

CHAPTER 1 TEST BANK

1.1 Multiple Choice

1. According to the textbook, “Human Communication may be described as _____ symbolic meaning.”
A. suggesting
B. negotiating
C. creating
D. ignoring
Answer: B
Page ref: 5
2. Pitch, volume, emphasis, and other similar vocal sounds are called:
A. gestures.
B. nonvocal expressions.
C. nonvocal symbols.
D. paralanguage.
Answer: D
Page ref: 6
3. Increasing shared meaning through clarity is called:
A. fidelity.
B. feedback.
C. channeling.
D. motivation.
Answer: A
Page ref: 6
4. This refers to the means by which a message is delivered from the sender to the receiver:
A. feedback.
B. message.
C. channel.
D. encoder.
Answer: C
Page ref: 8
5. Asking if you may borrow someone’s textbook is an example of which of the following types of communication?
A. motivational
B. instrumental
C. symbolic
D. relational
Answer: B
Page ref: 8
6. Consider that you are up late studying in your dorm room. You hear loud music coming from the room next door. This interference is called:
A. noise.
B. instrumental communication.
C. feedback.
D. fidelity.

Answer: A

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7. The final component of communication is defined as our incentive to engage in communication. This component is called:
- A. transmission.
 - B. interaction.
 - C. motivation.
 - D. noise.

Answer: C

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8. The learned patterns of perception, values, and behaviors shared by a group of people that is also dynamic and homogeneous is called:
- A. feedback.
 - B. fidelity.
 - C. vocalics.
 - D. culture.

Answer: D

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9. A responsive message that the receiver provides to the sender is called:
- A. memo.
 - B. reaction.
 - C. feedback.
 - D. dialogue.

Answer: C

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10. Which of the following is defined as “the medium by which the message travels from the sender to the receiver?”
- A. channel
 - B. feedback
 - C. motivation
 - D. context

Answer: A

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11. Feeling tired or hungry while in class is an example of which component of the transactional model of communication?
- A. external Interference
 - B. emotional Interference
 - C. internal Interference
 - D. relational Interference

Answer: C

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12. The transactional model of communication emphasizes:
- A. turn taking in communication.
 - B. simultaneous communication.
 - C. feedback from receiver.
 - D. the relationship between sender and receiver.

Answer: B

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13. The transactional model of communication is surrounded by which of the following elements that influences every aspect of the communication process?
A. communication feedback
B. communication messages
C. communication interference
D. communication context
Answer: D
Page ref: 10
14. The notion that we communicate differently depending on where we are and with whom we are communicating suggests that communication is:
A. contextual.
B. complex.
C. relational.
D. symbolic.
Answer: A
Page ref: 11
15. The phrase, "One cannot *not* communicate" suggests that communication can be:
A. contextual.
B. relational.
C. unintentional.
D. ethical.
Answer: C
Page ref: 11
16. The manner in which we share information or ask a question is called the:
A. content dimension.
B. ethical dimension.
C. contextual dimension.
D. relational dimension.
Answer: D
Page ref: 12
17. As a subject of study, ethics deal with questions about the meaning of:
A. good, bad, right, and wrong.
B. process, context, and motivation.
C. paralanguage, fidelity, and symbols.
D. choice, tolerance, and feedback.
Answer: A
Page ref: 12
18. Which of the following is NOT a goal of ethical communication?
A. studying ethics stimulates our moral imagination
B. studying ethics allows us to create meaningful context for communication
C. studying ethics helps us understand and recognize ethical issues
D. studying ethics helps us develop analytical skills
Answer: B
Page ref: 14
19. Tolerance at a basic level implies _____ for one another.
A. dislike
B. trust
C. respect
D. dependence

Answer: C
Page ref: 15

20. Which of the following is defined as “communication with each other, not to each other?”
A. dialogue
B. respect
C. feedback
D. fidelity
Answer: A
Page ref: 15

