

**TEST BANK FOR INTRODUCTION TO HUMAN
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An Introduction to

**HUMAN
SERVICES**

Ninth Edition

TEST BANK

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MULTIPLE CHOICE

1 : Individuals choose to work in the helping professions for which of the following reasons?

- A : Human service job market is lucrative.
- B : Status is associated with human service work.
- C : Human service jobs contribute to client growth.
- D : Clients encourage individuals to become human service workers.

Correct Answer : C

2 : The criterion used by clients and workers to make choices is

- A : valuing.
- B : prizing.
- C : helping.
- D : philosophizing.

Correct Answer : A

3 : When was the first human service program established at Purdue University?

- A : 1960
- B : 1966
- C : 1995
- D : 1998

Correct Answer : B

4 : Deciding for oneself on a course of action or the resolution to a problem is

- A : recognition.
- B : self-determination.
- C : self-confidence.
- D : tolerance.

Correct Answer : B

5 : Self-determination is a critical value because

- A : the worker has the expertise to make excellent choices.
- B : the client needs to assume responsibility.
- C : the worker needs to take more responsibility.
- D : the client is resistant to help.

Correct Answer : B

6 : Professionals may break confidentiality when

- A : the client does not care who knows about his or her problem.
- B : parents request information about their children.
- C : the professional is puzzled by the case and needs advice.
- D : the professional believes there is nothing incriminating in the files.

Correct Answer : C

7 : The increasing body of research supports the concept that the personal characteristics of helpers

- A : make little difference in the helping relationship.
- B : are not as important as mastery of helping theory.
- C : help them fulfill certain human service roles.
- D : are largely responsible for success or failure of helping.

Correct Answer : D

8 : Which of the following is the process that assists helpers with understanding their own attitudes and feelings?

- A : Self-awareness
- B : Clinical judgment
- C : Congruence
- D : Ethical integrity

Correct Answer : A

9 : All but which of the following responses are examples of empathy?

- A : You miss your family.
- B : Twenty years without parole is along time.
- C : It must be lonely at times.
- D : I feel sorry for you locked up day and night.

Correct Answer : D

10 : All but which of the following activities demonstrates commitment to the client?

- A : Helping outside area of expertise
- B : Telling clients the limits of expertise
- C : Reading the code of ethics
- D : Linking client to services

Correct Answer : A

11 : A nurse is an example of which category?

- A : Professional
- B : Generalist
- C : Nonprofessional
- D : Volunteer

Correct Answer : A

12 : Workers with formal training or experience, usually at the baccalaureate level, work at which of the following levels?

- A : Specialist
- B : Supervisor
- C : Generalist
- D : Worker

Correct Answer : C

13 : Which term is used to describe helpers who are of similar age and/or experience to the client?

- A : Volunteer
- B : Paraprofessional

- C : Peer
- D : Associate professional

Correct Answer : C

- 14 : HS-BCP stands for
- A : Human Service-Board Certified Practitioner
 - B : Human Service-Board Council Practitioner
 - C : Human Service-Board Certified Practice
 - D : Human Service-Business Certified Practitioner

Correct Answer : A

- 15 : Professional helpers who study human behavior to understand individual thoughts and actions are known as
- A : social workers.
 - B : counselors.
 - C : physicians.
 - D : psychologists.

Correct Answer : D

- 16 : How do the human service professionals functions fit in to achieve their clients and the agency goals?
- A : By using the traditional ways of providing services
 - B : By their generalist orientation and preparation
 - C : By working with variety of professionals
 - D : All of these are correct.

Correct Answer : B

- 17 : One of the largest categories of specialists is
- A : counselors.
 - B : physicians.
 - C : social workers.
 - D : volunteers.

Correct Answer : A

- 18 : Providing direct service to clients, one of three areas of responsibility for human service professionals, is illustrated by which roles?
- A : Advocate, broker, caregiver
 - B : Behavior changer, caregiver, educator
 - C : Broker, educator, evaluator
 - D : Consultant, data manager, facilitator

Correct Answer : B

- 19 : The roles of mobilizer, networker, and planner are part of the responsibilities of
- A : administrative work.
 - B : community work.
 - C : direct service.
 - D : the generalist.

Correct Answer : B

20 : Making recommendations for expenditures to support client needs is an activity of the

A : evaluator.

B : mobilizer.

C : planner.

D : resource allocator.

Correct Answer : C

21 : What did Beth Bruce learn from her experience at a nursing home, where she encountered staff primarily from places and cultures unfamiliar to her?

A : Patients were reluctant to take help from the staff.

B : Patients viewed the staff with suspicion.

C : Patients were not sure how to relate to the nursing home staff.

D : The staff were gentle, patient, and natural caretakers.

Correct Answer : D

22 : Providing services for people who need ongoing support of some kind best describe the role of

A : advocate.

B : broker.

C : caregiver.

D : mobilizer.

Correct Answer : C

23 : The difference between front-line workers and administrators is basically one of

A : client contact.

B : budgets.

C : education and training.

D : job title.

Correct Answer : A

ESSAY

24 : What are the most common motivations for choosing a helping profession? Name one potential benefit and one potential problem for each motivation.

Correct Answer : Answers will vary.

25 : Compare and contrast the three categories of helpers. Include the education/training preparation and skill levels of each category.

Correct Answer : Answers will vary.

26 : Why are cultural brokers important to the human service profession? What are the characteristics and attributes of an effective cultural broker?

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Correct Answer : Answers will vary.