

Student name: \_\_\_\_\_

**TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.**

1) People in collectivist societies tend to value direct communication and active conflict resolution styles in order to maintain their group.

1) \_\_\_\_\_

- true
- false

**Question Details**

2) Groups with the most power determine what the acceptable communication system of their entire society will be.

2) \_\_\_\_\_

- true
- false

**Question Details**

3) People of different ages, genders, physical abilities, or sexual orientations have relatively equal access to power in the United States.

3) \_\_\_\_\_

- true
- false

**Question Details**

4) Communication involves tossing "message balls" back and forth, such that one person sends a single message and the other person receives it.

4) \_\_\_\_\_

- true
- false

**Question Details**

5) We learn to be members of cultural groups slowly and subconsciously through the process of socialization.

5) \_\_\_\_\_

- true
- false

**Question Details**

6) People in Japan, Austria, and Mexico seem to prefer a masculine orientation, expressing a general preference for gender-specific roles.

6) \_\_\_\_\_

- true
- false

**Question Details**

7) Countries with a predominant indulgence orientation emphasize freedom of speech over maintaining order, whereas countries with a more restraint orientation tend to value maintaining order over allowing freedom of speech.

7) \_\_\_\_\_

- true
- false

**Question Details**

8) Weak uncertainty-avoidance societies like Great Britain, Sweden, Ireland, and Hong Kong prefer more extensive rules and regulations in organizational settings and more consensus concerning goals.

8) \_\_\_\_\_

- true
- false

**Question Details**

9) The political context in which communication occurs includes those forces that attempt to change or retain existing social structures and relations.

9) \_\_\_\_\_

- true
- false

**Question Details**

10) Stereotypes develop as part of our everyday thought processes.

10) \_\_\_\_\_

- true
- false

**Question Details**

11) In societies that believe in the basic goodness of human nature, jails would be seen as places to train violators to rejoin society as contributing citizens.

11) \_\_\_\_\_

- true
- false

**Question Details**

12) A "growing" orientation places importance on the spiritual aspects of life.

12) \_\_\_\_\_

- true
- false

**Question Details**

**MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.**

13) Which of the following terms is defined as learned patterns of perception, values, and behaviors, shared by a group of people, that are dynamic and heterogeneous?

13) \_\_\_\_\_

- A) stereotyping
- B) perception
- C) culture
- D) heterogeneity

**Question Details**

14) Which of the following statements is true of values?

14) \_\_\_\_\_

- A) They comprise superficially felt beliefs.
- B) They have to do with what is judged to be good or bad, or right or wrong.
- C) They are unaffected by economic class or rural or urban distinctions.
- D) They reflect a perception of what is in present situation, not what ought to be.

**Question Details**

15) Collectively, the values of a cultural group represent a \_\_\_\_\_.

15) \_\_\_\_\_

- A) worldview
- B) history
- C) communication pattern
- D) belief

**Question Details**

**16)** Surveys of global attitudes toward U.S. popular culture show that the majority of people surveyed in European countries say that they like American music, movies, and television, while U.S. popular culture generally gets poor reviews in the majority of Muslim nations surveyed. This difference among cultural groups illustrates that \_\_\_\_\_.

16) \_\_\_\_\_

- A) culture is shared
- B) culture is expressed as behavior
- C) culture is dynamic
- D) culture involves power

**Question Details**

**17)** The idea that not all members of cultural groups will behave or think in the same way illustrates that \_\_\_\_\_.

17) \_\_\_\_\_

- A) culture is shared
- B) culture is expressed as behavior
- C) culture is heterogeneous
- D) culture involves power

**Question Details**

**18)** Some cultures believe in the value of humans living in harmony with nature, rather than one dominating the other. However, some members of such culture may not have very strong beliefs and engage in enterprises that are not considered environment friendly. This illustrates that culture is \_\_\_\_\_.

18) \_\_\_\_\_

- A) exclusive rather than shared
- B) devoid of feelings and perception
- C) stagnant
- D) heterogeneous

**Question Details**

19) \_\_\_\_\_ is a symbolic process whereby meaning is shared and negotiated.

