

# Review of Key Terms Chapter 16

Name: \_\_\_\_\_

Attitudes  
 Attributions  
 Bystander effect  
 Channel  
 Cognitive dissonance  
 Collectivism  
 Commitment  
 Companionate love  
 Conformity  
 Defensive attribution  
 Discrimination  
 External attributions  
 Foot-in-the-door technique  
 Fundamental attribution error

Group  
 Group cohesiveness  
 Group polarization  
 Groupthink  
 Illusory correlation  
 Individualism  
 Ingroup  
 Internal attributions  
 Interpersonal attraction  
 Intimacy  
 Lowball technique  
 Matching hypothesis  
 Message  
 Obedience

Outgroup  
 Passionate love  
 Person perception  
 Prejudice  
 Receiver  
 Reciprocity  
 Reciprocity norm  
 Self-serving bias  
 Social loafing  
 Social psychology  
 Social roles  
 Social schemas  
 Source  
 Stereotypes

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1. The branch of psychology concerned with the way individuals' thoughts, feelings, and behaviors are influenced by others.
2. The process of forming impressions of others.
3. Clusters of ideas about categories of social events and people, which we use to organize the world around us.
4. Widely held beliefs that people have certain characteristics because of their membership in a particular group.
5. Error that occurs when we think that two events are strongly associated even though they are not.
6. Inferences that people draw about the causes of events, others' behavior, and their own behavior.
7. Attributing the causes of behavior to personal dispositions, traits, abilities, and feelings.
8. Attributing the causes of behavior to situational demands and environmental constraints.
9. The tendency of an observer to favor internal attributions in explaining the behavior of an actor.
10. The tendency to blame victims for their misfortune so that we feel less likely to be victimized in a similar way.
11. The tendency to attribute our positive outcomes to personal factors and our negative outcomes to situational factors.
12. Liking or positive feelings toward another.
13. Getting people to agree to a small request to increase the chances that they will agree to a larger request later.
14. The observation that males and females of approximately equal physical attractiveness are likely to select each other as partners.
15. Liking those who show that they like us.
16. Widely shared expectations about how people in certain positions are supposed to behave.
17. A complete absorption in another person that includes tender sexual feelings and the agony and ecstasy of intense emotion.
18. A warm, trusting, tolerant affection for another whose life is deeply intertwined with one's own.

- \_\_\_\_\_ 19. Warmth, closeness, and sharing in a relationship.
- \_\_\_\_\_ 20. The intent to maintain a relationship in spite of the difficulties and costs that may arise.
- \_\_\_\_\_ 21. Positive or negative evaluation of objects of thought; may include cognitive, behavioral, and emotional components.
- \_\_\_\_\_ 22. The person who sends a communication.
- \_\_\_\_\_ 23. The person to whom the message is sent.
- \_\_\_\_\_ 24. The information transmitted by the source.
- \_\_\_\_\_ 25. The medium through which the message is sent.
- \_\_\_\_\_ 26. The rule that we should pay back when we receive something from others; may be used in an influence strategy.
- \_\_\_\_\_ 27. Behaving differently, usually unfairly, toward the members of a group.
- \_\_\_\_\_ 28. Situation that exists when related cognitions are inconsistent.
- \_\_\_\_\_ 29. Yielding to real or imagined social pressure.
- \_\_\_\_\_ 30. Involves getting someone to commit to an attractive deal before its hidden costs are revealed.
- \_\_\_\_\_ 31. A form of compliance that occurs when people follow direct commands, usually from someone in a position of authority.
- \_\_\_\_\_ 32. Involves putting group goals ahead of personal goals and defining one's identity in terms of the group one belongs to.
- \_\_\_\_\_ 33. Involves putting personal goals ahead of group goals and defining one's identity in terms of personal attributes rather than group memberships.
- \_\_\_\_\_ 34. Two or more individuals who interact and are interdependent.
- \_\_\_\_\_ 35. The apparent paradox that people are less likely to provide needed help when they are in groups than when they are alone.
- \_\_\_\_\_ 36. A reduction in effort by individuals when they work together, as compared to when they work by themselves.
- \_\_\_\_\_ 37. Situation that occurs when group discussion strengthens a group's dominant point of view and produces a shift toward a more extreme decision in that direction.
- \_\_\_\_\_ 38. Phenomenon that occurs when members of a cohesive group emphasize concurrence at the expense of critical thinking in arriving at a decision.
- \_\_\_\_\_ 39. The group one belongs to and identifies with.
- \_\_\_\_\_ 40. People who are not a part of the ingroup.
- \_\_\_\_\_ 41. The strength of the liking relationships linking group members to each other and to the group itself.
- \_\_\_\_\_ 42. A negative attitude held toward members of a group.



