

**Understanding Human Behavior and the Social Environment, 6<sup>th</sup> ed.**  
**Charles Zastrow and Karen K. Kirst-Ashman**

Content on Diversity and Mezzo and Macro Systems are listed below, with the page numbers where the material can be located within the text.

**Human Diversity Content**

Chapter 1

- Diversity, oppression, and populations-at-risk 18
- Hispanic women, community development, and social action 36

Chapter 2

- International perspectives on abortion policy 68
- Effects of abortion on women and men 73
- A feminist perspective on infertility counseling 79

Chapter 3

- Sensitivity to diversity when examining psychological theories 98
- Feminist theories 94
- A cross-cultural perspective on self-esteem 111
- Cultural biases and IQ tests 115
- The Americans with Disabilities Act: A macro system addresses a population-at-risk 120
- Understanding people with disabilities 116
- People with developmental disabilities as a population-at-risk 121

Chapter 4

- Membership in family groups: Variations in family structure 130
- Membership in family systems 158
- Membership in sibling subsystems 158
- Diverse perspectives on the family life cycle 137
- Cultural context and parenting style 159
- Ethnic and cultural differences in families 159
- Educational programming that responds to cultural values 169
- Diverse cultural contexts for discipline and abuse of children 171

Chapter 5

- Ethnic groups and ethnocentrism 185
- Race and racism 186
- Violence against minorities in the United States 186
- Aspects of social and economic forces: prejudice, discrimination, and oppression 187
- Racial and ethnic stereotypes 188
- Racial and ethnic discrimination is the problem of whites 189
- White privilege 189
- Race is a social concept 190
- Institutional values and racism: Discrimination in systems 190
- Discrimination and oppression in organizational macro systems 191
- Discrimination and oppression in community macro systems 191
- Sources of prejudice and discrimination 192

▪ Is racial discrimination based on criminal thinking?	194
▪ Impacts of social and economic forces: The effects and costs of discrimination and oppression	196
▪ The effects of discrimination on human growth and development	196
▪ History and culture of African Americans	196
▪ Effects of discrimination on development of self-concept	199
▪ The Africentric perspective and worldview	199
▪ Kwanzaa	200
▪ Strategies to promote social and economic justice	201
▪ Civil rights laws: Changing the legal macro system	201
▪ Rosa Parks's act of courage sparked the civil rights movement	202
▪ Affirmative action: A macro system response	204
▪ Confronting racist remarks and actions	205
▪ Minority-owned businesses	206
▪ Grassroots organizations: Implementing change in community macro systems	207
▪ Social work practice with racial and ethnic groups	208
▪ Ethnic-sensitive practice	208
▪ Empowerment	209
▪ Strengths perspective	209
▪ Culturally competent practice	209
▪ The future of American race and ethnic relations	213
▪ A dream of the end of racism	214
 Chapter 6	
▪ Differential death rates for white women and women of color	231
▪ Racial and other differences in adolescent sexual activity	231
▪ Empowerment through sex education for Native Americans	237
 Chapter 7	
▪ Race, culture, ethnicity, and identity development	258
▪ Lesbian and gay adolescents	260
▪ Moral development and women: Gilligan's approach	262
▪ Critical thinking: Empowerment through spiritual development	265
▪ Fowler's theory of faith development	264
▪ Spirituality and social work practice	266
▪ Suicide and adolescent Hispanic females	271
 Chapter 8	
▪ Ethnic group identity for minority adolescents	287
▪ The RAP framework for leading multiracial groups	318
 Chapter 9	
▪ Cross-cultural perspectives on gender role development	330
▪ Gender/racial comparison of median weekly earnings	334
▪ Cultural differences in the incidence of violence against women	342
▪ Strategies for combating sexism and achieving sexual equality	336
 Chapter 10	
▪ The double standard of aging	361
▪ Cultural differences in women's experience of menopause	364
▪ People living with AIDS: A population-at-risk	370

