

Test Bank

Chapter 02: Culture and Interpersonal Communication

Multiple Choice

2.1. _____ is the relatively specialized lifestyle of a group of people.

- a. Race
- b. Nationality
- c. Culture
- d. Religion

Answer: c

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.2. An individual acquires his or her culture through _____.

- a. place of birth (nationality)
- b. communication
- c. the formal educational system
- d. genetics

Answer: b

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Understand the Concepts

2.3. _____ is biologically determined.

- a. Masculinity/femininity
- b. Gender
- c. Gender identity

d. Sex

Answer: d

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.4. One of the most essential reasons for learning about the importance of culture in interpersonal communication is _____.

- a. the rise of the 24/7 news cycle
- b. vast and increasing demographic changes throughout the United States
- c. the current status of the U.S. as a unified “melting pot” culture
- d. the prevalence of Internet dating sites

Answer: b

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Understand the Concepts

2.5. Modern U.S. culture has been described as a tossed salad, a metaphor that indicates which of the following?

- a. All cultural influences blend into one.
- b. All individuals have adopted the distinctive “American” culture.
- c. There is some blending of cultures, but specific and differing tastes remain.
- d. There is no blending of cultures, and each unique flavor remains distinct.

Answer: c

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Understand the Concepts

2.6. After emigrating, Antonia immediately embraced the language, values, and attitudes of her new country, and ignored all reminders of her former homeland and customs. Antonia's behavior is an example of _____.

- a. cultural sensitivity
- b. enculturation
- c. cultural assimilation
- d. cultural imperialism

Answer: c

Chapter: 02

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Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Apply What You Know

2.7. _____ is the process through which you learn your native culture.

- a. Enculturation
- b. Ethnicity
- c. Acculturation
- d. Assimilation

Answer: a

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.8. A commitment to the ways and beliefs of your culture is termed _____.

- a. ethnic identity
- b. ethical obligation
- c. ethnocentrism
- d. cultural sensitivity

Answer: a

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.9. Of the following phrases or scenarios, which best fits within a collectivist culture?

- a. "Looking out for Number One"
- b. the "Me Generation"
- c. the Lone Ranger, riding into the sunset
- d. "There is no 'I' in 'Team'"

Answer: d

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Moderate

Skill: Apply What You Know

2.10. Success in an individualist culture is measured by ____.

- a. your similarity to others in the group
- b. how much you surpass other members of your group
- c. your contribution to the achievements of the group
- d. how satisfying your home life is

Answer: b

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Module: 2.2

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Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.11. Which of the following signifies a high-context culture?

- a. "Let's get right down to business."
- b. "Say what you mean, and mean what you say."

- c. "A verbal contract isn't worth the paper it's written on."
- d. "But first, let's all get to know each other better."

Answer: d

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Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Moderate

Skill: Apply What You Know

2.12. Of the following characteristics, which fits best within low-power-distance cultures?

- a. friendships occur within your social class
- b. assertiveness with a superior is viewed positively
- c. students are expected to never challenge instructors
- d. people rely more on symbols of power

Answer: b

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Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.13. In a _____ culture such as _____, both men and women are encouraged to be modest and oriented to maintaining quality of life.

- a. masculine; the United States
- b. masculine; Japan
- c. feminine; Venezuela
- d. feminine; Sweden

Answer: d

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Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.14. Which of the following values is *most* embraced by masculine cultures?

- a. success
- b. harmony
- c. negotiation
- d. modesty

Answer: a

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Topic: Cultural Differences

Difficulty: Easy

Skill: Remember the Facts

2.15. Liam loves the freedom in his creative writing class and the way the writing assignments are open to interpretation. He is probably a member of a _____ culture.

- a. feminine
- b. masculine
- c. low-ambiguity-tolerant
- d. high-ambiguity-tolerant

Answer: d

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Topic: Cultural Differences

Difficulty: Moderate

Skill: Apply What You Know

2.16. Which of the following is a characteristic of a culture with a short-term orientation?

- a. They believe old age is an unpleasant time of life.
- b. They are more apt to save for the future.
- c. They believe humility is a virtue for men and women.
- d. They believe marriage is a practical arrangement.

