

1 The Human Communication Process

1.1 MULTIPLE CHOICE

1. Summer break was over and it was time for Stacy to go back to school. She thought her first class was a torture, as it was simply a teacher lecturing to the class the whole time. The teacher was performing what type of communication? (p. 4, applied)
 - A. intrapersonal communication
 - B. interpersonal communication
 - C. public communication *
 - D. selective communication
2. You will be studying abroad in Tokyo, Japan next year. You know a little of the Japanese language. When you interact with those who are native of Tokyo, you will be engaging in _____ communication. (p. 22, factual)
 - A. intercultural *
 - B. intracultural
 - C. multicultural
 - D. bicultural
3. When communicators adapt to the setting, persons present, and purposes of the communication, they are illustrating which essential aspect of communication listed in the text? (p. 5, factual)
 - A. Communication is *continuous*.
 - B. Communication is *contextual*. *
 - C. Communication is *irreversible*.
 - D. Comprehension is *communicable*.
4. “What? I can’t hear you! The static on this cell phone is a killer, and you are breaking up. Call me later and maybe I will be able to understand you then.” The static in this phone conversation would be considered as what kind of noise? (p. 9, applied)
 - A. environmental *
 - B. semantic
 - C. organizational
 - D. physiological-impairment
5. When there is a winter storm warning in effect, the weather team comes on the television and tells the public their predictions and expectations. This best represents which communication model? (p. 14, applied)
 - A. transactional
 - B. important
 - C. linear *
 - D. interactional

6. Another word for multiculturalism, a movement recognizing that individuals should be able to maintain their distinctive cultural identities and still be part of a larger group, is _____. (p. 23, applied)
- A. intraculturalism
 - B. pluralism *
 - C. the melting pot
 - D. ethnocentrism
7. Jenny began dating in high school. The first time she was invited to his parents' house for dinner, she was served goat meat, a delicacy from Akmed's culture. Jenny was disgusted and told them that they were wrong for eating goat. Jennie was exhibiting _____. (p. 24, applied)
- A. multiculturalism
 - B. ethnocentrism *
 - C. racism
 - D. none of the above
8. Those who come from cultures other than yours, with whom you do not identify, are your _____. (p. 25, applied)
- A. cool group
 - B. in-group
 - C. out-group *
 - D. no group
9. If you travel to New York and go into a restaurant and ask for a "pop," your server may not know what to bring for you. This is an example of _____ noise. (p. 9, applied)
- A. environmental
 - B. physiological
 - C. semantic *
 - D. syntactical
10. A religiously conservative audience might not be able to listen to a speech about the benefits of domestic partnership (a marriage-type agreement between same-sex couples). What type of noise would they be experiencing? (p. 11, applied)
- A. semantic
 - B. syntactical
 - C. organizational
 - D. cultural *
11. A fight with your significant other right before class makes it difficult for you to listen to the professor's lecture. This is an example of _____ noise. (p. 11, applied)
- A. psychological *
 - B. organizational
 - C. semantic
 - D. syntactical

12. In which model of communication do communicators simultaneously process messages? (p. 17, factual)
- A. linear model
 - B. transactional *
 - C. interactional
 - D. monochannel
13. Communicating with oneself, including such things as thought processing and personal decision making is called _____ communication. (p. 3–4, factual)
- A. interpersonal
 - B. transpersonal
 - C. intrapersonal *
 - D. impersonal
14. When we take an idea and put it into a message form, we _____ it. (p. 6, factual)
- A. encode *
 - B. decode
 - C. feedback
 - D. channel
15. Which communication model best represents daily face-to-face communication? (p. 17, conceptual)
- A. linear
 - B. interactional
 - C. transactional *
 - D. channel
16. Your perceptual filter most affects which of the following? (p. 5, factual)
- A. encoding and decoding abilities *
 - B. context
 - C. memory
 - D. your age
17. Ethics is the systematic study of what should be the grounds and principles for right and wrong human behavior. Which of the following statements is true regarding communication ethics? (p. 29–30, conceptual)
- A. Because of the First Amendment issues, most speech communication instructors and theorists have little concern about ethical speaking.
 - B. Audiences bear the full responsibility for making wise decisions in communication situations.
 - C. It is impossible either to list or gain acceptance for universal moral standards. *
 - D. All of the above are true.
18. Which of the following is false regarding freedom of speech in the United States? (p. 27–28, conceptual)