19) \_\_\_\_\_

- A) Assimilation
- B) Integration
- C) communication
- D) Demarginalization

**Question Details**

20) The fact that Berta uses her chin instead of her finger to point at an object across the room illustrates that communication is \_\_\_\_\_.

20) \_\_\_\_\_

- A) dynamic
- B) unintentional
- C) receiver-oriented
- D) symbolic

**Question Details**

21) An "easy" class or quiz can mean different things to different people. This illustrates the fact that

21) \_\_\_\_\_

- A) communication involves sharing and negotiating meaning.
- B) communication is always intentional.
- C) communication is always receiver-oriented.
- D) communication is nonsymbolic.

**Question Details**

22) Identify a true statement about communication.

22) \_\_\_\_\_

- A) Communication is a single event.
- B) Communication is inevitably intentional.
- C) Communication is dynamic.
- D) Communication is sender-oriented.

**Question Details**

23) Jeff accidentally insulted the parents of his roommate, Mohammed, by putting his feet up on the desk when they were visiting him. Jeff's behavior illustrates that

23) \_\_\_\_\_

- A) communication is always dynamic.
- B) communication can be unintentional.
- C) communication is seldom receiver-oriented.
- D) communication can be nonsymbolic.

**Question Details**

24) Daniel offended a classmate when he offered to carry her books. She told him that he was sexist and that he should not patronize her. Daniel's intention, however, was to help and not offend. This scenario illustrates the fact that

24) \_\_\_\_\_

- A) communication excludes negotiating meaning.
- B) communication is always intentional.
- C) communication is receiver-oriented.
- D) communication is dynamic.

**Question Details**

25) Societies that are more likely to punish criminals than rehabilitate them probably see human beings as \_\_\_\_\_.

25) \_\_\_\_\_

- A) neither good nor bad
- B) basically good
- C) a combination of good and evil
- D) essentially evil

**Question Details**

26) Which of the following relationships between humans and nature is represented by societies that place less emphasis on birth control and tend not to interfere with the flow of rivers by building dams across them?

26) \_\_\_\_\_



- A) the domination of nature over humans
- B) humans living in harmony with nature
- C) humans dominating nature
- D) low access to technology

**Question Details**

27) Kyle does not understand why people in some countries don't make extensive use of agricultural technology or practice birth control when their population is high. Kyle probably lives in a society with \_\_\_\_\_ orientation.

27) \_\_\_\_\_

- A) the domination of nature over humans
- B) humans living in harmony with nature
- C) humans dominating nature
- D) technological

**Question Details**

28) Which of the following statements is true of people from collectivist societies?

28) \_\_\_\_\_

- A) They are less likely to employ an avoidance-style conflict resolution style.
- B) They are likely to place a great deal of importance on extended families.
- C) They are more likely to employ direct forms of communication.
- D) They are likely to place importance on individuals rather than teams.

**Question Details**

29) Which of the following statements is true of a "doing" value orientation?

29) \_\_\_\_\_

- A) It is the most preferred form of orientation in the United States, involving being productive and keeping busy.
- B) It is more likely to be found in Greek and Spanish cultural groups.
- C) It encourages spending time interacting with family and friends rather than working for financial gains.
- D) It particularly places importance on the spiritual aspects of life.

**Question Details**

**30)** Carmen would rather spend time interacting and relaxing with her friends than working. In fact, she recently turned down a promotion because it would mean seeing her family and friends less. Carmen probably grew up in a culture with a \_\_\_\_\_ value orientation toward human activity.

30) \_\_\_\_\_

- A) doing
- B) thinking
- C) growing
- D) being

**Question Details**

**31)** Shauna, who is in her twenties, has started putting money into an individual retirement account (IRA). She does not plan to use this money until she retires. Shauna probably lives in a culture with the \_\_\_\_\_ orientation toward time.

31) \_\_\_\_\_

- A) future
- B) past
- C) present
- D) now

**Question Details**

32) The extent to which less powerful members of institutions and organizations within a country expect and accept that power is distributed less equally is known as \_\_\_\_\_.

32) \_\_\_\_\_

- A) a masculinity versus femininity orientation
- B) uncertainty avoidance
- C) power distance
- D) a long-term orientation to life

**Question Details**

33) Which of the following value dimensions is related to the subjective feelings of happiness?