Answer: a

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Topic: Cultural Differences

Difficulty: Easy

Skill: Remember the Facts

2.17. Which of the following is true regarding cultures high in restraint?

- a. They place less importance on friendships.
- b. They do not place great value on thriftiness.
- c. They are more optimistic and have more positive attitudes.
- d. They encourage indulgence.

Answer: a

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Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.18. Cultures high in indulgence measure happiness in terms of ____.

- a. wealth and health
- b. longevity and interpersonal relationships
- c. leisure and life control
- d. uncertainty avoidance and long-term orientation

Answer: c

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Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.19. The U.S. is considered a(n) ____ culture.

- a. feminine
- b. collectivist
- c. high context

d. indulgent

Answer: d

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Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.20. Which of the following is a good way to improve intercultural communication?

- a. increasing your ethnocentrism
- b. learning about other cultures
- c. overlooking the rules and customs of other cultures
- d. accepting that deep down, all humans are exactly alike

Answer: b

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Moderate

Skill: Understand the Concepts

2.21. A fixed impression of a group of people is called ____.

- a. a schema
- b. a stereotype
- c. discrimination
- d. sensitivity

Answer: b

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Easy

Skill: Remember the Facts

2.22. Seeing your own culture as inherently better than other cultures is _____.

- a. stereotyping
- b. enculturation
- c. ethnocentrism
- d. ethnic pride

Answer: c

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Moderate

Skill: Understand the Concepts

2.23. The final stage in culture shock is the _____.

- a. crisis
- b. honeymoon
- c. adjustment
- d. recovery

Answer: c

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Easy

Skill: Remember the Facts

2.24. When Shayna was traveling overseas for work, she was surprised to receive an invitation to a client's home after a business meeting. The client was clearly upset when she declined. Shayna might have been more successful if she had followed which rule for improving intercultural communication?

- a. Reduce your ethnocentrism.
- b. Adjust your communication.
- c. Confront your stereotypes.
- d. Recognize differences in dialect.

Answer: b

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Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Moderate

Skill: Apply What You Know

2.25. According to _____, speakers make their communication styles similar to their listeners' styles to gain approval and achieve greater efficiency.

- a. communication accommodation theory
- b. the linguistic relativity hypothesis
- c. cultural sensitivity
- d. the principle of adjustment

Answer: a

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Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Moderate

Skill: Understand the Concepts

True/False

2.26. Culture is absorbed genetically.

Answer: False

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Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.27. Acculturation is the process by which you learn the rules and norms of a culture different from your native culture.

Answer: True

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Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.28. Enculturation helps develop ethnic identity, which can help protect an individual against discrimination.

Answer: True

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Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.29. Cultural understanding implies that you should accept all cultural practices.

Answer: False

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Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.30. Immigrants who are younger and better educated tend to become acculturated more quickly.

Answer: True

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Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Understand the Concepts

2.31. Members of cultures that teach short-term orientation are more likely to prepare for the future academically.

Answer: False

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.32. A universalist culture is one in which people are treated as individuals rather than in terms of the groups to which they belong.

Answer: True

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Easy

Skill: Remember the Facts

2.33. In high-context cultures, criticism should only take place in private.

Answer: True

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Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Easy

Skill: Remember the Facts

2.34. Day-to-day interpersonal interactions on social media display little intercultural context or meaning.

Answer: False

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Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Moderate

Skill: Understand the Concepts

2.35. According to communication accommodation theory, we are more attracted to people who have communication patterns similar to our own.

Answer: True

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Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Easy

Skill: Remember the Facts

Fill-in-the-Blank

2.36. _____ includes everything that members of that group have produced and developed—their values, beliefs, artifacts, and language; their ways of behaving; their art, laws, religion; and communication theories, styles, and attitudes.

Answer: Culture

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Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.37. _____ refers to the beliefs, attitudes, and behaviors that a culture assigns to *masculine* and to *feminine*.

Answer: Gender

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Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.38. An individual who believes that people should leave behind their native culture and adapt to their new one supports the idea of _____.

Answer: cultural assimilation

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Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Understand the Concepts

2.39. The process by which you learn the culture into which you're born is referred to as _____.

Answer: enculturation

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Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.40. Your _____ is a commitment to the beliefs and philosophy of your culture.

