

Chapter 2: Culture and Interpersonal Communication

Multiple Choice Questions

1. Enculturation is _____.

- a) the transmission of culture from one generation to another
- b) processes that modify a person's culture through contact with other cultures
- c) communication between persons of different cultures
- d) all that a social group has produced and developed

Answer: a

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Remember the Facts

2. Acculturation is _____.

- a) the transmission of culture from one generation to another
- b) processes that modify a person's culture through contact with other cultures
- c) communication between persons of different cultures
- d) all that a social group has produced and developed

Answer: b

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Remember the Facts

3. In a culture with a collectivist orientation, _____.

- a) high importance is placed on the individual person
- b) high importance is placed on the group
- c) communicators rely heavily on the explicit meanings of the words used
- d) communicators are highly materialistic

Answer: b

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

4. Maintaining a positive public self-image is _____.

- a) important in individualist cultures
- b) important in low-context cultures

- c) called “confronting”
- d) called “face-saving”

Answer: d

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Remember the Facts

5. A high-context culture most likely is also a(n) _____ culture.

- a) collectivist
- b) individualistic
- c) ethnocentric
- d) competitive

Answer: a

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

6. If Brian lives in a high-power-distance country, which of the following countries might he live in?

- a) Mexico
- b) Denmark
- c) New Zealand
- d) Sweden

Answer: a

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Remember the Facts

7. Which of the following is listed as a low-power-distance country?

- a) Sweden
- b) Mexico
- c) Brazil
- d) India

Answer: a

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate
Skill Level: Remember the Facts

8. Cultures fostering a short-term orientation believe that _____.
- a) they should invest in education
 - b) humility is a virtue only for women (not men)
 - c) marriage is a practical arrangement
 - d) saving for the future is vital

Answer: b

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

9. Cultures fostering a long-term orientation believe that _____.
- a) marriage is a moral arrangement
 - b) humility is a virtue only for women (not men)
 - c) old age is an unpleasant time of life
 - d) saving for the future is important

Answer: d

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

10. Cultures high in indulgence _____.
- a) save for the future
 - b) emphasize the gratification of desires
 - c) attribute success to luck
 - d) believe in freedom of expression

Answer: b

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

11. The top value in the workplace, selected by Asian executives, was _____.
- a) hard work
 - b) freedom of expression
 - c) honesty

d) self-discipline

Answer: a

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Remember the Facts

12. Intercultural communication is _____.

- a) the transmission of culture from one generation to another
- b) processes that modify a person's culture through contact with other cultures
- c) communication between persons of different cultures
- d) all that a social group has produced and developed

Answer: c

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

13. The model of intercultural communication in this chapter indicates that _____.

- a) culture only impacts our communication experiences when speaking with a person from another country
- b) intercultural communication is a rare experience
- c) each communicator is, to a large extent, a member of a different culture
- d) our daily lives are not impacted by cultural differences unless we live in a foreign country

Answer: c

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

14. Knowing your tendency toward ethnocentrism _____.

- a) is depressing
- b) may help you avoid it
- c) will hamper intercultural communication
- d) can only happen after living in other cultures

Answer: b

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

15. An example of mindlessness is _____.

- a) forgetting where you left your key
- b) failing a test
- c) ignoring differences among cultures
- d) being afraid to touch a child whose parents died of AIDS in another country

Answer: d

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

16. In a mindful state, we _____.

- a) are irrational
- b) resort to a critical-thinking mode
- c) recognize that other cultures are inferior
- d) ignore barriers and gateways to intercultural communication

Answer: b

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

17. When you assume that all persons covered by the same label are the same, you _____.

- a) are assuming universal meanings
- b) are stressing unity
- c) reduce the likelihood of misunderstanding
- d) are guilty of stereotyping

Answer: d

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

18. A left-handed person eating with the left hand in a Muslim culture is _____.

- a) a sign of politeness
- b) universally expected
- c) a religious norm

d) considered obscene

Answer: d

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

19. Culture shock refers to _____.

- a) different electrical voltage in different countries
- b) a psychological reaction to being in a very different culture
- c) a pleasant sense of excitement at being in a different culture
- d) an unusual reaction not normally felt by most people experiencing a new culture

Answer: b

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Remember the Facts

20. Which of the following statements accurately describes culture shock?

- a) It has no effect on your ability to communicate.
- b) It is a psychological reaction you experience when encountering a culture very different from your own.
- c) There are three main stages to culture shock: honeymoon, crisis, and recovery.
- d) In this day and age, it is rare for someone to experience culture shock.