- A. The First Amendment to the constitution bans Congress from passing laws abridging the freedom of speech.
 - B. An argument against limitations on freedom of speech centers on the idea that speech codes leave the judgment of whether the speech is good or bad to the speech code enforcer.
 - C. Freedom of speech is an absolute and unambiguous concept. *
 - D. All of the above are false.
19. Which region has the vast majority of the human population on Earth? (p. 25, factual)
- A. Europe
 - B. North America
 - C. Asia *
 - D. South America
20. Pat and Jose are classmates, but Pat gets mad when Jose speaks Spanish with Lupe, another classmate, saying “This is America, everybody must speak only in English.” Pat’s attitude is likely to create which problem in communication with Jose and Lupe? (p. 11, conceptual)
- A. cultural noise *
 - B. environmental noise
 - C. feedforward
 - D. physiological noise
21. Which of the following is true? (p. 15–16, conceptual)
- A. Feedback is a factor in the linear model.
 - B. Television is an example of transactional communication.
 - C. The main difference between the interactional and transactional model is that the former occurs sequentially, and the latter occurs simultaneously. *
 - D. The linear model is taught to represent most interpersonal interactions.
22. The difference between communication being dynamic and communication being interactive is that _____. (p. 4–5, conceptual)
- A. dynamic cannot be undone, while interactive never stops.
 - B. dynamic is a constant state of change, while interactive is a constant state of reaction to both others and the self. *
 - C. dynamic is not being able to be undone, while interactive is a constant state of reaction to others.
 - D. there is no real difference, as they are synonyms.
23. A Harvard Medical School study of 2000 patients found that the most important factor affecting patients’ trust in doctors was _____. (p. 2, factual)
- A. the doctor’s knowledge of medicine
 - B. the décor of the doctor’s office
 - C. the presence of a medical school diploma displayed in the office
 - D. doctors’ communication skills *

24. Stress, frustration, and irritation during communication are associated with _____. (p. 11, factual)
- A. psychological noise *
 - B. normal reactions to the communicative context
 - C. the linear model of communication
 - D. in-group interactions
25. “That question was totally random!” To decode this statement correctly, one must consider both the _____. (p. 5, applied)
- A. frame of reference and channel
 - B. channel and source
 - C. frame of reference and context *
 - D. context and channel
26. Communication does NOT occur in a vacuum; rather, it is a cycle of actions and reactions. The tenet that best fits this notion is that communication is _____. (p. 5, conceptual)
- A. dynamic
 - B. irreversible
 - C. interactive *
 - D. dialogic
27. You talk to your friends differently than you talk to your parents. This is because communication is _____. (p. 5, factual)
- A. dynamic
 - B. irreversible
 - C. interactive
 - D. contextual *
28. As of 2010, approximately _____ percent of the U.S. population uses the Internet. (p. 19, factual)
- A. 25
 - B. 50
 - C. 80 *
 - D. 95
29. All of the following are behaviors of an ethical speaker EXCEPT _____. (p. 30, conceptual)
- A. does not knowingly expose the audience to falsehoods or half-truths
 - B. presents the truth as it is understood
 - C. uses only subtle forms of coercion when necessary *
 - D. raises the listeners’ level of expertise by supplying necessary support

1.2 TRUE/FALSE

1. Ideally, public communication involves not only public speaking, but social media based communication such as Twitter and Facebook. (p. 2)
A. True *
B. False
2. The image of the “melting pot” illustrates the idea of multiculturalism. (p. 22–23)
A. True
B. False *
3. Intrapersonal communication refers to communication that takes place between two or more persons who establish a communicative relationship. (p. 3–4)
A. True
B. False *
4. If a communication system is functioning, then it is a good system. (p. 13)
A. True
B. False *
5. Media images can influence how we dress and communicate. (p. 19)
A. True *
B. False
6. The vast majority of Fortune 1000 companies value teamwork ability as an essential skill in employees. (p. 3)
A. True *
B. False
7. The transactional model of communication occurs when a source encodes and sends a message to a receiver, who then decodes the message and sends feedback. For transactional communication, this happens simultaneously. (p. 17)
A. True *
B. False
8. Ethnocentrism can be decreased through travel and intercultural encounters. (p. 26)
A. True *
B. False
9. Television operates through the linear model of communication. (p. 14–15)
A. True *
B. False
10. Cultural relativism professes that individuals should judge another culture by its context and not by comparing one culture to another. (p. 26)
A. True *
B. False

11. Results have shown that media exposure has only negative effects on children. (p. 19–20)
A. True
B. False *
12. “Semantics” refers to the meaning of a word. (p. 9)
A. True *
B. False
13. A culture consists of individuals who have a shared system of interpretation. (p. 22)
A. True *
B. False

1.3 SHORT ANSWER QUESTIONS

1. Explain how ethnocentrism is related to how in-groups interact with out-groups.
2. How much does a competent communicator need to know about other cultures? Explain.
3. Explain the difference between communication and speech. Give specific examples of each.
4. Identify three factors that comprise your perceptual filter.
5. The book identifies seven different types of noise. Choose three of them, and explain each one with a specific example from your life experiences.

1.4 ESSAY QUESTIONS

1. Discuss the positive and negative impacts of media, such as television and the Internet, have on communication in our lives.
2. According to the text, communication is dynamic, continuous, irreversible, interactive, and contextual. Pick three of the five concepts and explain them using terminology and examples from the communication or social science discipline.
3. Identify, compare, and contrast the three models of communication. Give specific examples to support each model.