▪ AIDS in Africa	377
Chapter 11	
▪ Application of Levinson's theories to women: An evaluation	390
▪ Cultural scripts are a determinant of sexual behavior	395
▪ A treatment model from another culture: The Dutch approach	427
Chapter 12	
▪ Poverty: Impacts of social and economic forces	433
▪ The rich and the poor	433
▪ Personal income disparities are astounding	434
▪ Who are the poor?	436
▪ Poverty perpetuates poverty	437
▪ What causes poverty?	436
▪ The culture of poverty: Evaluation of theory and its application To client situations	437
▪ Poverty is functional	438
▪ Application of functionalism to poverty	439
▪ Application of conflict theory to poverty	440
▪ Application of interactionist theory to poverty	440
▪ Temporary Assistance to Needy Families (TANF)	454
Chapter 13	
▪ Transsexual and transgender people	486
▪ Discrimination and the impacts of homophobia	491
▪ Gay and lesbian pride and a sense of community	494
▪ Ethnicity and sexual orientation	500
▪ Social work with lesbian and gay people: Promoting optimal well-being	505
Chapter 14	
▪ Internationally noted individuals document age need not be a barrier to being productive	513
▪ Longevity: Cross-cultural research on centenarians	526
Chapter 15	
▪ Low status and ageism	540
▪ Triple Jeopardy: Being female, African American and old	541
▪ Spirituality and religion	543
▪ The cultural-historical context of death and bereavement	551
Chapter 16	
▪ The elderly: A population-at-risk	562
▪ High status for the elderly in China, Japan, and other countries	564
▪ Cultural differences in seeking health care: The case of elderly Mexican Americans	571

## **Mezzo and Macro Systems Content**

### **Mezzo systems**

#### Chapter 1

- Micro, mezzo, and macro systems 12
- Interactions between micro systems and mezzo systems 12

#### Chapter 2

- Infertility 74
- Causes of infertility 77
- Psychological reactions to infertility 78
- Treatment of infertility 78
- Alternatives available to the infertile couple 78
- A feminist perspective on infertility counseling 79

#### Chapter 4

- The family environment 130
- Membership in family groups: Variations in family structure 130
- Positive family functioning 131
- Effects of social forces and policies on family systems: Helpful or hurtful? 132
- The dynamics of family systems 133
- The family life cycle 136
- The application of systems theory principles to families 134
- The importance of parental attention 156
- Impacts of common life events on children 158
- Membership in family systems 158
- Membership in sibling subsystems 158
- Ethnic and cultural differences in families 159
- Child abuse and neglect 170
- Incidence and demographics of child abuse and neglect 170
- Physical child abuse 171
- Child neglect 173
- Sexual abuse 177
- Suggestions for talking to children victimized by sexual abuse 180

#### Chapter 5

- Ethnic groups and ethnocentrism 185
- Greater interaction between minority groups and the majority group 201
- Learning the culture of the group 210

#### Chapter 6

- Teenage fathers 234
- Macro systems treatment of sex education 234

#### Chapter 7

- Community responses to suicide: Prevention and crisis intervention 274

Chapter 8	
▪ Interaction in families: Effective communication between parents and children	284
▪ Ethnic group identity for minority adolescents	287
▪ Interaction in family systems: Choosing a personal lifestyle	289
▪ Marriage	289
▪ Theories about why people choose each other as mates	289
▪ Predictive factors leading to marital happiness/unhappiness	290
▪ Guidelines for building and maintaining a happy marriage	293
▪ Cohabitation	291
▪ Parenthood	293
▪ Parental gender preferences	294
▪ Childless couples	295
Chapter 9	
▪ Battered women	349
▪ The battering cycle	351
Chapter 10	
▪ Sex in marriage	368
▪ Extramarital sexual relationships	369
▪ Sex following divorce	370
Chapter 11	
▪ Mezzo system interactions: Nonverbal communication	397
▪ Interaction in family systems: A theoretical approach to drug abuse	421
▪ Application of theory to client situations: Treatment for the chemically dependent person and his or her family	422
Chapter 12	
▪ Family mezzo system problems	441
▪ Empty-shell marriages	441
▪ Divorce	444
▪ Facts about divorce	448
▪ The effects of a divorce on children depend on what happens after the divorce	451
▪ Single-parent families	452
▪ Temporary Assistance to Needy Families (TANF)	454
▪ Blended families	453
▪ Mothers working outside the home	457
▪ The “sandwich” generation	458
▪ Assessing and intervening in family systems	458
▪ Family norms	459
▪ Family system assessment: The ecomap	460
▪ Family system assessment: The genograms	463
▪ Family problems and social work roles	464
Chapter 13	
▪ Lesbian and gay parents	502
Chapter 15	

▪ Marriage	547
▪ Death of spouse	548
▪ Remarriage	548
▪ Family system relationships	548
▪ Grandparenthood	549
▪ Great-grandparenthood	550

