Chapter 1 Test Bank

Introduction to Interpersonal Communication

Multiple Choice Questions

1) What three elements distinguish interpersonal communication from other forms of human communication?

A) It is a distinctive, transactional form of human communication involving mutual influence,   
 for the purpose of managing relationships.

B) It involves treating people as objects, responding to roles rather than the person, and   
 distinctive conversations.

C) It is a mechanical, transactional form of human communication, where each person has a role   
 to perform.

D) It involves communicating with someone you care about, communicating in an I-It   
 relationship, and treating people as individuals.

*Answer: A, Page Ref: 3, Skill: Factual*

2) When the president of the United States is giving the State of the Union address, he is engaging in \_\_\_\_\_\_\_\_\_\_ communication.

A) small group

B) public

C) mass

D) intrapersonal

*Answer: C, Page Ref: 4, Skill: Factual*

3) When you drive through a fast-food restaurant, place your order, pay, and are thanked with “Have a nice day” by the clerk, you are engaging in \_\_\_\_\_\_\_\_\_\_ communication.

A) interpersonal

B) intrapersonal

C) impersonal

D) internal

*Answer: C, Page Ref: 3, Skill: Application*

4) What percentage of time do most people spend of their waking hours communicating with   
others?

A) 80-90%

B) 60-70%

C) 40-50%

D) 20-30%

*Answer: A, Page Ref: 2, Skill: Factual*

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5) All of the follow statements are true EXCEPT:

A) Grief-stricken spouses are more likely than others to die prematurely.

B) Being childless will likely lengthen one’s life.

C) Terminally ill patients with a limited number of friends or no social support die sooner than   
 those with stronger ties.

D) One study found that middle-aged, childless wives were almost two-and-one-half times more   
 likely to die in a given year than those who had at least one child.

*Answer: B, Page Ref: 6, Skill: Factual*

6) When Sandy and Annie discuss what issues in their relationship are acceptable to discuss in   
front of friends and which are acceptable only to discuss between themselves, they are engaging   
in

A) impersonal communication.

B) metacommunication.

C) content communication.

D) asynchronous communication.

*Answer: B, Page Ref: 14, Skill: Application*

7) Alicia tells Zoe that “this is NOT the place to tell Fred that he failed the interview.” She is referring to

A) feedback.

B) complication.

C) context.

D) decoding.

*Answer: C, Page Ref: 8, Skill: Factual*

8) When Gladys says, “I’m sorry, Pete. I take it back. Your new haircut isn’t REALLY atrocious,” she is forgetting that communication

A) is irreversible.

B) is complicated.

C) is governed by rules.

D) involves both content and relationship dimensions.

*Answer: A, Page Ref: 11-12, Skill: Application*

9) Bill and Maria are trying to decide which color to paint their living room. As part of their decision, they discuss the merits of their choices and how well they will match the furniture and the style of the house. In which form of communication are they most likely engaging?

A) small group communication

B) interpersonal communication

C) impersonal communication

D) intrapersonal communication

*Answer: B, Page Ref: 3, Skill: Application*

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10) Beth sends Julian an e-mail asking him to meet her at the bank at 2:30 p.m. When she gets to the bank, Julian doesn’t arrive until 3:15. When she asks him why he is late, he replies, “I came as soon as I got your message.” The problem they are encountering may stem from the fact that a message sent by e-mail can be

A) synchronous.

B) instantaneous.

C) asynchronous.

D) unreliable.

*Answer: C, Page Ref: 17-18, Skill: Application*

11) A hyperpersonal relationship is an electronically mediated relationship, which is

A) more personal than a face-to-face relationship.

B) less personal than a face-to-face relationship.

C) energetic.

D) charismatic.

*Answer: A, Page Ref: 16-17, Skill: Factual*

12) The theory that emotional expression is severely restricted when we use only text-based messages to communicate is called \_\_\_\_\_\_\_\_\_\_ theory.

