

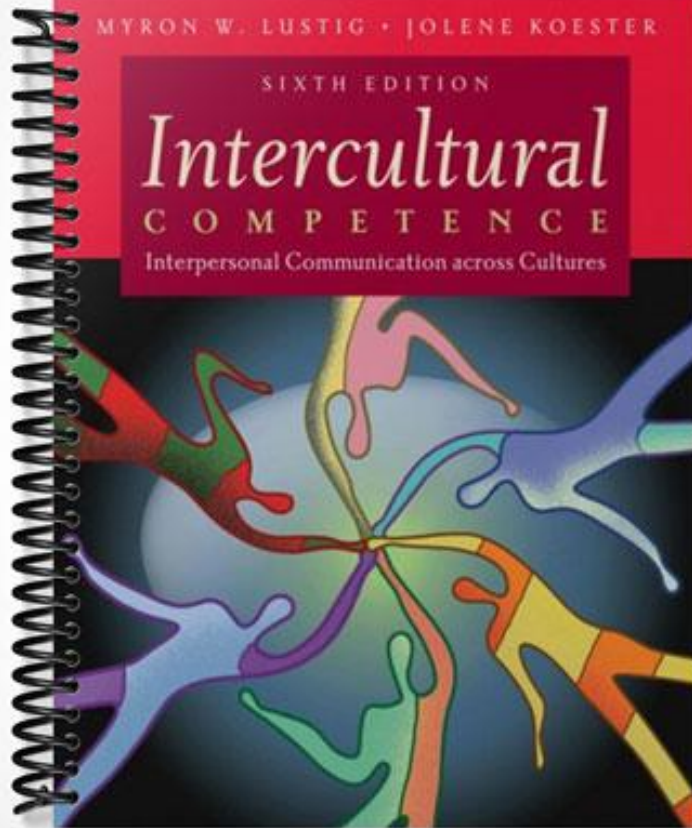
**TEST BANK**

MYRON W. LUSTIG • JOLENE KOESTER

SIXTH EDITION

*Intercultural*  
C O M P E T E N C E

Interpersonal Communication across Cultures



## **PART THREE**

### **Test Bank**

The test bank to accompany Lustig and Koester's *Intercultural Competence: Interpersonal Communication Across Cultures* (Sixth Edition) consists of multiple-choice questions and true-false questions. These questions can be used to develop customized examinations for your class. Printed along with each item in the test bank is information about the page number in the text from which the item is drawn and the correct answer for each item.

## CHAPTER 1: *Introduction to Intercultural Competence*

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### Multiple-Choice

1. The need to develop intercultural skills in today's world is clearly apparent due to
  - A) economic trends.
  - B) technological changes.
  - C) demographic imperatives.
  - D) all of the above.Answer: D  
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2. The term *global village* refers to
  - A) a world that is made smaller by the mass media's ability to bring international events into people's homes.
  - B) individuals who experience other cultures and return to their own communities to share their new-found cultural knowledge.
  - C) the idea that, since all people are humans, cultural differences are incidental compared to the similarities all humans share.
  - D) the intermingling of culturally different people within a single community.Answer: A  
*Page Ref: 6*
  
3. Changing cultural demographics in the United States have been due largely to
  - A) a decrease in the European American population.
  - B) government efforts to increase immigration from Central American countries.
  - C) reorganization of neighborhood boundary lines.
  - D) an increase in the Latino and Asian American populations.Answer: D  
*Page Ref: 4*
  
4. Changing cultural demographics in the United States have been due largely to changes in the patterns of
  - A) cultural identity.
  - B) birth and death rates.
  - C) immigration.
  - D) intermarriage rates.Answer: C  
*Page Ref: 4*

5. Compared to less-competent interactions, which of the following is likely to occur in very competent intercultural relationships?
- A) Doubt will increase and certainty about meanings will decrease.
  - B) People will feel less comfortable about the meanings of words and their referents.
  - C) Individuals' sense of "rights" and "wrongs" will increasingly be threatened by the actions of those with an alternative cultural framework.
  - D) People will live in multiple cultures and shift from one to another depending upon the context.

Answer: D

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6. Communication is defined as
- A) symbolic.
  - B) a process.
  - C) involving the creation of shared meanings.
  - D) all of the above.