Answer: ethnic identity

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Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.41. A(n) _____ culture stress the importance of values such as power, achievement, hedonism and stimulation.

Answer: individualist

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Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.42. In a _____ culture, most of the information communicated is explicitly stated in the verbal message, or clearly written out in a formal transaction.

Answer: low-context

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Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.43. Levels of _____ refer to a culture's ability to tolerate or to avoid uncertainty.

Answer: ambiguity tolerance

Chapter: 02

Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Culture

Difficulty: Easy

Skill: Remember the Facts

2.44. _____ is the psychological reaction you experience when you're in a culture very different from your own.

Answer: Culture shock

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Easy

Skill: Remember the Facts

2.45. _____ are variations in a language, primarily in grammar and semantics.

Answer: Dialects

Chapter: 02

Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Easy

Skill: Remember the Facts

Short Answer/Essay

2.46. What is enculturation? How were you encultured into your native culture?

Answer: Enculturation is a process by which you learn the culture in which you are born. Parents, peer groups, schools, religious institutions, and government agencies are your main teachers of culture. For example, in my family, the enculturation process began long before birth, when my family dreamed of adding a boy to carry on the tradition of a name passed down generation-to-generation. It continued with a baptism ceremony and religious schooling from the age of three, and the parental assumption that education is the most important job of a young person, with college—and a well-paying, traditional job—as the ultimate goal.

Chapter: 02

Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Apply What You Know

2.47. Why is cultural awareness important in the modern world? How can you benefit by increasing your own cultural awareness?

Answer: Cultural awareness is important because of (1) increasing demographic changes in the U.S., (2) increased sensitivity to cultural differences, (3) global economic and political interdependence, (4) advances in communication technology, and (5) the culture-specific nature of interpersonal communication. As an individual, it's impossible to communicate effectively without being aware of how culture influences human communication in all aspects of life.

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Module: 2.1

Learning Objective: LO 2.1 Define *culture*, *enculturation*, and *acculturation* and explain the relevance of culture to interpersonal communication.

Topic: Culture

Difficulty: Moderate

Skill: Understand the Concepts

2.48. What are seven major distinctions among cultures, and how does the United States rank for each?

Answer: Seven cultural distinctions are as follows:

1. Individualistic vs. collectivist cultures: The U.S. is an individualistic culture.
2. High-context vs. low-context cultures: The U.S. is a low-context culture.
3. High-power-distance vs. low-power-distance cultures: The U.S. is a low-power-distance culture.
4. Masculine vs. feminine cultures: The U.S. is a masculine culture.
5. High-ambiguity-tolerant vs. low-ambiguity tolerant cultures: The U.S. is a high-ambiguity-tolerant culture.
6. Long-term vs. short-term orientation: The U.S. is less long-term than most countries.
7. Indulgence vs. restraint: The U.S. is more indulgent.

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Module: 2.2

Learning Objective: LO 2.2 Explain the seven cultural differences identified here and how these impact on interpersonal communication.

Topic: Cultural Differences

Difficulty: Moderate

Skill: Understand the Concepts

2.49. Define *ethnocentrism* and identify the five distances on the ethnocentric continuum.

Answer: Ethnocentrism is the tendency to see others and their behaviors through your own cultural filters, often as distortions of your own behavior. The five distances from high degree of ethnocentrism to low degree are: disparagement, avoidance, indifference, sensitivity, and equality.

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Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Moderate

Skill: Understand the Concepts

2.50. Describe at least three ways to improve intercultural communication.

Answer: To improve your intercultural communication, you can educate yourself by reading about or talking to people from that culture. You can recognize differences between yourself and those from other cultures, including differences in meaning, dialect, and accents. You can confront your stereotypes. You can reduce your ethnocentrism by recognizing your own cultural filters. You can recognize your culture shock and be open to seeking help in adjusting. You can adjust your communication by finding out as much as possible about a culture's nonverbal communication.

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Module: 2.3

Learning Objective: LO 2.3 Define *intercultural communication* and explain the principles for making intercultural communication more effective.

Topic: Principles for Effective Intercultural Communication

Difficulty: Moderate

Skill: Apply What You Know