## Chapter 16

▪ Elder abuse	568
---------------	-----

## **Macro systems**

### Chapter 1

▪ Micro, mezzo, and macro systems	12
▪ The social environment	12
▪ Interactions between micro systems and macro systems	12
▪ The impact of social forces	14
▪ The relationship between organizational macro systems and client systems	20
▪ The relationship between the community macro system and the client system	21
▪ The relationship between organizational and community macro systems	21
▪ Institutional values macro system	21
▪ The effects of institutional values and organizational macro systems on clients	22
▪ The impacts of organizations	23
▪ What are organizations?	23
▪ Organizational theories	24
▪ Viewing organizations from a system perspective	25
▪ The exceptional problems of social service organizations	26
▪ Communities and human behavior	28
▪ Theoretical perspectives on communities	29
▪ Models of community	32
▪ Characteristics of three models of community change	33
▪ Hispanic women, community development, and social action	36

### Chapter 2

▪ The impact of macro system policies on practice and access to abortion services	67
▪ The effects of macro systems on infertility	84

### Chapter 3

▪ Macro system responses to cognitive disabilities	118
▪ The Americans with Disabilities Act: A macro system addresses a population-at-risk	120
▪ Macro system responses to learning disabilities	125

### Chapter 4

▪ Effects of social forces and policies on family systems: Helpful or hurtful?	132
--	-----

▪ A macro system response (to child maltreatment): Child Protective Services	176
▪ A macro system response (to child maltreatment): Involvement of the courts	177
▪ Prevention of sexual abuse: The need for a macro system response	181
 Chapter 5	
▪ Aspects of social and economic forces: Prejudice, discrimination, and oppression	187
▪ Institutional values and racism: Discrimination in systems	190
▪ Discrimination and oppression in organizational macro systems	191
▪ Discrimination and oppression in community macro systems	191
▪ Impacts of social and economic forces: The effects and costs of discrimination and oppression	196
▪ Strategies to promote social and economic justice	201
▪ Mass media appeals: Striving to change institutional values	201
▪ Greater interaction between minority groups and the majority group	201
▪ Civil rights laws: Changing the legal macro system	201
▪ Activism	202
▪ School busing: A community initiative	203
▪ Affirmative action: A macro system response	204
▪ Confronting racist remarks and actions	205
▪ Minority-owned businesses	206
▪ Confronting community problems: Inner cities	206
▪ Grassroots organizations: Implementing change in community macro systems	207
 Chapter 8	
▪ Macro system problems: Crime and delinquency	310
▪ Macro system problems: Delinquent gangs	311
 Chapter 9	
▪ Economic inequality	333
▪ Sexual harassment; strengthening the definition: A macro system response	337
▪ Community responses to battered women: Their alternatives	352
▪ Strategies for empowering women and achieving sexual equality	355
 Chapter 10	
▪ Impacts of social and economic forces: AIDS discrimination and oppression	376
▪ Macro system responses to AIDS	379
 Chapter 12	
▪ Macro social system theories	430
▪ The functionalist perspective	430
▪ The conflict perspective	431
▪ The interactionist perspective	432
▪ Poverty: Impacts of social and economic forces	433
▪ Application of functionalism to poverty	439

▪ Application of interactionist theory to poverty	440
▪ Social work with organizations	468
▪ Analyzing a human services organization	469
▪ The autocratic model	468
▪ The custodial model	468
▪ The scientific management model	469
▪ The human relations model	470
▪ Theory X and Theory Y	471
▪ The collegial model	471
▪ Management by objectives	472
▪ Total quality management	473
▪ Summary comments about models of organizational behavior	474

### Chapter 13

▪ Discrimination and the impacts of homophobia	491
▪ Gay and lesbian pride and a sense of community	494
▪ The impacts of social and economic forces: Legal issues	493
▪ Community responses: Violence against lesbian and gay people	497

### Chapter 16

▪ Current services: Macro system responses	572
▪ Older Americans Act of 1965	572
▪ Old Age, Survivors, Disability and Health Insurance (OASDHI)	572
▪ Supplemental Security Income (SSI)	573
▪ Medicare	573
▪ Medicaid	573
▪ Food stamps	574
▪ Adult protective services	574
▪ Additional programs	574
▪ Nursing homes	575
▪ Community options program: Providing alternatives to nursing home placement	577
▪ The elderly are a powerful political force	578
▪ Changing a macro system: Finding a social role for the elderly	579