|  |
| --- |
| **True / False** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. A sense of self is acquired through the process of communicating with others.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2. All people, regardless of culture, have a need to communicate and interact with others.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. Encoding is an external activity.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4. When it comes to human communication, face-to-face interaction is inherently superior to a software application such as Skype, which allows people to communicate with live audio and video in real time.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 5. Every communicative event is characterized by a multitude of competing stimuli.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6. Not every culture uses symbols.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7. Most cultural behavior is innate or inborn.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 8. All of our messages, to some degree or another, affect someone else.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 9. The authors argue that improving intercultural communication requires a clear understanding of the phenomenon of culture.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 10. Culture is made up of objective and subjective elements that have increased the probability of survival in the past.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 11. History provides guidance for daily life and helps cement people into a common culture.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. Values reflect culture, but they play no role in perpetuating the culture.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 13. Language is fundamental to the functioning of culture.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 14. Schools represent informal ways of learning culture. ​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 15. Because proverbs are brief, their influence is often overlooked.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 16. Folktales are often simple morality lessons focusing on what the culture’s perspective is on right and wrong or good and evil.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 17. Art is influenced by culture, but the relationship is not reciprocal.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 18. Culture is shared through television.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 19. As people grow up, they learn symbols but not the cultural meaning of those symbols.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |

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|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 20. Historically, societies have insisted on adapting religions to their own cultural traditions, which meant that the spread of various religions did not homogenize the societies they enveloped.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |

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|  |
| --- |
| **Multiple Choice** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 21. The idea that “self is not innate, but is acquired in the process of communicating with others” best describes what use of communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | Person perception |
|   | b.  | Identity |
|   | c.  | Interpersonal needs |
|   | d.  | Influence |
|   | e.  | Control |

|  |  |
| --- | --- |
| *ANSWER:* | b |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 22. The definition of communication used in the text includes all of the following ideas *except*:

|  |  |  |
| --- | --- | --- |
|   | a.  | dynamic process |
|   | b.  | share thoughts |
|   | c.  | using symbols |
|   | d.  | general settings |
|   | e.  | particular settings |

|  |  |
| --- | --- |
| *ANSWER:* | d |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 23. Which component of communication is most accurately represented when Andy is trying to decide how to explain a plan to Bill and Chris?

|  |  |  |
| --- | --- | --- |
|   | a.  | Messages |
|   | b.  | Encoding |
|   | c.  | Decoding |
|   | d.  | Feedback |
|   | e.  | Noise |

|  |  |
| --- | --- |
| *ANSWER:* | b |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 24. Andy asked Bill to tell Chris about the plan. Bill nodded in agreement. The nod is:

|  |  |  |
| --- | --- | --- |
|   | a.  | receiving |
|   | b.  | noise |
|   | c.  | encoding |
|   | d.  | feedback |
|   | e.  | decoding |

|  |  |
| --- | --- |
| *ANSWER:* | d |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 25. The idea that different languages have different words for the same object with no innate connection between the word and the object refers to which characteristic of communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | Communication is contextual. |
|   | b.  | Communication is symbolic. |
|   | c.  | Communication is dynamic. |
|   | d.  | Communication is static. |
|   | e.  | Communication is contextual, symbolic, and dynamic. |

|  |  |
| --- | --- |
| *ANSWER:* | b |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 26. The idea that you might talk differently in front of a few friends than you would in front of a courtroom reflects what characteristic of communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | Contextual |
|   | b.  | Source-centered |
|   | c.  | Dynamic |
|   | d.  | Symbolic |
|   | e.  | Receiver-centered |

|  |  |
| --- | --- |
| *ANSWER:* | a |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 27. Most communication behavior is:

|  |  |  |
| --- | --- | --- |
|   | a.  | innate |
|   | b.  | inborn |
|   | c.  | learned |
|   | d.  | habitual |
|   | e.  | innate and habitual |

|  |  |
| --- | --- |
| *ANSWER:* | c |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 28. Which of the following statements is most accurate?

|  |  |  |
| --- | --- | --- |
|   | a.  | Culture is innate. |
|   | b.  | Culture and communication are inseparable. |
|   | c.  | It is easy to internalize culture. |
|   | d.  | The cultural environment someone else came from is not a significant factor in determining the most effective way to communicate with them. |
|   | e.  | Although cultures can be very different from one another, most people across cultures tend to gather the same information over the course of their lives. |

|  |  |
| --- | --- |
| *ANSWER:* | b |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 29. A good analogy for the relationship between a culture and a group of people would be:

|  |  |  |
| --- | --- | --- |
|   | a.  | a car and its driver |
|   | b.  | gasoline for an engine |
|   | c.  | a mind and its body |
|   | d.  | self and brain |
|   | e.  | personality and an individual |

|  |  |
| --- | --- |
| *ANSWER:* | e |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 30. The definition of culture preferred by the authors includes all of the following concepts *except*:

|  |  |  |
| --- | --- | --- |
|   | a.  | the biological parts of human life |
|   | b.  | subjective elements |
|   | c.  | the non-biological parts of human life |
|   | d.  | objective elements |
|   | e.  | the biological parts of human life and objective elements |

|  |  |
| --- | --- |
| *ANSWER:* | a |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 31. What is the basic function of culture?

