Test Bank

Chapter 1: The Necessity of Intercultural Communication

Multiple Choice

1. Communicating and establishing relationships with people from different cultures can lead to a number of benefits, including healthier communities, increased commerce, reduced conflict, and _____.
a. personal growth through tolerance
b. reduced illegal immigration
c. increased legal immigration
d. increased agenda setting opportunities
Ans: A
Answer Location: Benefits of Intercultural Communication
Learning Objective: 1-1: Describe why intercultural communication is a necessity.
Cognitive Domain: Knowledge
Difficulty Level: Easy

2. Who is generally recognized as the founder of the academic discipline we call intercultural communication?
a. Edward T. Hall
b. James W. Neuliep
c. James C. McCroskey
d. Arthur M. Schlesinger
Ans: A
Answer Location: The Study of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

3. Communication is considered a process because _____.
a. it is contextual
b. it is always developing
c. it frequently stops and starts
d. it is verbal and nonverbal
Ans: B
Answer Location: The Nature of Human Communication
Learning Objective: 1-2: Define and discuss the nature of communication.
Cognitive Domain: Comprehension
Difficulty Level: Medium

4. Communication is considered interactive and transactive because _____.
a. it occurs between people
b. it is multidimensional
c. it is intrapersonal
d. it is flexible and adaptive
Ans: A
Answer Location: The Nature of Human Communication
Learning Objective: 1-2: Define and discuss the nature of communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

5. A *symbol* can be defined as _____.
a. a natural part of that which it represents
b. a decoded message presenting something else
c. an arbitrarily selected and learned stimulus representing something else
d. an encoded message representing something else
Ans: C
Answer Location: The Nature of Human Communication
Learning Objective: 1-2: Define and discuss the nature of communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

6. Intentional communication occurs when _____.
a. two or more people perceive each other
b. two or more people consciously engage in interaction with each other
c. two or more people create nonverbal symbols representing something else
d. two or more people use language to create symbols
Ans: B
Answer Location: The Nature of Human Communication
Learning Objective: 1-2: Define and discuss the nature of communication
Cognitive Domain: Knowledge
Difficulty Level: Easy

7. There are at least five different contexts that influence intercultural communication, including the cultural context, the microcultural context, the environmental context, the sociorelational context, and the _____.
a. perceptual context
b. historical context
c. personal context
d. situational context
Ans: A
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

8. *Culture* can be defined as an accumulated pattern of _____.
a. contexts, situations, and environments
b. processes, dynamics, and intentions
c. languages, schools, and laws
d. values, beliefs, and behaviors
Ans: D
Answer Location: A Contextual Model of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

9. The verbal and nonverbal symbols with which members of a culture communicate are _____.
a. taught informally
b. shared universally
c. culture bound
d. universally expressed
Ans: C
Answer Location: Verbal and Nonverbal Symbol Systems
Learning Objective: 1-3: Define and discuss the nature of culture.
Cognitive Domain: Knowledge
Difficulty Level: Easy

10. The environmental context in the model of intercultural communication includes the _____.
a. intrinsic and extrinsic cultural context
b. the intimate sociorelationships that people develop in the culture
c. the physical geography, architecture, landscape and climate of the culture
d. the landmark institutions of a culture (e.g., schools, malls, ballparks)
Ans: C
Answer Location: A Contextual Model of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

11. Increased uncertainty during intercultural communication is typically associated with _____.
a. increased use of verbal symbols
b. increased use of nonverbal symbols
c. decreased volume of voice
d. increased anxiety
Ans: D
Answer Location: Intercultural Communication and Uncertainty
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Comprehension

Difficulty Level: Medium

12. Competently interacting with someone from a different culture requires a certain amount of knowledge, motivation, and _____.
a. perception
b. skill
c. sensitivity
d. culture
Ans: B
Answer Location: Intercultural Communication Apprehension
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Comprehension
Difficulty Level: Medium

13. An interculturally competent communicator is _____.
a. usually a person from two or more cultures
b. a person who speaks more than one language
c. sensitive to the expectations of the context
d. in a novel and unusual situation
Ans: C
Answer Location: Intercultural Communication Apprehension
Learning Objective: 1-7: Describe why intercultural communication competence is a necessity.
Cognitive Domain: Comprehension
Difficulty Level: Medium

14. In addition to their shared values and beliefs, the members of a particular culture _____.
a. history
b. ethnic heritage
c. racial background
d. zip code
Ans: A
Answer Location: A Contextual Model of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

True/False

1. Symbols are naturally connected to their referents.
Ans: F
Answer Location: The Nature of Human Communication
Learning Objective: 1-2: Define and discuss the nature of communication.
Cognitive Domain: Comprehension

Difficulty Level: Medium

2. *Cultures* can be defined in terms of the number of people in the population.
Ans: F
Answer Location: The Nature of Culture
Learning Objective: 1-3: Define and discuss the nature of culture.
Cognitive Domain: Comprehension
Difficulty Level: Medium

3. Intercultural communication involves a minimum of three people from different cultures.
Ans: F
Answer Location: A Contextual Model of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

4. Intercultural communication is primarily a nonverbal act between people.
Ans: T
Answer Location: A Contextual Model of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Comprehension
Difficulty Level: Medium

5. Intercultural communication is primarily a verbal act between people.
Ans: F
Answer Location: A Contextual Model of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Comprehension
Difficulty Level: Medium

6. In the United States, the Amish are considered a microculture.
Ans: T
Answer Location: Microcultural Groups
Learning Objective: 1-3: Define and discuss the nature of culture.
Cognitive Domain: Knowledge
Difficulty Level: Easy

7. About 20%, or 1 in 5 U.S. adults, experience communication apprehension when interacting with someone from their own culture.
Ans: T
Answer Location: Human Communication Apprehension
Learning Objective: 1-2: Define and discuss the nature of communication.
Cognitive Domain: Knowledge