33) \_\_\_\_\_

- A) power distance
- B) uncertainty avoidance
- C) an indulgence versus restraint orientation
- D) a masculinity versus femininity orientation

**Question Details**

34) Identify a feature of national cultures that are categorized as more indulgent.

34) \_\_\_\_\_

- A) They report that having lots of friends is unimportant.
- B) They participate actively in sports.
- C) They tend to value maintaining order over allowing freedom of speech.
- D) They suppress gratification of needs.

**Question Details**

35) Which of the following is a feature of societies with a long-term orientation to life?

35) \_\_\_\_\_

- A) They tend to emphasize perseverance and tenacity in whatever is attempted regardless of how long it takes.
- B) They hold that social pressure exists so that people can compete with their neighbors to accumulate more material goods even if it means overspending.
- C) They tend to emphasize quick results in endeavors.
- D) They are concerned with "possessing" the truth, which is reflected in Western religions like Christianity and Islam.

**Question Details**

36) Jeremy is always polite and courteous toward his instructors at school but tends to be rowdy with his friends at parties. Which of the following aspects of intercultural communication has been illustrated in this scenario?

36) \_\_\_\_\_

- A) power distance
- B) context
- C) prejudice
- D) cultural homogeneity

**Question Details**

37) The belief that one's own cultural group is superior to all other cultural groups is known as \_\_\_\_\_.

37) \_\_\_\_\_

- A) prejudice
- B) stereotyping
- C) discrimination
- D) ethnocentrism

**Question Details**

38) Which of the following terms can be best defined as a negative attitude toward a cultural group based on little or no experience?

38) \_\_\_\_\_

- A) prejudice
- B) ethnocentrism
- C) power distance
- D) stereotype

**Question Details**

39) Widely held beliefs or generalizations about a group of people are known as \_\_\_\_\_.

39) \_\_\_\_\_

- A) prejudices
- B) stereotypes
- C) discrimination
- D) ethnocentrism

**Question Details**

**40)** James believes that gay people are abnormal and overly concerned with sex. So, he has never been friends with people whom he knew were gay. Which of the following barriers to intercultural communication does James' attitude toward gay people illustrate?

40) \_\_\_\_\_

- A) prejudice
- B) stereotypes
- C) discrimination
- D) both prejudice and discrimination

**Question Details**

**41)** There are some people who go out of their way to engage in unimportant but positive intergroup behaviors (saying "I'm not prejudiced") in order to convince themselves and others that they are not prejudiced. The behavior of such people illustrates the subtle form of prejudice known as \_\_\_\_\_.

41) \_\_\_\_\_

- A) stereotyping
- B) tokenism
- C) arms-length prejudice
- D) ethnocentrism

**Question Details**

**ESSAY. Write your answer in the space provided or on a separate sheet of paper.**

**42)** Identify, discuss, and provide examples of the three possible relationships between humans and nature according to Kluckhohn and Strodtbeck.

**Question Details**

**43)** Compare and contrast the individualist and the collectivist orientations toward relationships between humans.

**Question Details**

**44)** Identify and discuss two ways in which communication reinforces culture.

**Question Details**

**45)** Discuss the role of power in the intercultural communication process.

**Question Details**

**46)** Identify and discuss four potential barriers to intercultural communication.

**Question Details**

**47)** Describe the relationship among stereotypes, prejudice, and discrimination. How are they different? How do they contribute to one another?

**Question Details**

**48)** Why is the color-blind approach seen as a problem rather than a solution with regard to understanding prejudice?

**Question Details**





## Answer Key

Test name: Chapter 2

- 1) FALSE
- 2) TRUE
- 3) FALSE
- 4) FALSE
- 5) TRUE
- 6) TRUE
- 7) TRUE
- 8) FALSE
- 9) TRUE
- 10) TRUE
- 11) TRUE
- 12) TRUE
- 13) C
- 14) B
- 15) A
- 16) A
- 17) C
- 18) D
- 19) C
- 20) D
- 21) A
- 22) C
- 23) B
- 24) C
- 25) D
- 26) A

- 27) C
- 28) B
- 29) A
- 30) D
- 31) A
- 32) C
- 33) C
- 34) B
- 35) A
- 36) B
- 37) D
- 38) A
- 39) B
- 40) D
- 41) B