-in-the-face technique
- D) deadline technique
- E) playing hard to get technique

Answer: D

Page Ref: 293

77) One technique that is sometimes used to gain compliance is to tell the target person that they have only a limited amount of time in which to obtain a desired item or take advantage of an offer. This is known as _____.

- A) the fast-approaching-deadline technique
- B) the door-in-the-face technique
- C) the foot-in-the-door technique
- D) the lowball procedure
- E) the that's-not-all technique

Answer: A

Page Ref: 293

78) The fast-approaching-deadline technique is based on the _____ principle of compliance.

- A) reciprocity
- B) social validation
- C) commitment/consistency
- D) authority
- E) scarcity

Answer: E

Page Ref: 293

79) The social influence that results from our mental representation of other individuals or of our relationships with others is known as _____.

- A) normative focus influence
- B) systemic social influence
- C) normative social influence
- D) symbolic social influence
- E) informational social influence

Answer: D

Page Ref: 294 - 295

80) One way in which symbolic social influence may work is by activating our mental representations of people with whom we have relationships. These mental representations are known as _____.

- A) irrational schemas
- B) obedience models
- C) commitment goals
- D) relational schemas
- E) goal triggers

Answer: D

Page Ref: 294 - 295

81) One way in which symbolic social influence may work is by allowing the psychological presence of others to trigger goals with which the other persons are associated. This may, in turn, influence _____.

- A) our performance on tasks and our commitment to reaching these goals
- B) our effort to achieve particular goals and meet behavioral standards
- C) our liking for these persons and our willingness to exert effort on their behalf
- D) our cognitions about our behaviors and activate heuristic thinking
- E) our desire to impress these people and our impression-management behaviors

Answer: A

Page Ref: 294 - 295

82) Research shows that the incidence of eating disorders among females may be strongly influenced by

images associating celebrity thinness with _____.

- A) ill health
- B) being liked by others
- C) media harassment by photographers
- D) anorexia nervosa
- E) rehab

Answer: B

Page Ref: 296

83) The type of social influence that involves one person directly ordering another person to behave in a specific way is known as _____.

- A) the authority principle
- B) obedience
- C) symbolic influence
- D) conformity
- E) ingratiation

Answer: B

Page Ref: 298

84) In Milgram's (1965) experiment in which research participants were ordered to deliver dangerous electrical shocks to individuals who made mistakes in learning word pairs, _____ of the participants showed total obedience by delivering 450-volt shocks to the learners.

- A) 50 percent
- B) 85 percent
- C) 35 percent
- D) 65 percent
- E) 10 percent

Answer: D

Page Ref: 298 - 299

85) One reason that people are willing to obey persons in authority who order them to engage in destructive behaviors is that _____.

- A) total submission to the commands of authority figures is always an appropriate course of action
- B) the authority figure may inadvertently stimulate heuristic mental processes that limit our ability to think about what we are doing
- C) authority figures are selected on the basis of their superior knowledge and understanding in most situations
- D) the authority figure relieves those who obey of responsibility for their actions
- E) the authority figure represents a significant threat to those who do not obey

Answer: D

Page Ref: 299 - 300

86) One reason that people are willing to obey persons in authority who order them to engage in destructive behaviors is that _____.

- A) the authority figure represents a significant threat to those who do not obey
- B) authority figures may inadvertently stimulate heuristic mental processes that limit our ability to think about what we are doing
- C) authority figures are selected on the basis of their superior knowledge and understanding in most situations
- D) persons in authority often possess visible signs of their status which remind us of the social norm for obedience to authorities
- E) total submission to the commands of authority figures is always an appropriate course of action

Answer: D

Page Ref: 300

- 87) Badges and insignia are helpful in gaining obedience because they _____.
- A) are a sign that the person who is wearing the badge has high intelligence
 - B) are constant reminders of who has authority
 - C) are a form of covert request
 - D) are indicators of widespread respect and submission
 - E) are characteristic of violent people

Answer: B

Page Ref: 300

- 88) A possible reason why authority figures can be so successful in getting obedience for horrific tasks is that they _____.
- A) encourage systematic processing
 - B) encourage thoughtful consideration of their position
 - C) try to engage in the process of ingratiation
 - D) allow the obedient person to escalate their tasks very gradually
 - E) put the obedient person's focus on considering whether he or she is doing something wrong

Answer: D

Page Ref: 300

- 89) One way to help people become more resistant to commands from authorities that may lead to destructive behaviors is to _____.
- A) expose people to the positive effects of obedience to authorities
 - B) remind people that they - not the authorities - are responsible for any harm done
 - C) expose people to the negative consequences of disobedience to authorities
 - D) remind people that challenges to authority can sometimes be met with violence
 - E) remind people that total obedience to authority is an acceptable course of action

Answer: B

Page Ref: 301

- 90) Individuals tend to show the greatest decrease in their ability to show harmful obedience when they _____.
- A) question the expertise and motives of the authority figures
 - B) view a victim being physically harmed
 - C) hear protests by the victim
 - D) receive feedback from the victim
 - E) receive rewards from the authority figures

Answer: A

Page Ref: 301

FILL-IN-THE-BLANK QUESTIONS

- 1) _____ norms specify what ought to be done in a particular situation.

Answer: Injunctive

Page Ref: 277

- 2) _____ suggests that norms will only influence our behavior if they are focal for us at the time the behavior occurs.

Answer: Normative focus theory

Page Ref: 278 - 279

3) Normative social influence is based on our desire to _____ by others.

Answer: be liked or accepted

Page Ref: 280

4) _____ involves our need to distinguish ourselves from others in some respects.

Answer: Individuation

Page Ref: 285

5) Minority members are more successful in their efforts influence the opinions of the majority if they are _____ in their opposition to the majority's opinions.

Answer: consistent

Page Ref: 286

6) The _____ technique begins with a large, usually unreasonable request.

Answer: door-in-the-face

Page Ref: 292

7) Offering additional benefits to someone before they have time to decide whether to comply or reject a request is an effective technique for obtaining _____.

Answer: compliance

Page Ref: 292

8) When someone is influenced by a person who is not there, then this is _____ social influence.

Answer: symbolic

Page Ref: 294 - 295

9) People who are asked to think of a close friend are subsequently _____ willing to help strangers than are those who are asked to think of a coworker.

Answer: more

Page Ref: 294 - 295

10) Awareness of the power that authority figures have to command others is helpful in _____ the impulse to be obedient to destructive commands.

Answer: resisting

Page Ref: 301

SHORT ANSWER QUESTIONS

1) Discuss briefly the issue of explicit vs. implicit social norms. By what means do explicit norms get expressed, and how are they enforced? Give some examples. How about implicit norms? Give examples, and say how they're "enforced."

Answer:

Explicit norms are norms that are expressed through laws, regulations, signs, or other public methods. Some examples are speed limit signs, laws that are well-known, such as disorderly conduct, or regulations, such as rules in an athletic event. Enforcement means penalties in an athletic event, fines or detention for unlawful behavior. Implicit norms are implicit, i.e., unstated. Examples are, "Don't engage in loud talk in the library," "Don't talk on your cellphone in the elevator," etc. While many people would wish for police enforcement of some implicit social norms, they are mostly enforced through social means, e.g., disapproving looks (appealing to the wish to be liked), or obvious cues, as when everyone else stands up for the singing of the national anthem (good information about how one is expected to behave).

Page Ref: 274 - 275

2) Describe three factors affecting conformity

Answer:

Answers should include:

1) Group cohesiveness - the factors that bind group members together into a social entity. As cohesiveness increases, the pressure to conform also increases.

2) Size of the influence group - as group size increases (up to 8 members), conformity pressures also increase

3) Social norms -

- descriptive norms tell us what most people do in a particular situation

- injunctive norms tell us what we should do in a particular situation

- both influence behavior; injunctive norms tend to be stronger, but situational norms guide

behavior in a particular situation or environment

Page Ref: 277 - 279

3) What is meant by automaticity in normative behavior? Describe the experiment in which experimenters primed people with a photo of a library: What norm was primed, and what dependent variable was used to measure the effect of the prime? What about when a fancy restaurant was used? What was the norm that was primed, and what was the DV used to measure its effect. What is the take-home message of this research?

Answer:

A social norm is activated by some aspect of a situation. The activation is outside of conscious awareness. The activation of such a norm means a person can behave appropriately in that situation without even being aware they've been influenced.

Participants looked a photo (the prime) of a library or a railway station, then were asked to read some words aloud (the dependent variable). Those who had been primed with the library photo read the words more softly than the railway station group. People saw (or didn't see) a photo of a fancy restaurant (the prime). People who were primed ate a biscuit (the DV) more neatly than those who were not!!

Automatic norms are unconscious, powerful and pervasive.

Page Ref: 279

4) Describe the two basic motives that cause people to conform and the two kinds of social influence those motives give rise to.

Answer:

People want to be liked, people want to be accepted. In order to accomplish this basic goal, we try to be similar to others, to agree with them, in order to gain that acceptance and approval. We can be influenced by appeals to those desires for acceptance. That influence is called normative social influence.

Another motive is to be right. When we're not sure what is "correct" or "right," the only way to have accurate information is to depend on other people's opinions and actions for guidance. We can be influenced by appeals to this desire to be informed, accurate, and/or correct. That influence is called informational social influence.

Page Ref: 280

5) Gender norms can have negative effects on members of either gender. What is the origin of these norms? Describe some of these negative effects.

Answer:

People in a society have beliefs about differences between males and females. These beliefs give rise to expectations, and thus males and females are expected to act in ways consistent with those expectations. If women or men conform to gender norms, they may not feel suited for careers normally thought to be suitable for the opposite gender. For women, male-stereotypical careers or activities may not seem "right." Women may conclude they will not make good leaders. These norms can have negative effects on personal enjoyment. In one study, males and females experienced less sexual pleasure in their relationships to the extent that they felt they needed to conform to gender norms (as opposed to "feeling free to be themselves").

Page Ref: 281

6) Under what conditions and how can a minority influence the majority?

Answer:

Answers should include:

- 1) Minority group members must be consistent in opposing majority opinion - any wavering or internal divisions will reduce their impact.
- 2) The minority must avoid the appearance of rigidity or dogmatism - flexibility is more persuasive.
- 3) Minority members must consider the general social context, which should be in agreement with the general direction of change sought by the minority.

Page Ref: 286

7) Briefly discuss gender differences in the tendency to conform.

Answer:

Answers should include the following points:

- 1) Historically, women have been viewed as more conforming than men.
- 2) A meta-analysis (Eagly & Carli, 1981) indicated that a very small gender difference in conformity might exist.
- 3) Both genders are more easily influenced under conditions of uncertainty - either about appropriate behavior or correct judgments.
- 4) When uncertainty is not present, gender differences are undetectable.
- 5) Status plays a role: higher status people (traditionally, males) are less susceptible to conformity pressures.
- 6) Because of status differences, the textbook concludes that there are no gender differences in conformity tendencies.

Page Ref: 287

8) Describe two different techniques for gaining compliance that rest on Cialdini's consistency principle.

Answer:

- 1) The foot-in-the-door technique: make a small request. Once compliance is gained, make a larger request (the one that was originally desired). This works because refusal of the larger request is inconsistent with granting the initial request.
- 2) The lowball procedure: offer a very advantageous deal to someone. Once they have accepted, change the terms so that they are less advantageous. The initial commitment makes it more difficult to refuse the modified deal because subsequent refusal would be inconsistent with the initial acceptance.

Page Ref: 290 - 291

9) What is symbolic social influence? Describe the classic study done to examine such influence. Name and describe the process by which symbolic social influence may take place. Explain the study in which people were asked to think about a friend or a co-worker. What happened relevant to symbolic social influence?

Answer:

Symbolic social influence occurs when other people influence us without necessarily knowing or wanting to influence us. We may not be conscious of these influences on our thoughts or behaviors.

Researchers subliminally exposed graduate students to the scowling face of their department chair (or did not), and then asked them to objectively evaluate their own research ideas. Students who got the subliminal scowl down-rated their research ideas (compared to those who didn't get the subliminal scowl). Relational schemas, cognitive representations of people we care about, may have an effect on our thoughts and behaviors. That is, if we are cued to think about a parent, meaningful values and goals related to that parent will be activated.

People were asked to think of a good friend or a co-worker, then were asked some questions about the friend or co-worker. But then they were asked to answer even more questions. People who had been asked to think about a friend were more willing to take time out to answer more questions (than people in the co-worker group). That is, a key value of having a friend is the notion of helping one another out. Therefore, that value was cued, and so the participant was more willing to help out.

Page Ref: 294 - 295

10) Describe some of the factors associated with resistance to obedience to authority figures.

Answer:

The textbook lists several possibilities, including:

- 1) Remind individuals that responsibility for harm caused by obedience rests with the individual, not solely with the authority figure.
- 2) Clearly indicate to individuals that total submission to destructive commands is inappropriate after some point. Exposure to disobedient models may be helpful in this respect.
- 3) Encourage individuals to question the authority figure's expertise and motives underlying the orders.
- 4) Ensure that individuals are aware of an authority figures' power to command blind obedience. Simple knowledge may help some people resist obedience.

Page Ref: 300 - 301

ESSAY QUESTIONS

1) Explain the key difference(s) between the Asch experiment and the Sherif experiment? That is, how different with regard to ambiguity of stimuli? How different with regard to "true effect" on perception? What two key ways in which social influence works were demonstrated by these experiments?

Answer:

In Asch, participants saw lines of unambiguous length, so that the group influence was very obviously "wrong" but participants conformed, where in Sherif, the movement of light was ambiguous, allowing the distance of the light travel to be an emerging norm of the group process. Because in Asch conformity was about the unambiguous line lengths, participants often did not personally accept the social influence, but conformed anyway. In Sherif, there was personal acceptance by all participants of the light distances. Asch demonstrated how far people will go to have group acceptance, to follow the group norm. Sherif on the other hand, showed that people wished merely to know what is a correct judgment in the group.

Page Ref: 275 - 277

2) Discuss some of the factors that are associated with resistance to conformity pressures.

Answer:

The textbook provides several factors, including:

- 1) Our need to maintain individuality. We want to be like others, but not too much so. Members of collectivistic societies tend to conform more than members of individualistic societies.
- 2) Our desire for personal control. We need to maintain control over ourselves and our lives, and to exercise our personal freedom.
- 3) Norms that encourage individualism. That is, certain groups may actually encourage resistance to following conformist pressures.

Page Ref: 284 - 286

3) Describe Cialdini's (1994) six basic principles for gaining compliance.

Answer:

These six principles are:

- 1) Friendship/liking - we tend to more willingly comply with those we like or are friends with
- 2) Commitment/consistency - we tend to be more willing to comply in ways that are consistent with a commitment we've already made
- 3) Scarcity - we tend to value scarce outcomes and objects. As a result, we are more likely to comply with requests that focus on scarcity.
- 4) Reciprocity - we return favors via compliance.
- 5) Social validation - we are more compliant when compliance is consistent with what we believe similar others are doing or thinking. This is may be considered as a form of being correct.
- 6) Authority - we tend to comply more readily with requests that come from someone who we believe to hold legitimate authority over us.

Page Ref: 289

4) How does compliance using Cialdini's reciprocity principle work? Describe in detail the two compliance tactics that use this principle.

Answer:

The reciprocity principle uses the norm of reciprocity, a very basic human response to return a favor. One tactic that uses this principle is the door-in-the-face technique. The idea is, the requester initially makes a huge request that can only earn a door in the face. But then requester follows up with a much smaller request. Because it now appears that the requester has made a concession, the requestee is drawn toward a reciprocal concession.

In the that's-not-all technique, an initial request, perhaps an offer to sell something at given price, is made. Before the requestee has enough time to respond, the requester offers to "throw in" an extra incentive, perhaps a "free gift." Again, similar to door-in-the-face, the requestee has an immediate response to reject the initial offer, but when the "sweetener" is added (before s/he even has a chance to say no), requestee feels like a concession has been made, and his reciprocity response kicks in.

Page Ref: 292

MYPSYCHLAB FEATURE ESSAY QUESTION

5) From MyPsychLab WATCH: "Car Salesman Example"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 8, Social Influence, and click on "Find Now." For the Chapter 8 items, click on the "Watch" item called "Car Salesman Example.")

Professor Cialdini talks about a car salesman using a particular type of persuasive technique; name the technique. Dr. Cialdini mentions the basic compliance principle, Commitment/Consistency from which this persuasive technique arises from. In your opinion, which aspect of the principle is most strongly invoked in Cialdini's car sales example? Why?

Answer: The technique is called the Lowball technique, because, just as he explains, you're given a "lowball" price to begin with, and then, after you've decided on the car, the salesman arranges to renege on the price. I think commitment is the primary motivating force, at least in this example. Once you've taken the big step of committing to that particular car, it becomes very difficult to back out. Deciding to buy a big ticket item like a car is a weighty decision to make; perhaps people just don't want to go through that again, once they have made their mind up. Also, if they like the salesman, maybe they don't want him to be saying, "hmmmp, I thought you guys really liked that car," sort of shaming them for not sticking with their original decision!

<p>TEST BANK CHAPTER 9 PROSOCIAL BEHAVIOR: HELPING OTHERS</p>
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MULTIPLE-CHOICE QUESTIONS

1) After a young man helped the author negotiate the Paris Metro, an act of kindness that may have earned the helper a negative response from other Parisians (who may not like Americans), the momentary guide left after receiving nothing more than a handshake from the author. This is best explained by _____.

- | | |
|--|-------------------------|
| A) the empathy-altruism hypothesis | D) competitive altruism |
| B) a negative-state relief explanation | E) kin selection theory |
| C) empathic joy | |

Answer: A

Page Ref: 305

2) Actions that benefit others without providing any direct benefit to the actor are known as _____.

- | | |
|------------------|------------------------|
| A) heroism | D) prosocial behavior |
| B) self interest | E) reciprocal altruism |
| C) kin selection | |

Answer: D

Page Ref: 306

3) Jason is the owner of a furniture store in a small Southern town. He donated several hundred mattresses to the Red Cross immediately after hearing about the devastation caused in a neighboring state by a hurricane. He was motivated to do so by his desire to help others, by thoughts of the income tax deduction he could take, and by the recognition his store would receive from his act of charity. This is an example of _____.

- | | |
|------------------|-----------------------|
| A) altruism | D) prosocial behavior |
| B) self-interest | E) heroism |
| C) egoism | |

Answer: D

Page Ref: 306

4) Behavior that is motivated by an unselfish concern for the welfare of others is known as _____.

- | | |
|----------------------------------|-------------|
| A) reciprocal prosocial behavior | D) heroism |
| B) self interest | E) altruism |
| C) kin selection | |

Answer: E

Page Ref: 306 - 307

5) A local couple frequently makes fairly large anonymous donations to several charities in the town where they live. Although it is true that they receive some benefit on their income tax returns for their donations, they are motivated primarily by an unselfish concern for other people's welfare. This is an example of _____.

- | | |
|-------------------------|-------------|
| A) self-interest | D) heroism |
| B) the bystander effect | E) altruism |
| C) egoism | |

Answer: E

Page Ref: 306 - 307

6) Steven sees an emergency and then his empathy is aroused; he then provides help simply because the victim needed help and it felt good to provide help. This example illustrates the _____.

- A) selective altruism model
- B) empathy-altruism hypothesis
- C) empathic joy hypothesis
- D) negative state relief hypothesis
- E) genetic determinism model

Answer: B

Page Ref: 306 - 307

7) In a Batson experiment that illustrates one aspect of the empathy-altruism hypothesis, participants watched a "fellow student" receiving an (fake) electric shock. When the "student" complained, and said she had had a bad experience with electricity as a child, the participant was asked if the participant wanted to help by trading places with her. Participants were more willing to trade places if the student was _____.

- A) an older student
- B) a new student
- C) similar to themselves
- D) wearing nice clothes
- E) attractive

Answer: C

Page Ref: 306 - 307

8) Jenny was deeply touched by a television appeal to help the homeless, starving children in Africa whose parents had died of AIDS. She feels overwhelmed by the size of the problem, however, and doesn't believe that she can help all who need assistance. She has agreed to "adopt" one single orphan whose picture she saw. This illustrates _____.

- A) the bystander effect
- B) selective altruism
- C) the understanding function
- D) inclusive fitness
- E) reciprocal altruism

Answer: B

Page Ref: 306 - 307

9) Selective altruism occurs when we _____.

- A) choose to help only one individual from a large group of individuals in need
- B) choose to cooperate with unrelated individuals in anticipation of receiving help from those individuals in the future
- C) help others in order to reduce our own uncomfortable negative emotions
- D) help others in order to experience positive emotions as a result of having helped someone else
- E) help other people without necessarily receiving any direct benefit from the help ourselves

Answer: A

Page Ref: 306 - 307

10) The empathy-altruism hypothesis suggests that _____.

- A) at least some prosocial behavior is driven by our motivation to engage in any behavior that provides the greatest satisfaction to us
- B) at least some prosocial behavior is driven by genetic attributes that evolved because they enhanced the probability of genetic success
- C) at least some prosocial behavior is motivated by our desire to appear moral without our having to pay the costs involved in actually being moral
- D) at least some prosocial behavior is caused by the desire to reduce our own discomfort in the presence of negative emotions
- E) at least some prosocial behavior is motivated solely by the desire to help someone in need

Answer: E

Page Ref: 306 - 307

11) The idea that we sometimes engage in helping behaviors to reduce negative emotions that we might be experiencing from any cause is known as _____.

- A) reciprocal altruism
- B) empathy-altruism hypothesis
- C) implicit bystander effect
- D) the negative-state relief model
- E) empathic joy hypothesis

Answer: D

Page Ref: 308

12) The empathic joy hypothesis suggests _____.

- A) we help others because of genetic attributes that evolved in response to natural selection pressures
- B) we help others because of the positive emotions we anticipate experiencing as a result of our helping behaviors
- C) we help others because we expect to be helped by them or someone similar at some time in the future
- D) we help others solely because we want to help someone in need
- E) we sometimes engage in helping behaviors to reduce negative emotions that we might be experiencing from other causes

Answer: B

Page Ref: 308

13) Ruth volunteers at a homeless shelter two days a month. She finds that she looks forward to her volunteer days because she feels good when helping others. Her mood is elevated before she reaches the shelter and for a few days afterwards. This situation best represents the _____.

- A) altruistic personality
- B) implicit bystander effect
- C) empathy-altruism hypothesis
- D) empathic joy hypothesis
- E) negative-state relief model

Answer: D

Page Ref: 308

14) Emily, who is always slightly depressed, helps a child find its mom at the mall. Emily is surprised to find her mood has improved. This is likely because

- A) helping a person often relieves a negative mood.
- B) helping a person can lead to a reward.
- C) empathy led Emily to help the child.
- D) the child was able to articulate how much he was helped.
- E) the child's mom was not a relative of Emily's.

Answer: A

Page Ref: 308

- 15) Raphael helps Lisa carry her groceries up the stairs. Lisa comes by 15 minutes later and says, "Thank you. The frozen food would have melted if you hadn't helped me." Because of her response to his help, Raphael is motivated to help others later. This scenario is MOST consistent with the
- A) inclusive fitness model.
 - B) empathy-altruism hypothesis.
 - C) negative state relief model.
 - D) empathic joy hypothesis.
 - E) genetic determinism.

Answer: D

Page Ref: 308

- 16) In Hardy and Van Vugt's experiment, participants made "contributions" to a "group fund." All contributions were either made known to all participants or not made known. Which of the following best states the results?
- A) Participants felt empathy for those they thought would get the group fund.
 - B) The status of participants was greater in the known condition.
 - C) The size of contributions made no difference in the status of participants in the not known condition.
 - D) The size of contributions made a difference in participant status in the known condition, but not in the not-known condition.
 - E) Greater contributions resulted in higher status overall.

Answer: D

Page Ref: 308 - 310

- 17) Kin selection refers to _____.
- A) the idea that natural selection favors those who engage in prosocial behavior and disfavors those who do not
 - B) the idea that natural selection applies to behaviors that benefit other individuals with whom we share genes
 - C) the idea that behavior is based on both our genetic endowment and our past learning experiences
 - D) the idea that behavior is driven by genetic attributes that evolved because they enhance the probability of transmitting one's genes to future generations
 - E) the idea that cooperative behavior among unrelated individuals may sometimes enhance the probability of transmitting one's genes to future generations

Answer: B

Page Ref: 310 - 311

- 18) Based on Burnstein's research, if a person were confronted with rescuing a person or animal in a burning building, s/he would more likely rescue a _____ than a _____.
- A) a non-relative; distant relative
 - B) young male; young female
 - C) dog; young male human
 - D) young female close relative; middle-age female close relative
 - E) young male non-relative; older female close relative

Answer: D

Page Ref: 310 - 311

- 19) A basic _____ with kin selection theory is that we _____ help people _____ to.
- A) advantage; do; we are not related
 - B) problem; don't; we are related
 - C) problem; do; we are not related
 - D) advantage; don't; older than our oldest parent
 - E) advantage; don't; we are related to

Answer: C

Page Ref: 310 - 311

- 20) Popular opinion suggests that people do not help others because they _____.
- A) do not recognize emergencies
 - B) are unaware of the need for help
 - C) are embarrassed to help
 - D) are afraid to help
 - E) are apathetic

Answer: E

Page Ref: 312

- 21) Which statement BEST describes the decision making model of helping behavior developed by Latane and Darley?
- A) Fallacies in our thinking make it difficult for us to make rational decisions regarding prosocial behavior.
 - B) People are more likely to help during an emergency when there are relatively few bystanders.
 - C) The person confronted by an emergency situation must make five crucial decisions before helping.
 - D) Whether we perform prosocial behavior depends on whether we have been primed to do so.
 - E) Diffusion of responsibility is the reason that helping is inhibited in groups.

