

Chapter 02: Culture and Interpersonal Communication

Multiple Choice

TB_Q2.1

Which of the following is TRUE in regard to the acculturation process?

- a. Younger people have a harder time.
- b. Better educated people have an easier time.
- c. Neither culture is changed during the process.
- d. Previous exposure to the new culture can make the process harder.

Answer: b

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

Topic: Culture

Level: Moderate

Skill: Understand the Concepts

TB_Q2.2

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

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

Answer: c

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.3

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

- a. Acculturation
- b. Culture shock
- c. Enculturation
- d. The adjustment principle

Answer: c

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.4

A commitment to your culture's beliefs and values is termed _____.

- a. ethnic identity

- b. culture
- c. enculturation
- d. cultural sensitivity

Answer: a

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.5

According to the text, culture is passed from one generation to the next through _____.

- a. communication
- b. genes
- c. observation
- d. education

Answer: a

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

Topic: Culture

Level: Moderate

Skill: Understand the Concepts

TB_Q2.6

Which of the following is TRUE in relation to culture?

- a. Understanding cultures means accepting the cultural beliefs of other cultures.
- b. Personality factors will often prove more influential than culture.
- c. It is unimportant to look at the similarities between cultures.
- d. Culture affects our communication mainly in the workplace.

Answer: b

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

Topic: Culture

Level: Moderate

Skill: Understand the Concepts

TB_Q2.7

Which of the following is TRUE in regard to 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 have more satisfying home lives.

Answer: a

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.8

Boris lives in the Ukraine and feels that he lacks control of his life because he quit school, just as his father had done, to work at the same job in the same factory until he dies. We would consider Boris's culture to be

- a. high in restraint.
- b. of a short-term orientation.
- c. indulgent.
- d. low power distance.

Answer: a

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

Topic: Cultural Differences

Level: Moderate

Skill: Apply What You Know

TB_Q2.9

Susannah loves the freedom in her writing class and the way the writing assignments are open to interpretation. She is probably a member of a _____ culture.

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

Answer: d

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

Topic: Cultural Differences

Level: Moderate

Skill: Apply What You Know

TB_Q2.10

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 the word 'Team.'"

Answer: d

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

Topic: Cultural Differences

Level: Moderate

Skill: Apply What You Know

TB_Q2.11

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

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

Topic: Cultural Differences

Level: Moderate

Skill: Apply What You Know

TB_Q2.12

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

- a. friendships occur within your social class
- b. discussions with a superior are viewed positively
- c. students are not expected to challenge instructors
- d. you rely more on symbols of power, for example, courtesy titles like Dr. or Mrs.

Answer: b

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.13

In a _____ culture such as _____, there is a great difference between the power held by the elite and the ordinary citizen.

- a. high-power-distance; Sweden.
- b. high-power-distance; Malaysia.
- c. low-power-distance; Sweden.
- d. low-power-distance; Malaysia.

Answer: b

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.14

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; the United States
- d. feminine; Norway

Answer: d

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.15

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

- a. They believe marriage is a moral arrangement.
- 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

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.16

Which of the following is TRUE in regard to a long-term oriented culture?

- a. Students with this outlook will attribute their success or failure to luck or chance.
- b. Executives with this orientation value self-reliance and personal freedom.
- c. Organizations with this orientation focus on future profits.
- d. Cultures with this outlook see humility as a virtue only for women.

Answer: c

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.17

Happiness can be measured in terms of which two major factors?

- a. wealth and health
- b. individualism and collectivism
- c. leisure and life control
- d. uncertainty avoidance and long-term orientation

Answer: c

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.18

A(n) _____ culture is one in which people are treated as individuals rather than in terms of the groups to which they belong, and teaches a respect for other cultures and their beliefs.

- a. exclusionist
- b. universalist
- c. high-context
- d. masculine

Answer: b

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.19

Which of the following is considered a collectivist culture?

- a. The United States
- b. Japan
- c. Australia
- d. Canada

Answer: b

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.20

In a(n) _____ culture, members are responsible for the entire group.