A) media richness

B) cues-filtered-out

C) diminished capacity

D) transactional interference

*Answer: B, Page Ref: 20, Skill: Factual*

13) Which of the following is defined as “the process of acting upon information”?

A) human communication

B) interpersonal communication

C) communication

D) impersonal communication

*Answer: C, Page Ref: 2, Skill: Factual*

14) Interpersonal communication occurs when the other person is viewed as

A) I-It.

B) It-Thou.

C) I-Thou.

D) It.

*Answer: C, Page Ref: 3, Skill: Factual*

15) Bob went to dinner with his good friend Megan. They stayed at the restaurant for hours   
simply because they were enjoying each other’s conversation. Their relationship is best   
described as

A) I-It.

B) It-Thou.

C) I-Thou.

D) It.

*Answer: C, Page Ref: 3, Skill: Application*

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16) Sammy and Jo are considering moving in together. Sammy is unsure, so she sits down to make a list of the pros and cons of cohabitating with Jo. This is an example of which form of communication?

A) interpersonal communication

B) impersonal communication

C) intrapersonal communication

D) intermediate communication

*Answer: C, Page Ref: 4, Skill: Application*

17) The quality of interpersonal communication is enhanced when both you and your partner

A) are simultaneously present.

B) can “know” what the other is thinking at all times.

C) are both focused on each other.

D) B and C only

*Answer: C, Page Ref: 4-5, Skill: Factual*

18) Which form of communication occurs when someone communicates the same message to many people at once but the creator of the message is not physically present?

A) mass communication

B) public communication

C) small group communication

D) intrapersonal communication

*Answer: A, Page Ref: 4, Skill: Factual*

19) When we create a message without giving much thought to the person who is listening, we are engaging in

A) thinking

B) egocentric communication

C) ethics

D) interpersonal communication

*Answer: B, Page Ref: 25, Skill: Factual*

20) Sociologist Jean Twenge’s research found that, by the late 1980s, \_\_\_\_\_\_\_\_ of teens aged 14 to 16 agreed with the statement “I am an important person.”

A) 40%

B) 20%

C) 60%

D) 80%

*Answer: D, Page Ref: 25-26, Skill: Factual*

21) Communication as \_\_\_\_\_\_\_\_\_\_ is the oldest and most simplistic of the models of human communication.

A) action

B) interaction

C) transaction

D) contraction

*Answer: A, Page Ref: 8, Skill: Factual*

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22) Which of the following models is considered by the authors to be the most realistic model of interpersonal communication?

A) communication as action

B) communication as interaction

C) communication as transaction

D) communication as contraction

*Answer: C, Page Ref: 9, Skill: Factual*

23) The message transfer model of communication portrays human communication as a \_\_\_\_\_\_\_\_\_\_ process.

A) revolving

B) linear

C) circular

D) helical

*Answer: B, Page Ref: 8, Skill: Factual*

24) Which of the following actions best describes *encoding*?

A) putting thoughts, ideas, and feelings into words and messages

B) filtering messages through past experiences

C) minimizing external and psychological noise

D) making sense out of words and messages

*Answer: A, Page Ref: 7, Skill: Factual*

25) Which of the following actions best describes *decoding*?

A) putting thoughts, ideas, and feelings into words and messages

B) filtering messages through past experiences

C) minimizing external and psychological noise

D) interpreting ideas, feelings, and thoughts that have been translated into a code

*Answer: D, Page Ref: 7, Skill: Factual*

26) Which of the following statements describes *noise*?

A) the physical and psychological environment for communication

B) the filters through which messages pass

C) anything that interferes with the message being interpreted in the way it was intended

D) the transmission of a thought or feeling

*Answer: C, Page Ref: 7, Skill: Factual*

27) Based upon the criteria for determining the “richness” of communication channels, which of the following would be the richest channel of communication?

A) a live video conference

B) an exchange of e-mail

C) a personal letter

D) a memo sent by your boss

*Answer: A, Page Ref: 20-21, Skill: Conceptual*