

Chapter 1—Intercultural Communication: Interaction in a Multicultural World

MULTIPLE CHOICE

1. Which of the following is an example of global interconnectedness presented in the text?
- the 2011 Great Eastern Japan Tsunami
 - The European Union's Sovereign Debt crisis
 - the debate on U.S. Immigration policy
 - A and B
 - A, B, and C

ANS: D PTS: 1 REF: p. 2

2. By 2050, world population growth is expected surpass ____.
- 5 billion
 - 6 billion
 - 9 billion
 - 15 billion
 - 16 billion

ANS: C PTS: 1 REF: p. 4

3. What percentage of the U.S. population is made up of minorities?
- 12%
 - 15%
 - 25%
 - 35%
 - 40%

ANS: D PTS: 1 REF: p. 4

4. To what does the "cultural generation" gap refer?
- decreasing U.S. population under 45 years of age
 - increasing U.S. population under 45
 - increasing U.S. population 45 and older
 - A and B
 - A and C

ANS: E PTS: 1 REF: p. 4-5

5. ____ involves interaction between people whose cultural perceptions and symbol systems differ enough to alter communication events.
- intercultural communication
 - internationalization
 - globalization
 - cultural divides
 - Egoism

ANS: A PTS: 1 REF: p. 8

6. What is the preferred term for the group that "generally exercises the greatest influence on beliefs, values, perceptions, communication patterns, and customs of a culture?"
- mainstream culture
 - dominant culture

- c. umbrella culture
- d. meta culture
- e. mega culture

ANS: B PTS: 1 REF: p. 8

7. Culture shock refers to:
- a. major changes originating within one's home culture
 - b. a mental state experienced by an individual when transitioning between a familiar culture to an unfamiliar culture
 - c. major changes originating outside one's home culture
 - d. the perception that one's home culture is overwhelmed by external cultural forces
 - e. C and D

ANS: B PTS: 1 REF: p. 10

8. At what stage of culture shock does a person begin to recognize the reality of the new setting?
- a. adaptation
 - b. exhilaration
 - c. disenchantment
 - d. adjustment
 - e. effective functioning

ANS: C PTS: 1 REF: p. 11

9. Early conceptualizations of culture shock included this concept, although subsequent research failed to support.
- a. re-entry shock
 - b. the U model
 - c. the W model
 - d. B and C
 - e. A, B, and C.

ANS: E PTS: 1 REF: p. 12

10. The process of learning to live in a new culture is referred to as:
- a. immersion
 - b. acculturation
 - c. emulation
 - d. integration
 - e. inclusion

ANS: D PTS: 1 REF: p. 12

11. A conviction that one's own culture is superior to all other cultures is known as:
- a. ethnocentrism
 - b. egoism
 - c. endoculturalism
 - d. multiculturalism
 - e. plurisy

ANS: A PTS: 1 REF: p. 13

12. Which ethical approach supports the view that "ethical principles are universally applied... and timeless moral truths are rooted in human nature and independent of the conventions of particular societies?"

- a. fundamentalism
- b. relativism
- c. moral absolutism
- d. A and C
- e. none of the above

ANS: D PTS: 1 REF: p. 15

13. The philosophical perspective of relativism can be succinctly summarized as:
- a. no single morality
 - b. no moral framework that is more correct than any other
 - c. true moral codes apply to everyone
 - d. A and B
 - e. A, B, and C

ANS: D PTS: 1 REF: p. 15-16

14. The idea that "one must suspend judgment of other people's practices in order to understand them in their own cultural terms" is referred to as:
- a. cultural relativism
 - b. altercentrism
 - c. objectivism
 - d. cultural perceptualism
 - e. foundationalism

ANS: A PTS: 1 REF: p. 16

15. A variation on "the golden rule" can be found in which of the following religions?
- a. Buddhism:
 - b. Hinduism
 - c. Islam
 - d. A and B
 - e. A, B, and C

ANS: E PTS: 1 REF: p. 18-19

16. Cultural generalizations should be considered:
- a. absolute representations
 - b. approximations
 - c. indiscriminately
 - d. on an individual basis
 - e. C and D

ANS: B PTS: 1 REF: p. 22

17. If a generalization must be made, it should:
- a. be supported by a single reputable source
 - b. focus on the primary values and behaviors of a particular culture
 - c. be based on historical accounts
 - d. based on immediate perceptions
 - e. be plausible

ANS: B PTS: 1 REF: p. 22-23

18. The state of being just, unbiased, and not influenced by emotions or personal prejudices is also known as:

8. While a person who is disabled would not be considered a member of a co-culture, someone with an identifiable ethnic background would.

ANS: F PTS: 1 REF: p. 9

9. Culture shock is caused by the transition from a familiar culture to an unfamiliar one.

ANS: T PTS: 1 REF: p. 10

10. The second stage of culture shock is the crisis period.

ANS: T PTS: 1 REF: p. 11

11. Learning about the language of a host culture is all about language acquisition.

ANS: F PTS: 1 REF: p. 13

12. Working to maintain your culture while living in another culture is not helpful.

ANS: F PTS: 1 REF: p. 13-14

13. Cultural relativism is the idea that timeless moral truths are rooted in human nature.

ANS: F PTS: 1 REF: p. 15

14. Generalizations are based on limited data.

ANS: T PTS: 1 REF: p. 21

15. Objectivity refers to the state of being "just, unbiased, and not influenced by emotions or personal prejudices."

ANS: T PTS: 1 REF: p. 23

ESSAY

1. Discuss why it is important to acquire intercultural communication skills. Be sure to include the concepts of globalization, domestic diversity, and immigration.

ANS:
see pp. 1-6

PTS: 1 REF: p. 1-6

2. How have advances in technology affected impacted intercultural communication?

ANS:
see pp. 6-8

PTS: 1 REF: p. 6-8

3. Compare and contrast the concepts of "dominant culture" and "co-culture." Provide examples.

ANS:
see pp. 8-9

PTS: 1 REF: p. 8-9

4. What is the definition of society introduced by the authors? Be sure to include both the general and specific perspectives.

ANS:
see pp. 9-10

PTS: 1 REF: p. 9-10

5. What is culture shock? How does it affect people?

ANS:
see pg. 10

PTS: 1 REF: p. 10

6. Describe the stages of culture shock and provide examples for each?

ANS:
see pp. 11-12

PTS: 1 REF: p. 11-12

7. What are some of the recommendations offered in the text to function effectively in a second culture? List and describe two.

ANS:
see pp. 12-14

PTS: 1 REF: p. 12-14

8. What is meant by the term, ethics? How do the authors define it?

ANS:
see pg. 14

PTS: 1 REF: p. 14

9. List and define the basic functions of culture. Provide an example for each.

ANS:
see pp. 23-24

PTS: 1 REF: p. 23-24

10. Differentiate between the concepts of moral absolutism and moral relativism.

ANS:
see pp. 15-16

PTS: 1 REF: p. 15-16

11. List and explain at least two of the five recommended practices for interacting ethically with people of diverse cultures.

ANS:
see pp. 16-20

PTS: 1 REF: p. 16-20

12. Compare and contrast the concepts of individual uniqueness and generalizations.

ANS:
see pp. 20-23

PTS: 1 REF: p. 20-23

13. What are the four precautions a person should take when making generalizations about intercultural communication?

ANS:
see pp. 22-23

PTS: 1 REF: p. 22-23

14. What is objectivity? What role does objectivity play in intercultural communication?

ANS:
see pp. 23-24

PTS: 1 REF: p. 23-24