## Self-Quiz

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1. Which of the following characteristics do we tend to attribute to physically attractive people?
  - a. low intelligence
  - b. friendliness
  - c. unpleasantness
  - d. coldness
  
2. Cognitive structures that guide our perceptions of people and events are termed
  - a. attributions
  - b. stigmata
  - c. schemas
  - d. denkmals
  
3. Inferences that we make about the causes of our own and others' behavior are termed
  - a. attributions
  - b. stigmata
  - c. schemas
  - d. denkmals
  
4. Bruce performed very well on the examination, which he attributed to native ability and hard work. Which attributional bias does this illustrate?
  - a. the fundamental attribution error
  - b. the actor-observer bias
  - c. the self-serving bias
  - d. illusory correlation
  
5. According to this viewpoint, men emphasize physical attractiveness in mate selection, while women emphasize the ability to acquire resources. Which theory does this describe?
  - a. evolutionary theory
  - b. cognitive dissonance
  - c. sexual propensity theory
  - d. attribution theory
  
6. Which of the following could be an example of the fundamental attribution error?
  - a. Ralph described himself as a failure.
  - b. Ralph thought that the reason he failed was that he was sick that day.
  - c. Jayne said Ralph failed because the test was unfair.
  - d. Sue explained Ralph's failure in terms of his incompetence and laziness.
  
7. Which influence technique involves asking for a small request in order to increase the likelihood of the target complying with a larger request later?
  - a. foot-in-the-door
  - b. feigned scarcity
  - c. reciprocity norm
  - d. lowball

8. Which of the following is, in general, likely to reduce the persuasiveness of a message?
  - a. The receiver's viewpoint is already fairly close to that of the message.
  - b. The receiver has been forewarned about the message.
  - c. A two-sided appeal is used.
  - d. The source is physically attractive.
  
9. Subjects in Group A are paid \$1 for engaging in a dull task. Subjects in Group B are paid \$20 for the same task. Which theory would predict that Group A subjects would enjoy the task more?
  - a. balance
  - b. cognitive dissonance
  - c. reinforcement theory
  - d. observational learning
  
10. In making a decision, you rely on the opinion of experts and the behavior of your best friends. According to the elaboration likelihood model, which route to persuasion have you used?
  - a. central
  - b. peripheral
  - c. attributional
  - d. 66
  
11. Which of the following is the best statement of conclusion concerning Milgram's classic study involving the learner, teacher, and ostensible shock?
  - a. Under certain circumstances, people seem to enjoy the opportunity to be cruel to others.
  - b. People have a strong tendency to obey an authority even if their actions may harm others.
  - c. The more people there are who observe someone in need of help, the less likely any one is to help.
  - d. Aggression seems to be a more potent force in human nature than had previously been suspected.
  
12. Which of the following is most likely to function as a group?
  - a. shoppers at a mall
  - b. the audience in a theater
  - c. the board of trustees of a college
  - d. passengers in an airplane
  
13. Someone witnesses a car accident. In which of the following cases is that individual most likely to stop and render assistance?
  - a. Only she saw the accident.
  - b. She and one other individual saw the accident.
  - c. She and 18 others saw the accident.
  - d. The other observers are pedestrians.
  
14. Suppose the original decisions of members of a group are represented by the following numbers in a group polarization study: 2, 3, 3, 4, 5. The range of numbers possible in the study is from 1 to 7. Which of the following possible shifts in decisions would demonstrate polarization?
  - a. 1, 2, 3, 3, 4
  - b. 3, 3, 4, 5, 5
  - c. 4, 5, 6, 6, 7
  - d. 3, 3, 6, 6, 6
  
15. According to Janis, what is the major cause of groupthink?
  - a. strong group cohesion
  - b. diffusion of responsibility
  - c. the tendency of group members to grandstand
  - d. group conflict