1.2 True/False

1. Even in the best of circumstances, miscommunication is inevitable.
Answer: T
Page ref: 3
2. Some communication issues students face are engaging in classroom discussions, and addressing relevant campus and community issues.
Answer: T
Page ref: 3
03. Communication is not important after graduation.
Answer: F
Page ref: 4
4. Communication does NOT play an important role in our professional lives.
Answer: F
Page ref: 4
05. There is only one accurate definition of communication.
Answer: F
Page ref: 5
06. Paralanguage refers to an aspect of verbal communication.
Answer: F
Page ref: 6
07. The components of communication include a sender, message, channel, and receiver.
Answer: F
Page ref: 7
8. Communication is the key to solving all conflicts.
Answer: F
Page ref: 7
09. Increasing the amount of communication will always result in a great benefit.
Answer: F
Page ref: 7
010. The transactional model of communication is defined by communication in which people act simultaneously as senders and receivers.
Answer: T

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011. Cultural shock refers the challenges native students face when attending college.
Answer: F
Page ref: 10
012. Communication is a symbolic process.
Answer: T
Page ref: 11
013. Communication is NOT a complex process since we engage in it every day.
Answer: F
Page ref: 11
014. The content dimension of communication refers to our need to create a bond and express emotion.
Answer: F
Page ref: 12
015. Ethics does NOT play an integral role in the study of communication.
Answer: F
Page ref: 12
016. The relational dimension of communication is the content or request present in a message.
Answer: T
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1.3 Short Answer/Essay Questions

01. Discuss how studying communication can help you to succeed in getting a job after graduating. Give a specific example.
Answer: Student responses will vary. Correct responses will include:
✓ Employers look for competent communicators when hiring.
✓ Speaking, writing, and listening skills are the most sought after skills.
Page ref: 4-5
02. The textbook states that communication is symbolic. How does this statement encompass both verbal and nonverbal communication? Give an example of both.
Answer: Student responses will vary. Correct responses will include:
✓ Communication is symbolic through the use of words (verbal) and body movements (nonverbal).
Page ref: 5
03. Construct and explain your own theory of human communication. Demonstrate how the four elements of communication listed in your textbook function in your everyday life.
Answer: Student responses will vary. Correct responses will include:
✓ Communication elements include human, symbolic, paralanguage, and fidelity.
Page ref: 5-12
04. What is meant by the statement, "More communication is not better communication."? Give an example in your own life that illustrates your point.
Answer: Student responses will vary. Correct responses will include:
✓ Communication is governed by the law of diminishing returns; therefore, increasing the quantity may compromise the quality.

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05. Discuss the elements of human communication. Describe each element by referring to communication problems and challenges in your life or in the lives of others you know.

Answer: Student responses will vary. Correct responses will include:

- ✓ A reference to sender, message, feedback, channel, noise, and motivation along with an example provided by student.

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06. Define noise in a communication context. Illustrate ways in which noise has caused problems in your life and in the life of others.

Answer: Student responses will vary. Correct responses will include:

- ✓ Noise refers to any interference that occurs as we communicate, along with an example provided by student.

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07. Define both the relational dimension and the content dimension of communication. Identify both dimensions in the question, “what time did you get home last night?”

Answer: Student responses will vary. Correct responses will include:

- ✓ Relational dimension is indicative of the relationship between sender and receiver, content dimension is the information or request in a message. Students will provide various examples for the second part of question.

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8. List one of the ethical principles in communication outlined in the textbook. Give an example of this principle from your own experience?

Answer: Student responses will vary. Correct responses will include:

- ✓ One of the following principles must be present: truthfulness, fidelity, confidentiality, fairness, or significant choice. Students will provide various examples for the second part of question.

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09. Discuss why fidelity and confidentiality are both fundamental to successful relationships. Identify a circumstance when it may be better to break a promise or reveal a secret, for the greater good of the friendship.

Answer: Student responses will vary. Correct responses will include:

- ✓ Fidelity is keeping promises, while confidentiality is keeping secrets.

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010. As a college student, have you found it difficult to tolerate other’s viewpoints? Why or why not?

Answer: Student responses will vary. Correct responses will include:

- ✓ Tolerance is having respect for one another.

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