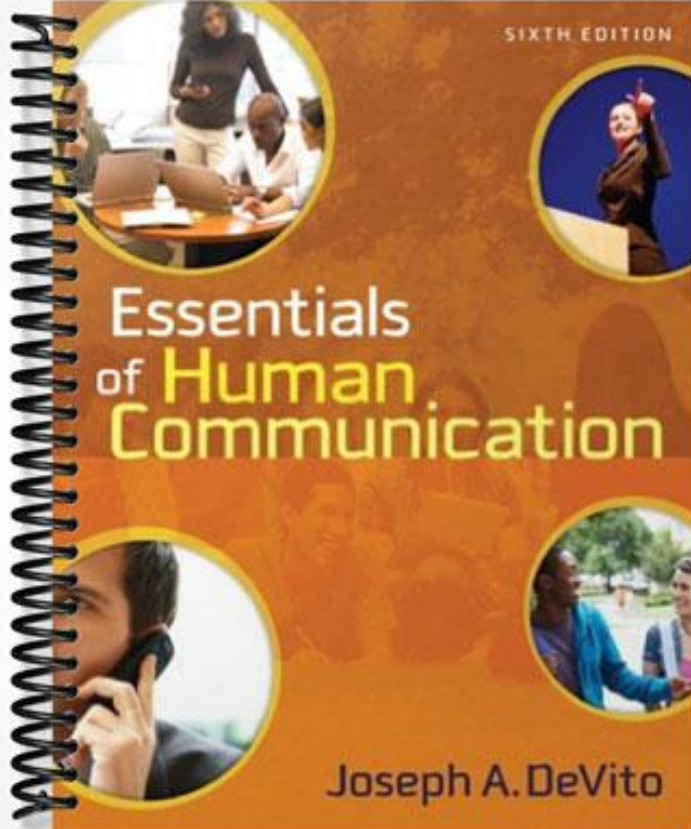


TEST BANK

SIXTH EDITION

Essentials
of **Human
Communication**

Joseph A. DeVito



Chapter 1 The Essential Elements of Human Communication

1) Which of the following is true concerning communication?

- A) The more you communicate the better communicator you will be.
- B) Good communicators are born not made.
- C) Fear of speaking in public is detrimental and should be eliminated.
- D) None of these are true.

Answer: D
Page Ref: 4-5

2) What is the general term used to refer to communication from one source to many receivers who may be scattered throughout the world?

- A) mass communication
- B) intrapersonal communication
- C) public communication
- D) computer-mediated communication

Answer: A
Page Ref: 3

3) The transactional model is more satisfying than the linear or interactional model because

- A) it is simpler
- B) it is more representative of how communication actually happens
- C) it is the most recent theory of the communication process
- D) all the these

Answer: B
Page Ref: 5

4) The interactional model of communication is most analogous to

- A) an arrow hitting or missing a target
- B) a tennis game
- C) a circus
- D) a puzzle

Answer: B
Page Ref: 5

- 5) When Henri wants to share information with Chantal but not with others in a room, he switches from speaking English to speaking French (which Chantal understands). Which of the following best describes what Henri does to keep his comments to Chantal private?
- A) He decodes his message in a way he think only Chantal will understand.
 - B) He changes the cultural context of the message in a way he thinks only Chantal will understand.
 - C) He changes the temporal context of the message in a way he thinks only Chantal will understand.
 - D) He encodes his message in a way he thinks only Chantal will understand.

Answer: D

Page Ref: 7

- 6) The temporal dimension of context can consist of
- A) the temperature
 - B) a message's position within a sequence of events
 - C) the tangible environment in which the communication takes place
 - D) the time

Answer: B

Page Ref: 7

- 7) Which of the following is true concerning communication contexts?
- A) All communication takes place within contexts.
 - B) Context has little bearing on how messages are conveyed.
 - C) Context is simply the physical environment in which communication takes place.
 - D) Context is the same as the content dimension of communication.

