

18 Emotional intelligence is the ability to manage oneself and one's relationships in mature and constructive ways.

- a. Self-esteem
- b. Emotional intelligence
- c. Self-efficacy
- d. Locus of control
- e. Personality

19 Equity theory is a motivation model that explains how people strive for _____ in social exchanges or give-and-take relationships.

- A. equality
- B. cognitive consistency
- C. satisfaction
- D. fairness
- E. pleasure

20 Ethnocentrism is the belief that one's native country, culture, language, and behavior are superior to others. T/F

21 The term glass ceiling was used to represent an absolute barrier or solid roadblock that prevented religious minorities from advancing to higher-level positions. T/F

22 Self-concept is the core of one's unconscious existence. T/F

23 What is the bottom-to-top sequence of needs in Maslow's need hierarchy?

- A. Esteem, safety, physiological, self-actualization, love
- B. Physiological, safety, esteem, love, self-actualization
- C. Safety, physiological, esteem, love, self-actualization
- D. Physiological, safety, esteem, self-actualization, love
- E. Physiological, safety, love, esteem, self-actualization

24 Motivation is entirely driven by pay. T/F

25 According to Alderfer's ERG theory, the core needs used to explain behavior are: energy, relationship, and growth. T/F