Answer: C

Page Ref: 312 - 317

- 22) When there are many bystanders during an emergency, the probability of receiving help is reduced. This is because of _____.
- A) the diffusion of responsibility that occurs
 - B) selective altruism
 - C) inclusive fitness
 - D) the empathy-altruism hypothesis
 - E) moral hypocrisy

Answer: A

Page Ref: 313

- 23) As the number of bystanders who are present at an emergency increases, the probability that any one bystander will help _____, and the length of time that passes before help occurs _____.
- A) increases; remains the same
 - B) decreases; decreases
 - C) decreases; increases
 - D) increases; decreases
 - E) increases; increases

Answer: C

Page Ref: 313

- 24) The bystander effect is _____.
- A) an exclusive concern with one's own personal needs and welfare
 - B) the relatively equal sharing of responsibility to help by all of the bystanders present during an emergency
 - C) a helpful action that benefits other people without necessarily providing direct benefit to the bystanders
 - D) the observation that the probability of a prosocial response to an emergency is influenced by the number of bystanders present
 - E) cooperative behavior among unrelated individuals that provides benefit to both individuals

Answer: D

Page Ref: 313

- 25) The first step involved in deciding whether or not to offer assistance in an emergency is _____.
- A) to assess one's ability to take needed action
 - B) to determine whether one will benefit from acting
 - C) to interpret the situation as an emergency
 - D) to assume responsibility for the outcome of the situation
 - E) to notice that something unusual is happening

Answer: E

Page Ref: 314

- 26) Allen is running late for his social psychology class. He is hurrying across campus and is thinking about the instructor's reaction to his tardiness on an exam day. He passed by a small group of students clustered around someone who is lying on the ground, clutching his chest and gasping for breath. Allen did not stop to help because he simply was not aware of what was happening at the time. This failure to engage in prosocial behavior was probably due to _____.
- A) Allen's assumption that other bystanders would help
 - B) Allen's not paying attention to the situation
 - C) Allen's lack of training in emergency medical procedures
 - D) Allen's desire to remain uninvolved with others' problems
 - E) Allen's incorrectly interpreting the situation

Answer: B

Page Ref: 314

- 27) A common factor that increases the likelihood of helping behavior irrespective of the bystander's emotional state is _____.
- A) an interesting or fun quality to the helping task
 - B) a sense of independence and control
 - C) an unambiguous need for help
 - D) a sense of power
 - E) a feeling of being personally responsible for one's own mood

Answer: C

Page Ref: 314 - 316

28) Bystanders frequently fail to respond to an emergency because no one else is responding. We tend to rely on what others say and do when we are not sure of the nature of the situation or of what behaviors to engage in. This is known as _____.

- A) diffusion of responsibility
- B) the altruistic personality effect
- C) pluralistic ignorance
- D) selective altruism
- E) the implicit bystander effect

Answer: C

Page Ref: 315

29) Wayne and Cheryl were at a restaurant eating dinner when he noticed a faint smell of smoke coming from the air conditioning vent. No one else in the busy restaurant seemed to be concerned about the odor, and Wayne was not sure if it was the result of an electrical problem or of food scorching in the kitchen. Wayne's uncertainty, combined with the observation that others were not taking action, means that Wayne will probably _____.

- A) quietly suggest to Cheryl that they leave immediately
- B) ask the people at nearby tables if they have noticed an odor
- C) do nothing
- D) ask a waiter to check on the smell
- E) scream "Fire!" and run for the door

Answer: C

Page Ref: 314 - 316

30) The inhibiting effect of multiple bystanders to an emergency is lessened if _____.

- A) the group of bystanders are friends
- B) the group of bystanders are unlikely to encounter each other again
- C) the group of bystanders are certain that an emergency exists
- D) the group of bystanders are casual acquaintances
- E) the group of bystanders are strangers

Answer: A

Page Ref: 316

31) The consumption of moderate amounts of alcohol _____ the probability that people will try to help in an emergency because _____.

- A) does not effect; alcohol has no effect on anxiety level
- B) decreases; bystanders who have consumed alcohol are impaired in their judgment
- C) increases; alcohol reduces anxiety about the reactions of others
- D) decreases; alcohol increases anxiety about the reactions of others
- E) sometimes increases and sometimes decreases; has mixed effects on anxiety levels

Answer: C

Page Ref: 316

32) Before offering help, a bystander must decide that she or he has a responsibility to provide help. This is UNLIKELY to occur if _____.

- A) the emergency represents a clear danger to the bystander
- B) there is only one bystander present
- C) the emergency is relatively severe or serious
- D) an authority figure, or emergency personnel, is present
- E) a family relationship exists between the bystander and the person in need of help

Answer: D

Page Ref: 316

- 33) A bystander can offer effective direct help only if _____.
- A) the person in need of help accepts the offer of assistance
 - B) the bystander has the knowledge and or skills to act in a helpful way
 - C) the person in need of help asks the bystander for assistance
 - D) the bystander and the person in need of help are related in some way
 - E) the bystander is part of a larger group of helpful individuals

Answer: B

Page Ref: 316

- 34) Oscar is alone resting on a beach when he notices someone who appears to be floundering in the ocean. Since he does not know how to swim, Oscar realizes that he cannot help this individual himself. This example illustrates that _____.

- A) people often fail to recognize emergency situations as such
- B) people usually want to be left alone and not deal with other's predicaments
- C) people often do not help others when they are alone
- D) people who are poor swimmers should not go to the beach alone
- E) people often decide that they cannot help when they do not know what to do

Answer: E

Page Ref: 316

- 35) A bystander may ultimately decide not to help when confronted with an emergency situation if _____.

- A) the bystander believes the person who needs help is not responsible for the situation
- B) the person who needs help has the same facial expression as the bystander
- C) the bystander likes the person who needs help
- D) the bystander was in a particularly positive mood before encountering the emergency
- E) the bystander fears potential negative consequences of trying to help

Answer: E

Page Ref: 317

- 36) Jeanette's best friend, Ellen, notices that Jeanette's right eye is badly bruised. When Jeanette tells her that her boyfriend hit her, Ellen offers to provide help. This example BEST illustrates that _____.

- A) the five step bystander intervention process often does not explain why a person decides to help
- B) only women are inclined to help others
- C) people are much more inclined to help a close friend than a stranger
- D) people - both males and females - are more likely to help females than males
- E) people tend to realize the importance of helping domestic abuse victims

Answer: C

Page Ref: 318

- 37) Suppose Roger, a religious fundamentalist, is told that three individuals - a homosexual, an unwed mother, and a college student - are in need of aid due to employment problems. Roger would be MOST likely to believe that aid should go to _____.

- A) all three individuals equally
- B) the college student
- C) none of these three individuals
- D) the homosexual
- E) the unwed mother

Answer: B

Page Ref: 318

38) Ron and Elaine are walking down the street when they see someone helping an old man across the road. On the next block, they see a woman having difficulty in trying to get across the street. Elaine says, "We'd better give her a hand." The woman who initially helped the old man _____.

- A) decreased the diffusion of responsibility
- B) due to self-monitoring effects
- C) helped increase other directed affect
- D) acted as a role model
- E) acted as a boost to egocentrism

Answer: D

Page Ref: 319

39) David sees a homeless person and thinks that "this guy has no one to blame but himself." Thus, David appears to believe that this homeless man's misfortunes are _____.

- A) tied to external factors
- B) uncontrollable
- C) controllable
- D) the end result of chance factors
- E) the end result of a just world

Answer: C

Page Ref: 318 - 319

40) Children who watch TV shows that depict prosocial themes are _____.

- A) neither more nor less likely to help in other situations
- B) more likely to help in other situations
- C) confused by what they see on TV in many cases
- D) less likely to help in other situations
- E) more likely to help only in situations that are similar to the ones depicted on TV

Answer: B

Page Ref: 319 - 320

41) Frank is a young musician who sometimes earns extra money by playing guitar on a down-town street corner during the lunch hour . He sometimes puts a dollar and a few coins in his open guitar case before he starts playing. Frank does this because _____.

- A) he thinks the presence of the money will encourage those who are unwilling to donate to walk away more quickly
- B) he believes this will influence the way his listeners perceive his music
- C) he feels the money in the guitar case is an incentive to encourage him to give better performances than he otherwise might
- D) he believes the money will increase the number of people who are attracted to the music he is playing
- E) he believes the presence of the money will act as a model for prosocial behavior for his audience

Answer: E

Page Ref: 319 - 320

42) Jenny, a five year old, may be MOST likely to exhibit helping behavior after watching _____.

- A) a humorous TV show
- B) a violent TV show
- C) a TV show with prosocial content
- D) no television at all
- E) any TV show at all

Answer: C

Page Ref: 319 - 320

43) If a bystander is in a particularly good mood for some reason, that bystander is _____ to offer help in an ambiguous situation because the bystander may _____.

- A) more likely to help if the person needing help vocalizes their need; the effect of the good mood is amplified by verbal requests for assistance
- B) more likely; interpret the situation as a more immediate emergency
- C) less likely; interpret the situation as a nonemergency
- D) less likely to help if the person needing help is markedly different from the bystander; the lack of interpersonal attraction outweighs the effect of our moods
- E) neither likely nor unlikely; the strength of the mood does not influence how we respond to emergencies

Answer: C

Page Ref: 320 - 321

44) Marian, who is wearing a distinctive and pleasant perfume, has dropped all of the contents of her purse and is in need of assistance. The fact that she is wearing perfume should _____.

- A) increase her likelihood of receiving help
- B) not affect whether she receives help or not
- C) decrease her likelihood of receiving help from other women only
- D) increase her likelihood of receiving help from men only
- E) decrease her likelihood of receiving help

Answer: A

Page Ref: 320 - 321

45) Negative emotions in bystanders can increase the probability of helping behaviors if the emergency is not ambiguous, _____, and _____.

- A) empathy for the person needing help is relatively weak; the helping behaviors are relatively easy to perform
- B) the negative emotions are partially offset by positive emotions; empathy for the person needing help is relatively weak
- C) the helping behaviors are relatively simple, not requiring much thought; the individual who needs help is relatively interesting
- D) the negative emotions are strongly felt; the helping behaviors are relatively uninteresting
- E) the negative emotions are not too intense; the helping behaviors are relatively interesting and satisfying

Answer: E

Page Ref: 321

46) A New York City taxi cab driver once intervened and stopped what he perceived to be a mugging in progress-even though it actually was a group of actors performing a scene for a television sketch. The taxi driver probably intervened due to _____.

- A) pure stupidity
- B) the absence of the bystander effect
- C) the fact that he is a New Yorker
- D) his feelings of empathy
- E) a high level of egoism

Answer: D

Page Ref: 321 - 322

- 47) Two aspects of empathy are _____ and _____.
- A) sympathizing with another person; the presence of aggressive tendencies
 - B) sympathizing with another person; belief in a just world
 - C) an internal locus of control; not being egocentric
 - D) taking another's perspective; sympathizing with another person
 - E) taking another's perspective; mistrust of other people

Answer: D

Page Ref: 321 - 322

- 48) One component of empathy involves perspective taking. One type of perspective taking involves _____.

- A) imagining how you would behave if you were in the other person's position
- B) imagining how another person perceives an event and feels about it as a result
- C) imagining how the other person might resolve the problem that they are facing
- D) imagining how you would feel if you were the cause of the other's distress
- E) imagining how the other person would behave if they were in your position

Answer: B

Page Ref: 322

- 49) Research has indicated that individuals are more likely to help a _____ victim as compared to a _____ victim.

- A) unattractive; attractive
- B) dissimilar; attractive
- C) crime; non-crime
- D) dissimilar; similar
- E) similar; dissimilar

Answer: E

Page Ref: 322

- 50) People who imagine how another person both perceives an event and how that person must feel as a result tend to _____.

- A) be motivated by generativity
- B) tend to be motivated by the emotional responses of fictional characters
- C) tend to be motivated by self-interest
- D) be motivated to perform altruistic behaviors
- E) tend to be somewhat more egocentric

Answer: D

Page Ref: 322

- 51) Samantha is watching a movie on TV. The story is about a young boy who had lost his brother in a traffic accident. Samantha says that she knows just how the boy feels and even guesses many of the character's lines before he says them. This situation illustrates _____.

- A) the type of perspective taking involved with a cognitive understanding of how others must feel in a particular situation
- B) the type of perspective taking involved with an emotional reaction to the emotions experience by a close significant other individual
- C) the type of perspective taking involved with imagining how you would feel if you were in the same situation as another individual
- D) the type of perspective taking involved with imagining how another individual perceives an event
- E) the type of perspective taking involved with feeling empathy for - and identifying with - a fictional character

Answer: E

Page Ref: 322

52) After seeing a motion picture where the lead character is tragically killed, Sharon feels a deep amount of sorrow for him. This is an example of _____.

- A) the self-interest perspective
- B) the "imagine other" perspective
- C) the "imagine self" perspective
- D) the fantasy perspective
- E) the feeling sympathetic process

Answer: D

Page Ref: 322

53) Empathy develops _____.

- A) from biological factors only
- B) from several different aspects of our personality
- C) from a combination of biological and environmental factors
- D) from environmental factors only
- E) from adolescent learning experiences

Answer: C

Page Ref: 322 - 323

54) Recent research into the biological basis for empathy suggests that two affective aspects are hereditary: _____ and _____.

- A) sympathetic concern; perspective taking
- B) attempting to solve the problem; personal distress
- C) perspective taking; attempting to solve the problem
- D) perspective taking; personal distress
- E) personal distress; sympathetic concern

Answer: E

Page Ref: 323

55) Research suggests that cognitive empathy, involving perspective taking, is due to _____.

- A) genetic factors only
- B) unknown factors
- C) environmental factors, such as early childhood experiences
- D) genetic factors and environmental factors
- E) hormonal influences before the time of birth

Answer: C

Page Ref: 323

56) Empathic responses to the needs of others are more common in children who _____.

- A) have emotionally cold, distant mothers
- B) have fathers who use anger to control their children's behavior
- C) have friends who feel alienated
- D) have a secure attachment style
- E) have families that avoid discussion of emotions

Answer: D

Page Ref: 323

57) Paul, an active two-year-old, has developed a very secure attachment to his mother. In addition, his parents encourage Paul to watch TV shows such as *Barney*. As a result, Paul is likely to grow up _____.

- A) to have a relatively low need for achievement
- B) to feel a strong need to control his environment
- C) to be somewhat more aggressive than other people
- D) to be slightly mistrustful of others and cynical
- E) to be a kind, empathetic person

Answer: E

Page Ref: 323

58) During the Nazi Holocaust, it was more likely for (non-Jewish German) _____ to help rescue Jews. This fact is _____ with contemporary gender differences of empathy.

- A) men; inconsistent
- B) women; inconsistent
- C) families; inconsistent
- D) men; consistent
- E) women; consistent

Answer: E

Page Ref: 323

59) Sarah was always a very gentle child who displayed a great deal of empathy for others. Her parents, as a major influence in her life, were a positive influence on her. As she enters the teen years, _____.

- A) the negative influence of her peers may replace positive parental influence
- B) she is likely to become an increasingly rude, unpleasant person
- C) she will become increasingly cynical until she reaches early adulthood
- D) her parents will continue to be the most important influence in her life
- E) she will come to resent the influence her parents exert on her

Answer: A

Page Ref: 323

60) Bad feelings can come from being socially excluded. When this happens, people are more likely to _____.

- A) make themselves feel better by helping others
- B) not feel much empathy for others
- C) feel empathy only for those people who had previously excluded them
- D) feel empathy for others who were similarly rejected
- E) become extremely helpful toward person of lower status

Answer: B

Page Ref: 323 - 325

61) Aspects of personality that tend to influence prosocial behavior are _____.

- A) weak determinants of our behavior, not having much effect on the things we do
- B) the result of prior learning experiences from conditioning or observation
- C) relatively temporary characteristic ways of responding to the environment
- D) relatively stable characteristic behavioral tendencies
- E) strongly influenced by genetically determined temperament factors

Answer: D

Page Ref: 325 - 326

62) An altruistic personality includes five major components, including _____.

- A) empathy, belief in a just world, acceptance of social responsibility, having an internal locus of control, and not being egocentric
- B) empathy, belief that the world is frequently unfair, acceptance of social responsibility, having an external locus of control, and being somewhat egocentric
- C) empathy, belief in a just world, denial of social responsibility, having an external locus of control, and not being egocentric
- D) empathy, belief in a just world, acceptance of social responsibility, having an external locus of control, and being somewhat egocentric
- E) empathy, belief that the world is frequently unfair, denial of social responsibility, having an internal locus of control, and not being egocentric

Answer: A

Page Ref: 325 - 326

63) Lisa believes she can help the world and that if she does, she will eventually be rewarded. Lisa is showing characteristics of _____.

- A) an external locus of control
- B) an altruistic personality
- C) an internal locus of control
- D) an empathic personality
- E) an internally motivated personality

Answer: B

Page Ref: 325 - 326

64) Donna is a very egocentric person who has a tendency to manipulate others. As such, she appears to show _____.

- A) a high need for affiliation
- B) a high need for approval
- C) Machiavellianism
- D) an external locus of control
- E) a fragmented altruistic personality

Answer: C

Page Ref: 325 - 326

65) Belief in a just world involves _____.

- A) perceptions that the world is unfair and unpredictable, and that good behavior is rewarded while bad behavior is punished
- B) perceptions that the world is fair and predictable, and that good behavior is rewarded while bad behavior is punished
- C) perceptions that people sometimes need assistance in overcoming obstacles and that people are basically good and worthy of our help
- D) perceptions that the world is unfair and unpredictable, and that good behavior is sometimes punished while bad behavior can be rewarded
- E) perceptions that people tend to get what they deserve over the long run, and that their help will benefit the person who receives assistance

Answer: B

Page Ref: 326

66) Justin believes that good behavior is usually rewarded and bad behavior is generally punished. He also believes that helping others is the right thing to do. Justin displays _____.

- A) social responsibility
- B) an external locus of control
- C) low egocentrism
- D) a belief in a just world
- E) empathy for those who are less fortunate

Answer: D

Page Ref: 326

67) Susan believes that each individual is responsible for trying to help anyone who needs assistance. This attitude is associated with _____.

- A) an internal locus of control
- B) social responsibility
- C) empathy
- D) belief in a just world
- E) low egocentrism

Answer: B

Page Ref: 326

68) Joyce believes that she can choose to act in ways that maximize positive outcomes and minimize negative ones. Penny believes that her behaviors do not usually influence the outcomes of various situations to any great extent, but that most things are determined by luck or things that are beyond her control. Joyce has _____ and Penny has _____.

- A) a socially proactive attitude; a socially reactive attitude
- B) an internal locus of control; an external locus of control
- C) high egocentrism; low egocentrism
- D) an external locus of control; a fatalistic attitude
- E) a high degree of empathy for others; a low degree of empathy for others

Answer: B

Page Ref: 326

69) Jeremy tends to look for the potential costs and benefits for him in almost every situation. He prefers to take those actions that provide a direct benefit to himself, without considering the impact his behaviors may have on others, and he enjoys competing with others. Jeremy could be described as _____.

- A) socially responsible
- B) egocentric
- C) empathic
- D) having an internal locus of control
- E) generative

Answer: B

Page Ref: 326

70) Egocentric people tend _____.

- A) to have an external locus of control
- B) to be committed to the well being of future generations
- C) to be self-absorbed and competitive
- D) to believe in a just world
- E) to accept responsibility for others

Answer: C

Page Ref: 326

71) Sam's younger brother has just given him \$400.00 to pay for repairs to his (Sam's) car. Sam is very unhappy about accepting the money from his brother and intends to repay the money with interest over the next few months. Sam is now also planning to switch to a higher-paying job, even if it means working somewhere that he doesn't like as well as his current job, because he is determined to never be in a position to have to accept help from his brother again. This situation represents _____.

- A) diffusion of responsibility
- B) a wish to be in better financial condition
- C) genetic determinism
- D) the motivating aspect of receiving help from someone else
- E) the negative-state relief model

Answer: D

Page Ref: 327

72) Oliver is experiencing a major financial crisis and is in need of help. Given this information, which of the following statements is MOST accurate?

- A) If Oliver receives help from a governmental agency, he will likely develop a negative self-image.
- B) Oliver is just as likely to work hard to avoid such problems in the future irrespective of the source of help.
- C) If Oliver receives help from a governmental agency, he will likely become dependent on governmental aid.
- D) Oliver is more likely to work hard to avoid such problems in the future if he gets assistance from his family rather than from governmental aid.
- E) Oliver is more likely to work hard to avoid such problems in the future if he gets assistance from governmental aid rather than from his family.

Answer: D

Page Ref: 326 - 327

73) The recipients of help may be motivated to help themselves if _____.

- A) the helper is motivated by self-interest
- B) the helper and the recipient are similar
- C) the helper feels incompetent
- D) the recipient does not feel worthy of the help being given
- E) the helper wants to appear moral while attempting to avoid the costs involved

Answer: B

Page Ref: 326 - 327

74) Receiving help can cause a negative emotional response if _____.

- A) the recipient has a high level of self-esteem
- B) the helper feels incompetent
- C) the helper is motivated by self-interest
- D) the helper and recipient are similar
- E) the recipient does not feel worthy of the help being given

Answer: D

Page Ref: 327 - 327

- 75) In general, people doing volunteer work tend to help AIDS victims _____.
- A) if they have fundamentalist religious training
 - B) irrespective of how the victim contracted the disease
 - C) if the victim contracted the disease due to drug use as opposed to sexual practices
 - D) regardless of their political views
 - E) with a greater degree of willingness if the victim contracted the disease as a result of a blood transfusion

Answer: E

Page Ref: 329

- 76) Colleen works for a social services agency as a volunteer services coordinator. In this capacity, she is attempting to recruit new volunteers. She is searching particularly for volunteers who are motivated to enhance their self-esteem and to take part in their own personal development. This is because _____.
- A) these volunteers are known to work harder and more persistently with difficult cases
 - B) these volunteers are known to serve as volunteers for longer periods of time
 - C) these volunteers are known to volunteer more hours per week than do others
 - D) these volunteers are known to help recruit additional volunteers from their friends
 - E) these volunteers are known to spend more time on important tasks

Answer: B

Page Ref: 329 - 330

- 77) Recent research on volunteerism has shown that _____.
- A) volunteers who feel more satisfaction tend to strengthen their social relationships and tend to reduce their negative feelings
 - B) volunteers who feel more satisfaction tend to volunteer more hours per week, but satisfaction is unrelated to continued volunteerism
 - C) volunteers who feel more satisfaction tend to grow and develop psychologically through their activities and tend to learn more about the world around them
 - D) volunteers who feel more satisfaction tend to be more committed to the particular cause for which they have volunteered and tend to volunteer for a longer period of time
 - E) volunteers who feel more satisfaction tend to volunteer fewer hours per week, but tend to continued volunteering for a longer period of time

Answer: B

Page Ref: 329 - 330

- 78) Volunteers who continue their volunteer work for more than two years tend to be motivated by _____.
- A) the need to gain career-relevant experience and to strengthen social relationships
 - B) the need to gain understanding and enhance their own self-esteem
 - C) the need to act on values such as humanitarianism
 - D) the need to strengthen social relationships and to gain career-related experiences
 - E) the need to reduce negative feelings, such as guilt, and to exercise skills that are often unused

Answer: B

Page Ref: 329 - 330

79) Angela tells her friends that the reason she volunteers is that it "makes me feel better about myself." For Angela, volunteering serves a(n) _____ function.

- A) protective
- B) social
- C) self-enhancement
- D) understanding
- E) values

Answer: C

Page Ref: 329 - 330

80) Volunteerism is likely to be maintained if the major motivational element is _____.

- A) not self-centered
- B) protective
- C) due to interpersonal influence
- D) empathy
- E) self-enhancement

Answer: E

Page Ref: 329 - 330

81) Generativity is _____.

- A) the motivation for prosocial behavior that is caused by positive emotions experienced by a helper
- B) an adult's concern for and commitment to the well-being of future generations
- C) the motivation to be moral and to engage in moral behavior
- D) a combination of dispositional factors correlated with prosocial and altruistic behaviors
- E) an adult's concern for whatever behavior provides the greatest satisfaction for him- or herself

Answer: B

Page Ref: 330 - 331

82) Hal has spent much of his life raising his children to the best of his abilities and providing for their needs and wants. Now that he is approaching retirement age, Hal finds that he is becoming increasingly concerned with the kind of world and environment that will be left for future generations. This reflects Hal's _____.

- A) generationality
- B) generativity
- C) egoism
- D) self-interest
- E) moral integrity

Answer: B

Page Ref: 330 - 331

83) Self-interest is _____.

- A) an adult's concern for and commitment to the well-being of future generations
- B) a combination of dispositional factors correlated with prosocial and altruistic behaviors
- C) the motivation to engage in whatever behavior provides the greatest satisfaction for oneself
- D) the motivation to be moral and to engage in moral behavior
- E) the motivation for prosocial behavior that is caused by positive emotions experienced by a helper

Answer: C

Page Ref: 331

84) When asked to donate a substantial amount of money to either a new homeless shelter being built in her town or an expansion for the local animal shelter, Sue's first impulse is to ask what she will receive in return. This represents her concern for _____.

- A) her self-esteem
- B) her locus of control
- C) her self-interest
- D) her moral integrity
- E) her generativity

Answer: C

Page Ref: 331

85) Egoism is _____.

- A) an exclusive concern with one's own personal needs and welfare rather than with the needs and welfare of others
- B) the motivation to be moral and to engage in moral behavior
- C) an adult's concern for and commitment to the well-being of future generations
- D) the motivation for prosocial behavior that is caused by positive emotions experienced by a helper
- E) the motivation to appear moral while attempting to avoid the costs associated with actually being moral

Answer: A

Page Ref: 331

86) Robert never donates to charities, nor does he ever give anything to panhandlers. When asked about this behavior, Robert says "Charity begins at home. Besides, I work hard for my money. Besides, I can put the money to better use buying something for myself." This reflects his _____.

- A) altruism
- B) egoism
- C) moral hypocrisy
- D) empathy
- E) generativity

Answer: B

Page Ref: 331

87) Moral integrity is _____.

- A) the motivation for prosocial behavior that is caused by positive emotions experienced by a helper
- B) the motivation to be moral and to actually engage in moral behavior
- C) an adult's concern for and commitment to the well-being of future generations
- D) the motivation to appear moral while attempting to avoid the costs associated with actually being moral
- E) an exclusive concern with one's own personal needs and welfare rather than with the needs and welfare of others

Answer: B

Page Ref: 331

88) Evelyn has just graduated high school and wants to attend college in a different state. She knows her parents are hard-working and relatively poor people, who can't easily afford out-of-state tuition. Evelyn can't earn enough at her part-time job to pay the out-of-state tuition herself. She decides the only ethical thing for her to do is to change her plans and attend a local community college while saving for the college she wants to attend. This behavior reflects her _____.

- A) ethical ambiguity
- B) generativity
- C) self-interest
- D) egoism
- E) moral integrity

Answer: E

Page Ref: 331

89) Two motivation factors that are often in conflict are _____ and _____.