Answer: A

Page Ref: 6

- 8) Before going to a reception at the university president's house, Abby reminds her date, Homer, not to act like he's at a fraternity party. This suggests Abby wants Homer to be most aware of what aspect of context?
- A) physical context
 - B) cultural context
 - C) social-psychological context
 - D) temporal context

Answer: C

Page Ref: 6

9) Before launching into her presentation to the board of directors, Sandra circulates through the room making small talk about the weather, the results of last night's ball game, etc. Sandra is engaging in

- A) feedforward
- B) metamessaging
- C) feedback
- D) backchanneling

Answer: A
Page Ref: 7-8

10) "Do you understand what I've just asked you to do?" is an example of a(n)

- A) paradigm
- B) paraverbal
- C) anomaly
- D) metmessage

Answer: D
Page Ref: 8

11) Positive feedback from others might typically take this form:

- A) frowns
- B) comments such as "I don't understand"
- C) the statement: "you'd look better in a blue suit"
- D) smiles and comments such as "right on"

Answer: D
Page Ref: 8

12) The information on the cover of a magazine that entices the reader to buy the magazine would be an example of

- A) feedback
- B) phatic communication
- C) informativeness
- D) feedforward

Answer: D
Page Ref: 6-7

13) The statement, "I may be wrong about this but..." BEST illustrates the element of communication known as

- A) feedforward
- B) punctuation
- C) displacement
- D) immediacy

Answer: A
Page Ref: 8

14) Which of the following is true concerning message over load?

- A) Message overload makes errors more likely.
- B) Message over may lead workers to be more efficient.
- C) Message overload is not a problem for the average manager.
- D) The number of messages people receive has not increased dramatically in 100 years.

Answer: A

Page Ref: 8-9

15) One of your co-workers asks your advice on how best to inform other co-workers that she is seeking a new job. She definitely doesn't want the supervisor to know yet, but does want to keep her co-workers informed of her intentions. Which of the following would be the best advice to give her?

- A) I think you should just tell those you want to know face-to-face.
- B) I'd send an email to everyone you want to know -- that will be the fastest way to let people know.
- C) Why don't you set up a blog and that way people can share their own experiences and opinions about job-seeking?
- D) Any of these would be good advice.

Answer: A

Page Ref: 10-11

16) Biases or prejudices of sender-receivers are examples of what kind of noise?

- A) physical
- B) psychological
- C) semantic
- D) channel

Answer: B

Page Ref: 11

17) Francie missed most of the lecture in her history class because she was sitting in the last row daydreaming about what she was going to do during Fall break. We can assume the history professor's message to Francie was distorted by

- A) psychological noise
- B) physical noise
- C) semantic noise
- D) physiological noise

Answer: A

Page Ref: 11

- 18) Josh and Jennifer were having a quiet conversation over drinks before the band started to play, but now they have to shout and even then can't really hear what the other is saying. We can assume the signal-to-noise ratio in this scenario
- A) went from high signal/low noise to low signal/high noise once the band started to play
 - B) went from low signal/high noise to high signal/low noise once the band started to play
 - C) went from low signal/low noise to high signal/high noise once the band started to play
 - D) had nothing to do with the problems Josh and Jennifer experienced trying to communicate once the band started to play

Answer: A

Page Ref: 13

- 19) Which of the following is true concerning accommodation theory?
- A) People who can adjust their communication style based on the styles of others are often perceived as effective, credible communicators.
 - B) The need for communication accommodation lessens the more you communicate.
 - C) Communication accommodation is not necessary when speaking to people who have the same cultural background as you do.
 - D) all of these

Answer: A

Page Ref: 16

- 20) According to your text competent communicators
- A) are born not made
 - B) think critically
 - C) do not consider power important in the communication process
 - D) constantly change their ethics based the context

Answer: B

Page Ref: 14

- 21) Bobby: "I got a new bat!" Jan: "That's great, I can't wait to see you swing it at the game next Saturday." Bobby: "Uh, I don't think I'll be swinging this bat -- his name is Del and he lives in my attic." This exchange between Bobby and Jan best illustrates which principle of communication?
- A) Communication is ambiguous.
 - B) Communication is a package of signals.
 - C) Communication is punctuated.
 - D) Communication is purposeful.