Answer: b

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

21. _____ refers to the biological distinction between male and female and is determined by genes.

- a) Sex
- b) Gender
- c) Culture
- d) Ethnocentrism

Answer: a

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy
Skill Level: Remember the Facts

22. _____ is learned from culture and may be considered a cultural variable.
- a) Sex
 - b) Gender
 - c) Culture
 - d) Ethnocentrism

Answer: b

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Remember the Facts

23. Which of the following metaphors for culture suggests that cultures blend into one amalgam and lose their individuality, but the blend is better than any one of the ingredients?
- a) salad
 - b) melting pot
 - c) tree
 - d) organism

Answer: b

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Moderate

Skill Level: Remember the Facts

24. Which of the following metaphors for culture suggests that a culture is made up of pieces of different shapes, sizes, and colors, and the culture as a whole is more beautiful than any individual piece?
- a) mosaic
 - b) melting pot
 - c) tree
 - d) organism

Answer: a

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Moderate

Skill Level: Remember the Facts

25. _____ is a classification of humans on the basis of their physical and biological

characteristics.

- a) Race
- b) Culture
- c) Gender
- d) Ethnic identity

Answer: a

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Remember the Facts

True/False Questions

26. Culture, in the context of this chapter, refers to the fine arts, as in music, drama, and dance.

Answer: False

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Understand the Concepts

27. Enculturation, acculturation, and intercultural are the steps in a model of cross-cultural communication.

Answer: False

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Understand the Concepts

28. U.S. society has moved *from* a view that people should retain their native cultural ways *to* a perspective that expects people from another culture to adapt to their new U.S. culture.

Answer: False

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Understand the Concepts

29. High-context cultures are also collectivist cultures.

Answer: True

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

30. You are likely to see a classroom teacher being challenged in a high-power-distance culture.

Answer: False

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

31. Low-ambiguity-tolerant cultures create very lenient, unclear rules for communication that are easily broken.

Answer: False

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

32. The Occupy movement throughout the United States was an example of a low-ambiguity-tolerant culture.

Answer: False

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

33. Long-term-orientation cultures promote the importance of future rewards.

Answer: True

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

34. The United States is known as a long-term-orientation culture.

Answer: False

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

35. Mexico is among the top 10 countries that foster an indulgent culture.

Answer: True

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Remember the Facts

36. People in cultures high in restraint lack control of their lives and have little leisure time for fun activities.

Answer: True

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Understand the Concepts

37. Susan is ethnocentric if she tends to see her own culture as superior to that of others.

Answer: True

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Apply What You Know

38. You should avoid using terms such as “the disabled man” or “the handicapped child.”

Answer: True

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

39. According to the text, there are six general stages to culture shock.

Answer: False

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Easy

Skill Level: Remember the Facts

Fill-in-the-Blank Questions

40. _____ includes everything that members of a social group have produced and developed, including their values, beliefs, artifacts, art, and religion.

Answer: Culture

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Remember the Facts

41. _____ refers to the biological distinction between male and female.

Answer: Sex

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Easy

Skill Level: Remember the Facts

42. The process by which a person's culture is modified through direct contact with another culture is _____. The process by which all that a culture has produced is transmitted from one generation to another is _____.

Answer: acculturation; enculturation

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Moderate

Skill Level: Remember the Facts

43. Derek lives in a collectivist culture and therefore is responsible for the _____.

Answer: group

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Moderate

Skill Level: Apply What You Know

44. A(n) _____ organization tends to emphasize the bottom line; a(n) _____ organization is more likely to emphasize worker satisfaction.

Answer: masculine; feminine

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences
Difficulty Level: Difficult
Skill Level: Understand the Concepts

45. In a low-context culture, most information is stated _____.

Answer: explicitly

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences
Difficulty Level: Moderate
Skill Level: Understand the Concepts

46. Organizations with a(n) _____ culture look to profits in the future.

Answer: long-term-oriented

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences
Difficulty Level: Moderate
Skill Level: Remember the Facts

47. The number-one value in the workplace, selected by American executives, was _____.

Answer: freedom of expression

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences
Difficulty Level: Moderate
Skill Level: Remember the Facts

48. Most people are somewhere along a(n) _____ of ethnocentrism.

Answer: continuum

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

49. Being reluctant to swim after a mental patient has been in the pool is an example of _____.

Answer: mindlessness

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Understand the Concepts

50. The _____ is the first stage of culture shock.

Answer: honeymoon

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Moderate

Skill Level: Remember the Facts

Essay Questions

51. List and define (in your own words) each of the seven metaphors of culture.

Answer: The ideal answer should include:

1. Salad—Like items in a salad, cultures are individual; yet they work together with other cultures to produce an even better combination.

