Test Bank for Experiencing Intercultural Communication 6th Martin

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CHAPTER TWO

Multiple Choice Questions

1. The learned patterns of perception, values, and behaviors shared by a group of people, which are dynamic and heterogeneous, are known as _____.
   a. stereotyping
   b. perception
   *c. culture
   d. heterogeneity

2. The ways in which a culture judges good or bad, or right or wrong, is often determined by _____.
   a. stereotypes
   *b. values
   c. perceptions
   d. beliefs

3. Collectively, the values and perceptions of a cultural group represent its _____.
   *a. worldview
   b. history
   c. communication patterns
   d. beliefs

4. Surveys of global attitudes toward U.S. popular culture show that the majority of people surveyed in European countries say they like American music, movies, and television, while U.S. popular culture gets generally poor reviews in the majority of Muslim nations surveyed. This difference between cultural groups illustrates that _____.
   *a. culture is shared
   b. culture is expressed as behavior
   c. culture is dynamic
   d. culture involves power

5. The idea that not all members of a particular group will behave or think in the same way illustrates that _____.
   a. culture is shared
   b. culture is expressed as behavior
   *c. culture is heterogeneous
   d. culture involves power

6. Many Native American students are soft spoken and hesitate to participate in classroom discussions. Amy, however, is a Native American who actively participates in class and often asks questions. Amy's behavior illustrates that _____.
   a. culture is shared
   b. culture is expressed as behavior
   c. culture is dynamic
   *d. culture is heterogeneous

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7. The symbolic process whereby meaning is shared and negotiated is called _____.
   a. culture
   b. power
   *c. communication
   d. language

8. The fact that Berta uses her chin instead of her finger to point at an object across the room illustrates that communication is _____.
   a. dynamic
   b. unintentional
   c. receiver-oriented
   *d. symbolic

9. An "easy" class or quiz can mean different things to different people. This illustrates that:
   *a. communication involves sharing and negotiating meaning.
   b. communication can be unintentional.
   c. communication is always receiver-oriented.
   d. communication is symbolic.

10. The idea that we are constantly sending and receiving messages that may change midstream illustrates that:
   a. communication involves sharing and negotiating meaning.
   b. communication can be unintentional.
   *c. communication is dynamic.
   d. communication is symbolic.

11. Jeff accidentally insulted the parents of his roommate Mohammed by putting his feet up on the desk when they were visiting him. Jeff's behavior illustrates that:
   a. communication is always dynamic.
   *b. communication can be unintentional.
   c. communication is receiver-oriented.
   d. communication is symbolic.

12. Daniel offended a classmate by trying to help her with her books. She told him he was sexist and that he should not patronize her. In trying to be helpful, Daniel has illustrated that:
   a. communication involves sharing and negotiating meaning.
   b. communication is always unintentional.
   *c. communication is receiver-oriented.
   d. communication is dynamic.

13. Societies that are more likely to punish criminals than rehabilitate them probably see human nature as _____.
   a. innate
   b. basically good
   c. a combination of good and evil
   *d. essentially evil

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14. Which of the following relationships between humans and nature is illustrated by societies that place less emphasis on birth control and tend not to interfere with rivers by building dams?
    *a. domination of nature over humans
    b. humans living in harmony with nature
    c. humans dominating nature
    d. low access to technology

15. Kyle doesn't understand why people in some countries don't make greater use of agricultural technology and why, if they have large populations, more people don't practice birth control. Kyle probably lives in a society with a _____ orientation.
    a. domination of nature over humans
    b. humans living in harmony with nature
    *c. humans dominating nature
    d. technological

16. Which of the following statements is true about people from collectivist societies?
    a. They are less likely to employ an avoidance-style conflict resolution.
    *b. They are likely to place a great deal of importance on extended families.
    c. They are more likely to employ direct forms of communication.
    d. They are likely to place importance on individuals rather than teams.

17. Which of the following statements is true about a "doing" value orientation?
    *a. It is the most preferred form of orientation in the United States, involving being productive and keeping busy.
    b. It is more likely to be found in Greek and Spanish cultural groups.
    c. It encourages spending time interacting with family and friends rather than working for financial gains.
    d. It particularly places importance on the spiritual aspects of life.