- A) self-interest; altruism
- B) moral integrity; moral hypocrisy
- C) moral hypocrisy; self-interest
- D) egoism; self-interest
- E) self-interest; moral integrity

Answer: E

Page Ref: 331

90) Moral hypocrisy is _____.

- A) an exclusive concern with one's own personal needs and welfare rather than with the needs and welfare of others
- B) an adult's concern for and commitment to the well-being of future generations
- C) the motivation for prosocial behavior that is caused by positive emotions experienced by a helper
- D) the motivation to appear moral while attempting to avoid the costs involved in being moral
- E) the motivation to be moral and to actually engage in moral behavior

Answer: D

Page Ref: 331 - 332

FILL-IN-THE-BLANK QUESTIONS

1) Someone who engages in behaviors to help others without directly benefiting him- or her-self from that act is engaged in _____.

Answer: prosocial behavior

Page Ref: 306

2) The fact that people are more willing to risk their own lives to save a family member than to save a stranger provides support for _____.

Answer: kin selection theory

Page Ref: 310 - 311

3) More witnesses to an armed robbery _____ the amount of help the victim receives after the robber leaves the scene.

Answer: decreases

Page Ref: 313

4) Thinking about being part of a group makes it _____ that a person will offer help, even if she or he is the only person around.

Answer: less likely

Page Ref: 313

5) Diffusion of responsibility can be triggered not only by the presence of others but also by cognitive processes induced in an experimental setting, leading to an _____ bystander effect.

Answer: implicit

Page Ref: 313

6) Some television programs have a positive influence on young children in that they sometimes increase some children's _____.

Answer: prosocial behaviors

Page Ref: 319

7) _____ is a complex emotional and cognitive response to another's distress.

Answer: Empathy

Page Ref: 321 - 322

8) A book by psychiatrist Robert Coles suggests that _____ can be taught in childhood.

Answer: moral intelligence

Page Ref: 323

9) Receiving help that generates feelings of incompetence or helplessness may cause a recipient to avoid similar situations in future by engaging in _____.

Answer: self-help

Page Ref: 326

10) _____, an aspect of personality involving distrust, cynicism, egocentricity, and the desire to manipulate and control others is negatively related to helping.

Answer: Machiavellianism

Page Ref: 326

SHORT ANSWER QUESTIONS

1) What is meant by "selective altruism"?

Answer:

Selective altruism occurs when a large group needs help, but help is provided for only one or a very few individual members of that group. For example, charities frequently make appeals for donations to help large groups, such as hungry children in an entire nation, but focus their appeal on one single individual. Many people do not feel empathy for the entire group, but will feel empathy for the individual. Therefore, many people will donate money or time to help a particular individual, but not to help a large group.

Page Ref: 307 - 308

2) What are the five crucial steps people go through in deciding whether to offer help?

Answer:

The five steps are:

- 1) pay attention/be aware of the situation
- 2) interpret the situation as an emergency
- 3) assume responsibility to provide help
- 4) have the required knowledge and skill to help
- 5) decide to act

Page Ref: 312 - 317

3) Describe three situational factors that influence helping behaviors.

Answer:

- 1) Attraction - any factor that increases our attraction to the recipient of our help, such as physical beauty, similarity to us, family member, etc., will increase the likelihood that we will help.
- 2) Responsibility - the probability of helping increases as the recipient's personal responsibility for his or her situation decreases.
- 3) Prosocial Modeling - we're more likely to help if we see others doing so. The modeling may be in person or may be on television or through some other medium.

Page Ref: 318 - 319

4) Discuss prosocial models for increasing prosocial behavior, from both a non-emergency and emergency standpoint. Please give examples. Do such models work if through the media? Give an example. Talk about the nature (in general) of the experiment done to assess the effects of media on prosocial behavior. How was prosocial behavior (as a dependent variable) measured in that experiment?

Answer:

Prosocial models generally refers to whether people will "imitate" or adopt their own behavior to be more prosocial if they see others behaving prosocially. Merely seeing a large container near the door of a museum induces to contribute. In an emergency, the mere presence of a helpful bystander will increase helping among others on the scene. In a fund drive shown on television, volunteers will be shown answering phones and talking about contributions, with the goal of influencing viewers to contribute. In an experiment, some children were shown an episode of Lassie with a rescue scene, other children watched a Lassie episode without a rescue scene. Later, when there was an opportunity to help some hungry puppies, the "rescue scene" children were more likely to help the puppies than the "non-rescue-scene" kids were.

Page Ref: 319 - 320

5) Describe the three types of perspective taking involved with the cognitive component of empathy.

Answer:

1) The "imagine other" perspective - we can imagine how another person perceives a situation and how the other person must feel as a result. This perspective leads to a relatively pure empathy, which motivates altruistic behavior.

2) The "imagine self" perspective - we can imagine how we would feel if we were in someone else's situation. This perspective gives rise to feelings of empathy and is associated with self-interest motives. Self-interest can sometimes interfere with altruistic behavior.

3) The "fictional" perspective - we can identify with and feel empathy for a character in a fictional story. We experience emotional reactions to the presumed emotions of a character in a book or movie.

Page Ref: 321 - 322

6) In an experiment, what was found about empathy as it relates to one's social group or national group? Did an appeal to empathy for a person experiencing a bad problem have any effect? Was the effect stronger or weaker for either one's own, or the other, group? How does this relate to the kin selection idea?

Answer:

Sturmer and colleagues had German participants (either culturally German or of Muslim cultural background) learn about a person having a problem, either of their own group or of the other group. Empathy for the person was engendered across the board, but was stronger for a person of one's own group. In some sense, this is parallel to kin selection in that we favor people who are most similar to ourselves, or in our group.

Page Ref: 322

7) Twenge's research shows that when people experience the pain of social exclusion, it can have lasting effects. What are these effects, and what further effects arise from those primary effects? How might that affect others?

Answer:

People who have been rejected/excluded are reluctant to expose themselves to the risk of repeat pain. As a result, they may feel less empathy, and thus not display much empathic behavior toward potential friends and associates. This may get in the way of building new social relationships they might want, which, in turn, may hurt whatever group(s) they want to be a part of.

Page Ref: 323 - 325

8) Briefly discuss the role of helping in inducing negative reactions. That is, what emotion is likely to be felt by some people when they are helped? Give an example of a situation that might lead to that outcome. What might be the logical response of the helper in that situation? What about group differences? That is, what sort of group difference might result in a resistance to being helped? What was the example from the chapter, and members of which group were offended by an offer of help? Why?

Answer:

Helping doesn't always induce good feelings in the helped person. People being helped may experience a loss of self-esteem. If you were to help a disabled person, it might simply remind him/her of his/her disability. Quite naturally, a negative response to help may cause one to conclude that people don't have much in the way of gratitude. If one group has more status than another, often a member of the group with less status may not wish to receive help from a member of the higher-status group. In the chapter, responses to helping were measured for Arab Israelis vs. Jewish Israelis. Arab Israelis (the lower status group in Israel) felt more negatively when helped by a Jewish Israeli, than did Jewish Israelis in the reverse situation. For the Arab Israelis, the help reminded them that they were not equal, that they were dependent.

Page Ref: 326 - 327

9) Describe the relationship between feelings of satisfaction that arise from volunteer activities, the number of hours volunteers are willing to work, and continued commitment to the volunteer activity.

Answer:

Volunteers who are more satisfied by their activities tend to volunteer more hours per week during their first year as a volunteer. Satisfaction is not related to continued commitment to the volunteer activity. Volunteers who are motivated by self-centered needs tend to volunteer for longer periods of time (up to 2 1/2 years).

Page Ref: 328 - 331

10) How would you define moral hypocrisy? What are the two main motivations for moral hypocrisy? Describe the coin-flipping experiment. That is, did participants agree it was a fair way to apportion who got to do the interesting (versus boring) experimental procedure? And what percentage actually engaged in the coin-flipping? Of those who flipped the coin, what behaviors did some coin-flippers engage in? What percentage of them engaged in it?

Answer:

Moral hypocrisy involves wanting to appear fair while angling to act in one's own self-interest. The two main motivations, as the definition would suggest, are a strong desire to achieve one's goals and also a strong wish to appear fair and moral. In the coin-flipping part of Batson's experiment, virtually all participants agreed that a flip of a coin would be a fair way to apportion whether one got to do the interesting experimental procedure, but only 50 percent followed through by agreeing to allow the choice to be made by a coin-flip. More importantly, of those who flipped the coin (where the flip would suggest that half of participants would be assigned the interesting task), 80 - 90 percent claimed to have gotten a lucky coin toss and were entitled to do the interesting task! Of course, 50 percent by chance would have gotten assigned the interesting task, but it was obvious many participants decided that an unlucky coin flip ought to be ignored in their own self-interest.

Page Ref: 331 - 333

ESSAY QUESTIONS

1) Explain the kin selection theory of prosocial behavior.

Answer:

Kin selection theory proposes that behavior is driven by genetic attributes that evolved because they increase the probability of genetic material being transmitted to the next generation. The core idea is that natural selection favors any behaviors that lead to successful reproduction. Helpful behaviors can be adaptive if those behaviors increase the amount of our genetic material that is transmitted to future generations. This implies that we should offer more help more readily to closer relatives than to those who are more distantly related or unrelated to us. It also explains why we are more likely to offer help to a female of reproductive age than to one who is not.

Although altruistic behavior may not benefit the altruistic individual directly, it indirectly benefits the individual because the altruism helps genes that he or she shares with close relatives survive into future generations.

Page Ref: 310 - 311

2) Discuss the role of emotions in increasing or decreasing the likelihood of prosocial behavior. That is, what is the prosocial effect of a positive emotion, and give an example. But discuss the exceptional situation. What about the effect of something in the environment? What about the more common prosocial effect of a negative mood? But, discuss the exceptional situation. What hypothesis or model would best describe the motivation for that last exceptional situation?

Answer:

In general, people are more willing to help a stranger when their mood is up, perhaps because they, e.g., found some money. But, in some cases, a positive mood decreases the likelihood of helping, because a person in a good mood may think an emergency is a non-emergency, or even because such a person may not want to lose her good mood by having to deal with something unpleasant, like a person needing help. A positive mood may occur due to an environmental factor, like being exposed to a nice smell. The positive mood may then lead to greater likelihood of helping behavior. People in a negative mood are typically less likely to help others. However, if the act of helping may generate positive feelings, people in a bad mood may want to help even more than a person in a good mood (because it will help them feel better). Such a chain of events is in line with the negative-state relief model, in that helping may occur simply because it reduces a person's negative feelings.

Page Ref: 320 - 321

3) Describe the development of empathy.

Answer:

Empathy is an affective and a cognitive reaction to the distress of others. It appears to be influenced by both biological and experiential factors. Some recent research (Davis, Luce, & Kraus, 1994) demonstrates a genetic connection underlying two affective components of empathy - personal distress and sympathetic concern. The same research failed to find a genetic basis for the cognitive component of empathy, which suggests that this component is formed by our experiences. Empathy is not unique to humans. Other primates, such as chimpanzees, as well as other species, such as dogs and dolphins also display empathetic behaviors. This finding supports the role of genetics in empathy.

For humans, a secure attachment style makes it easier for us to feel empathy for the needs of another. Research has shown that brief exposures to prosocial behaviors on television shows increases the empathy children feel. It is probable that prolonged exposure to prosocial models on TV may have an even stronger effect. Parents exert a strong influence on their children. Mothers who are emotionally warm, and parents who model prosocial behaviors generally tend to have more empathetic children. In addition, parents should emphasize how other people are affected by negative behavior. Using anger to control a child's behavior tends to inhibit the development of empathy.

Page Ref: 321 - 323

4) Discuss what is meant by an altruistic personality.

Answer:

Some experts have proposed that a combination of personality factors creates an altruistic personality. Altruistic persons typically rate high on five different aspects of personality:

- 1) Empathy - involves an affective component (sympathy for another, a desire to solve the other's problem, feeling distress in response to others' distress, feeling what others feel), and a cognitive component, such as perspective taking. The affective component appears to be heritable, while the cognitive component is not.
- 2) Belief in a just world - involves perceptions that the world is fair and predictable, perceptions that good behavior is rewarded and bad behavior is punished, and a belief that helping others is the right thing to do - and will lead to rewards for the person who helps others.
- 3) Social responsibility - involves the belief that each person is responsible for helping others to the best of their ability.
- 4) Internal locus of control - involves the belief that we can choose to act in ways that maximize positive outcomes and minimize negative outcomes, and that our actions can affect outcomes in a desirable way.
- 5) Low egocentrism - involves the absence of self-absorption and competitiveness.

Page Ref: 325 - 326

MYPSYCHLAB FEATURE ESSAY QUESTION

1) From MyPsychLab EXPLORE: "Decision Model of Helping"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 9, Prosocial Behavior: Helping Others, and click on "Find Now." For the Chapter 9 items, click on the "Explore" item called "Decision Model of Helping.")

Click on "Noticing the emergency." How would you describe this stage of the decision model? You'll see a description of a classic study done with seminary students on their way to give a short talk. What was the study about? In the "have time" condition, approximately what percent gave help? What about in the "late" condition. What does the study say about helping, and finally, what was the title of the talk each seminary student was to give?

Answer:

This is the stage where people decide whether to help out. The study arranged to have seminary students walk by a supposedly sick man (an assistant of the researchers) huddled on the side of their path as they were on their way to give a short talk. The question was, how many would stop to help. In the "have time" condition (where they would have time to stop and still make it to the talk on time), over 60 percent gave some help. But in the "late" condition ("stopping will make me late"), only 10 percent stopped to help! The point is, people often do a short cost/benefit analysis before deciding to give help, and these seminary students had their priorities! These seminary students thought they were headed over to give a talk on the parable of the Good Samaritan!

TEST BANK

CHAPTER 10 AGGRESSION: ITS NATURE, CAUSES, AND CONTROL

MULTIPLE-CHOICE QUESTIONS

- 1) Behavior that is intended to harm another is known as _____.
- A) Type B behavior
 - B) Type A behavior
 - C) aggression
 - D) frustration
 - E) provocation

Answer: C

Page Ref: 338

- 2) Thanatos is _____.
- A) Baron's idea that evolution is one of several causes of human aggression
 - B) the basis underlying drive theories of aggression
 - C) Hilton's idea that males aggress against other males but less so against females
 - D) Lorenz's idea of a fighting instinct in human males
 - E) Freud's idea of a death wish that becomes redirected towards others as aggression

Answer: E

Page Ref: 338

- 3) Drive theories of aggression suggest that _____.
- A) a fighting instinct in human males underlies most forms of aggression
 - B) males aggress against other males in order to obtain access to females
 - C) our death wish is redirected outwards towards others, causing aggression
 - D) the motive to harm or injure others is an innate human drive that cannot be easily controlled or eliminated
 - E) external conditions arouse the motive to harm or injure others

Answer: E

Page Ref: 339 - 340

- 4) Samantha is frustrated after waiting in a long line for an hour and ultimately shouts at the person in front of her. According to the frustration-aggression hypothesis, Samantha is showing aggression due to _____.
- A) the fact that frustration always leads to aggression
 - B) Samantha's inherent aggressive tendencies
 - C) the negative affect emanating from her frustration elicited by the person in front of her
 - D) obvious provocation from others
 - E) the fact that Samantha was still somewhat excited about something that had happened earlier in the day

Answer: C

Page Ref: 339 - 340

- 5) The frustration-aggression hypothesis suggests that _____.
- A) frustration leads to the arousal of an aggression drive
 - B) both frustration and aggression are innate human drives that cannot be easily controlled or eliminated
 - C) males aggress against other males in order to obtain access to females
 - D) frustration causes the activation of our fighting instincts
 - E) internal states arouse the motive to harm or injure others

Answer: A

Page Ref: 340

6) Paul is studying for a test in biology. He is somewhat concerned about his ability to master the material and is trying to concentrate as much as he can. Sam, his brother, has interrupted his studies several times, causing Paul to become frustrated and angry. When Sam again enters Paul's room, Paul pushes Sam hard, and threatens to punch him. This situation illustrates _____.

- A) the fighting instinct
- B) thanatos
- C) the catharsis hypothesis
- D) hostile aggression
- E) the frustration-aggression hypothesis

Answer: E

Page Ref: 340

7) Bandura's social learning perspective on aggression suggests that _____.

- A) people acquire their aggressive behaviors from direct experiences or from observing aggressive models
- B) frustration leads to the arousal of an aggression drive which is usually expressed in socially acceptable ways
- C) frustration causes the activation of our fighting instincts
- D) the motive to harm or injure others is an innate human drive that cannot be easily controlled or eliminated
- E) people are born with aggressive tendencies which are displayed in some social settings

Answer: A

Page Ref: 340

8) According to Bandura's social learning perspective, people learn _____.

- A) that aggressive behaviors are always rewarded with desirable outcomes
- B) that some groups encourage aggression against their members
- C) that aggressive behaviors are never acceptable
- D) different ways of inflicting harm on others and what situations tolerate or encourage aggressive behavior
- E) that aggressive behaviors are always punished in the long run, but rewarded in the short run

Answer: D

Page Ref: 340

9) After watching wrestling on TV for an hour, five-year-old Samuel went outside to play. When five-year-old Jamie, who lives next door, came outside, Samuel shoved him and tried to get him in a head-lock. This situation can best be explained by _____.

- A) the Type A behavior pattern
- B) excitation transfer theory
- C) instrumental aggression
- D) the social learning perspective
- E) classical conditioning

Answer: D

Page Ref: 340

10) One current perspective on aggression suggests that aggressive behavior is triggered by a variety of situational and individual variables that influence affect, cognitions, and arousal. This perspective is known as _____.

- A) the thanatos hypothesis
- B) the frustration-aggression model
- C) the Type A - Type B hypothesis
- D) the general aggression model
- E) the excitation transfer theory

Answer: D

Page Ref: 340 - 342

- 11) According to Bandura's social learning perspective, people learn _____.
- A) which persons or groups are acceptable targets for aggression and what actions justify aggressive behavior
 - B) that aggressive behaviors are always punished in the long run, but rewarded in the short run
 - C) that some groups encourage aggression against their members
 - D) that aggressive behaviors are always unacceptable
 - E) that aggressive behaviors are always rewarded with desirable outcomes

Answer: A

Page Ref: 340

- 12) According to the general aggression model, there are two broad categories of variables that influence aggressive behavior: _____ and _____.

- A) situational factors; personal factors
- B) situational factors; incompatible response factors
- C) Type A factors; Type B factors
- D) aggression factors; displacement factors
- E) personal factors; displacement factors

Answer: A

Page Ref: 340 - 341

- 13) Janice tends to become aggressive whenever anyone slights her or insults her. Her friend Joline, however, never seems to become upset or angry at the same kinds of provocations and is generally not an aggressive person. The ways in which these two people might react to the same provocation is best explained by _____.

- A) the Type A - Type B hypothesis
- B) the thanatos hypothesis
- C) the frustration-aggression model
- D) the general aggression model
- E) the excitation transfer theory

Answer: D

Page Ref: 340 - 341

- 14) According to the general aggression model, situational factors and personal factors can lead to aggressive behavior because of their influence on _____, _____, and _____.

- A) physiological arousal; affective states; cognitions
- B) cognitions; affective states; frustration
- C) affective states; cognitions; other people
- D) affective states; physiological arousal; catharsis
- E) catharsis; provocation; cognitions

Answer: A

Page Ref: 340 - 342

- 15) According to the general aggression model, repeated exposure to aggressive models in films or video games may increase a person's level of aggressiveness by _____.

- A) weakening the effects of constraining factors on aggressive behaviors
- B) encouraging behavioral patterns involved with competitiveness, time urgency, and hostility
- C) strengthening knowledge structures such as beliefs, attitudes, and schemas that are related to aggression
- D) limiting the availability of incompatible responses
- E) increasing the level of physiological arousal to the point at which people tend to seek catharsis

Answer: C

Page Ref: 340 - 342

16) In contrast to older models of aggression, modern theories tend to _____.

- A) be less accepted by social psychologists
- B) offer an incomplete picture of the origins of human aggression
- C) provide a more accurate understanding of human aggression
- D) be less complex
- E) explain fewer forms of aggressive behavior

Answer: C

Page Ref: 340 - 342

17) Action taken by another individual that tends to trigger aggression in the recipient of that action is _____.

- A) an aggression
- B) a hostile attribution
- C) frustration
- D) bullying
- E) a provocation

Answer: E

Page Ref: 344

18) James and William are discussing the last Presidential election. James, a Democrat, has made some very negative comments about Republicans and the way in which the campaign was conducted. William, a life-long Republican, has told James to tone it down, but this seems to encourage James to make even more negative comments. Eventually, William pushes James away and starts to throw a punch. This situation might best be seen as a case of _____.

- A) bullying
- B) catharsis
- C) provocation
- D) incompatible responses
- E) instrumental aggression

Answer: C

Page Ref: 344

19) Contempt is _____.

- A) relieved by catharsis
- B) a relatively minor cause for aggressive behavior
- C) involved with all occurrences of aggression
- D) expressions of arrogance or disdain on the part of others
- E) an underlying cause of Type A behavior

Answer: D

Page Ref: 344

20) Provocation is usually met with _____.

- A) retaliation
- B) frustration
- C) flight
- D) thanatos
- E) catharsis

Answer: A

Page Ref: 344 - 345

21) The idea that physiological arousal produced in one situation can persist and intensify emotional responses in a different situation is known as _____.

- A) the hostile attributional bias
- B) the frustration-aggression hypothesis
- C) the provocation theory
- D) the excitation transfer theory
- E) the catharsis hypothesis

Answer: D

Page Ref: 345 - 346

22) Sarah was driving home after a particularly difficult day at work when someone cut her off and almost caused her to wreck her car. Still shaken from her near miss, she arrived home to find that her spouse had not yet started dinner, as he had promised to do. Sarah angrily accused him of being "a lazy bum" and started an argument with him. This situation can best be explained by _____.

- A) the frustration-aggression hypothesis
- B) a hostile attributional bias
- C) the excitation transfer theory
- D) the provocation theory
- E) the catharsis hypothesis

Answer: C

Page Ref: 345 - 346

23) Miller has been watching a very exciting adventure movie at the theater. His heart rate is still a little elevated as he leaves the cinema. Just as he reaches his car in the parking lot, he sees someone accidentally bump his car as they back out of another parking space. Miller becomes extremely agitated and excitedly begins yelling and pounding on the other person's car fender. This extreme reaction to a relatively minor annoyance can best be explained by _____.

- A) the excitation transfer theory
- B) a hostile attributional bias
- C) the catharsis hypothesis
- D) the provocation theory
- E) the frustration-aggression hypothesis

Answer: A

Page Ref: 345 - 346

24) The effects of excitation transfer are especially pronounced when people _____ that they are aroused, but _____ the source of arousal.

- A) misinterpret; identify
- B) do not know; misinterpret
- C) do not know; are unaware of
- D) are concerned; like
- E) realize; misinterpret

Answer: E

Page Ref: 346

25) A person who has experienced an arousing event _____.

- A) experiences collateral frustration
- B) tends to seek out that situation, or similar situations
- C) always reduces the tension through aggression
- D) tends to avoid that situation and similar situations
- E) may transfer that arousal to another situation

Answer: E

Page Ref: 346

26) Exposure to violence on TV or in movies has been shown to _____.

- A) increase aggressive behavior in children, but not in adults
- B) increase the probability of aggressive behavior in people who watch them
- C) increase aggressive behavior for a short time only
- D) have no long-term effects on aggressive behavior
- E) decrease aggressive behavior because of the catharsis effect

Answer: B

Page Ref: 347 - 348

27) _____ studies track the same participants over a long period of time.

- A) Longitudinal
- B) Cross-cultural
- C) Experimental
- D) Correlational
- E) Split-plot

Answer: A

Page Ref: 347

28) Widespread effects of media violence appear to be from exposure to media defined as _____.

- A) television, video games, news programs and song lyrics
- B) books, video games, television and song lyrics
- C) video games, television, nursery rhymes and song lyrics
- D) books, television, news program and song lyrics
- E) television dramas, song lyrics, and reality TV

Answer: A

Page Ref: 347 - 348

29) Exposure to media violence may increase the likelihood of aggressive behavior because it creates _____.

- A) displaced aggression
- B) decreased arousal states
- C) a desire for direct action
- D) Type A behavior patterns
- E) a hostile expectation bias

Answer: E

Page Ref: 348

30) The hostile expectation bias is _____.

- A) an expectation that other people will behave aggressively
- B) anticipated hostility towards others
- C) an incompatible response
- D) a Type B behavior pattern
- E) an expectation that we will become more aggressive

Answer: A

Page Ref: 348

31) After playing a particularly violent video game for a few hours, Tom became involved in a heated discussion with his roommate. When his roommate suddenly stood up to go to another room, thereby ending the discussion, Tom believed that his roommate was about to attack him. This misinterpretation of his roommate's actions is probably due to _____.

- A) a Type A behavior pattern
- B) a hostile expectation bias
- C) a Type B behavior pattern
- D) an incompatible response
- E) catharsis

Answer: B

Page Ref: 348

- 32) The general pattern of results of studies of TV violence suggests that _____.
- A) the effects of TV are minimal to non-existent
 - B) media depictions of violence contribute to increased aggression levels in viewers
 - C) TV programs often constitute an outlet for aggressive affect
 - D) since TV programs generally lack a frustrating conclusion, it cannot be said that they contribute to aggression
 - E) research on the effects of TV violence is inconclusive and we can't draw any firm conclusions without additional research

Answer: B

Page Ref: 348 - 351

- 33) Repeated exposure to violent media content leads people to _____.
- A) revert to more immature behavioral patterns
 - B) develop strong knowledge structures related to aggression
 - C) engage in behaviors that may escalate into violence
 - D) develop powerful hand-eye coordination capabilities
 - E) commit particularly aggressive acts

Answer: B

Page Ref: 348 - 351

- 34) Children either watched an episode of "The Untouchables" or a non-violent TV show. When offered an opportunity to either help or hurt another child (who was imaginary, but the kids didn't know that), kids who had watched The Untouchables _____, compared to kids who had watched the other show.
- A) showed more willingness to hurt the other child
 - B) showed more aversion to hurting the other child
 - C) thought it was funny to tease the other child
 - D) was annoyed at the other child for not watching the episode with them
 - E) played like they were shooting the other child with a machine gun

Answer: A

Page Ref: 349 - 350

- 35) The desensitizing effect of violent pornography _____.
- A) encourages individuals to confuse sexuality and aggression
 - B) reduces the strength of the sex drive in males who view pornographic materials
 - C) decreases the level of physical arousal associated with viewing pornography
 - D) reduces the strength of emotional reactions to the mistreatment of sexual victims
 - E) increases the level of sexual excitement experienced by those who view pornography

Answer: D

Page Ref: 351 - 352

- 36) After watching many vivid scenes of violent pornography, individuals become hardened or _____ to the pain and suffering of other individuals.
- A) emboldened
 - B) desensitized
 - C) uninterested
 - D) embittered
 - E) unaware

Answer: B

Page Ref: 351 - 352

37) A culture of honor is _____.