2. Iceberg—Like the iceberg, only a small part of culture is visible; most of culture and its influences are hidden from easy inspection.

3. Tree—You only see the trunk, branches, and leaves of a tree; its root system, which gives the tree its structure and function, is hidden from view.

4. Melting pot—Cultures blend into one amalgam and lose their individuality, but the blend is better than any one of the ingredients.

5. Software—Culture dictates what we do and don't do, much the way a software program works. To some extent, people are programmed by their cultures to think and behave in certain ways.

6. Organism—Culture, like an organism, uses the environment (other cultures) to grow but maintains boundaries so its uniqueness is not destroyed.

7. Mosaic—Just as a beautiful mosaic is made up of pieces of different shapes, sizes, and colors, so too is culture; the whole, the combination, is more beautiful than any individual piece.

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Difficult

Skill Level: Apply What You Know

52. Identify something in your own experience that demonstrates enculturation. How has it been impacted by acculturation?

Answer: The ideal answer should include:

1. Examples of enculturation will vary widely, but should demonstrate the student's

understanding of enculturation as the process of learning about our culture from parents, teachers, churches, government agencies, etc. An example might include information communicated about a cultural event or tradition.

2. Explanations of the impact of acculturation will vary, but should demonstrate the student's understanding of acculturation as the process by which we learn the rules and norms of a culture different from our native culture. An example might include learning what to wear at a religious ceremony such as a funeral.

Learning Objective: 2.1 Define *culture*, *enculturation*, *ethnic identity*, and *acculturation*, and explain why culture is important in interpersonal communication.

Topic: Culture

Difficulty Level: Difficult

Skill Level: Apply What You Know

53. Select two of the seven cultural differences detailed in the text. Discuss your personal culture and how it relates to the two selections. Provide a specific example for each.

Answer: The ideal answer should include:

1. Students should select two of the following cultural distinctions: individualist/collectivist, high/low context, high/low power distance, masculine/feminine, high/low ambiguity tolerance, long/short term orientation, indulgence/restraint.

2. Students should discuss their personal cultures and how they relate to their selections. Specific examples will vary widely, but should demonstrate the student's understanding of the cultural distinctions he or she has chosen.

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Difficult

Skill Level: Analyze It

54. Reflecting on your own culture and communication that you engage in, would you describe it as high-context or low-context, and why?

Answer: The ideal answer should include:

1. Students who describe their cultures as high-context should demonstrate an understanding that these cultures place a great deal of emphasis on the information that is in the context or in the person. High-context cultures are collectivist cultures where members spend lots of time getting to know one another before engaging in any important transactions.

2. Students who describe their cultures as low-context should demonstrate an understanding that these cultures place more emphasis on the information that is explicitly stated in verbal messages or, in formal transactions, in written (contract) form. Low-context cultures are individualistic cultures where members spend less time getting to know each other and therefore do not have the shared knowledge found in a high-context culture.

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Difficult

Skill Level: Analyze It

55. Discuss three actions/events in your life that would determine if you are fostering a short-term or long-term orientation.

Answer: The ideal answer should include:

1. Long-term-orientation cultures promote future rewards, whereas short-term-orientation cultures are more focused on the present. Students' specific examples will vary but might include such things as saving for college as a long-term-orientation goal or taking a year off to travel as a short-term-orientation goal.

Learning Objective: 2.2 Explain and give examples of the seven major ways in which cultures differ from one another.

Topic: Cultural Differences

Difficulty Level: Difficult

Skill Level: Analyze It

56. Describe an event/occurrence when you experienced culture shock. Explain the event in detail through the stages of culture shock.

Answer: The ideal answer should include:

1. Students' examples will vary but should indicate their understanding that culture shock is the psychological reaction you experience when you encounter a culture very different from your own.

2. Students' descriptions of events should include details from each of the four stages of culture shock: the honeymoon, the crisis, the recovery, and the adjustment.

Learning Objective: 2.3 Define *intercultural communication*, and explain the guidelines for effective intercultural communication.

Topic: Improving Intercultural Communication

Difficulty Level: Difficult

Skill Level: Apply What You Know