Difficulty Level: Easy

8. During intercultural communication, the message sent is usually not the message received.
Ans: T
Answer Location: Fundamental Assumptions about Intercultural Communication
Learning Objective: 1-5: Summarize the five fundamental assumptions of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

9. Intercultural communication necessarily involves a clash of communicator style.
Ans: T
Answer Location: Fundamental Assumptions about Intercultural Communication
Learning Objective: 1-5: Summarize the five fundamental assumptions of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

Essay/Short Answer

1. Briefly list and define the four benefits of intercultural communication.
Ans: healthier communities, increased commerce, reduced conflict, and personal growth through tolerance
Answer Location: Benefits of Intercultural Communication
Learning Objective: 1-1: Describe why intercultural communication is a necessity.
Cognitive Domain: Comprehension
Difficulty Level: Medium

2. Defend the basic theme of Chapter 1 that intercultural communication is a necessity.
Ans: International tensions throughout the world are striking examples of the need for effective and competent intercultural communication. In addition to demonstrating the need for competent intercultural communication, the initial part of the chapter emphasizes that while the challenges of an increasingly diverse world are great, the benefits are even greater.
Answer Location: The Need for Intercultural Communication
Learning Objective: 1-1: Describe why intercultural communication is a necessity.
Cognitive Domain: Comprehension
Difficulty Level: Medium

3. Define and discuss four of the eight properties of communication.
Ans: *Process*—A process is anything that is on-going, ever-changing, and continuous.
Dynamic—The terms "process" and "dynamic" are closely related. Part of what makes communication a process is its dynamic nature. Something that is dynamic is considered active and/or forceful.
Interactive-Transactive—Communication is interactive and transactive because it occurs between people. Communication requires the *active* participation of two people *simultaneously*

sending and receiving messages.
Symbolic—A symbol is an arbitrarily selected and learned stimulus that represents something else. Symbols can be verbal or nonverbal.
Intentional—Intentional communication exists whenever two or more people consciously engage in interaction with some purpose.
Contextual—Communication is dependent on the context in which it occurs. A context is the cultural, physical, relational, and perceptual environment in which communication occurs.
Ubiquitous—That communication is ubiquitous simply means that communication is everywhere, done by everyone, all of the time
Cultural—Culture shapes communication and communication is culture bound. People from different cultures communicate differently.
Answer Location: The Nature of Human Communication
Learning Objective: 1-2: Define and discuss the nature of communication.
Cognitive Domain: Comprehension
Difficulty Level: Medium

4. Based on Chapter 1, define *culture*.
Ans: an accumulated pattern of values, beliefs, and behaviors, shared by an identifiable group of people with a common history and verbal and nonverbal symbol system.
Answer Location: Accumulated Pattern of Values, Beliefs, and Behaviors
Learning Objective: 1-3: Define and discuss the nature of culture.
Cognitive Domain: Knowledge
Difficulty Level: Easy

5. Draw the model of intercultural communication presented in Chapter 1. Label and define each part of the model.
Ans: See the Contextual Model of Intercultural Communication on page 20 of Chapter 1.
Answer Location: A Contextual Model of Intercultural Communication
Learning Objective: 1-4: Explain the different contexts that make up the contextual model of intercultural communication.
Cognitive Domain: Knowledge
Difficulty Level: Easy

6. Compare and contrast communication apprehension and intercultural communication apprehension.
Ans: *intercultural communication apprehension*—the fear or anxiety associated with either real or anticipated interaction with people from different groups, especially different cultural or ethnic groups
communication apprehension—the fear or anxiety associated with either real or anticipated interaction with other people
Answer Location: Human Communication Apprehension
Learning Objective: 1-2: Define and discuss the nature of communication.
Cognitive Domain: Analysis
Difficulty Level: Medium

7. Discuss three of the five assumptions about intercultural communication and provide

examples.
Ans: *Assumption #1:* During initial intercultural communication, the message sent is usually not the message received.
Assumption #2: Intercultural communication is primarily a nonverbal act between people.
Assumption #3: Intercultural communication necessarily involves a clash of communicator style.
Assumption #4: Intercultural communication is a group phenomena experienced by individuals.
Assumption #5: Intercultural communication is a cycle of stress and adaptation.
Answer Location: Fundamental Assumptions about Intercultural Communication
Learning Objective: 1-5: Summarize the five fundamental assumptions of intercultural communication.
Cognitive Domain: Comprehension
Difficulty Level: Medium

8. Define *ethnocentrism* and how it affects intercultural communication.
Ans: Ethnocentrism is the tendency to place one's own group (cultural, ethnic, or religious) in a position of centrality and worth, and to hold negative attitudes and behaviors toward other groups. Oftentimes, such assumptions and impressions are based on characteristics of the other person by virtue of his or her membership in groups such as his or her culture, race, sex, age, and occupation group. In other words, we have a tendency to see others, not as individuals with unique thoughts, ideas, and goals, but rather as an "Asian," or a "woman," or an "old person," or "a cab driver." In other words, we do not see the person; we see the groups to which the person belongs.
Answer Location: Fundamental Assumptions about Intercultural Communication
Learning Objective: 1-5: Summarize the five fundamental assumptions of intercultural communication.
Cognitive Domain: Comprehension
Difficulty Level: Medium

9. Explain a situation in which one of the five approaches to determining ethical behaviors could be used. Explain the behavior and the approach and why you selected it for this particular behavior.
Ans:
Answer Location: The Five Approaches to Determining Which Behaviors Are Ethical
Learning Objective: 1-6: Identify and discuss the five academic approaches used in determining ethical behavior.
Cognitive Domain: Application
Difficulty Level: Hard