- A) one in which wealth is heavily concentrated among an elite group of leaders
- B) one in which militarism is an accepted way of life
- C) one in which wealth is easily converted to many different forms
- D) one in which cultural norms indicate that aggressive behavior is appropriate and acceptable if one's honor has been insulted
- E) one in which honor is the only thing of value for most people

Answer: D

Page Ref: 352 - 354

38) Cultural norms that support aggressive responses to insults to one's honor developed in response to _____.

- A) the strain associated with large numbers of people not being able to improve their standing in life
- B) covert matriarchal power structures underlying the society
- C) the stresses of an agrarian style of life
- D) wealth being concentrated in forms that could easily be stolen
- E) the need to defend large territories against potential invaders

Answer: D

Page Ref: 352 - 354

39) Sexual jealousy is a particularly powerful determinant of aggression _____.

- A) in all cultures equally
- B) in cosmopolitan societies
- C) in mercantile cultures
- D) in agrarian societies
- E) in cultures of honor

Answer: E

Page Ref: 354 - 355

40) James' fiancée, Ruth, told him that she wants to visit her ex-boyfriend. James became very upset with Ruth and they argued loudly about her planned visit. During the argument, James slapped Ruth and stormed out of the house. James' behavior is likely to be most acceptable if he and Ruth live _____.

- A) in Canada
- B) in Japan
- C) in England
- D) in the Northeastern United States
- E) in the Southern United States

Answer: E

Page Ref: 354 - 355

41) The Type A behavior pattern _____.

- A) exists primarily in female members of cultures of honor
- B) consists primarily of low levels of competitiveness, time urgency, and hostility
- C) consists primarily of instrumental aggressiveness and time urgency
- D) consists primarily of high levels of competitiveness, hostility, and time urgency
- E) exists primarily in male members of cultures of honor

Answer: D

Page Ref: 355 - 357

- 42) The Type B behavior pattern is _____.
- A) marked by the absence of Type A characteristics
 - B) composed primarily of instrumental aggressiveness and time urgency
 - C) composed primarily of high levels of competitiveness, hostility, and time urgency
 - D) found primarily in female members of cultures of honor
 - E) found primarily in male members of cultures of honor

Answer: A

Page Ref: 355 - 357

- 43) Jason always feels like he's pressed for time. As a result, he's chronically in a hurry. He is competitive with others, feeling a strong need to "prove himself" and win at everything he tries. He also tends to be somewhat irritable and aggressively impatient with those who move more slowly than he does or who get in his way. Jason probably has _____.
- A) a Type A personality
 - B) a Type B personality
 - C) a Type C personality
 - D) a hostile attributional bias
 - E) a holistic approach to aggression

Answer: A

Page Ref: 355 - 357

- 44) Jason is a relatively easy-going person who never seems to be in a hurry. He tends to avoid direct competition with others, preferring to set and meet goals and standards for himself without considering what others are doing or achieving. He is always patient with those who move more slowly than he does or who get in his way. Jason probably has _____.
- A) a Type C personality
 - B) a Type A personality
 - C) a holistic approach to aggression
 - D) a non-hostile attributional bias
 - E) a Type B personality

Answer: E

Page Ref: 355 - 357

- 45) Bill, a seventh-grader, is on the playground. Bill has started pushing another student around and has punched him twice when a teacher intervenes. Bill tries to explain his aggressiveness by saying "I was just having fun". This is an example of _____.
- A) instrumental aggression
 - B) hostile aggression
 - C) Type B personality
 - D) Type A personality
 - E) hostile attributional bias

Answer: B

Page Ref: 355 - 357

- 46) Mike, a seventh-grader, is on the playground. Mike has started pushing another student around and has punched him twice when a teacher intervenes. Mike tries to explain his aggressiveness by saying "I wanted his coat - I was cold". This is an example of _____.
- A) hostile attributional bias
 - B) Type B personality
 - C) Type A personality
 - D) instrumental aggression
 - E) hostile aggression

Answer: D

Page Ref: 355 - 357

47) Jessie is a Type B person. Jim is a Type A person. Both work out regularly at the gym and are in excellent physical condition. Both have been invited to be contestants on a new reality TV show in which contestants compete for a new car. One of the competitions involves a boxing match. Assuming that all other factors are equal and based on what is known about Type A and Type B personalities, who is most likely to become a contestant on this program?

- A) Jessie, because Type B persons are more aggressive than are Type A persons.
- B) Jim, because Type A persons are more aggressive than are Type B persons.
- C) Both are equally likely to become contestants.
- D) It cannot be determined from the information given.
- E) None of the above.

Answer: C

Page Ref: 355 - 357

48) Suppose Cindy shows a Type A behavior pattern but her husband, Bert, shows a Type B behavior pattern. Given this information, which of the following statements is TRUE?

- A) Cindy is more likely than Bert to show hostile and instrumental aggression.
- B) Cindy and Bert are equally likely to show hostile and instrumental aggression.
- C) Cindy is less likely than Bert to show instrumental aggression only.
- D) Cindy is more likely than Bert to show instrumental aggression only.
- E) Cindy is more likely than Bert to show hostile aggression only.

Answer: E

Page Ref: 355 - 357

49) Hostile aggression occurs _____.

- A) when the hostile attributional bias is too strong
- B) when the aggression is used to achieve some other goal
- C) when the primary goal is to inflict harm on the victim
- D) when catharsis is not achieved
- E) when a Type A person encounters a Type B person

Answer: C

Page Ref: 357

50) Instrumental aggression _____.

- A) occurs when the primary objective is to inflict harm on another individual or group
- B) is more frequently used by Type A personalities
- C) is sometimes useful in achieving a particular goal or objective
- D) is more common among Type B personalities
- E) is the result of a strong hostile attributional bias

Answer: C

Page Ref: 357

51) Lee just punched a stranger in the face in order to prove to his peers that he was "manly." This is an example of _____.

- A) the Type A behavior pattern
- B) displaced aggression
- C) the Type B behavior pattern
- D) hostile aggression
- E) instrumental aggression

Answer: E

Page Ref: 357

52) Narcissism refers to _____.

- A) holding others accountable to a higher standard of behavior than oneself
- B) holding a deflated view of another person's virtues or accomplishments
- C) holding a deflated view of one's own virtues or accomplishments
- D) holding an inflated view of one's own virtues or accomplishments
- E) holding an inflated view of another person's virtues or accomplishments

Answer: D

Page Ref: 358

53) People who tend to think of themselves as being superior to other people in terms of their abilities or qualities, and as being more deserving of respect than others, tend to react strongly to negative feedback, in part because _____.

- A) they believe a different, more stringent set of standard applies to them
- B) positive feedback may threaten their self-image
- C) negative feedback may threaten their self-image
- D) negative feedback may bolster their self-image
- E) they believe a different, more relaxed set of standard applies to them

Answer: C

Page Ref: 358

54) People who are high in sensation seeking tend to be _____ aggressive than are others, in part because _____.

- A) equally; they find aggression-eliciting situations to be appealing, but they tend to be somewhat less aggressive than are others
- B) more; they focus on long-term consequences of their behavior and are less likely to experience anger and hostility
- C) more; they focus on immediate consequences of their behavior and are more likely to experience anger and hostility
- D) neither more nor less; there is no relationship between aggression and sensation seeking behaviors
- E) less; they focus on immediate consequences of their behavior but are less likely to experience anger and hostility

Answer: C

Page Ref: 358 - 359

55) Matt is easily bored and likes to try new things. He goes sky-diving every chance he gets and is thinking about an upcoming trip to Mexico, where he plans to go cliff-diving. Based on what is known about the relationship between sensation seeking and aggression, we can say _____.

- A) that Matt is likely to be less aggressive than other people
- B) that Matt is likely to be more aggressive than other people
- C) nothing about Matt, because there is no firm connection between sensation seeking and aggression
- D) that Matt is likely to also be narcissistic
- E) that Matt is likely to be neither more nor less aggressive than other people

Answer: B

Page Ref: 358 - 359

56) Gender differences in aggression tend to shrink or disappear in situations where _____.

- A) provocation is absent
- B) males provoke females
- C) females provoke males
- D) provocation is present
- E) males dominate

Answer: D

Page Ref: 359 - 360

57) What is the relationship between gender and aggression?

- A) Women are more likely than men to engage in any kind of aggressive behavior.
- B) Men are more likely to engage in direct aggression; women are more likely to engage in indirect aggression.
- C) Both genders are equally likely to engage in direct aggression, but women are more likely to engage in direct aggression.
- D) Men are more likely than women to engage in any kind of aggressive behavior.
- E) Both genders are equally likely to engage in direct aggression, but men are more likely to engage in indirect aggression.

Answer: B

Page Ref: 359 - 360

58) Recent research indicates that there is a relationship between temperature and aggression. As temperatures increase _____.

- A) nonviolent crimes, such as burglary and car theft, decrease
- B) violent crimes, such as aggravated assault and homicide, decrease
- C) nonviolent crimes, such as burglary and car theft, also increase
- D) crimes such as rape at first increase, then decrease
- E) violent crimes, such as aggravated assault and homicide, also increase

Answer: E

Page Ref: 360 - 361

59) Laboratory studies of the relationship between temperature and aggression have demonstrated that _____.

- A) low temperatures reduce aggression
- B) very high temperatures reduce aggression
- C) neither high nor low temperatures influence aggression
- D) low temperatures increase aggression
- E) moderately high temperatures reduce aggression

Answer: B

Page Ref: 360 - 361

60) Time of day is related to criminal activities, with more aggressive crimes being committed in the evening than during the middle part of the day. In part, this is because of the relationship between time of day and _____.

- A) temperature
- B) the fact that more non-leisure time is available during mid-day hours
- C) the fact that more leisure time is available in the evening hours
- D) the wake-sleep cycle
- E) ambient lighting

Answer: A

Page Ref: 360 - 361

61) Anderson and colleagues (1997), in an archival study of the relationship between temperature and aggression, found that years with higher temperatures produced

- A) lower rates of violent crimes, higher rates of property crimes, and lower rates of sexual assaults
- B) higher rates of violent crimes, and higher rates of property crimes
- C) lower rates of violent crimes, and higher rates of property crimes
- D) higher rates of violent crimes, but not higher rates of property crimes
- E) lower rates of violent crimes, but not higher rates of property crimes

Answer: D

Page Ref: 360 - 361

62) Higher levels of aggression are associated with alcohol because _____.

- A) alcohol is ordinarily consumed in mixed-gender settings, and the presence of females tends to make males more aggressive
- B) alcohol increases activity in the amygdala and other brain structures involved with our emotions
- C) alcohol reduces one's ability to process certain kinds of information and changes one's reactions to unexpected behaviors by others
- D) alcohol is ordinarily consumed under crowded conditions where provocations, such as jostling and bumping, are more likely to occur
- E) cultural norms in Western societies encourage those who consume alcohol to become at least somewhat belligerent

Answer: C

Page Ref: 361 - 363

63) A behavioral pattern in which one person is chosen as the target of repeated aggression by one or more others is known as _____.

- A) displacement
- B) frustration aggression
- C) bullying
- D) provocation
- E) incompatible aggression

Answer: C

Page Ref: 364 - 365

64) A bully's victim _____.

- A) usually has less power than the bullies
- B) usually sees aggression as an unreasonable approach to solving problems
- C) usually can stop the bullying behavior if desired
- D) usually has higher self-esteem than others
- E) usually is overly trusting of other people

Answer: A

Page Ref: 364 - 365

65) _____ of prison inmates are exposed to bullying episodes each week.

- A) 50%
- B) 75%
- C) 10%
- D) 25%
- E) 100%

Answer: A

Page Ref: 364 - 365

66) Among children, boys who bully others are motivated by _____.

- A) a desire to lessen negative feelings associated with depression and to gain the respect and admiration of others
- B) a desire to hold power over others and to lessen negative feelings associated with depression
- C) a desire to be seen as part of a "tough" group and to lessen negative feelings associated with depression
- D) a desire to lessen negative feelings associated with depression and to increase their popularity among members of the opposite sex
- E) a desire to hold power over others and a desire to be seen as part of a "tough" group

Answer: E

Page Ref: 364 -365

67) Among children, girls who bully others are motivated by _____.

- A) their desire to lessen negative feelings associated with depression and their desire to exercise power over others only
- B) their desire to win the approval of members of the opposite sex, their desire to be part of a "tough" group, their (usually frustrated) desire to exercise power over others, and their desire to engage in risky or exciting behaviors
- C) their desire to exercise power over others, their desire to part of a "tough" group, and their desire to lessen negative feelings associated with depression
- D) their desire to part of a "tough" group, and their desire to lessen negative feelings associated with depression only
- E) their desire to exercise power over others and their desire to part of a "tough" group only

Answer: C

Page Ref: 364 - 365

68) One difference between bullies and their victims is that bullies _____, while victims _____.

- A) tend to have higher self-esteem than their victims; tend to have lower self-esteem than do bullies
- B) are more likely to suffer anxiety attacks; believe they can trust others once dominance and authority has been established
- C) believe that others act the way they do intentionally or because of lasting characteristics; perceive others as behaving the way they do due to external stimuli
- D) believe they can trust others once dominance and authority has been established; tend to be manipulative and ruthless when they can get away with it
- E) are more likely to suffer anxiety attacks; tend to display more feminine characteristics

Answer: C

Page Ref: 364 - 365

69) Bullies tend to believe _____.

- A) that people's behavior is strongly influenced by the situation or by external events
- B) that aggression against those who provoke them will bring respect from others
- C) that the bully's victim can stop the bullying if they want to badly enough
- D) that other people can be trusted after a dominance hierarchy is firmly established
- E) that people act as they do because of lasting characteristics of the individual

Answer: B

Page Ref: 364 - 365

- 70) Programs that are intended to reduce bullying in schools or in prisons _____.
- A) can be effective if a 12-step program is used as the basis for treating the problem
 - B) are more effective in collectivist societies than they are in individualistic societies
 - C) are rarely effective in any but the most unusual set of circumstances
 - D) can be effective if bullying is recognized as a serious problem and organizations take strong and appropriate steps to correct it
 - E) are usually a waste of resources because bullying does not represent a serious problem

Answer: D

Page Ref: 364 - 365

- 71) Victims who are bullied repeatedly and brutally may react by _____.

- A) pleading with their peers to help them to end the bullying
- B) reporting the problem to the police
- C) committing suicide
- D) trying to sue the bullies
- E) lashing out at the parents of the bullies

Answer: C

Page Ref: 365

- 72) Workplace aggression includes _____.

- A) any form of behavior by which individuals seek to harm others in the workplace
- B) hostile verbal or nonverbal behavior that is directed towards subordinates
- C) only those forms of aggressive behavior that are intended to inflict some harm on a particular victim
- D) only covert aggressive behavior in which the victim cannot identify the source of the attack
- E) only those forms of aggressive behavior that are intended to achieve some particular goal

Answer: A

Page Ref: 365 - 368

- 73) One common form of aggressive workplace behavior includes expressions of hostility, which are _____.

- A) behaviors that are intended to allow one to reach a desired goal or outcome before another employee does so
- B) behaviors that arise from a Type A personality configuration
- C) behaviors that are generally considered to be "workplace violence", such as physical assault or destruction of property
- D) primarily verbal or symbolic behaviors, such as talking behind someone's back or belittling their opinions
- E) behaviors that are intended to obstruct or impede someone's job performance

Answer: D

Page Ref: 365 - 368

- 74) One common form of aggressive workplace behavior is based on efforts to impede someone's job performance. This type of workplace aggression is known as _____.

- A) obstructionism
- B) expressions of hostility
- C) hostile aggression
- D) cathartic aggression
- E) overt aggression

Answer: A

Page Ref: 365 - 368

75) Joey works in the mailroom of a large corporation. One of his duties is to distribute the mail to the department heads in two different office buildings. One manager angered Joey by making a negative comment about the mail facility's management. Ever since, Joey makes sure to deliver this person's mail last, and is frequently a day late in delivering important documents to this particular manager. Joey's behavior is an example of _____.

- A) hostile aggression
- B) obstructionism
- C) an expression of hostility
- D) overt aggression
- E) cathartic aggression

Answer: B

Page Ref: 365 - 368

76) One form of aggressive workplace behavior includes those behaviors that have typically been conceptualized as "workplace violence". This type of aggression is known as _____.

- A) expressions of hostility
- B) overt aggression
- C) hostile aggression
- D) obstructionism
- E) cathartic aggression

Answer: B

Page Ref: 365 - 368

77) James and George both work as line mechanics at a small manufacturing company. They used to be friends, but a long-running disagreement has soured their friendship. One day, James noticed that George had forgotten to put away an expensive piece of testing equipment that he had signed out of the tool room. While no one was watching, James intentionally dropped the testing equipment in an effort to break it. This is an example of _____.

- A) overt aggression
- B) an expression of hostility
- C) instrumental aggression
- D) obstructionism
- E) cathartic aggression

Answer: A

Page Ref: 365 - 368

78) Although several factors contribute to workplace aggression, one particularly important factor that has been identified in several research studies is perceived unfairness. This is because _____.

- A) people frequently seek revenge on those who have slighted them in the past
- B) people are highly stressed because of the current trend towards downsizing and outsourcing
- C) people experience intense anger and resentment when they feel that they have been treated unfairly
- D) organizations are impersonal structures that cannot directly support employee efforts to improve their position
- E) organizations generally mistreat many of their employees as a matter of course

Answer: C

Page Ref: 365 - 368

79) Abusive supervision consists of _____.

- A) behaviors that are generally considered to be "workplace violence", such as physical assault or destruction of property
- B) behaviors that are intended to allow a supervisor to reach a desired goal or outcome before a subordinate does so
- C) behavior in which supervisors frequently direct hostile verbal and nonverbal behavior toward subordinates
- D) primarily verbal or symbolic behaviors, such as talking behind a subordinate's back or belittling his or her opinions
- E) behaviors that are intended to obstruct or impede a subordinate's job performance

Answer: C

Page Ref: 365 - 368

80) William supervises seven advertising agents. He holds monthly staff meetings in which he briefs the agents on upcoming projects and seeks verbal status reports on ongoing projects. He also solicits creative ideas from his staff at these meetings. Every time Jessica (who has blonde hair), the newest member of the staff, offers an opinion or an idea, he makes fun of what she has said. He frequently comments on how dumb she is and says he doesn't understand how she got her job. He sometimes makes "dumb blonde" jokes at her expense. This is an example of _____.

- A) instrumental aggression
- B) hostile aggression
- C) abusive supervision
- D) obstructionism
- E) cathartic aggression

Answer: C

Page Ref: 365 - 368

81) Karen is the senior administrative assistant for a mid-level manager at a large research organization. She is generally supportive of the coworkers in her department, but she strongly dislikes one particular person. She frequently points out this person's faults to her supervisor and never misses an opportunity to report on any negative comments this person may make about the workplace or other employees. As a workplace expression of hostility, Karen's behavior is best characterized as _____.

- A) overt aggression
- B) hostile aggression
- C) incivility
- D) cathartic aggression
- E) obstructionism

Answer: C

Page Ref: 366

82) Punishment involves _____.

- A) the delivery of positive reinforcements to individuals when they engage in specific behaviors
- B) the delivery of aversive consequences to individuals when they engage in specific unwanted behaviors
- C) the substitution of one target for aggressive behavior for another
- D) exposing individuals to a stimuli which causes them to experience affective states incompatible with aggression
- E) the delivery of negative reinforcements to someone when they engage in specific behaviors

Answer: B

Page Ref: 368 - 370

83) When given an opportunity to decide how much punishment should be delivered to individuals convicted of different crimes, research has shown that most people are more strongly influenced by _____ and much less strongly influenced by _____.

- A) beliefs about the fairness of the judicial system; beliefs about the appropriateness of prison sentences
- B) information about the ease or difficulty involved in detecting a crime; beliefs about how much punishment is deserved
- C) beliefs about how much punishment is deserved; information about the ease or difficulty involved in detecting a crime
- D) beliefs about the deterrent effect of the punishment on other individuals; beliefs about whether forgiveness is merited
- E) beliefs about removing dangerous people from society in order to protect others; beliefs about how much punishment is deserved

Answer: C

Page Ref: 368 - 370

84) The four conditions that must be met for punishment to be effective are _____, _____, _____, and _____.

- A) it must be delayed for a brief period of time; it must be relatively likely to occur; it must be mild; and it must be perceived by recipients as deserved
- B) it must be delayed for a brief period of time; it must be relatively likely to occur; it must be mild; and it must be perceived by all parties to the punishment as deserved
- C) it must be delayed for a brief period of time; it must be relatively likely to occur; it must be strong; and it must be perceived by recipients as deserved
- D) it must be prompt; it must be certain to occur; it must be strong; and it must be perceived by recipients as deserved
- E) it must be delayed for a brief period of time; it must be certain to occur; it must be strong; and it must be perceived by recipients as deserved

Answer: D

Page Ref: 368 - 370

85) Seeking revenge may harm both the one seeking revenge and the one against whom vengeful actions are taken. This is because _____.

- A) revenge prevents the occurrence of catharsis
- B) seeking revenge may lead to an increase in hostile attributional bias
- C) revenge limits the kinds of cognitive processes a person can use while seeking revenge
- D) seeking revenge is generally considered unethical in most societies
- E) revenge may lead to an upward spiral of retaliation, revenge, and further retaliation

Answer: E

Page Ref: 371 - 373

86) The idea that providing angry persons with an opportunity to express their aggressive impulses in relatively safe ways will lead to a reduction in their tendencies to engage in more harmful kinds of aggression is _____.

- A) the drive theory
- B) the incompatible response technique
- C) the catharsis hypothesis
- D) the instrumental technique
- E) the displacement theory

Answer: C

Page Ref: 372

87) The catharsis hypothesis suggests that providing people with an opportunity to express aggressive impulses in a safe manner will decrease their tendencies to engage in unacceptable forms of aggressive behavior. What does research on this hypothesis demonstrate/suggest?

- A) Catharsis is effective with adults but not with children.
- B) Catharsis is effective with children but not with adults.
- C) Catharsis decreases inappropriate aggressive behavior.
- D) Catharsis has no effect on aggressive behavior.
- E) Catharsis may actually increase aggressive behavior.

Answer: E

Page Ref: 372

88) Giving up the desire to punish others who have hurt us and seeking to act in helpful ways toward them is _____.

- A) misguided
- B) frustration of aggression
- C) catharsis
- D) provocation
- E) forgiveness

Answer: E

Page Ref: 371 - 373

89) Forgiving others is associated with _____.

- A) increased victimization of others and higher self-esteem
- B) higher self-esteem for members of a culture of honor and increased aggression by those who are forgiven
- C) higher levels of negative affect and lower levels of self-esteem
- D) higher self-esteem and lower levels of negative affect
- E) increased bullying of others and increased catharsis

Answer: D

Page Ref: 371 - 373

90) The benefits of forgiveness are stronger _____.

- A) for aggressive acts committed by strangers than for family members
- B) for relatively minor aggressive acts
- C) for the person who receives forgiveness than for the person who forgives
- D) for relationships to which we have a strong commitment
- E) for relationships to which we have a weak commitment

Answer: D

Page Ref: 371 - 373

FILL-IN-THE-BLANK QUESTIONS

1) Provocation is any action that tends to trigger aggression in the recipient when that action is perceived as arising from _____ intent.

Answer: malicious

Page Ref: 340 - 342

2) Teasing may be interpreted in a _____ hostile way in a collectivist culture than in an individualistic one.

Answer: less

Page Ref: 344 - 345

3) Excitation transfer theory suggests that physiological arousal typically dissipates relatively _____.

Answer: slowly

Page Ref: 345 - 346

4) Exposure to _____ strengthens beliefs, expectations, and other cognitive processes related to aggression, which leads to increased aggressive behavior.

Answer: media violence

Page Ref: 347 - 351

5) When media violence is viewed, a _____ bias is created.

Answer: hostile expectation

Page Ref: 347 - 351

6) When an adult was shown being aggressive towards a Bobo doll, children were _____ likely to be aggressive toward the doll (than when the adult was not aggressive).

Answer: more

Page Ref: 349 - 350

7) Watching violent _____ may encourage adoption of myths about rape.

Answer: pornography

Page Ref: 351 - 352

8) A _____ behavior pattern includes high levels of competitiveness, time urgency, and hostility towards others.

Answer: Type A

Page Ref: 355 - 357

9) Despite media reports that heighten the sense that it happens often, the odds of being killed _____ are very small.

Answer: at work

Page Ref: 364 - 368

10) _____, i.e., venting our feelings of pent-up frustration in a safe manner, generally does not help reduce inappropriate aggressive behavior.

Answer: Catharsis

Page Ref: 372

SHORT ANSWER QUESTIONS

1) Do evolutionary factors play a large role in aggression? What was Freud's theory about violence? What does more recent research say about a likely evolutionary role for violence? But what does Hawley's research say about this?

Answer:

Evolutionary factors appear now to play a modest role in aggression. Freud said aggression stems from "thanatos," a death wish possessed by all persons, which ends up being turned on other people. More recent research suggests that males seeking desirable mates needed to compete with each other, eliciting aggression toward one another, whereas females would have no such need to physically compete. More recently, Hawley has written about verbal aggression in girls, which, if combined with prosocial behavior, can provide them with high status and respect.

Page Ref: 338, 359 - 360

2) Explain what is meant by the Frustration-Aggression Hypothesis. What are the two main beliefs (about frustration and about aggression) that characterize the hypothesis? Then, what does more modern research say about these two conceptual building blocks of the hypothesis? I.e., in what ways are they either not true, or are more complex than once thought?

Answer:

The frustration-aggression hypothesis asserts that aggression stems from the frustration of an individual, who eventually "snaps" when her/his tolerance is reached. The primary beliefs are that 1) all frustration eventually leads to aggression, and 2) all aggression is the product of frustration. As to the first, individuals do not respond only with aggression when frustrated, but may become depressed, or attempt to overcome the source of their frustration. Secondly, apart from the fact that frustration can, indeed, result in aggression, aggression can stem from instrumental causes, like aggression in wartime, or in a boxing match.