18. Carmen would rather spend time interacting and relaxing with friends than working. In fact, she recently turned down a promotion because it would mean she would see her family and friends less. Carmen probably grew up in a culture with a _____ value orientation toward human activity.
    a. doing
    b. puritan
    c. growing
    *d. being

19. Shauna, age 27, has started to put money into an IRA. She doesn't plan to use this money until she retires. Shauna probably lives in a culture with a _____ orientation toward time.
    *a. future
    b. past
    c. present
    d. financial

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20. The extent to which less powerful members of institutions and organizations within a country expect and accept power is known as _____.
    a. masculinity/femininity
    b. uncertainty avoidance
    *c. power distance
    d. long-term orientation to life

21. Which of the following value dimensions is related to the subjective feelings of happiness?
    a. power distance
    b. uncertainty avoidance
    *c. indulgence/restraint orientation
    d. masculinity/femininity orientation

22. Identify a feature of national cultures that are categorized as more indulgent.
    a. They report that having lots of friends is unimportant.
    *b. They participate actively in sports.
    c. They tend to value maintaining order over allowing freedom of speech.
    d. They suppress gratification of needs.

23. Which of the following is a feature of societies with a long-term orientation to life?
    *a. They tend to emphasize perseverance and tenacity in whatever is attempted regardless of how long it takes.
    b. They hold that social pressure exists so that people can compete with their neighbors to accumulate more material goods even if it means overspending.
    c. They tend to emphasize quick results in endeavors.
    d. They are concerned with "possessing" the truth, which is reflected in Western religions like Christianity and Islam.

24. Jeremy is always polite and courteous toward his instructors at school but tends to be a bit rowdy with his friends at parties. The differences in Jeremy's communication illustrate the importance of _____ in determining behavior and communication.
    a. power distance
    *b. context
    c. ritual
    d. ethnocentrism

25. The belief that one's own cultural group is superior to all other cultural groups is known as _____.
    a. prejudice
    b. stereotyping
    c. discrimination
    *d. ethnocentrism

26. Which of the following terms can be best defined as a negative attitude toward a cultural group based on little or no experience?
    *a. prejudice
    b. ethnocentrism

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c. power distance
d. stereotype

27. Widely held beliefs or generalizations about a group of people are known as _____.
a. prejudice
*b. stereotypes
c. discrimination
d. ethnocentrism

28. James believes that gay people are abnormal and overly concerned with sex, so he has never been friends with people he knew were gay. James' attitude toward gays illustrates _____, a barrier to intercultural communication.
a. prejudice
b. stereotypes
c. discrimination
*d. a & b

29. People who go out of their way to engage in unimportant but positive intergroup behaviors (saying "I'm not prejudiced") in order to convince themselves and others that they are not prejudiced, illustrate the subtle form of prejudice known as _____.
a. stereotyping
*b. tokenism
c. arms-length prejudice
d. ethnocentrism

True or False

30. People in collectivist societies tend to value direct communication and active conflict resolution styles in order to maintain their group.
a. True
*b. False

31. Groups with the most power determine what the acceptable communication system of their entire society will be.
*a. True
b. False

32. People of different ages, genders, physical abilities, or sexual orientations have relatively equal access to power in the United States.
a. True
*b. False

33. Communication involves tossing "message balls" back and forth, such that one person sends a single message and the other person receives it.
a. True
*b. False

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34. We learn to be cultural members slowly and subconsciously through the process of socialization.
*a. True
b. False

35. People in Japan, Austria, and Mexico seem to prefer a masculine orientation, expressing a general preference for gender-specific roles.
*a. True
b. False

36. Countries with a predominant indulgence orientation emphasize freedom of speech over maintaining order, whereas countries with a more restraint orientation tend to value maintaining order over allowing freedom of speech.
*a. True
b. False

37. Weak uncertainty-avoidance societies like Great Britain, Sweden, Ireland, and Hong Kong prefer more extensive rules and regulations in organizational settings and more consensus concerning goals.
a. True
*b. False

38. Forces that attempt to change or retain existing social structures contribute to the political context.
*a. True
b. False

39. Stereotypes are a normal product of our everyday thought processes.
*a. True
b. False

40. Most people in the United States believe that man is essentially evil because we are interested not in rehabilitation but in punishment of criminal offenders.
a. True
*b. False

41. A "growing" orientation places importance on the spiritual aspects of life.
*a. True
b. False

Short Essay Questions

42. Identify, discuss, and provide examples of the three possible relationships between humans and nature according to Kluckhohn and Strodtbeck.

43. Compare and contrast the individualist and the collectivist orientations toward relationships between humans.

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44. Identify and discuss two ways in which communication reinforces culture.

45. Discuss the role of power in the intercultural communication process.

46. Identify and discuss four potential barriers to intercultural communication.

47. Describe the relationship among stereotypes, prejudice, and discrimination. How are they different? How do they contribute to one another?

48. Why is the color-blind approach seen as a problem rather than a solution with regard to understanding prejudice?

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