- a. collectivist
- b. high-power-distance
- c. individualistic
- d. masculine

Answer: a

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.21

_____ cultures are also collectivist cultures.

- a. High-context
- b. Low-context
- c. Short-term orientation
- d. High-ambiguity tolerant

Answer: a

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.22

In _____ tolerant cultures, uncertainty causes anxiety.

- a. high-ambiguity
- b. low-ambiguity
- c. high-context
- d. low-context

Answer: b

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.23

In a low-context culture, _____.

- a. you get to know business associates before transactions occur
- b. great importance is given to silence
- c. much emphasis is placed on face-saving
- d. information is explicitly stated in the verbal message

Answer: d

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.24

People from _____ cultures prefer clear-cut rules to follow.

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

Answer: a

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.25

The U.S. is considered a(n) _____ culture.

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

Answer: d

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.26

Which of the following countries is considered to have a short-term orientation?

- a. Japan
- b. U.S.
- c. China
- d. Russia

Answer: b

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.27

According to _____, speakers adjust to or accommodate the speaking style of their listeners to gain their approval and achieve greater efficiency.

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

Answer: a

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

TB_Q2.28

The first stage in culture shock is the _____.

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

Answer: b

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

TB_Q2.29

If one is not careful, ethnic identity can lead to _____.

- a. enculturation.
- b. acculturation.
- c. ethnocentrism.
- d. racism.

Answer: c

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

TB_Q2.30

Which of the following is a way to achieve cultural sensitivity?

- a. Attempt to overlook differences in meaning.
- b. Ignore your own fears of acting inappropriately toward members of different cultures.
- c. Be rule conscious.
- d. Downplay the differences between yourself and those from other cultures.

Answer: c

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

TB_Q2.31

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

- a. stereotyping
- b. enculturation
- c. ethnocentrism
- d. acculturation

Answer: c

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

TB_Q2.32

A fixed impression of a group of people is called a _____.

- a. schema
- b. stereotype
- c. culture
- d. label

Answer: b

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

TB_Q2.33

In the final stage of culture shock, you engage in _____.

- a. recovery.
- b. adjustment.
- c. the crisis phase.
- d. the honeymoon period.

Answer: b

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

TB_Q2.34

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

- a. increasing your ethnocentrism
- b. recognizing cultural differences
- c. try to overlook the rules and customs of other cultures
- d. accepting that deep down, all humans are alike

Answer: b

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

Topic: Principles for Effective Intercultural Communication

Level: Moderate

Skill: Understand the Concepts

TB_Q2.35

Mariah is aware of her cultural differences and wants to decrease this communication distance with others. She is at the _____ degree of ethnocentrism on the ethnocentric continuum.

- a. equality
- b. avoidance
- c. indifference
- d. sensitivity

Answer: d

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

Topic: Principles for Effective Intercultural Communication

Level: Moderate

Skill: Apply What You Know

TB_Q2.36

Which of the following is TRUE about stereotypes?

- a. People communicating online rarely rely on stereotypes.
- b. They can operate below the level of conscious awareness.
- c. Stereotypes are always negative.
- d. They are an ever-changing impression of a group of people.

Answer: b

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

Topic: Principles for Effective Intercultural Communication

Level: Moderate

Skill: Understand the Concepts

True and False

TB_Q2.37

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

- a. True
- b. False

Answer: a

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.38

Culture is passed from generation to generation genetically.

- a. True
- b. False

Answer: b

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.39

Enculturation helps you develop an ethnic identity.

- a. True
- b. False

Answer: a

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.40

Social Darwinism holds that cultures evolve, and some are more advanced than others.

- a. True
- b. False

Answer: a

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.41

Cultural relativism means accepting and agreeing with the customs of another culture.

- a. True
- b. False

Answer: b

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.42

Your culture influences how happy you are.

- a. True
- b. False

Answer: a

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.43

Enculturation is the process through which you learn the culture into which you were born.