Page Ref: 339 - 343

3) Briefly describe the excitation transfer theory of aggression.

Answer:

Answers should include the following points:

- 1) Physiological arousal tends to dissipate slowly.
- 2) In at least some instances, an event will cause an increase in arousal that will persist beyond the situation that caused it.
- 3) There may be some residual physical arousal still present when another event occurs.
- 4) If the arousal is recognized, but the reason for the arousal is not, the individual may misattribute the cause of the arousal to the current situation.
- 5) This misattribution, combined with heightened arousal, intensifies the anger one might experience in the new situation.
- 6) As a result, the individual's response to the new situation may be out of proportion to the situation.

Page Ref: 345 - 346

4) Presumably, watching violent video games induces desensitization to violent imagery. What does desensitization mean? How was a neuroscientific approach used to study this desensitization? What may one reasonably infer from these data?

Answer:

Desensitization means people don't find violence in media, or even actual violence, as disturbing as they would otherwise find it. Participants were chosen who had a history of playing either violent or non-violent video games. They viewed either violent or non-violent photographs while P300 event-related potentials were recorded. Smaller P300 potentials indicate a less disturbed response to an image. Those who had previous histories of viewing violent material did, in fact, show smaller P300 potentials. That is, they were desensitized to the violent photographs they viewed while being recorded. This suggests that continued viewing of violent video games actually has a long-term effect on the brain. Such desensitization has been shown to predict the likelihood of aggressing against others.

Page Ref: 347 - 351

5) Describe the effects that exposure to violent pornography may have on people.

Answer:

Answers should include the following points:

- 1) Relatively little research directly addresses the question of the effects of violent pornography.
- 2) Since pornographic images result in greater levels of arousal than violent images, it is likely that violent pornography has stronger effects than media violence without a sexual content. This implies that aggressive tendencies may be increased more by violent pornographic images than by non-sexual violent images.
- 3) Some laboratory research suggests that violent pornography increases men's willingness to aggress against women.
- 4) Some research suggests that repeated exposure to violent pornography tends to desensitize people to such images.
- 5) Exposure to violent pornography may also lead to the development of a more callous attitude towards victims of sexual violence, which may lead people to accept dangerous myths about rape and other forms of sexual violence.

Page Ref: 351 - 352

6) Song lyrics with sexually aggressive themes pervade the culture. Briefly describe the experiment involving participants listening to either

- 1) no sexually aggressive song lyrics,
- 2) misogynistic lyrics, or
- 3) men-hating lyrics.

How did participants express aggression? Describe the results (they were shown in a figure). What do the results imply about the effects of long-term exposure to those lyrics?

Answer:

Participants expressed aggression by making recommendations for another person's having his/her arm immersed in ice water--the longer the time, the more aggression being expressed. Misogynistic lyrics increased male participants' recommendations for time for a female target's arm's immersion in ice water, while men-hating lyrics increased female participants' recommended time for male arms' immersion. The implication is that, over a long term, song lyrics might have effects similar to those of violent porn, i.e., desensitizing people, and making the acceptance of sexual aggression seem more "normal."

Page Ref: 352

7) What is the TASS model? How does the model talk about aggressive reactions? In an experiment, participants either high or low in trait aggressiveness were given either low, or high provocations? Describe the results.

Answer:

The Traits as Sensitivities to Situations model says that people's traits can be measured by the threshold at which they respond to a provocative situation. In other words, if you respond strongly to only a low provocation for empathy, then you're high in trait empathy. In terms of aggression, people high in trait aggression should respond to even a low provocation, whereas people low in the trait will require a very high provocation to respond. In an experiment, high trait-aggressive people reacted very aggressively from just a mild provocation. People low in the trait didn't respond to mild provocation, but *did* respond with strong aggression from a powerful provocation.

Page Ref: 355 - 357

8) Describe the Type A behavior pattern and its relationship to aggression.

Answer:

Answers should include the following points:

- 1) Type A behavior pattern consists of high levels of competitiveness, a sense of time urgency, and high levels of hostility.
- 2) Type B behavior pattern is the absence of Type A behaviors.
- 3) People who exhibit Type A behavior pattern tend to be more aggressive than Type Bs.
- 4) Type A personalities tend to engage in hostile aggression more than Type B's.
- 5) Type A personalities are more likely to be involved with spouse or child abuse than are Type B's.
- 6) Type A and Type B personalities are equally likely to engage in instrumental aggression.

Page Ref: 357

9) Briefly state the overall view of the relationship between heat and aggression. What types of crimes appear to be affected? Describe the research that looked into crime rates at mid-day and in the evening?

Answer:

Aggression is thought to increase as temperature increases. However, an exception seems to be that when temperature gets too high, people become lethargic from the heat and aggression drops. In a study, property crimes (not thought of as crimes of aggression) were not affected by heat, but violent crime went up with heat. In another study, at mid-day, violent crime went up as temperature increased, but then dropped off as they became too high. On the other hand, in the evening hours, violent crime went up in a linear fashion and didn't drop off, because heat in the evening didn't get to mid-day levels (so people never became lethargic).

Page Ref: 360 - 361

10) Describe the three major categories of workplace aggression (expressions of hostility)..

Answer:

Answers should include the following points:

- 1) Obstructionism - behaviors intended to impede or obstruct someone's job performance, such as failure to provide needed information or interfering with important activities
- 2) Incivility—low - intensity deviant behavior with ambiguous intent to harm the target, in violation of workplace norms for mutual respect (e.g., sending a rude e-mail, excluding someone from a meeting, giving hostile looks or stares, or addressing a coworker inappropriately or unprofessionally
- 3) Overt aggression - behaviors that have typically been included with behaviors that are generally thought of as examples of "workplace violence"- such as physical assaults or the destruction of someone's property

Page Ref: 365 - 367

ESSAY QUESTIONS

1) Describe and explain the general aggression model.

Answer:

Answers should include the following points:

- 1) The general aggression model is a modern theory of aggression that builds on Bandura's social learning perspective.
- 2) The GAM posits two classes of input variables - a) factors relating to the current situation and b) factors relating to the persons involved.
- 3) The GAM posits that these variables can cause aggression through their impact on three basic processes - a) physiological arousal, b) affective states, and c) cognitions - that can be considered as internal states.
- 4) More recently, the GAM has been expanded to include the effect that some stimuli (such as media violence) have on knowledge structures (schemas).
- 5) The internal states then influence an individual's appraisal and decision-making processes, which determine whether the individual will take thoughtful action or impulsive action in a particular situation.

Page Ref: 340 - 342

2) Discuss "cultures of honor" and their connection with sexual jealousy and with aggression.

Answer:

Answers should include the following points:

- 1) Cultural factors include the beliefs, norms, and expectations in a particular culture or society.
- 2) Cultures of honor have strong norms that indicate aggression is an appropriate response to insults to one's honor.
- 3) Norms accepting of aggressive behavior appear to have developed in areas where wealth was concentrated in assets that could easily be stolen.
- 4) Such norms still exist in many societies and sub-cultures today (e.g. Middle Eastern societies, the so called "Deep South" region of the United States)
- 5) Cultural beliefs condoning or requiring aggressive responses to affronts to an individual's honor are particularly apparent when sexual jealousy is concerned.
- 6) Real or imagined infidelity occurs in every society. In cultures of honor, infidelity (or movements toward infidelity) are particularly damaging to the male's honor and require immediate responses.
- 7) In cultures of honor, efforts to restore damaged or lost honor are condoned to some extent. Therefore, crimes of passion (e.g., if a man kills his wife and/or her lover) are viewed as justified - or as necessary actions.
- 8) Violence towards a wife or girlfriend who is threatening physical or emotional infidelity has been shown to be at least somewhat acceptable in cultures of honor.

Page Ref: 352 - 355

3) While aggression may in certain circumstances be appropriate (perhaps in a competitive situation), we generally cannot be lashing out at others in most social situations. What is the name of the mechanism for curbing aggressive tendencies? What resource must we typically draw on to curb those tendencies? Describe the "donut" study used to test this hypothesis?

Answer:

Self-regulation is the name of the mechanism for controlling aggressive urges, and such self-control appears to require cognitive resources.

In one study, participants were given either a delicious donut or a radish but were not allowed to eat either one. Then participants got annoying negative feedback from "another participant" (who didn't really exist) on an essay they had written. Participants were then asked to prepare a snack for the other participant; they were allowed to put as much or as little hot sauce on the snack--after having been told that the other participant didn't like spicy dishes, thus, more hot sauce equaled more aggression. Participants who had been exposed to the donut used more hot sauce on the snack. This showed that cognitive resources were used up while earlier resisting the donut, but not the radish. Thus people whose cognitive resources are depleted, perhaps even by lack of good sleep, may be more inclined to aggress against others.

Page Ref: 370 - 371

4) Explain forgiveness and describe some of the beneficial effects forgiveness may have.

Answer:

Answers should include the following points:

- 1) Forgiveness involves giving up of the desire to punish those who have harmed us and seeking to act in kind, helpful ways toward those who have harmed us.
- 2) It is generally easier to give up the desire to punish others than it is to act in a kind way towards them.
- 3) Forgiveness may reduce subsequent aggression by preventing the formation of a revenge-retaliation-revenge spiral. This benefit may be derived from giving up the desire to punish others, without necessarily acting kindly towards them.
- 4) Forgiveness has been shown to provide psychological benefits to the person who forgives someone else, particularly if complete forgiveness is achieved.
- 5) People who forgive others report higher levels of self-esteem and lower levels of negative affect than those who have not forgiven others. This is particularly the case when those we forgive are in a close relationship with us.
- 6) People who forgive others tend to be higher in agreeableness and higher in emotional stability than are other people.
- 7) One technique that is involved with forgiveness includes empathy - forgiving people tend to try to understand the other person's feelings, emotions, and circumstances that lead to the harmful behavior. Forgiving people also make more generous attributions about the causes of the harmful behavior.
- 8) Forgiving people also tend to avoid ruminating about past harmful behaviors, preferring to think about the present or future than about past injuries.

Page Ref: 371 - 373

MYPSYCHLAB FEATURE ESSAY QUESTION

1) From MyPsychLab WATCH: "Archival Footage of the Bandura Study"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 10, Aggression: Its Nature, Causes, and Control, and click on "Find Now." For the Chapter 10 items, click on the "Watch" item called "Archival Footage of the Bandura Study.")

The video shows actual footage of the Bobo Doll study mentioned in the chapter. What is the basic point of the study? The moderator mentions that, "aggression is hardly cathartic," that the children, "picked up the novel hostile language," and that noted that children used a gun, although there was, "no gun modeled" (by the adult). What are the implications of these statements?

Answer:

The basic idea being studied is whether modeling by an adult will have an effect on the behaviors of the children who watch the adult being aggressive toward the doll. The moderator notes that the aggression toward the doll is not cathartic, making reference to the frustration-aggression hypothesis notion that aggression helps people let off steam (catharsis). The moderator notes that the child uses similar hostile language toward the doll without any prompting. There was no gun used in the modeling, but when a gun is available, children readily use it as a way to show aggression toward the doll. Bandura's whole point is that, if aggression is modeled for the child, the child will imitate it as part of his or her "social learning."

TEST BANK

CHAPTER 11 GROUPS AND INDIVIDUALS: THE CONSEQUENCES OF BELONGING

MULTIPLE-CHOICE QUESTIONS

1) The idea that our evolutionary history is one of a necessary reliance on each other for collective action and information-sharing is called _____.

- A) obligatory interdependence
- B) group sharing
- C) inclusive fitness
- D) genetic programming
- E) group cooperation

Answer: A

Page Ref: 378

2) The genetic code for _____ levels of _____ are _____ likely to be passed along than genetic code for a(n) _____ group life.

- A) greater; group affinity; more; poor fit to
- B) lesser; group affinity; more; good fit to
- C) greater; individual survival skills; more; poor fit to
- D) greater; peer competitiveness; less; unwillingness to engage in
- E) very low; personal affinity; less; rejection of

Answer: A

Page Ref: 378

3) According to Diener & Oishi (2005), among the very best predictors of level of happiness among the population is _____.

- A) degree of connectedness to others
- B) ability to compete for scarce resources
- C) ability to cooperatively participate in group projects
- D) being born into a fitting racial and gender group
- E) being liked by high-status group members

Answer: A

Page Ref: 379

4) A collection of persons who are perceived to be bonded together in a coherent unit is _____.

- A) intimate
- B) a role
- C) entiativity
- D) a group
- E) a family

Answer: D

Page Ref: 380

5) Members of a _____ group are linked by face-to-face interaction.

- A) common-bond
- B) common-identity
- C) national
- D) collectivist
- E) friendship

Answer: A

Page Ref: 380

- 6) Entitativity refers to _____.
- A) the factors that cause group members to remain in the group
 - B) the collection of goals and outcomes that is common to all group members
 - C) the extent to which a group is perceived as being a coherent entity
 - D) a psychological state marked by reduced self-awareness and reduced social identity
 - E) the extent to which group members are similar to one another in meaningful ways

Answer: C

Page Ref: 380

- 7) Ahmed belongs to his university's Student Senate, a group that is high in entitativity. It is likely that Ahmed feels that the Student Senate _____.
- A) is unlikely to be stereotyped
 - B) is of great consequence to him
 - C) uses too much political jargon
 - D) cannot provide him with a very useful entry on his vita
 - E) is polarized in a conservative direction

Answer: B

Page Ref: 380 - 381

- 8) YouTube, as a group, has _____ for many of its members.
- A) considerable entitativity
 - B) mostly a monetary attraction
 - C) few obstacles to high status
 - D) little connectedness
 - E) little variation in content

Answer: A

Page Ref: 382 - 383

- 9) One's position or rank within a group is one's _____.
- A) situation
 - B) status
 - C) norm
 - D) office
 - E) authority

Answer: B

Page Ref: 383 - 384

- 10) Personal attributes such as _____ appear to play a role in acquiring higher status.
- A) height
 - B) size of forehead
 - C) usage of abstract words
 - D) shoe size
 - E) introverted personal style

Answer: A

Page Ref: 383 - 384

- 11) When individuals achieve higher status in a group, their behavior may become _____.
- A) highly compliant
 - B) idiosyncratic
 - C) cohesive with others
 - D) more conforming
 - E) prototypical

Answer: B

Page Ref: 383 - 384

12) The set of behaviors that individuals occupying specific positions within a group are expected to perform is _____.

- A) reciprocity
- B) a norm
- C) a role
- D) an entitative position
- E) a position

Answer: C

Page Ref: 384 - 386

13) Omri, in his professional association, serves informally as a kind of "father confessor," listening attentively to members of that group. This best reflects _____ in(of) the group.

- A) his role
- B) the status he has attained
- C) an unstated norm
- D) the emergent cohesiveness of an entitative group
- E) an assigned task

Answer: A

Page Ref: 384 - 386

14) To the extent that people _____ a role, they may come to feel that role-based behaviors reflect their _____ self.

- A) internalize; authentic
- B) resist; unacknowledged
- C) affect; inauthentic
- D) exhibit dramatic behavioral changes; erratic
- E) fall easily into a role; trait-inconsistent

Answer: A

Page Ref: 384 - 386

15) Norms are _____.

- A) the behaviors that groups use to establish their relationship with other groups
- B) the rules within a group that indicate how its members should or should not behave
- C) one's position or rank within a group
- D) the behaviors that individuals who occupy specific positions within a group are expected to perform
- E) the rules that specify how a group is to become cohesive

Answer: B

Page Ref: 387 - 388

16) John has violated a norm in his _____ group, while Li Qing has violated one in her _____ group. We would more likely expect _____ for John, and _____ for Li Qing.

- A) individualist; collectivist; approval; disapproval
- B) individualist; collectivist; disapproval; admiration
- C) cohesive; heterogeneous; admiration; disapproval
- D) normative; deviant; higher status; lower status
- E) risky; risk-averse; disdain; admiration

Answer: A

Page Ref: 387 - 388

17) In collectivist cultures, people tend to work harder when in a group than they do when alone because _____.

- A) men are more likely to be part of a work team
- B) women are more likely to be part of a work team
- C) the collective good is more highly valued than individual accomplishment
- D) individual accomplishment is more highly valued than the collective good
- E) there is greater concern for the welfare of others

Answer: C

Page Ref: 387

18) Cohesiveness consists of _____.

- A) all the benefits of group membership minus all the costs of group membership
- B) all the factors that cause group members to remain members of the group
- C) all the factors within a group that lead members to overvalue decisions made by the group and undervalue decisions made by individuals who are not part of the group
- D) all the factors that encourage group members to leave the group
- E) all the factors within a group that work to minimize conflict between members

Answer: B

Page Ref: 388

19) William joined a small fraternity at his college. The initiation he faced was quite severe and somewhat dangerous. Now, he's a senior member of the fraternity and the college is investigating the fraternity for possible violations of the college's hazing policy. As a result, William finds that _____.

- A) fraternity members do not identify as strongly with the group as they once did
- B) the fraternity's cohesiveness has substantially increased
- C) the fraternity's cohesiveness has substantially decreased
- D) William's status within the fraternity has declined sharply
- E) recruitment for new members is becoming increasingly difficult

Answer: B

Page Ref: 388

20) Cohesiveness causes group members to have _____ when there is a _____ from (in) an outgroup.

- A) higher morality; gift
- B) higher commitment; competitive threat
- C) a higher inclusion of outsiders; lack of cohesiveness
- D) lower attraction to ingroup members; competitive threat
- E) higher commitment; cooperative offering

Answer: B

Page Ref: 388

21) One benefit of group membership is that belonging to a group increases our self-knowledge because group memberships _____.

- A) help us reach important goals
- B) place limits on our behavior
- C) become part of our self-concept
- D) increase our self-esteem
- E) improve our status

Answer: C

Page Ref: 389

22) Joining and belonging to a group often has a strong positive effect on the status of, and hence the self-esteem of, people who are motivated by _____.

- A) collective effort
- B) other-transcendence
- C) self-transcendence
- D) other-enhancement
- E) self-enhancement

Answer: E

Page Ref: 389 - 390

23) Individuals who join groups because they seek to help others and increase their understanding of others are generally motivated by _____.

- A) other-transcendence
- B) self-enhancement
- C) self-transcendence
- D) other-enhancement
- E) collective effort

Answer: C

Page Ref: 389 - 390

24) Sarah and Samantha are two sisters and are attending the same university. They both decide to join a college-sponsored service organization whose members volunteer time and money to various charitable organizations. Sarah joined because of a sincere desire to help those who are less fortunate than she is. Samantha joined because she wants to meet the Vice-President of a hospital where she hopes to work after graduation. Sarah's membership is probably motivated by _____, while Samantha's is probably motivated by _____.

- A) higher ingroup status; other-transcendence
- B) self-enhancement; self-transcendence
- C) other-transcendence; self-enhancement
- D) self-transcendence; self-enhancement
- E) other-enhancement; other-transcendence

Answer: D

Page Ref: 389 - 390

25) One benefit for group members of some groups is that group action can lead to _____ for group members.

- A) deindividuation
- B) status quo preservation
- C) authentic dissent
- D) distributive justice
- E) better treatment

Answer: E

Page Ref: 390

26) People whose motivation to join a particular high-status group is primarily self-enhancement tend to have _____ than are those whose primary motivation is self-transcendence.

- A) more group polarization
- B) greater deindividuation within the group
- C) weaker deindividuation within the group
- D) weaker identification with the group
- E) stronger identification with the group

Answer: E

Page Ref: 390

- 27) We value lower power groups when we _____.
- A) are feeling more cautious and insecure
 - B) are more interested in self-promotion
 - C) think we might attain higher status within the group
 - D) see the group as a springboard for social contacts outside the group
 - E) believe making friends is easier in one group

Answer: A

Page Ref: 390

- 28) As a result of recognizing shared grievances, members of devalued groups can develop a(n) _____ and _____.

- A) politicized collective identity; win better treatment for their group
- B) thick skin; reduce their collective resentment
- C) organized approach; improve group entitativity
- D) appeal to sympathetic allies; seek appropriate funding
- E) reach out to other stigmatized groups; form coalitions with them

Answer: A

Page Ref: 390

- 29) In an experiment (Aronson and Mills, 1959) people read, out loud, embarrassing material or non-embarrassing material, as part of an initiation to get into a desirable group. People who read the embarrassing material were likely to _____.

- A) show greater liking for the group when asked later
- B) blame higher-status (more than lower status) members for their embarrassment
- C) express a wish to engage in embarrassing future applicants for group membership
- D) soon leave the group because of bitter feelings about their initiation
- E) soon argue to group members that the embarrassing initiations should be stopped

Answer: A

Page Ref: 390 - 391

- 30) George has been asked to join a "secret society" (similar to a small fraternity) at his college. This group's initiation rituals are quite severe and somewhat dangerous. In addition, members tend to identify strongly with the group. If George decides to join, he can expect that _____.

- A) the group is not very cohesive
- B) members tend to leave the group shortly after being initiated as members
- C) higher-status members tend to break away from the group more easily than do low-status members
- D) members are very unlikely to leave the group after they have joined
- E) members tend to belong to the group for a while, then drift away

Answer: D

Page Ref: 390 - 391

- 31) One of the costs of group membership is _____.

- A) reducing the group's bargaining power
- B) limiting members' personal freedom
- C) limiting individual satisfaction with group
- D) exacerbating conflict
- E) inducing the likelihood of groupthink

Answer: B

Page Ref: 391

32) Group members who identify with the group frequently redefine part of their self-concept to include the group, effectively creating _____.

- A) a dysfunctional self-concept
- B) a distended self-concept
- C) an ambiguous self-concept
- D) a limited self-concept
- E) an extended self-concept

Answer: E

Page Ref: 391 - 392

33) The choice to withdraw from a group is based in part on the conclusion that other group members _____.

- A) have withdrawn their support from the group
- B) can no longer be included within the self-concept
- C) have not changed sufficiently to maintain group cohesiveness
- D) have violated important group norms concerning procedural justice
- E) can no longer be accepted uncritically

Answer: B

Page Ref: 392

34) According to recent research by Sani and Todman (2003), groups splinter when current members perceive that the group has changed so much that it is no longer the same group they joined and that _____.

- A) there is no chance of reversing the change that has occurred
- B) the change is not detrimental to group cohesiveness
- C) the change is about to be reversed dramatically
- D) the change is not widely recognized
- E) there is no chance of accelerating the change that has occurred

Answer: A

Page Ref: 391 - 393

35) Members tend to withdraw from a group _____.

- A) when deindividuation occurs
- B) when entitativity is too low
- C) when identification with the group is too strong
- D) when dissent is not perceived as authentic
- E) when social loafing is identified

Answer: B

Page Ref: 391 - 393

36) Part of what makes a group entitative is the similar philosophical and political values, i.e., _____, of its members.

- A) norms
- B) ideology
- C) traditions
- D) social identity
- E) personal identity

Answer: B

Page Ref: 391 - 393

37) The Church of England suffered a _____ due to policy changes regarding the ordination of women as priests.

- A) schism
- B) factionalizing
- C) doctrinal dispute
- D) conflict
- E) membership decline

Answer: A

Page Ref: 391 - 393

38) According to social facilitation theories, people's thoughts, feelings and behaviors can be affected by the(a) _____.

- A) presence of others
- B) presence of attractive others
- C) presence of higher-status others
- D) time limit on a social interaction
- E) sudden presence of a stranger

Answer: A

Page Ref: 394 - 396

39) The effect on our performance that results from the presence of others is _____.

- A) distributive
- B) deindividuation
- C) social polarization
- D) social reciprocity
- E) social facilitation

Answer: E

Page Ref: 394 - 396

40) When people work on relatively simple, well-known tasks, an audience _____.

- A) causes performance to suffer for most people
- B) improves performance for most people
- C) will cause performance to suffer for introverts but not extroverts
- D) has no effect on the performance of most people
- E) will cause improvement to performance for extroverts but not introverts

Answer: B

Page Ref: 394 - 396

41) The idea that the presence of other people is arousing and increases the tendency to perform dominant responses is known as _____.

- A) the distraction-conflict theory
- B) the collective effort model
- C) the social decision scheme
- D) the collective effect model
- E) the drive theory of social facilitation

Answer: E

Page Ref: 394 - 396

42) According to Zajonc's drive theory of social facilitation, an audience increases our level of physiological arousal. This, in turn, increases the likelihood that _____.

- A) dominant responses will occur
- B) recessive responses will occur
- C) social responses will occur
- D) any responses will occur
- E) nondominant responses will occur

Answer: A

Page Ref: 394 - 396

- 43) Dominant responses are _____.
- A) responses that are incorrect for a specific situation
 - B) responses that are most likely to occur in specific situations
 - C) responses that are least likely to occur in a given situation
 - D) responses that are most likely to occur in a given situation
 - E) responses that are least likely to occur in specific situations

Answer: D

Page Ref: 394 - 396

- 44) According to Zajonc's drive theory of social facilitation, an audience will _____.
- A) have no effect on highly skilled individuals and improve the performance of less skillful individuals
 - B) improve the performance of less skillful individuals and have no effect on the performance of less skillful individuals
 - C) improve the performance of less skillful individuals and interfere with the performance of highly skilled individuals
 - D) improve the performance of highly skilled individuals and have no effect on the performance of highly skilled individuals
 - E) improve the performance of highly skilled individuals and interfere with the performance of less skillful individuals

Answer: E

Page Ref: 394 - 396

- 45) John is learning to play the guitar. He is in the process of mastering several new songs. From the perspective of Zajonc's drive theory of social facilitation, John should _____.
- A) practice when others are present until mastery is achieved
 - B) practice and perform only in the presence of others
 - C) practice alone until partial mastery is achieved, then practice in the presence of others
 - D) attempt to become unaware of the presence of others
 - E) practice alone until mastery is achieved, and then perform in the presence of others

Answer: E

Page Ref: 394 - 396

- 46) The idea that social facilitation stems from the conflict that occurs when individuals simultaneously attempt to pay attention to other people and to the task they are performing is expressed as _____.
- A) collective effort model
 - B) social facilitation theory
 - C) social dilemma model
 - D) drive theory of social facilitation
 - E) distraction-conflict theory

Answer: E

Page Ref: 394 - 396

- 47) Distraction-conflict theory and the drive theory of social facilitation are examples of _____.
- A) the learning theoretic perspective
 - B) the evolutionary perspective
 - C) the psychoanalytic perspective
 - D) the socio-biological perspective
 - E) the cognitive perspective

Answer: E

Page Ref: 394 - 396

48) Zajonc and others (1969) found that cockroaches would run a simple maze faster when other cockroaches are present. This finding suggests that _____.