|  |  |  |
| --- | --- | --- |
|   | a.  | To teach people how to adapt to their environment |
|   | b.  | To teach people ethical behavior |
|   | c.  | To perpetuate itself |
|   | d.  | To differentiate one group from another |
|   | e.  | To satisfy ego and identity needs |

|  |  |
| --- | --- |
| *ANSWER:* | a |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 32. Pinocchio’s nose is an example of:

|  |  |  |
| --- | --- | --- |
|   | a.  | learning culture through proverbs |
|   | b.  | learning culture through folktales, legends, and myths |
|   | c.  | learning culture through art |
|   | d.  | deceitfulness |
|   | e.  | public shame |

|  |  |
| --- | --- |
| *ANSWER:* | b |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 33. Which of the following is *not* true about culture?

|  |  |  |
| --- | --- | --- |
|   | a.  | Culture is transmitted from generation to generation. |
|   | b.  | Culture is based on symbols. |
|   | c.  | Culture does not have boundaries. |
|   | d.  | Culture is an integrated system. |
|   | e.  | Culture is dynamic. |

|  |  |
| --- | --- |
| *ANSWER:* | c |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 34. How cultural traits “make sense” in that culture’s context reflects culture as:

|  |  |  |
| --- | --- | --- |
|   | a.  | an  integrated system |
|   | b.  | internalization |
|   | c.  | structuration |
|   | d.  | ideation |
|   | e.  | perpetuation |

|  |  |
| --- | --- |
| *ANSWER:* | a |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 35. Which explanation accurately reflects the “interpersonal needs” use of communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | It assists in helping us learn about other people |
|   | b.  | It helps us decide how to present ourselves to other people |
|   | c.  | It provides a sense of inclusion and affection |
|   | d.  | It allows us to shape the behaviors of others |
|   | e.  | All of these answers are correct. |

|  |  |
| --- | --- |
| *ANSWER:* | c |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 36. Noise in communication could be:

|  |  |  |
| --- | --- | --- |
|   | a.  | a bad telephone connection |
|   | b.  | other nearby conversations |
|   | c.  | being cold or hungry |
|   | d.  | a bad telephone connection and other nearby conversations |
|   | e.  | All of these answers are correct. |

|  |  |
| --- | --- |
| *ANSWER:* | e |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 37. The idea that communication is a dynamic process is reflected in which of the following ideas?

|  |  |  |
| --- | --- | --- |
|   | a.  | Messages that have been sent can’t be unsent, |
|   | b.  | Communication is an ongoing activity. |
|   | c.  | Sending and receiving messages involves a host of variables that are all occurring simultaneously. |
|   | d.  | Both A and B |
|   | e.  | All of these answers are correct. |

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| --- | --- |
| *ANSWER:* | e |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 38. Of the following, which example(s) reflect(s) the contextual characteristic of communication?

|  |  |  |
| --- | --- | --- |
|   | a.  | A conversation at a restaurant |
|   | b.  | A conversation at church |
|   | c.  | A conversation at work |
|   | d.  | All of the above |
|   | e.  | None of these is correct. |

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| --- | --- |
| *ANSWER:* | d |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 39. Element(s) of culture include:

|  |  |  |
| --- | --- | --- |
|   | a.  | social organizations |
|   | b.  | religions |
|   | c.  | values |
|   | d.  | history |
|   | e.  | All of these answers are correct. |

|  |  |
| --- | --- |
| *ANSWER:* | e |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 40. Proverbs:

|  |  |  |
| --- | --- | --- |
|   | a.  | are oversimplifications of a people’s values and beliefs |
|   | b.  | are learned easily and repeated with regularity |
|   | c.  | with similar ideas are often found in different cultures |
|   | d.  | are learned easily and repeated with regularity, and proverbs with similar ideas are often found in different cultures |
|   | e.  | All of these answers are correct. |

|  |  |
| --- | --- |
| *ANSWER:* | d |

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| --- |
| **Objective Short Answer** |

|  |  |  |
| --- | --- | --- |
| 41. What is the relationship between communication and identity?

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

 |

|  |  |  |
| --- | --- | --- |
| 42. Discuss at least two of the four uses of communication presented in Chapter 2.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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|  |  |  |
| --- | --- | --- |
| 43. Provide a definition of communication and compare it to the one presented in the text.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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| --- | --- | --- |
| 44. What are the major components of communication?

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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| --- | --- | --- |
| 45. Provide an example of how noise might impact the encoding and decoding process.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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| --- | --- | --- |
| 46. How is communication symbolic?

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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| --- | --- | --- |
| 47. What does it mean to say communication is contextual?  Include examples based on location, occasion, time, and number of participants.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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|  |  |  |
| --- | --- | --- |
| 48. Is communication behavior mostly learned or mostly innate? Explain.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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| --- | --- | --- |
| 49. What are the functions of culture?

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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| --- | --- | --- |
| 50. List and describe at least three of the five elements of culture discussed in the text.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

 |

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| --- | --- | --- |
| 51. Defend the idea that culture is learned.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

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|  |  |  |
| --- | --- | --- |
| 52. What are proverbs and what impact do they have on culture?  Provide at least one example of a proverb and explain what it means.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

 |

|  |  |  |
| --- | --- | --- |
| 53. How do folktales, legends, and myths “teach” culture?

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

 |

|  |  |  |
| --- | --- | --- |
| 54. Does art reflect culture or does culture reflect art? Use examples in your explanations.

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

 |

|  |  |  |
| --- | --- | --- |
| 55. What is the role of the mass media in culture?

|  |  |
| --- | --- |
| *ANSWER:* | Answers will vary. |

 |

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| 56. Explain why culture is dynamic.

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| *ANSWER:* | Answers will vary. |

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| 57. Provide at least two examples of how culture is an integrated system.

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| *ANSWER:* | Answers will vary. |

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