Answer: A

Page Ref: 17

22) The tendency to divide the various communication transactions into sequences of stimuli and responses is referred to as

- A) compartmentalization
- B) departmentalization
- C) punctuation
- D) sequentization

Answer: C

Page Ref: 20

23) Ethnic identity refers to

- A) one's commitment to the beliefs and philosophy of one's own culture
- B) the tendency to judge other cultures based one's own culture
- C) the ability to take the perspectives of people of culture cultures
- D) adapting to the communicative style of people from other cultures

Answer: A

Page Ref: 25

24) The statement "You cannot not communicate" expresses the same sentiment as which principle of communication discussed in the text?

- A) Communication is inevitable.
- B) Communication is irreversible.
- C) Communication is purposeful.
- D) Communication involves content and relationship dimensions.

Answer: A

Page Ref: 21

25) Pat and Chris had a very serious argument during which Pat said some very hurtful things to Chris. After the argument, Pat tried to apologize to Chris for what was said during the argument. Pat's later behavior best reflects which principle of communication?

- A) Communication is a package of signals.
- B) Communication is punctuated.
- C) Communication is transactional.
- D) Communication is irreversible and unrepeatable.

Answer: D

Page Ref: 21-22

26) Competence refers to your interpersonal communication abilities rather than to small group or public speaking abilities.

Answer: FALSE

Page Ref: 14

27) All messages involve content and relationship dimensions.

Answer: TRUE

Page Ref: 18

28) All communication transactions are influenced by perceptions of power.

Answer: TRUE

Page Ref: 19

29) Sunglasses may be regarded as communication noise.

Answer: TRUE

Page Ref: 11

30) Communication is a reversible and erasable process.

Answer: FALSE

Page Ref: 21

31) Some communication has no effect on those involved in the process.

Answer: FALSE

Page Ref: 13

32) Ambiguity is tolerated more in low-uncertainty-avoidance culture than in high-uncertainty-avoidance cultures.

Answer: TRUE

Page Ref: 24

33) People are either ethnocentric or not ethnocentric.

Answer: FALSE

Page Ref: 27

34) We should always strive to change our way of communicating and thinking.

Answer: FALSE

Page Ref: 4-5

35) With advances in technology, few differences exist between face-to-face and computer-mediated communication.

Answer: FALSE

Page Ref: 12-13

36) All communication is distorted by noise.

Answer: TRUE

Page Ref: 11

37) _____ is a form of interpersonal communication that proceeds by questions and answer.

Answer: interviewing

Page Ref: 3

38) The _____ dimension of communication refers to how the interactants feel about the message and each other.

Answer: relationship

Page Ref: 18

39) People with high ethnocentrism view different cultures as _____ to their own

Answer: inferior

Page Ref: 27

40) The concept of _____ suggests communication has consequences for those involved in the process.

Answer: effects

Page Ref: 13

41) Lecia had a great conversation with Brad the first time they met, but none of their conversations since then have been as good. This illustrates that communication is _____.

Answer: unrepeatable

Page Ref: 21

42) _____ refers to the degree to which a culture values predictability.

Answer: Uncertainty avoidance

Page Ref: 23

43) Some motivation leads people to communicate is the same as the principle that _____.

Answer: communication is purposeful

Page Ref: 20

44) _____ is one of the greatest obstacles to communication efficiency.

Answer: Communication overload OR Information overload

Page Ref: 8

45) The _____ is the vehicle or medium through which messages pass.

Answer: channel

Page Ref: 9

Match each type of power with its example.

46) legitimate power

Page Ref: 19

47) referent power

Page Ref: 19

48) reward power

Page Ref: 19

49) coercive power

Page Ref: 19

50) expert power

Page Ref: 19

A) Andy perceives Sara as powerful because she is the CEO of Acme Brick Company.

B) Adam perceives his big brother Aaron as power because he wants to be just like him when he gets older.

C) Becca perceives Angel as powerful because Angel can help her get a promotion at work.

D) Kitten perceives Sharon as powerful because she knows how to prepare and file income tax forms

E) Bobby perceives Amanda as powerful because she is the class bully.

46) A

47) B

48) C

49) E

50) D