- A) the type of audience one has is less important than the fact that one has an audience
- B) all organisms experience some form of evaluation apprehension when others are present
- C) the presence of an audience may lead to cognitive load, causing actors to narrow their attention to the most important parts of a task to be performed
- D) divided attention is harmful to task performance because it allows individuals to over-think their actions
- E) the best performances will occur when an audience is present but the performers are unaware of the audience or their reactions

Answer: C

Page Ref: 394 - 395

49) According to Distraction-Conflict Theory, the presence of others produces increased arousal because _____.

- A) of the mere physical presence of the audience
- B) of our desire to be evaluated positively by others, causing evaluation apprehension
- C) of our efforts to pay attention to both the audience and the task being performed
- D) an audience widens the focus of our attention
- E) of our uniquely human cognitive abilities

Answer: C

Page Ref: 394 - 396

50) Additive tasks are _____.

- A) tasks for which the group product is less than the combination of the individual members' efforts
- B) tasks for which the group as a whole can be held accountable but individual members cannot
- C) tasks for which the group product is the sum of the individual members' efforts
- D) tasks for which the group product is more than the combination of the individual members' efforts
- E) tasks for which group members can be held individually accountable

Answer: C

Page Ref: 396 - 399

51) If it is shared by several people, the task of pushing a stalled car is _____.

- A) a deindividuating task
- B) an individual-level task
- C) an interactional task
- D) an additive task
- E) a multiplicative task

Answer: D

Page Ref: 396 - 399

52) Social loafing is _____.

- A) a disincentive for being part of a highly cohesive group
- B) an increase in motivation and effort when individuals work collectively in a group
- C) avoided when individual-level accountability for group performance is absent
- D) a reduction in motivation and effort when individuals work collectively in a group
- E) a reward for being part of a highly cohesive group

Answer: D

Page Ref: 396 - 399

53) Jason, Paul, and Mark are working on a group project for their social psychology class. Jason believes that Paul is not doing as much work on the project as he and Mark are doing. If Jason is accurate in his perception, Paul is engaging in _____.

- A) distraction-conflict action
- B) social loafing
- C) reciprocity
- D) deindividuation
- E) social facilitation

Answer: B

Page Ref: 396 - 399

54) Social loafing is reduced when _____.

- A) two or more group members can make the same contribution to the task
- B) group members' commitment to the group's success is reduced
- C) each participant's effort is readily identifiable
- D) the apparent value of the task is minimized
- E) the group is composed of both male and female members

Answer: C

Page Ref: 399

55) Paul, Sarah, Deborah, and George are working on a research paper for their social psychology class. They can reduce social loafing by _____.

- A) ensuring that each member of the group can do the work that is being done by other team members
- B) having each team member initial the parts of the paper she or he completed
- C) emphasizing the group nature of the project, and encouraging a relaxed cooperative approach to the task
- D) discussing the issue of social facilitation before working on the paper
- E) acknowledging that the paper counts for only a small part of their grade in the class

Answer: B

Page Ref: 399

56) Social loafing is reduced when _____.

- A) the group is composed of both male and female members
- B) each participant's effort is blended with other people's efforts in such a way that any participant's effort is indistinguishable from that of others
- C) group members' commitment to the group's success is increased
- D) two or more group members can make the same contribution to the task
- E) the apparent value of the task is minimized

Answer: C

Page Ref: 399

57) Paul, Sarah, Deborah, and George are working on a research paper for their social psychology class. They can reduce social loafing by _____.

- A) acknowledging that the paper counts for only a small part of their grade in the class
- B) ensuring that each member of the group can do the work that is being done by other team members
- C) holding periodic "pep rallies" for themselves in which each group member becomes increasingly committed to the project and its outcome
- D) stressing the cooperative and relaxed nature of the project
- E) discussing the issue of social facilitation before working on the paper

Answer: C

Page Ref: 399

58) Social loafing is reduced when _____.

- A) two or more group members can make the same contribution to the task
- B) group members' commitment to the group's success is decreased
- C) the apparent value of the task is maximized
- D) the group is composed of both male and female members
- E) each participant's effort is blended with other people's efforts in such a way that any participant's effort is indistinguishable from that of others

Answer: C

Page Ref: 399

59) Paul, Sarah, Deborah, and George are working on a research paper for their social psychology class. They can reduce social loafing by _____.

- A) emphasizing a cooperative and relaxed approach to the project
- B) ensuring that each member of the group can do the work that is being done by other team members
- C) acknowledging that the paper counts for only a small part of their grade in the class
- D) discussing the issue of social facilitation before working on the paper
- E) ensuring that each member of the group recognizes the paper as being important both to the group and to the members

Answer: E

Page Ref: 399

60) Social loafing is reduced when _____.

- A) each group member makes a unique contribution to the task
- B) the group is composed of both male and female members
- C) group members' commitment to the group's success is decreased
- D) each participant's effort is blended with other people's efforts in such a way that any participant's effort is indistinguishable from that of others
- E) the apparent value of the task is minimized

Answer: A

Page Ref: 399

61) Paul, Sarah, Deborah, and George are working on a research paper for their social psychology class. They can reduce social loafing by _____.

- A) stressing the cooperative nature of, and open-ended scheduling built into, the project
- B) ensuring that each member of the group contributes something that is different from the contribution of each other team member
- C) acknowledging that the paper counts for only a small part of their grade in the class
- D) ensuring that each member of the group can do the work that is being done by other team members
- E) discussing the issue of social facilitation before working on the paper

Answer: B

Page Ref: 399

62) Roger, Sabiha, Emily, and George are working on a group paper for a class. How would one go about reducing the likelihood of Emily engaging social loafing?

- A) Convince Emily that her contribution is unique.
- B) Have Sabiha confront Emily about her performance.
- C) Limit Emily's input into group decision-making processes.
- D) Ask Emily to demonstrate her competence to complete the task.
- E) Convince Emily to quit worrying about the eventual quality of the paper.

Answer: A

Page Ref: 399

63) Deindividuation is _____.

- A) a psychological state that is marked by decreased self-awareness and increased social identity brought on by internal conditions
- B) a psychological state that is characterized by increased self-awareness and increased social facilitation brought on by external conditions
- C) a psychological state that is characterized by decreased self-awareness and increased social isolation brought on by internal conditions
- D) a psychological state that is characterized by increased self-awareness and strengthened social identity brought on by internal conditions
- E) a psychological state that is marked by decreased self-awareness and increased influence of the social norms of the group

Answer: E

Page Ref: 399 - 400

- 64) When individuals are part of a large crowd, they tend _____.
- A) to become increasingly aware of their individuality
 - B) to act as if they were in a much smaller group
 - C) to restrain many impulsive behavioral urges that arise
 - D) to lose their individuality
 - E) to do the same things they do when alone

Answer: D

Page Ref: 399 - 400

- 65) When individuals feel anonymous, they experience _____.
- A) a reduction in self-awareness and a reduction in their social identity
 - B) a reduction in self-awareness and an increase in their social identity
 - C) a reduction in self-awareness and no change in their social identity
 - D) an increase in self-awareness and a reduction in their social identity
 - E) an increase in self-awareness and an increase in their social identity

Answer: B

Page Ref: 399 - 400

- 66) Being part of a large crowd and experiencing deindividuation _____.
- A) increases the probability that crowd members will follow the norms of the crowd
 - B) decreases the probability that individual crowd members will engage in wild or unruly behavior
 - C) increases the probability that individual crowd members will engage in altruistic behavior
 - D) decreases the probability that crowd members will follow the norms of the crowd
 - E) increases the probability that individual crowd members will engage in negative, destructive behavior

Answer: A

Page Ref: 399 - 400

- 67) Cooperation is _____.
- A) behavior in which individuals work in parallel with others to achieve common goals
 - B) behavior in which groups of people work together to achieve shared goals
 - C) behavior in which groups of people are persuaded to work towards a single goal
 - D) behavior in which groups of people work together to achieve one individual's goals
 - E) behavior in which individuals work in succession to others to achieve common goals

Answer: B

Page Ref: 401 - 402

68) Two neighbors are working together to build a stone fence through a field. They both help each other move the larger rocks. This is an example of _____.

- A) conflict
- B) a social dilemma
- C) social loafing
- D) social construction
- E) cooperation

Answer: E

Page Ref: 401 - 402

69) A social dilemma is _____.

- A) a situation in which each person can increase his or her individual gains by acting in one way, but at the expense of other persons
- B) a situation in which each person can increase his or her individual gains by acting in a selfish manner, but if most persons do so, the outcomes experienced by all are reduced
- C) a situation in which each person can increase his or her individual gains by working against other persons when they attempt to cooperate with each other
- D) a situation in which each person can increase his or her individual gains by competing with other persons but not by cooperating with them
- E) a situation in which each person can increase his or her individual gains by cooperating with other persons but not by competing with them

Answer: B

Page Ref: 401 - 402

70) A cooperative orientation towards social dilemmas involves _____.

- A) a preference for ensuring that an individual's own outcomes are superior to those of other individuals involved in the dilemma
- B) a preference for maximizing the joint outcomes received by all individuals involved in the dilemma
- C) a preference for ensuring that an individual's own outcomes are at least equal to those of other individuals involved in the dilemma
- D) a preference for maximizing an individual's own outcomes in the dilemma
- E) a preference for minimizing the joint outcomes received by all individuals involved in the dilemma

Answer: B

Page Ref: 401 - 402

71) The prisoner's dilemma involves _____.

- A) a situation in which cooperation between two people results in large losses, but competition results in small losses or gains
- B) a situation in which neither competition nor cooperation can lead to large gains, but may lead to losses
- C) a situation in which neither competition nor cooperation can lead to losses, but one or the other may lead to large gains
- D) a situation in which cooperation between two people results in large gains, but if they both compete, they both lose
- E) a situation in which competition between two people results in large gains, but cooperation results in small gains or losses

Answer: D

Page Ref: 401 - 402

72) A competitive orientation towards social dilemmas involves _____.

- A) a preference for ensuring that an individual's own outcomes are at least equal to those of other individuals involved in the dilemma
- B) a preference for ensuring that an individual's own outcomes are superior to those of other individuals involved in the dilemma
- C) a preference for maximizing the joint outcomes received by all individuals involved in the dilemma
- D) a preference for minimizing the joint outcomes received by all individuals involved in the dilemma
- E) a preference for maximizing an individual's own outcomes in the dilemma

Answer: B

Page Ref: 401 - 402

73) Amy is always trying to defeat others in all types of situations, even as inconsequential as seeing who can brush their teeth the fastest. Amy probably has a(n) _____ personal orientation toward social dilemmas.

- A) combative
- B) cooperative
- C) collaborative
- D) competitive
- E) individualistic

Answer: D

Page Ref: 401 - 402

74) Two brothers have inherited a small plot of land from their parents. One brother wants to sell the land and divide the money with his brother. The other wants to use the land as collateral for a business loan.

This is an example of _____.

- A) a social dilemma
- B) cooperation
- C) social construction
- D) social loafing
- E) conflict

Answer: E

Page Ref: 402 - 405

75) Conflict is _____.

- A) a situation in which two or more individuals or groups are attempting to obtain the same goal that only one can achieve
- B) a process in which individuals or groups perceive that others have taken or will take actions that are incompatible with their own interests
- C) a situation in which the goals of one individual or group are incompatible with the goals of another individual or group
- D) a process that leads to a situation in which individuals' goals are incompatible with others' goals
- E) a process that leads to a situation in which one group's goals are incompatible with another's goals

Answer: B

Page Ref: 402 - 405

76) Bargaining is _____.

- A) a process in which opposing sides exchange offers, counteroffers, and concessions, either directly or through representatives
- B) a process by which one individual or group attempts to strengthen its relatively weak position by offering a concession to the dominant individual or group
- C) a process in which opposing sides exchange token gifts in order to facilitate negotiations
- D) a process in which opposing sides attempt to resolve conflicts by maximizing the rewards received by both sides, either directly or through representatives
- E) a process in which opposing sides attempt to argue for the other's position in order to develop more effective counterarguments

Answer: A

Page Ref: 402 - 405

77) Superordinate goals are _____.

- A) goals that both sides to a conflict seek and that tie the two sides' interests together
- B) goals that are so important to one or another group that compromise is not possible
- C) goals that individual group members think are more important than their group's overall goals
- D) goals that can only be satisfied through nonspecific compensation
- E) goals that are ordinarily achieved by bridging

Answer: A

Page Ref: 402 - 405

78) One primary goal in negotiating with an individual or a group is to _____.

- A) reduce the opposing side's aspirations
- B) provide misleading information to an opponent
- C) maximize the gains for one side while minimizing the gains for the opposition
- D) find common ground on which both sides can initially agree
- E) interfere with the opposition's support and information networks

Answer: A

Page Ref: 402 - 405

79) Integrative agreements _____.

- A) satisfy the major requirements of both groups without concern for minor or less-important differences
- B) attempt to transform win-lose negotiations into win-win situations
- C) provide greater joint benefits than simple compromise
- D) merge the positions of two or more individuals or groups, thereby minimizing conflict
- E) bring dissenting groups together for negotiations

Answer: C

Page Ref: 402 - 405

80) Distributive justice refers to _____.

- A) individuals' judgments about the individuals who decide which group members receive rewards and the ways in which those rewards are presented
- B) individuals' judgments about whether the rewards they receive are proportionate to the contributions they have made
- C) individuals' judgments concerning the fairness of the procedures used to distribute available rewards to group members
- D) individuals' judgments about whether the rewards they receive are the same as the rewards received by other group members
- E) individuals' judgments about whether the decisions relating to the distribution of rewards have been adequately explained and distribution was courteous

Answer: B

Page Ref: 405 - 407

81) Thinking about status appears to influence the importance group members attach to _____.

- A) equity
- B) procedural justice
- C) distributive justice
- D) interpersonal justice
- E) interactional justice

Answer: C

Page Ref: 406

82) Procedural justice involves _____.

- A) individuals' judgments about whether the rewards they receive are proportionate to the contributions they have made
- B) individuals' judgments about whether the decisions relating to the distribution of rewards have been adequately explained and distribution was courteous
- C) individuals' judgments about whether the rewards they receive are the same as the rewards received by other group members
- D) individuals' judgments about the individuals who decide which group members receive rewards and the ways in which those rewards are presented
- E) individuals' judgments concerning the fairness of the procedures used to distribute available rewards among group members

Answer: E

Page Ref: 405 - 407

83) Transactional justice involves _____.

- A) individuals' judgments concerning the fairness of the procedures used to distribute available rewards among group members
- B) individuals' judgments about whether the rewards they receive are the same as the rewards received by other group members
- C) individuals' judgments about the individuals who decide which group members receive rewards and the ways in which those rewards are presented
- D) individuals' judgments about whether the rewards they receive are proportionate to the contributions they have made
- E) individuals' judgments about whether the decisions relating to the distribution of rewards have been adequately explained and distribution was courteous

Answer: E

Page Ref: 406 - 407

84) The extent to which the ratio of contributions by group members to the rewards they receive should be _____ for all group members in order for us to believe that _____ exists.

- A) the same; distributive justice
- B) the same; transactional justice
- C) the same; interactional justice
- D) different; interpersonal justice
- E) different; procedural justice

Answer: A

Page Ref: 405 - 407

85) When individuals don't have all the information needed to make judgments about the fairness of a particular situation, they tend to rely on _____ as an indication of fairness.

- A) their internal, personal biases
- B) the self-serving bias
- C) their current affective state
- D) what they know about the people involved
- E) the fairness of similar situations in the past

Answer: C

Page Ref: 405 - 407

86) Though the unfairness of her boss not outrageous, Deborah is disgusted with the impoliteness with which minor slights are administered. She may try to correct these feelings of unfairness by _____.

- A) trying to alter the personality traits of her boss
- B) using covert techniques in order to settle the score
- C) attempting to change the general procedures at her place of employment
- D) refusing to change her perceptions about the situation
- E) directly approaching her boss and openly discussing her feelings

Answer: B

Page Ref: 407

87) Group decision-making involves _____.

- A) the process involved in selecting one of several different social decision schemes on which to base resulting group decisions
- B) the process involved in encouraging group members to shift their opinions in one direction or another
- C) the process involved in determining which possible decision is supported by a majority of the group's members
- D) the processes involved with convincing a majority of the group's members to pursue the same course of action
- E) the processes involved with combining and integrating available information in order to choose one of several different courses of action

Answer: E

Page Ref: 408 - 409

88) Group polarization involves _____.

- A) the tendency of some group members to shift from one extreme position to another, depending on the views of the group's leadership
- B) the tendency of group members to shift toward more extreme positions than those they initially held as a result of group discussion
- C) the tendency of groups to attract members who initially agree with the group's position, and then to take that agreement to extreme levels
- D) the tendency of some individuals to take a charismatic leadership position within a group
- E) the tendency of groups to segregate dissenting members into different "camps" prior to the group's splintering into separate groups

Answer: B

Page Ref: 408 - 409

89) When it comes to decisions, Ilene thinks she is bolder than her coworkers. In a recent meeting, she discovered that other workers in the office favored even bolder decisions. As a result, Ilene shifted toward an even bolder position herself. The process underlying Ilene's change is _____.

- A) social cohesiveness
- B) groupthink
- C) a lack of understanding about the content of the decisions
- D) evaluation apprehension
- E) social comparison

Answer: E

Page Ref: 408 - 409

90) Strongly cohesive groups may assume that their decisions can't be incorrect and to put pressure on all group members to strongly support the group's decisions. This is known as _____.

- A) a social dilemma
- B) groupthink
- C) deindividuation
- D) group polarization
- E) the collective effort model

Answer: B

Page Ref: 409 - 410

FILL-IN-THE-BLANK QUESTIONS

1) Entiativity is the extent to which a group is perceived as being a _____ entity.

Answer: coherent

Page Ref: 380

2) _____ are the rules that determine how we ought to behave in our group.

Answer: Norms

Page Ref: 387 - 388

3) One benefit of group membership is that belonging to a group may provide us with _____.

Answer: self-knowledge

Page Ref: 389

4) Most people tend to perform relatively simple, over-learned tasks _____ when they have an attentive audience.

Answer: better

Page Ref: 394 - 396

5) Evaluation apprehension suggests that individuals are _____ by an audience's evaluation of their performance..

Answer: distracted

Page Ref: 394 - 396

6) While conflict usually involves incompatible goals or interests between two or more individuals or groups, such a conflict in goals or interests may be _____.

Answer: illusory

Page Ref: 402 - 403

7) _____ involves an exchange of offers, counteroffers, and concessions.

Answer: Bargaining

Page Ref: 404 - 405

8) Considerations of _____ influence our judgments concerning distributive justice.

Answer: seniority and experience

Page Ref: 406

9) Groupthink can become a problem when a group is highly _____.

Answer: cohesive

Page Ref: 409 - 410

10) Brainstorming involves a group coming up with new ideas, while avoiding _____ of those ideas.

Answer: criticism

Page Ref: 410 - 411

SHORT ANSWER QUESTIONS

1) The Stanford Prison Experiment was conducted in 1973. Describe the experiment and its outcomes. A similar experiment (BBC TV, 2006) was conducted; contrast the findings in the recent experiment with the original. What should we take away from the BBC experiment.

Answer:

In the original experiment, participants were randomly assigned to the role of guard or prisoner, and began to behave according to those roles. Prisoners became passive and depressed, guards got meaner and more brutal, harassed prisoners, forced them to derogate one another, and to do senseless tasks. In the BBC experiment, guards did not become mean or aggressive, but prisoners became passive and started to identify with their group. As they became more of a tight group, their depression lessened. Guards showed increased physiological stress that prisoners did not show. While the Stanford study may have suggested a sort of mechanistic internalizing of roles, the BBC more realistically demonstrated that roles don't *automatically* determine behavior, but that the internalization process is complex.

Page Ref: 384 - 386

2) Describe some of the factors involved with a group's cohesiveness.

Answer:

Cohesiveness is defined as being the factors that cause group members to remain in the group. There are several such factors, including:

- 1) members like each other
- 2) members mostly share common goals
- 3) the group feels essential; they feel they could not replace the group
- 4) members perform well together
- 5) there is a general feeling of "solidarity"
- 6) members are supportive of in-group members, not so cooperative with outgroup members
- 7) the perception of external threats or serious competition also increase members' commitment to the group

Page Ref: 388

3) Describe Zajonc's drive theory of social facilitation.

Answer:

The presence of other persons increases an individual's physiological arousal. This, in turn, increases the probability that the individual will perform dominant responses. If the individual is highly skilled in a well-learned task, the dominant responses will be correct, and performance will improve. If the individual is unskilled in a task, the dominant responses are more likely to be incorrect ones, and performance will suffer.

Page Ref: 394 - 396

4) Describe the relationship between social loafing and additive tasks.

Answer:

Additive tasks are those tasks for which the group's product is a combination of the efforts of individual members. Social loafing is the reduction in motivation and effort that occurs when individuals work in a group, as compared to when they work alone. Social loafing can only occur when the task is additive. If each group member must contribute something unique to the group effort, social loafing is not possible.

Page Ref: 396 - 399

5) What are some techniques for reducing social loafing?

Answer:

Techniques for reducing social loafing include:

- 1) most obvious is to make participants' contributions identifiable.
- 2) groups can increase members' commitment to successful task performance.
- 3) increase the apparent important or value of a task.
- 4) as much as possible, try to reduce redundancy of member contributions
- 5) members should be given some standards of performance, either compared to others or to their own past performance.

Page Ref: 399

6) What is deindividuation? What was the former idea about it, and the more modern conception? What is the experience with English "soccer hooligans" that supports the modern idea?

Answer:

Deindividuation is a state of reduced self-awareness brought on by being an anonymous member of a crowd. The old idea was that being in a crowd makes people anonymous and therefore less responsible or accountable for their actions. They are therefore less restrained and more likely to behave in "anti-social" ways.

More recently, Postmes and Spears (1998) showed that deindividuation leads to greater behavior that follows the norms of the group, not less. In other words, it is not that people "run amok," behaving anti-socially, but in a crowd, they are more likely to follow the norms of the crowd, especially if they are highly-identified with the group. After psychologists working with police talked to English soccer fan leaders, violent incidents caused by fans stopped. I.e., the norms of the group changed, and so individual "hooligans" stopped behaving so violently.

Page Ref: 399 - 400

7) What is a social dilemma? Is it reasonable to assume people might act more cooperatively if they were told that lack of cooperation would be penalized in a social dilemma situation? In one study, people were (or were not) primed with information about a penalty for non-cooperation ("in a previous study"). What was the effect, in general terms, of this manipulation?

Answer:

A social dilemma is a situation in which people can increase their personal gain by acting selfishly (uncooperatively), but if all group members act selfishly, then rewards for all are reduced. I.e., cooperation is the way to go, but being selfish is tempting.

When people were told about a "prior study, where people were punished for lack of cooperation," you might think that those told about this would be more likely to cooperate, but in fact, this did not happen. In the study, those who were told about this "prior study" (and the penalty for non-cooperation) were more likely to react by not trusting other members of the group (because distrust had been primed). Thus, those who were told about the prior study penalty were less likely to cooperate.

Page Ref: 401 - 402

8) Two sides to a conflict may have difficulty resolving a dispute. What are some of the psychological factors or aspects involved in such a conflictual situation?

Answer:

The following are factors that may influence a two-sided conflict.

- 1) Two sides to a conflict may believe they have conflicting interests when they actually don't.
- 2) This may come about because of faulty attributions, mistakes in judgment about the causes of having your interests thwarted.
- 3) Faulty communication may involve nothing more than insensitivity, but it can create big problems.
- 4) The more dominant group may exhibit a status quo bias. This is a tendency for a powerful group to be less accurate in its perceptions, and to perceive its position as more reasonable and objective than it is.

Page Ref: 402 - 403

9) Discuss bargaining as a method of conflict resolution. What is a key initial goal (and describe it) toward resolution? What are some of the tactics for reaching this goal? Some aspects of bargaining involve the orientation of the bargainers to the bargaining process itself. What is meant by this? What is the term used to describe the outcome of this kind of bargaining?

Answer:

You want to reduce the opponent's aspirations, i.e., they are convinced it can't get everything it wants. To do this, 1) begin with an offer very favorable to your side, 2) then convince the opponent that your break-even point is much higher than it is (so the opponent will offer more), and finally, 3) convince the other side you can go elsewhere and get better terms. People often approach negotiations from a win-lose standpoint, but a win-win approach produces better results. In this approach, both sides come away of something of value, often "saving face" for bargainers. A bargain reached this way is termed an integrative agreement.

Page Ref: 404 - 405

10) What is group polarization and briefly describe its main effect? What are the two main mechanisms involved, and describe them in detail?

Answer:

Group polarization means that the initial leaning or preference of a group prior to its discussions will be strengthened during the group's interactions. This is caused by two basic psychological forces:

- 1) social comparison— people want to be a good group member, so whatever is the prototypical opinion, they adopt an even "better" opinion (e.g., in a group of liberals, "better" would mean more liberal)
- 2) arguments made during discussion are more likely to favor the group's initial preference— thus, a group member is going to repeatedly hear an appeal to a systematic examination, leading him/her to believe that is the correct view

Page Ref: 408 - 409

ESSAY QUESTIONS

1) As you may remember, cultures may be measured as to their norm of collectivism/individualism. What is meant by these terms? How does valuing a group play into one's acceptance of, and abiding by, its norms? Describe Hornsey, Jetten, McAuliffe and Hogg's (2006) experiment. First, mention the issue of identification (high or low), and then how this was tied into collectivism/individualism. Make sure you explain how the dependent variable was affected. What is a summary of the take-home message.

Answer:

In collectivist groups, the norm is harmony, avoiding disagreement and conflict, among group members, even if there are personal costs. In individualist groups, the idea is to stand out, to be different, disagreeing may be seen as courageous.

When one values highly one's group, one is more likely to place great importance on the norms ("social rules") of that group.

In the experiment, participants were selected who were high or low in identification with their university. Then they were told the student culture was either individualist (personal-goal oriented) or collectivist (goals are for the benefit of the group). Then they were told about a student dissenting from the view of most students. A chapter figure showed that, for high identifiers, a dissenter was liked when the norm was individualist, but disliked when the norm was collectivist. Thus, how much participants liked or didn't like the dissenter was the dependent variable. These differences didn't show up for participants who were low-identified.