- a. True
- b. False

Answer: a

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.44

Gender is determined by biology while sex is shaped by culture.

- a. True
- b. False

Answer: b

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.45

Interpersonal competence is universal across cultures.

- a. True
- b. False

Answer: b

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

Topic: Culture

Level: Easy

Skill: Remember the Facts

TB_Q2.46

The melting pot is a more accurate metaphor for cultural diversity in the U.S. than the tossed salad.

- a. True
- b. False

Answer: b

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

Topic: Culture

Level: Moderate

Skill: Understand the Concepts

TB_Q2.47

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

- a. True

b. False

Answer: a

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.48

Cultures with an exclusionist orientation teach respect for other cultures and their beliefs.

a. True

b. False

Answer: b

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.49

In high-power-distance cultures, students are encouraged to challenge the teacher during classroom discussions.

a. True

b. False

Answer: b

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.50

Members of masculine cultures are more likely to seek win-win solutions.

a. True

b. False

Answer: b

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.51

A person in a collectivist culture is proud to stand out or above the crowd.

a. True

b. False

Answer: b

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.52

The adage, "Say what you mean and mean what you say," exemplifies a high-context culture.

a. True

b. False

Answer: b

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

Topic: Cultural Differences

Level: Moderate

Skill: Understand the Concepts

TB_Q2.53

Organizations can be viewed in terms of masculinity and femininity.

a. True

b. False

Answer: a

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.54

Cultures with long-term orientation believe that mothers do not need to say home to care for their children.

a. True

b. False

Answer: b

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.55

Collectivist cultures are competitive; individualistic cultures are cooperative.

a. True

b. False

Answer: b

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

Topic: Cultural Differences

Level: Easy

Skill: Remember the Facts

TB_Q2.56

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

a. True

b. False

Answer: a

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

Topic: Principles for Effective Intercultural Communication

Level: Easy

Skill: Remember the Facts

Essay

TB_Q2.57

What is enculturation? How were you enculturated into your native culture?

Answer: Enculturation is a process whereby you learn the culture into which you were born.

A typical answer might include the following, generalized answer made specific according to the student actually answering the question. The enculturation process begins long before birth, when families pore over books of baby names for their every implication, when families discuss their dreams for the impending addition to their family, even when they decorate—or don't decorate—the baby's nursery. Enculturation, such as gender roles for example, are learned from parents, peer groups, schools, religious institutions, and government agencies.

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

Topic: Culture

Level: Hard

Skill: Analyze It

TB_Q2.58

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

Answer: Masculine versus feminine cultures. The U.S. is masculine.

High-context versus low-context. The U.S. is low-context.

High-power-distance versus low-power-distance. The U.S. is low-power-distance.

Individualistic versus collectivist. The U.S. is individualistic.

Long-term versus short-term. The U.S. is less long-term than most countries and also referred to as a short-term culture further down on the same page.

Indulgence versus restraint: U.S. is more indulgent.

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

Topic: Cultural Differences

Level: Hard

Skill: Analyze It

TB_Q2.59

Define ethnocentrism and identify and discuss 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, equality.

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

Topic: Principles for Effective Intercultural Communication

Level: Hard

Skill: Analyze It

TB_Q2.60

Describe at least three ways to improve intercultural communication, and provide examples where appropriate.

Answer: The answer might include some of the following: educate yourself by talking to people from that culture; reduce uncertainty by active listening; and adjust your communication, for example, by finding out as much as possible about a culture's nonverbal communication.

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

Topic: Principles for Effective Intercultural Communication

Level: Hard

Skill: Analyze It

TB_Q2.61

Why should we learn about other cultures and develop intercultural competence? Discuss at least three reasons why we need to improve our intercultural competence.

Answer: Answers can include the changing demographics in the United States, increased sensitivity to cultural variation, economic interdependency among nations, advances in communication technology that make intercultural communication easy and inexpensive, and the fact that communication effectiveness in one culture may not be effective in another.

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

Topic: Principles for Effective Intercultural Communication

Level: Hard

Skill: Analyze It