So, the take-home message is that this response to dissent, i.e., an approval response for following group norms or a disapproval response for not following group norms, only "matters" for people for whom the norms are important (high-identifiers)!

Page Ref: 387 - 388

2) Explain the process by which a group may splinter into two or more groups.

Answer:

Answers should include the following points:

1) When people first join a group, they redefine their self-concept to include other group members.

2) When there is a change in some core aspect of the group, such that the group identity has been fundamentally altered, an individual must decide whether or not she or he can accept that change.

3) If the change is unacceptable, the individual must decide whether the change is reversible or irreversible.

4) If the change is thought to be irreversible, entitativity is reduced and the group splinters (at least some individuals withdraw, and possibly form a separate group).

Page Ref: 391 - 393

3) Describe the three basic rules we rely upon in considering the fairness of group outcomes.

Answer:

Answers should include the following:

1) Distributive justice - based on consideration of whether or not an individual's share of available rewards is proportional to that individual's contributions to the group. This can be expressed as the ratio between the contributions group members have provided and the rewards they receive. The ratio should be the same for all members.

2) Procedural justice - based on consideration of whether the procedures used to distribute available rewards to group members is fair. We base judgments regarding procedural justice on a number of different considerations, including: a) the consistency of the procedures, b) the accuracy of the information used in making decisions about the relative contributions of group members, c) whether opportunities for correcting any errors in distributions are available, d) the extent to which decision makers are relatively uninfluenced by their own self-interests and other biases, and e) the extent to which decisions appear to be consistent with the ethical and moral values held by the people affected by these decisions.

3) Transactional justice - sometimes known as interpersonal justice - based on consideration of the way in which information about outcomes and procedures is given to us. Two factors are important in our judgments about transactional justice: a) the extent to which we are given clear, rational reasons for why rewards were divided as they were, and b) the courtesy and sensitivity with which we are informed about the division of rewards.

Page Ref: 405 - 407

4) Groupthink is a serious problem because it can lead otherwise smart people to come to bad decisions. First, what is the psychological attribute of groups that is most heavily involved in groupthink? Give a short description of groupthink, identifying the factors that give it its name. What is the second major factor in groupthink?

Answer:

Groupthink springs from a high level of group cohesiveness. Groupthink is a strong tendency for decision-making groups to "close ranks" around a decision, to assume the group can't be wrong, with pressure on all members to support the decision, and for them to reject any information contrary to the decision. The second major factor is the emergence of group norms suggesting that the group is infallible, morally superior, and therefore, there's no reason for any further discussion. If criticism occurs from outside, the cohesiveness is strengthened, resulting in the decision being embraced even harder.

Page Ref: 409 - 411

MYPSYCHLAB ESSAY QUESTION

1) From MyPsychLab WATCH: "Cooperative Learning Students"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 11, Groups and Individuals: The Consequences of Belonging, and click on "Find Now." For the Chapter 11 items, click on the "Watch" item called "Cooperative Learning Students.")

In the video, the teacher puts students together, ostensibly to work together to study Romeo and Juliet, but whose real purpose was to see what students get out of cooperative learning. Regardless of what aspect of Romeo and Juliet they were studying, students had several things to say about working together, compared to working at home. From their comments, was it better working in a group? What did students mention about the experience? Would you say that students experienced any "social facilitation" in the group? Was there any conflict, and, if not, why not?

Answer:

All students agreed it was more fun. One student said more interesting ideas were generated. It is likely that students experienced some social facilitation in that they wanted to contribute, and other students appeared to stimulate them to do that. In addition, in one group, students were having trouble with the word "imagery," and so bringing together the resources of several students helped them get through that confusion. There appeared to be no conflict, in part because all students seemed focused on the common goal of whatever group they were in.

TEST BANK

CHAPTER 12 SOCIAL PSYCHOLOGY: APPLYING ITS PRINCIPLES TO LAW, HEALTH, AND BUSINESS

MULTIPLE-CHOICE QUESTIONS

1) New York City Police Commissioner Wm. Bratton (and Deputy Commissioner Jack Maple), significantly reduced the crime rate by _____.

- A) instituting a crime-prevention-based enforcement policy for even small offenses, in order to create new behavioral norms
- B) asking neighborhood people to allow officers to act without their involvement
- C) posting signs with severe warnings for potential offenders
- D) raising fines and jail sentences
- E) not allowing officers to have free rein to react in whatever way they deemed necessary

Answer: A

Page Ref: 418 - 419

2) Two major factors that influence the testimony presented in a courtroom include _____.

- A) the way in which jurors are selected from the jury pool and the way in which the judge handles pre-trial legal motions
- B) the way in which the judge handles pre-trial legal motions and the way in which witnesses and suspects are questioned by the police
- C) the way in which witnesses and suspects are questioned by the police and the way in which information about the case is presented in the media
- D) the way in which suspects were arrested and brought to trial and the way in which information about the case is presented in the media
- E) the way in which witnesses and suspects are questioned by the police and the way in which jurors are selected from the jury pool

Answer: C

Page Ref: 420 - 424

3) Surveys of public attitudes indicate that people would prefer that police personnel interrogate suspects using _____, rather than an adversarial one.

- A) a biased approach
- B) a dynamic approach
- C) a uniform approach
- D) an adjunctive approach
- E) an inquisitorial approach

Answer: E

Page Ref: 420 - 421

4) Police personnel who attempt to establish the guilt or innocence of a defendant are pursuing _____.

- A) an adversarial approach
- B) an adjunctive approach
- C) a uniform approach
- D) a dynamic approach
- E) an inquisitorial approach

Answer: A

Page Ref: 420 - 421

5) When police interrogations of a suspect are videotaped, the camera is usually focused only on the suspect. Research (Lassiter et al., 2002) suggests that _____.

- A) jurors who view videotaped confessions tend to think that inappropriate questioning techniques were used before the videotape was made
- B) jurors who view videotaped confessions tend to be more educated and less prone to illusory correlations than are jurors who do not view such tapes
- C) jurors who view videotaped confessions tend to focus their attention on the events that occur at the center of the videotape, rather than near the beginning or end
- D) jurors who view videotaped confessions tend to think that the confession is less voluntary, and the suspect is less guilty, if the videotape also shows the interrogator
- E) jurors who view videotaped confessions that show the interrogator tend to think that the confession is more voluntary, and the suspect is guiltier

Answer: D

Page Ref: 421

6) Police prefer to question suspects in an intimidating location, such as a police station, instead of a neutral or nonthreatening location because _____.

- A) the location and the authority of the questioner tend to increase a person's level of fear, making it more likely that truthful answers will be given
- B) the suspect can be immediately imprisoned if a confession is made
- C) the location and the authority of the questioner tend to reinforce a person's belief that the questioner is a knowledgeable expert
- D) an intimidating location increases the effectiveness of open-ended questions
- E) most people expect questioning to be conducted at a police station because of the effect of mass media portrayals of criminal investigations

Answer: C

Page Ref: 421 - 422

7) Police sometimes use a technique for obtaining a confession from a suspect that involves minimizing the seriousness of the charge, blaming the victim, and minimizing the strength of the evidence. This technique is based on _____.

- A) ingratiation
- B) the deadline technique
- C) the foot-in-the-door procedure
- D) individuation
- E) conformity

Answer: A

Page Ref: 422

8) Police sometimes use a variety of social influence tactics when questioning suspects during criminal investigations, such as presenting suspects with falsified evidence against them, in an effort to elicit a confession. In experimental investigations of the effectiveness of such tactics, some investigators (Kassin and Kiechel, 1996) found that _____.

- A) the majority of their subjects complied by signing a false confession, and began to believe their confession was factual
- B) the majority of their subjects became angry and upset by the use of tactics similar to those used by the police
- C) the majority of their subjects complied by signing a false confession, but maintained their innocence to a "disinterested" third party
- D) the majority of their subjects reported that they had no memory of the events in question and could not say whether they had committed the offense or not
- E) the majority of their subjects refused to sign a false confession, and began to question whether the research was valid

Answer: A

Page Ref: 422

9) Some experts have suggested that a police lineup is analogous to an experiment in social psychology, with the suspect as the primary stimulus, and the nonsuspects and arrangement of the lineup as the research design. Based on this reasoning, lineups can be improved by including a control group, which would be _____.

- A) a blank lineup, in which the suspect is not shown to the witness
- B) a dummy lineup, in which other witnesses are shown to the witness
- C) a one-on-one lineup, in which the suspect is shown to the witness first
- D) a photographic lineup, in which the suspect's photo is mixed with other photos and shown to the witness
- E) a two-way lineup, in which the suspect, other members of the line-up, and the witnesses are all allowed to identify each other

Answer: A

Page Ref: 423

10) Media coverage of dramatic crimes or of those involving famous persons may lead to a presumption of guilt before a trial begins because of _____.

- A) the information overload effect
- B) dualistic thought processes
- C) the recency effect
- D) heuristic thinking
- E) the primacy effect

Answer: E

Page Ref: 423 - 424

11) Pretrial publicity of dramatic crimes or of famous defendants tends to benefit _____.

- A) the prosecution
- B) the public
- C) the jury
- D) the defense
- E) the judge

Answer: A

Page Ref: 423 - 424

12) Pretrial publicity frequently tends to predispose potential jurors to believe the defendant is guilty. One step that can be taken to minimize the effect of pretrial publicity on a jury is to _____.

- A) select mostly males to serve on the jury, since men are less susceptible to the biasing effects of pretrial publicity
- B) select mostly females to serve on the jury, since women are less susceptible to the biasing effects of pretrial publicity
- C) ask all potential jurors if they can remain impartial despite the pretrial publicity
- D) locate and seat only those jurors who have not been exposed to any pretrial publicity
- E) give jurors reasons to be suspicious of why information was given to the press before the trial began

Answer: E

Page Ref: 424

13) Eyewitness testimony is _____.

- A) dependent on the emotional and task resources provided by others
- B) evidence given by persons who have witnessed a crime
- C) an accurate account of the events seen by one or more bystanders
- D) influenced by prior learning and previous encounters with a suspect
- E) so unreliable that it should never be used in criminal proceedings

Answer: B

Page Ref: 425 - 426

14) One potential source of error for eyewitness accounts of a crime stems from the leading questions sometimes used by attorneys or police officers. A leading question may influence an eyewitness account because of the witness's _____.

- A) justice ethic
- B) suggestibility
- C) conformity
- D) source monitoring
- E) contamination

Answer: B

Page Ref: 425 - 426

15) James, a night cashier at a convenience store, was robbed at knife-point by a young male who was wearing a dark blue jacket. Luckily, a police officer who was about the same height and build as the robber entered the store during the robbery. He arrested the robber immediately. A few days later, James was asked to come to the police station and participate in a line-up of suspects. Both the actual robber and the arresting police officer, now dressed in civilian clothes, were in the police line-up. James misidentified the police officer as being the person who committed the crime. This is an example of _____.

- A) suggestibility
- B) the justice ethic
- C) an error in source monitoring
- D) mental contamination
- E) an interrogation effect

Answer: C

Page Ref: 425 - 426

16) George was one of three witnesses to the mugging of a student at their college. At the time of the attack, George was more concerned with the victim's well-being than with getting an accurate description of the mugger. When the police questioned George immediately after the attack, he gave them a limited description of the attacker, based on what he remembered. After careful questioning by the police the following day, George is surprised by the amount of detailed information he can remember from the event. George's memories may be suspect because _____.

- A) George and the other witnesses compared notes after the initial questioning by police, and this helped George clarify what he had witnessed
- B) George, like most people, processed and remembered far more information than he realized, and a night's sleep helped him retrieve more detailed memories
- C) the victim may have asked George several leading questions, which encouraged George to "remember" false information
- D) information George obtained from the questions the police asked, or from other sources may have become incorporated into his memories of the actual event
- E) George's social support system, including the other witnesses if George knows them, may have inadvertently lead George to confabulate additional details

Answer: D

Page Ref: 425 - 426

17) A leading question is one _____.

- A) that is intended to elicit a specific response
- B) that is intended to encourage voir dire
- C) that is intended to confuse a witness
- D) that is intended to surprise the jury
- E) that is intended to establish the guilt or innocence of a defendant

Answer: A

Page Ref: 425

18) Memories for events we never experienced are _____.

- A) implanted memories
- B) confabulated memories
- C) memory construction
- D) imaginative memories
- E) false memories

Answer: E

Page Ref: 426 - 427

19) Researchers have asked students to read a brief description of Walt Disney World, which included a description of Bugs Bunny shaking hands with visitors to Walt Disney World. A week later, students were asked to recall an actual trip to Walt Disney World. Many students reported remembering shaking hands with Bugs Bunny, even though this character is not associated with Walt Disney World. This represents _____.

- A) confabulation
- B) a false memory
- C) a recovered memory
- D) the priming effect
- E) memory deconstruction

Answer: B

Page Ref: 426 - 427

20) One technique for improving the ability of an eyewitness to remember important information accurately is to ask the eyewitness to report everything they can remember, possibly from different perspectives or in different orders. This approach is known as _____.

- A) a confabulation
- B) a regulatory focus
- C) an internalized procedure
- D) a memory dump
- E) a cognitive interview

Answer: E

Page Ref: 427 - 428

21) In Musterberg's (1907) classic experiment, observers of a(n) _____ event were quite _____ in(of) their memory of the _____ of(in) the event.

- A) staged; inaccurate; overall gist
- B) comic; accurate; clown's behavior
- C) simple; unsure; details
- D) scientific experiment; sure; humorous content
- E) illegal; accurate; legal ramifications

Answer: A

Page Ref: 428 - 429

22) In sexual assault cases, _____ are more likely to conclude that the sex was consensual.

- A) male jury members
- B) female jury members
- C) minority jury members
- D) older jury members
- E) younger jury members

Answer: A

Page Ref: 429

23) An attractive defendant has _____ of being convicted in a criminal cases, all other factors being equal.

- A) a lesser probability
- B) a greater chance if the jury is predominately female
- C) an equal probability
- D) a greater probability
- E) a greater chance if the jury is predominately male

Answer: A

Page Ref: 429 - 430

24) About one-third of all jury members have already decided the guilt or innocence of a defendant by the time opening arguments are made in court. As a result, these jurors are likely to _____.

- A) carefully pay attention and remember all evidence that is presented
- B) disregard all evidence that is presented and rely on their initial impression
- C) construct two different schemas - one for "guilty" and one for "innocent"
- D) notice and remember information that is consistent with their initial opinion
- E) notice and remember information that is inconsistent with their initial opinion

Answer: D

Page Ref: 430

25) Health psychology is _____.

- A) the branch of psychology that studies the relationship between health and psychological variables
- B) the branch of psychology that studies the relationship between health and the evolutionary basis for behavior
- C) the branch of psychology that studies the relationship between psychological variables and exercise
- D) the branch of psychology that studies the relationship between behavior and psychological variables
- E) the branch of psychology that studies the relationship between lifestyle choices and diseases

Answer: A

Page Ref: 432

26) Recent research (Levy et al., 2002) indicates that people with positive self-perceptions of aging tend to _____, while those with negative self-perceptions of aging tend to _____.

- A) live longer; perceive their lives as hopeful and fulfilling
- B) perceive their lives as empty and worthless; live longer
- C) perceive their lives as hopeful and fulfilling; die younger
- D) die younger; perceive their lives as hopeful and fulfilling
- E) perceive their lives as empty and worthless; perceive their lives as hopeful and fulfilling

Answer: C

Page Ref: 433 - 435

27) Stress is _____.

- A) a psychological response only to life-altering events or situations
- B) a physiological response only to life-altering events or situations
- C) an adaptive response to negative events or situations
- D) our response to events that disrupt, or threaten to disrupt, or physical or psychological functioning
- E) a pattern of behavior in which people tend to become overwhelmed by events over which they have no control

Answer: D

Page Ref: 436 - 441

28) Based on recent research (Cohen et al., 1998), people who are exposed to a rhinovirus (one that causes the common cold) are more likely to develop a cold if _____.

- A) they have at least one family member with an acute bacterial infection
- B) they have remained relatively unstressed during the previous year
- C) they have at least one family member with a chronic disease
- D) they have recently experienced acute stress
- E) they have recently experienced chronic stress

Answer: E

Page Ref: 436 - 441

29) Chronic exposure to stressful situations may affect our health by _____.

- A) decreasing our blood pressure
- B) increasing the attention and effort devoted to health-related behaviors
- C) decreasing levels of cortisol
- D) increasing the number of circulating lymphocytes
- E) interfering with the immune system's functioning

Answer: E

Page Ref: 436 - 441

- 30) Stress affects our health directly by _____ and indirectly by _____.
- A) interfering with immune system functioning; decreasing the effort we expend in fitness-related and other preventive behaviors
 - B) decreasing the probability that we will modify our diet to include healthier foods ; decreasing our desire for "comfort" foods, such as chocolate
 - C) decreasing the effort we expend in preventive behavior; increasing the effort we expend in fitness-related behavior
 - D) decreasing the probability that we will seek medical care for illnesses; increasing the probability that we will modify our diet to include healthier foods
 - E) decreasing the effort we expend in fitness-related behavior; increasing the effort we expend in preventive behavior

Answer: A

Page Ref: 436 - 441

- 31) Because of its negative effects on health, we should _____.
- A) control our weight and eat healthier foods in order to offset the effects of stress
 - B) learn how to effectively cope with stress
 - C) take a 20 minute power nap in the middle of each afternoon
 - D) minimize the amount of stress we experience by avoiding or eliminating all sources of stress
 - E) learn to disregard or ignore individuals and situations that provoke stress

Answer: B

Page Ref: 436 - 441

- 32) A useful strategy for coping with stress involves _____.
- A) avoiding negative thoughts and emotion-provoking stimuli
 - B) engaging in activities that reduce or counter the negative emotions produced by stress
 - C) engaging in efforts to modify or change the cause of the stress
 - D) seeking contact with humans (or even a pet) that can provide social support
 - E) engaging in temporary, short-term behaviors that temporarily alleviate the negative emotions caused by stress, such as drinking alcohol or over-eating

Answer: D

Page Ref: 436 - 441

- 33) Pets may help people cope with stress because they _____.
- A) provide their owner with contact comfort
 - B) engage in emotional and cognitive bonding with their owner
 - C) increase the probability that their owner will affiliate with other pet owners
 - D) distract their owner from the sources of stress
 - E) provide non-judgmental social support

Answer: E

Page Ref: 436 - 441

- 34) Some recent research (Brown et al., 2003) indicates that elderly couples _____.
- A) do not benefit very much from the social support they receive from others
 - B) benefit more from providing high levels of social support than from receiving it
 - C) do not benefit very much from the social support they give to others
 - D) benefit more from receiving high levels of social support than from giving it
 - E) benefit from receiving high levels of social support but are not capable of giving it

Answer: B

Page Ref: 436 - 441

- 35) Industrial-organizational psychology is the branch of psychology that _____.
- A) studies the ways that organizations can improve the relationship between management and employees
 - B) studies behavior and cognition in work settings
 - C) studies the different ways in which work places can be organized to efficiently maximize productivity
 - D) studies the relationship between behavior on the job and profitability of organizations
 - E) studies the relationship between our social behaviors and our work-related behaviors

Answer: B

Page Ref: 442

- 36) Job satisfaction includes _____.
- A) an individual's attitudes towards her or his company or organization
 - B) an individual's attitudes towards his or her coworkers
 - C) an individual's attitudes towards her or his supervisors
 - D) an individual's attitudes towards subordinate employees
 - E) an individual's attitudes towards his or her job or work

Answer: E

Page Ref: 443

- 37) People who have relatively low-paying jobs that are boring and repetitive frequently report relatively high levels of job satisfaction. This may be caused by _____.

- A) their friendships with coworkers
- B) the fear of reprisals from supervisors if they report low levels of satisfaction
- C) the operation of cognitive dissonance
- D) their strong personal commitments to their organization
- E) their limited cognitive capacity to imagine more satisfying work

Answer: C

Page Ref: 443

- 38) All of the following factors are related to job satisfaction EXCEPT _____.

- A) pay
- B) participation in decision-making
- C) interesting work
- D) fair reward systems
- E) liking for supervisors

Answer: A

Page Ref: 443

- 39) Researchers studying identical twins separated at birth have reported that genetic factors account for up to _____ of the differences in job satisfaction that people experience.

- A) 40 percent
- B) 30 percent
- C) 10 percent
- D) 5 percent
- E) 20 percent

Answer: B

Page Ref: 443 - 444

- 40) One likely explanation for the connection between genetics and job satisfaction is _____.
- A) genetic factors influence our physical appearance, which influences the way we are perceived and treated on the job
 - B) genetic factors influence our cognitive abilities and the ways in which we process information about our jobs
 - C) genetic factors influence our choice of the kinds of work we ultimately pursue
 - D) genetic factors influence the kinds of opinions we form about our work and non-work activities
 - E) genetic factors influence basic aspects of personality and affectivity, which may be related to job satisfaction

Answer: E

Page Ref: 443 - 444

- 41) High levels of job performance _____.
- A) result in equitable raises and promotions
 - B) causes a reduction in job satisfaction
 - C) increases stress experienced by employees
 - D) leads to job satisfaction
 - E) causes employee burnout

Answer: D

Page Ref: 445 - 446

- 42) Some prosocial behavior at work can be categorized as altruism, which is _____.
- A) participating in and showing concern for the "life" of the organization
 - B) helping others to perform their jobs
 - C) going beyond the minimum requirements of a job
 - D) making efforts to prevent interpersonal problems with others
 - E) showing a willingness to tolerate unfavorable conditions without complaining

Answer: B

Page Ref: 446 - 449

- 43) Some prosocial behavior at work can be categorized as conscientiousness, which is _____.
- A) making efforts to prevent interpersonal problems with others
 - B) going beyond the minimum requirements of a job
 - C) participating in and showing concern for the "life" of the organization
 - D) showing a willingness to tolerate unfavorable conditions without complaining
 - E) helping others to perform their jobs

Answer: B

Page Ref: 446 - 449

- 44) Organizational citizenship refers to _____.
- A) the conflict that sometimes occurs between the demands of a job and the demands of other social organizations
 - B) helping behaviors between people at work that are not required as part of the job
 - C) behaviors that are important to the overall organization but are not a formal part of any person's job
 - D) prosocial behaviors that occur between co-workers when they are not at work
 - E) helping behaviors between people at work that are essential elements of the job

Answer: B

Page Ref: 446 - 449

- 45) Some prosocial behavior at work can be categorized as civic virtue, which is _____.
- A) showing a willingness to tolerate unfavorable conditions without complaining
 - B) helping others to perform their jobs
 - C) going beyond the minimum requirements of a job
 - D) making efforts to prevent interpersonal problems with others
 - E) participating in and showing concern for the "life" of the organization

Answer: E

Page Ref: 446 - 449

- 46) Deborah works as a telephone operator for a large metropolitan hospital. She has typed out a list of frequently called numbers to give to other, less experienced operators to help them locate information for callers, even though this is not part of her job description and she is not rewarded for this activity. This is an example of _____.

- A) courtesy
- B) civic virtue
- C) conscientiousness
- D) altruism
- E) sportsmanship

Answer: D

Page Ref: 446 - 449

- 47) Jason has not missed a day's work in twelve years. He sometimes spends his afternoon break proofreading reports before he submits them to his supervisor. This is an example of _____.

- A) altruism
- B) courtesy
- C) conscientiousness
- D) sportsmanship
- E) civic virtue

Answer: C

Page Ref: 446 - 449

- 48) Amanda spends about two hours each week in staff meetings for nurses even though as a supervisor, she is not required to attend those meetings. This is an example of _____.

- A) civic virtue
- B) conscientiousness
- C) altruism
- D) courtesy
- E) sportsmanship

Answer: A

Page Ref: 446 - 449

- 49) The air conditioner broke down two weeks ago at the office where Jimmy works. Even though the temperature has been in the high 80s, Jimmy has not complained because he knows his supervisor has requested a repair crew to take care of the problem and his complaints would not hasten the repairs. This is an example of _____.

- A) sportsmanship
- B) civic virtue
- C) courtesy
- D) conscientiousness
- E) altruism

Answer: A

Page Ref: 446 - 449

- 50) Some prosocial behavior at work can be categorized as sportsmanship, which is _____.
- A) showing a willingness to tolerate unfavorable conditions without complaining
 - B) going beyond the minimum requirements of a job
 - C) making efforts to prevent interpersonal problems with others
 - D) helping others to perform their jobs
 - E) participating in and showing concern for the "life" of the organization

Answer: A

Page Ref: 446 - 449

- 51) Some prosocial behavior at work can be categorized as courtesy, which is _____.
- A) participating in and showing concern for the "life" of the organization
 - B) making efforts to prevent interpersonal problems with others
 - C) showing a willingness to tolerate unfavorable conditions without complaining
 - D) helping others to perform their jobs
 - E) going beyond the minimum requirements of a job

Answer: B

Page Ref: 446 - 449

52) Wanda and Linda have worked together for two years. Linda has an annoying habit of shredding the edges of memos as she reads them - before she passes them along to Wanda to read. Wanda dreads receiving memos after Linda because of this. Despite this annoyance, Wanda has learned to tolerate Linda's habit, reasoning that it's just a nervous habit and not that important. This is an example of _____.

- A) sportsmanship
- B) altruism
- C) conscientiousness
- D) courtesy
- E) civic virtue

Answer: D

Page Ref: 446 - 449

- 53) Social identity in the workplace refers to _____.
- A) the extent to which employees feel they can act together as a unit to achieve important outcomes
 - B) the extent to which employees feel that their company is a group to which they belong
 - C) the extent to which an employee subordinates his or her personal identity to that of the organization
 - D) the extent to which an employee believes she or he can count on coworkers for support
 - E) the extent to which an employee's personal identity has expanded to include subordinates

Answer: B

Page Ref: 446 - 449

54) One way that an organization can encourage employees to help each other is to ensure that all employees feel that _____.

- A) they are being monitored by supervisors
- B) helping other employees is considered to be part of the job
- C) they are being rewarded more than others in similar positions in comparable organizations
- D) helping other employees is not a factor that is considered during performance evaluations
- E) they are being treated fairly

Answer: E

Page Ref: 446 - 449

55) A major retail organization is concerned about customer satisfaction. One way to indirectly increase customer satisfaction is to directly _____.

- A) increase employees overall compensation
- B) increase employees reliance on tips for part of their salary
- C) increase employees' perceptions that they are being treated fairly on the job
- D) increase the training given to each employee
- E) hire more extroverted employees

Answer: C

Page Ref: 446 - 449

56) The process of influencing group members toward achievement of shared group goals is _____.

- A) followership
- B) social support
- C) leadership
- D) consideration
- E) organizational citizenship behavior (OCB)

Answer: C

Page Ref: 449

57) A leader is _____.

- A) the group member who exerts the most influence within the group
- B) the group member who consistently does more than the minimum required
- C) the group member who inspires others to achieve high levels of performance
- D) the group member who maintains group cohesiveness at a high level
- E) the group member who helps others to perform their jobs

Answer: A

Page Ref: 449 - 452

58) The idea that some people possess certain traits that set them apart from other persons and help them achieve leadership roles is known as _____.

- A) the transactional theory of leadership
- B) the regulatory focus theory of leadership
- C) the transformational theory of leadership
- D) the great person theory of leadership
- E) the trait-based theory of leadership

Answer: D

Page Ref: 449

59) A person who tends to be highly self-confident, creative, and who has a strong desire for achievement and a high energy level is likely to become a leader according to the _____ theory of leadership.

- A) regulatory
- B) trait-based
- C) great person
- D) transactional
- E) transformational

Answer: C

Page Ref: 449

- 60) The "Big Five" dimensions of personality are _____.
- A) relatively unimportant to leadership abilities
 - B) basic aspects of personality
 - C) the dimensions of personality that are associated with Type A behavior patterns
 - D) completely determined by genetic factors
 - E) the dimensions of personality that are associated with Type B behavior patterns

Answer: B

Page Ref: 449

- 61) One of the most important characteristics of successful leaders is their flexibility, which is characterized as _____.
- A) the ability to recognize what actions or approaches are necessary in a particular situation and to act accordingly
 - B) the ability to quickly recognize and react to changes in the environment
 - C) the ability to delegate authority and power to subordinates when appropriate
 - D) the ability to change the demands placed on a group member's time and effort according to individual member's abilities and resources
 - E) the ability to think clearly under pressure and to creatively come up with an acceptable course of action

Answer: A

Page Ref: 450

- 62) Leaders who rate high on the initiating structure dimension of leadership _____.
- A) are primarily Type A behavioral pattern individuals who also tend to be very forceful and demanding of others
 - B) are primarily concerned with getting the job done and with urging subordinates to follow the rules
 - C) are primarily concerned with establishing good relationships with their subordinates and on being or becoming popular
 - D) are conscientious and dependable in their dealings with subordinates and deferential in their treatment of superiors
 - E) tend to be very open to new experiences and at least somewhat extroverted

Answer: B

Page Ref: 450 - 451

- 63) Leaders who rate high on the consideration dimension of leadership _____.
- A) are primarily Type A behavioral pattern individuals who also tend to be very forceful and demanding of others
 - B) tend to focus on establishing and maintaining good relationships with their subordinates and on being liked by their subordinates
 - C) are primarily concerned with getting the job done and with urging subordinates to follow the rules
 - D) tend to be very open to new experiences and at least somewhat extroverted
 - E) are conscientious and dependable in their dealings with subordinates and deferential in their treatment of superiors

Answer: B

Page Ref: 450 - 451

64) Jeremy, a mid-level manager at a national retail chain, finds that he spends most of his time ensuring that his subordinates are following proper procedures and company policies and ensuring that his work group consistently meets its goals. Jeremy is high on the _____ dimension of leadership.

- A) initiating structure
- B) transactional
- C) conscientiousness
- D) leadership motivation
- E) consideration

Answer: A

Page Ref: 450 - 451

65) Jessica, a supervisor at a local manufacturing facility, spends much of her time explaining to her subordinates why she has made the decisions and choices that she has made and making sure that her team members understand what they are expected to do and why it's important. Jessica has a high standing on the _____ dimension of leadership.

- A) transformational
- B) leadership motivation
- C) conscientiousness
- D) initiating structure
- E) consideration

Answer: E

Page Ref: 450 - 451

66) Leaders who are rated high on the consideration dimension typically have _____; leaders who are rated high on the initiating structure dimension typically have _____.

- A) lower efficiency and lower morale; lower employee commitment to the organization and lower standards of performance
- B) improved morale and lower efficiency; improved efficiency and lower employee commitment to the organization
- C) lower standards of performance and higher morale; higher standards of performance and lower efficiency
- D) improved efficiency and improved morale; improved employee commitment to the organization and improved efficiency
- E) improved efficiency and lower employee commitment to the organization; improved morale and lower efficiency

Answer: B

Page Ref: 451 - 452

67) The autocratic-participative dimension of leadership is concerned with _____.

- A) the extent to which leaders are admired and trusted by their followers and inspire people by offering them meaningful, challenging work or pay attention to their followers' needs for achievement and growth and encourage their followers to question existing assumptions
- B) the extent to which leaders closely direct the activities of all group members or allow group members to direct their own activities
- C) the extent to which leaders are concerned with establishing and maintaining good interpersonal relationships with their subordinates or are concerned with getting the job done quickly and correctly
- D) the extent to which leaders boost performance to very high levels and enjoy high levels of respect or direct the actions of group members by rewarding desired behavior and punishing undesired behavior
- E) the extent to which leaders make all the decisions or allow group members to participate in the decision making process

Answer: E

Page Ref: 451 - 452

68) James, the director of a small group of doctors with a shared medical practice, typically solicits input and opinions from the entire staff of nurses and medical practitioners before deciding on or recommending a particular course of treatment for his patients. This is typical of _____.

- A) a directive leadership style
- B) a transformational leadership style
- C) a participative leadership style
- D) a permissive leadership style
- E) an autocratic leadership style

Answer: C

Page Ref: 451 - 452

69) Joe, a medical doctor specializing in emergency care, has become accustomed to making all decisions about his patients' care himself. He never allows his team of nurses and emergency medical technicians to influence his decisions about patient care. This is typical of _____.

- A) an autocratic leadership style
- B) a participative leadership style
- C) a transactional leadership style
- D) a permissive leadership style
- E) a directive leadership style

Answer: A

Page Ref: 451 - 452

70) The supervisor who typically attempts to tell employees how to do their job in detail and then frequently checks to see if the employees are doing things the way she or he wants them done is exhibiting _____.

- A) a directive leadership style
- B) an initiating structure leadership style
- C) an autocratic leadership style
- D) a permissive leadership style
- E) a participative leadership style

Answer: A

Page Ref: 451 - 452

71) The group leader who typically steps back and allows subordinates to decide for themselves how to best perform major job functions. This is typical of _____.

- A) a directive leadership style
- B) a participative leadership style
- C) a permissive leadership style
- D) a consideration leadership style
- E) an autocratic leadership style

Answer: C

Page Ref: 451 - 452

72) The relationship between leaders and followers is, by its very nature, one of _____.

- A) reciprocal influence
- B) deep emotional ties
- C) top-down control
- D) a necessary untrustworthiness
- E) a very temporary kind

Answer: A

Page Ref: 452

73) Because of several different characteristics, _____ exert profound effects on their followers.

- A) transformational leaders
- B) regulatory focus leaders
- C) initiating structure leaders
- D) transactional leaders
- E) consideration leaders

Answer: A

Page Ref: 452 - 454

74) Transformational leaders are highly admired and trusted by their followers. Because of this, they exert a high level of _____ on their followers.

- A) inspirational motivation
- B) intellectual stimulation
- C) charisma
- D) idealized influence
- E) individualized consideration

Answer: D

Page Ref: 452 - 454

75) Transformational leaders know how to inspire people by offering them meaning and challenge in their work, sometimes through the presentation of stirring visions of a better future. This aspect of transformational leadership is known as _____.

- A) inspirational motivation
- B) charisma
- C) intellectual stimulation
- D) idealized influence
- E) individualized consideration

Answer: A

Page Ref: 452 - 454

76) Transformational leaders increase the creativity displayed by their followers by stimulating innovation and by encouraging followers to question existing assumptions and to reframe existing problems in new ways. By doing these things, transformational leaders provide their followers with _____.

- A) inspirational motivation
- B) charisma
- C) individualized consideration
- D) idealized influence
- E) intellectual stimulation

Answer: E

Page Ref: 452 - 454

77) Transformational leaders pay close attention to their followers' needs for growth and achievement and act as mentors for their followers. This is known as _____.

- A) individualized consideration
- B) idealized influence
- C) intellectual stimulation
- D) inspirational motivation
- E) charisma

Answer: A

Page Ref: 452 - 454

78) Transformational leaders engage in behaviors that affirms that they are part of the group that they lead. Followers perceive this type of behavior as _____.

- A) instilling self-confidence in the leader and the followers
- B) increasing in-group communications
- C) empowering group members
- D) promoting the welfare of the group
- E) working with the group

Answer: D

Page Ref: 452 - 454

79) Leaders who direct their groups by rewarding group members for desired behavior and by taking action to correct mistakes are _____.

- A) regulatory focus leaders
- B) consideration leaders
- C) initiating structure leaders
- D) transformational leaders
- E) transactional leaders

Answer: E

Page Ref: 452 - 454

80) Followers of transformational leaders report that they feel empowered by their leader. At the same time, followers of such leaders become increasingly dependent on the leader. These apparently contradictory results are because _____.

- A) transformational leaders induce low levels of identification with themselves personally and low levels of identification with the group
- B) transformational leaders induce high levels of identification with the group and high levels of identification with individual followers
- C) transformational leaders induce high levels of identification with themselves personally and low levels of identification with the group
- D) transformational leaders induce low levels of identification with themselves personally and high levels of identification with the group
- E) transformational leaders induce high levels of identification with themselves personally and high levels of identification with the group

Answer: E

Page Ref: 452 - 454

81) Bill spends a great deal of his time simply listening to people at work. He makes sure his employees have everything they need to do a good job. He also spends time explaining where the company is going, what challenges he sees ahead, and how he thinks the company can overcome those challenges with the help of it's employees. He is concerned with maintaining a high level of morale among the employees. Bill is most likely _____.

- A) an initiating structure leader
- B) a consideration leader
- C) a transformational leader
- D) a regulatory focus leader
- E) a transactional leader

Answer: C

Page Ref: 452 - 454

82) Transactional leaders build motivation among their followers _____.

- A) by offering their followers stirring visions of future accomplishments
- B) by acting as a mentor for each follower and determining what each individual needs in order to continue their personal growth and development
- C) by increasing the self-efficacy and self-esteem of their followers
- D) by focusing attention on the task at hand at on the requirements for success at each task or step of a process
- E) by clarifying key goals and providing recognition for achievements

Answer: E

Page Ref: 452 - 454

- 83) Transformational leaders are more effective _____.
- A) when their group faces a relatively stable environment
 - B) when their group faces rapidly changing, chaotic environments
 - C) when their group has chosen to accept very difficult challenges
 - D) when their group is composed of individualistic members
 - E) when their group is aware of the requirements for success

Answer: B

Page Ref: 452 - 454

- 84) Transactional leaders are more effective _____.
- A) when their group faces a relatively stable environment
 - B) when their group faces rapidly changing, chaotic environments
 - C) when their group is composed of individualistic members
 - D) when their group is unsure of the requirements for success
 - E) when their group has chosen to accept very difficult challenges

Answer: A

Page Ref: 452 - 454

- 85) In a job interview, flattery can be _____ in _____ an interviewer.
- A) effective; ingratiating one's self with
 - B) ineffective; impressing
 - C) ineffective; appearing phony to
 - D) emotional; showing your eagerness for the job to
 - E) effective; establishing an impersonal "all-business" rapport with

Answer: A

Page Ref: 454 - 455

- 86) When approaching a job interview, _____.
- A) it is better to allow the interviewer to explain about the job and the company to you
 - B) it is best to ask about benefits up front in order to get that out of the way
 - C) you're not expected to know about the internal workings of the company, but about its advertisements
 - D) it is best to know as much as possible about the company and the nature of the job you're applying for
 - E) you should ask for some reading material about the company while waiting for your interviewer

Answer: D

Page Ref: 454 - 455

- 87) Angela receives compliments on her beauty whenever she goes out. She is wondering how best to present herself for a job interview with a downtown firm. She should _____.
- A) wear a sundress and lots of expensive perfume
 - B) wear a pair of 6-inch stilettos and lots of make-up
 - C) wear a severe black \$1300 suit
 - D) wear her rather long hair down (past her shoulder blades) and sandals
 - E) wear a conservative suit and shoes with a minimum of make-up and perfume

Answer: E

Page Ref: 454 - 455

- 88) When asked about your strengths, it is best to _____ in order to put the emphasis on _____
- A) talk about specific experience; checkable facts
 - B) talk in terms of a broad view of your skill set; your generalist approach
 - C) invite the interviewer to be more specific; only responding to the interviewer's narrow question
 - D) continue to assert your confidence that you can do the job; not taking no for an answer
 - E) look the interviewer in the eye; dominating the interview

Answer: A

Page Ref: 454 - 455

- 89) If an important job interview gets to the point of a salary discussion, you should _____.
- A) ask for the biggest number you can think of
 - B) if at all possible, duck a question like, "how much will it take to get you"
 - C) know beforehand what the job's salary range is, and ask for a realistic number
 - D) ask the interviewer how much s/he makes as a comparison
 - E) ask to use the restroom and call someone for advice on how much you should ask for

Answer: C

Page Ref: 454 - 455

- 90) In an important interview, your interviewer makes a business statement you know (or think you know) to be a recipe for disaster. The best course of action is: _____.

- A) quietly, but firmly and respectfully, state your own opinion
- B) although awkward, change the subject
- C) say, "I'm not sure I agree, but let's tacitly assume that I do"
- D) ask if others at the company agree with the interviewer's opinion
- E) your job is to get the job offer, so bite your tongue and agree

Answer: E

Page Ref: 454 - 455

FILL-IN-THE-BLANK QUESTIONS

- 1) In highly publicized criminal investigations, the _____ effect can make it difficult for defendants to receive a fair and unbiased trial.

Answer: primacy

Page Ref: 423 - 424

- 2) The _____ that eyewitnesses make are due to a variety of factors.

Answer: errors

Page Ref: 425

- 3) In the United States, attorneys are allowed to ask _____ questions of witnesses.

Answer: leading

Page Ref: 425

- 4) Memories of past traumatic events can be accidentally _____ by therapists without either the therapist or the patient realizing what has happened.

Answer: planted

Page Ref: 426 - 427

- 5) When we enter the legal arena, perhaps to sit on a jury involving a defendant of a different race than ourselves, we take all our attitudes, values and _____ with us.

Answer: stereotypes

Page Ref: 429 - 431

6) _____ that have occurred over the past thirty years are a significant contributor to obesity.

Answer: Social changes

Page Ref: 435 - 436

7) _____ negatively affects our health directly by weakening immune system functions and indirectly by affecting lifestyle-related behaviors, such as exercise, rest, etc..

Answer: Stress

Page Ref: 436 - 441

8) Genetic factors appear to play a _____ role in levels of job satisfaction.

Answer: meaningful

Page Ref: 442 - 446

9) One explanation for the relatively _____ relationship between job satisfaction and job performance is that many jobs do not allow individuals to vary very much in terms of job performance.

Answer: weak

Page Ref: 442 - 446

10) Individuals with a high level of commitment to their organization are more likely to engage in _____ organizational citizenship behaviors.

Answer: positive

Page Ref: 446 - 449

SHORT ANSWER QUESTIONS

1) Explain the difference between the inquisitorial approach and the adversarial approach to questioning suspects.

Answer:

The inquisitorial approach focuses on a search for the truth and involves information-gathering efforts by the police or other investigators. The adversarial approach focuses on establishing and proving guilt and may disregard or downplay information that is inconsistent with preconceived notions of guilt or innocence.

Page Ref: 420 - 421

2) Videotaping interrogations of suspects sounds like a good plan, and likely to limit unfair police tactics. What is a key problem that can occur with recorded video, and how did Lassiter et al, (2002) test this idea?

Answer:

If the video camera focuses only on the suspect, then viewers of the video see only the suspect, as opposed to the suspect and the interrogator. This can lead viewers to accept a confession from suspect as both true and voluntary.

In an experiment, Lassiter had participants view videotapes of interrogations. In one version of a videotaped confession, the video showed only the suspect, while in another identical videotaped confession, the suspect was shown in conversation with the interrogator. Participants reliably rated the suspect in the suspect-only condition as having confessed more voluntarily, even though the words were identical. They also rated the suspect as more guilty.

Page Ref: 421 - 422

3) How can police departments change their line-up procedures to improve the accuracy of eyewitness testimony?

Answer:

They can employ a blank-lineup procedure, in which a witness is first shown a lineup containing only innocent individuals. If a witness fails to identify any person in the blank line-up, confidence in their testimony is enhanced. If the witness does identify someone in the blank line-up, the witness can be cautioned about making a false identification. The police can also present photographs of the crime scene and of the victim(s) to the witness before an identification is made. This may enhance the witness's memories. The witness can be shown one member of the line-up at a time, instead of all line-up members being presented simultaneously. Additionally, witnesses can be asked to report their first impressions.

Page Ref: 423

4) Discuss the effects of media coverage on perceptions of defendants. What is the relation between amount of pre-trial publicity and likelihood of conviction? What strategy do government officials use? How successful are attempts to screen only for jurors who have not seen media reports? What have other countries done to reduce the influence of media?

Answer:

When an "alleged perpetrator" is shown on television, we see the accused wearing handcuffs, and surrounded by guards. There is a strong bias in favor of believing in the guilt of the accused since the greater the amount of pre-trial publicity, the greater the likelihood of conviction. Government officials take advantage of this bias by providing as much information about the crime as possible to the media. Attempts to screen out jurors is not very successful--as it is clear (from research) that media reports affect the final verdict. Other countries (such as Canada) have laws against publicity that would "pollute" the jury pool.

Page Ref: 423 - 424

5) In a study about misuse of deadly force, participants read descriptions of a fatal shooting. The number of police officers was either 2 or 6, and number of shots fired was 4, 8, 16 or 32. Then participants rated whether there was a misuse of deadly force. Describe the findings, and why was one of the results surprising?

Answer:

Participants rated misuse from "no misuse" to "misuse of deadly force." Participants ratings showed that the more shots were fired, the more inappropriate participants thought was the level of force used, i.e., greater misuse. But, surprisingly, participants thought 6 officers was less evidence of misuse than was 2 officers. That is, participants used the number of officers as a cue for how dangerous the situation was. When there were 6 officers, participants thought that meant there was more justification for the use of deadly force!

Page Ref: 424 - 425

6) Memory is crucial to many police investigations. Name and describe three factors that interfere with memory clarity in police work.

Answer:

1) Intervening time, false memories, and fuzzy-traces interfere with memory. Intervening time between witnessing an event, and testifying as to what you know, can allow time for misleading post-event information to be incorporated into a witness' original story, creating confusion.

2) As well, false memories may be planted inadvertently by someone else in reference to, e.g., some aspect of a crime scene. Such memories seem very real.

3) Fuzzy-traces are left as we make decisions and judgments about an event. We focus on the "gist" of information as we do so, and we are likely to develop memories based on this gist, though no actual event has happened. The more information we're exposed to, the more likely we are to remember events that didn't happen.

Page Ref: 426 - 427

7) What are two main attitudes that appear to play a role in maintaining good health?

Answer:

1) Positive beliefs about aging actually contribute to improved mortality (by over 7 years). Persons with positive views of aging saw their lives as hopeful, fulfilling, and worth living, but negative viewers saw their lives as empty, worthless and hopeless. People who have a better attitude about aging are more likely to take care of themselves.

2) A sense of self-efficacy is the belief that one can accomplish what she or he sets out to do. Thus, s/he will be more likely to undertake, e.g., an exercise program, in order to "get in shape."

Page Ref: 433 - 435

8) How does stress affect our health?

Answer:

Stress drains our resources, induces negative affective states, and keeps us off balance. These effects, in turn, interfere with the proper operation of our immune system by decreasing lymphocytes that fight infections and increasing levels of cortisol, which suppresses the immune system. In addition, chronic stress damages the circulatory system. Finally, stress influences our behaviors by making us less likely to engage in preventive behaviors, such as seeking medical care, and more likely to engage in negative behaviors, such as smoking or over-eating.

Page Ref: 436 - 441

9) List and define the five major categories of organizational citizenship behavior.

Answer:

1) altruism - helping others to perform their jobs

2) conscientiousness - doing more than the minimum requirements of the job

3) civic virtue - participating in and showing concern for the organization's "life"

4) sportsmanship - showing a willingness to tolerate unfavorable conditions without complaint when necessary

5) courtesy - making efforts to prevent or avoid interpersonal problems with others

Page Ref: 446 - 449

10) Compare the initiating structure dimension of leadership with the consideration dimension of leadership.

Answer:

The initiating structure dimension involves the degree to which the leader focuses on getting the job done. Leaders who rank high on this dimension tend to organize the work to be done, urge subordinates to follow the rules, set goals, and make roles explicit. The consideration dimension of leadership involves the extent to which the leader focuses on interpersonal relationships with subordinates. Leaders who rank high on this dimension tend to do favors for subordinates, explain things to their subordinates, and protect their subordinates (watch out for their welfare).

High consideration leaders tend to improve group morale, but the group may not function efficiently. High initiating structure leaders tend to have efficient groups, but morale and organizational commitment may suffer. Leaders who are high on both dimensions may be better leaders in many situations.

Page Ref: 449 - 454

ESSAY QUESTIONS

1) What sorts of false information may be presented by police to suspects in criminal cases? Describe the Kassin and Kiechel study (alt key study), and say what were the dependent variables. In the "fast" condition, approximately what percentage confessed, internalized and "remembered" details of their "crime?" From these results, what might we reasonably infer about vulnerabilities of people in similar situations?

Answer:

1) Suspects are often given false polygraph feedback, fake fingerprint data, inaccurate eyewitness identification information, false information about the confession of a fellow-suspect, etc.

2) Students were told to type letters on a keyboard, but to NOT HIT the ALT key. The computer was set for fast (most pressure on participant) or slow. The computer program "crashed" while participant was typing the letters. Then, the experimenter accused participant of hitting the ALT key, and then said (or did not say), "I saw you." DV's were 1) would s/he sign a false confession, 2) would s/he confess to another student privately, and 3) would s/he recall false details about his/her "transgression."

3) All participants confessed, most believed they had, indeed, hit the ALT key, and 1/3 "remembered" details of their "crime."

4) We can infer that, under the "right" circumstances, innocent (but vulnerable) people can be induced to confess to having done something wrong, then come to believe they did it, and then actually remember how they went about committing the crime.

Page Ref: 420 - 427

2) There is a need to reduce prejudice in legal proceedings. What were the findings in the experiment measuring both private and public attitudes in a sexual harassment suit? What was encouraging about the study results?

Answer:

People as jurors bring their prejudices, whether conscious or unconscious with them. Bothwell, et al (2006) measured private attitudes toward both Blacks and White of either gender in a case where a supervisor demanded sexual favors from a subordinate. When "jurors" rated different combinations of race and gender while in private, all their stereotypes and prejudices showed up in their monetary awards to the victim. Later the jurors met to deliberate in a mock jury trial situation. After considerable deliberation, all the prejudiced judgments expressed in private went away, as measured by the jury's award. Thus, at least in some cases, the deliberations themselves may reduce the effects of prejudice or stereotype (held in private by individual jurors) toward members of stigmatized groups.

Page Ref: 429 - 431

3) What are factors that may contribute to society's ongoing struggle with weight? As well, briefly discuss anti-fat attitudes. What did one study show regarding anti-fat prejudice in hiring?

Answer:

Factors contributing to societal weight gain:

- 1) Marketing of fast foods have put more emphasis on large portions.
- 2) People don't walk as much for a variety of reasons having to do with the way cities are laid out.
- 3) Marketing of higher-calorie foods, such as snacks.
- 4) People are more likely to eat away from home, and at different times, leading to less chance for a sit-down dinner, perhaps with family.

Anti-fat attitudes:

- 1) Although the desirable level of thinness shown on the media is virtually unattainable by many people, even so, being overweight is interpreted as the "fault" of the overweight person.
- 2) In one study, a photo of a male job applicant showed him either sitting next to an overweight (or not overweight) female; participants were less likely to "hire" the applicant sitting next to the overweight female.

Page Ref: 435 - 436

4) Discuss some of the causes of job satisfaction.

Answer:

Answers should include some discussion of the following points:

Organizational factors include:

- fair reward systems
- high respect for supervisors
- participation in decision making
- appropriate work load
- comfortable, pleasant work setting

Personal factors include:

- status
- seniority
- match between work and interests
- genetic factors

Page Ref: 442 - 446

MYPSYCHLAB FEATURE ESSAY QUESTION

1) From MyPsychLab WATCH: "Eyewitness Testimony"

(To access this asset go to MyPsychLab and click on "Course Documents." Under the heading "Index of Multimedia," click on the "here" link. Select Chapter 12, Social Psychology: Applying Its Principles to Law, Health, and Business, and click on "Find Now." For the Chapter 12 items, click on the "Watch" item called "Eyewitness Testimony.")

From the video, what was the independent variable used (and describe the two conditions), and what was the basic idea behind the study? What was the dependent variable? Describe the approximate mean difference between the two observer groups. What basic conclusion can you draw from this experiment? What caused 25 percent of people to make up a bus?

Answer:

The basic idea was to see if changing a very small part of a description of an event would alter people's memory and judgment of the event. The experimenters either used the word "contacted" or "crashed" to describe the moment of contact between the two cars. First the people estimated the speeds, then the description (using one or the other word) was given, and then participants were asked to remember the speed of the cars at the moment of impact.

The dependent variable was the speed that the participants "remembered" that the cars were going at impact. People in the "crashed" condition estimated about 41 mph, whereas the "contacted" group estimated an average of 34 mph. Therefore, although all participants made an estimate while watching the cars, when the description was given, the mere changing of a word caused people to abandon their initial guess about the speed and make a higher guess in the "crashed" condition. This is a dramatic example of how fragile memory really is. The idea is that, during the reconstruction of an event, all sorts of input can distort or modify whatever is the product of the reconstruction, i.e., what people say they "remember." People remembered a bus that was mentioned but never shown on the video. I.e., people, based on a description given while reconstructing their memory of the crash, created an image of a non-existent bus in their heads, showing that false memories can be easily created by people, based on a little bit of ambiguity and a little bit of misleading information.