Answer: D

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7. Which term stands for or represents units of meaning?
- A) sender
  - B) transaction
  - C) symbols
  - D) receiver

Answer: C

*Page Ref:* 13

8. Which of the following can be a symbol?
- A) words
  - B) actions
  - C) objects
  - D) all of the above

Answer: D

*Page Ref:* 13

9. Which statement is NOT true?
- A) One outcome of communication is that the participants understand what the others are trying to communicate.
  - B) Understanding is a necessary ingredient to say that communication has occurred.
  - C) Agreement is not a requirement of communication.
  - D) Completely accurate interpretations of the communication transaction are necessary for communication to occur.

Answer: D

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10. Which view of communication perceives communication as a linear, one-way process of message sending?

- A) communication as transaction
- B) communication as action
- C) communication as interaction
- D) communication as contextual

Answer: B

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11. Which view of communication focuses on feedback from receivers to senders?

- A) communication as transaction
- B) communication as action
- C) communication as interaction
- D) communication as contextual

Answer: C

*Page Ref:* 16

12. Which view of communication recognizes that all participants are simultaneously interpreting multiple messages at all moments?

- A) communication as transaction
- B) communication as action
- C) communication as interaction
- D) communication as contextual

Answer: A

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13. Which of the following statements on the view of communication as transactional is FALSE?

- A) Communication is not meant merely to influence and persuade.
- B) Communication is intended to improve one's knowledge, to seek understanding, and to negotiate shared meanings.
- C) Communication is intended to influence and control the receiver for the purpose of reaching agreement.
- D) There are no such entities as pure senders and pure receivers.

Answer: C

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14. The \_\_\_\_\_ context includes the actual location of the interactants.

- A) social
- B) physical
- C) interpersonal
- D) personal

Answer: B

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15. The \_\_\_\_\_ context refers to widely shared expectations about particular kinds of communication interactions.

- A) social
- B) physical
- C) interpersonal
- D) personal

Answer: A

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16. Interpersonal communication typically involves

- A) messages sent to large, undifferentiated audiences.
- B) a small number of sensory channels through which information is conveyed.
- C) clearly identified participants.
- D) all of the above.

Answer: C

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17. As the United States becomes more culturally diverse,

- A) one's professional success and personal satisfaction will increase dramatically.
- B) intercultural competence will become a necessity.
- C) it can be assumed that people will embody similar cultural views.
- D) all of the above.

Answer: B

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18. Failure to create a harmonious intercultural society in the U.S. will likely result in

- A) increased flexibility in one's sense of right and wrong.
- B) culturally diverse communities with ample economic resources.
- C) conflicts and hatred.
- D) lost opportunities to tear down cultural barriers.

Answer: C

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### **True-False**

1. Throughout the world, there is an increasing pattern of cross-border movements that is changing the distribution of people around the globe.

Answer: TRUE

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2. Throughout the world, the political and social tensions associated population shifts are intensifying.

Answer: TRUE

*Page Ref:* 6

3. The economic success of the U.S. economy is closely linked to the well-being of the world's economy.  
Answer: TRUE  
*Page Ref:* 8
4. If there was actually a community called "Global Village" inhabited by 1,000 people, more than half of the population would be Asians.  
Answer: TRUE  
*Page Ref:* 5
5. If there was actually a community called "Global Village" inhabited by 1,000 people, more than half of the population would be Africans.  
Answer: FALSE  
*Page Ref:* 5
6. The term "global village" refers to individuals who experience other cultures and then share their knowledge with their own communities.  
Answer: FALSE  
*Page Ref:* 6
7. Immigration accounts for a small percentage of the changing cultural demographics in the United States.  
Answer: FALSE  
*Page Ref:* 4
8. The typical foreign-born resident in the U.S. is a recent immigrant with a tenth-grade education.  
Answer: FALSE  
*Page Ref:* 5
9. In the next decade, one's economic success will likely depend upon the ability to display competent communication behaviors in an intercultural setting.  
Answer: TRUE  
*Page Ref:* 8
10. In today's world, it is safe to assume that one's neighbors and co-workers will have similar cultural views about what is important and appropriate.  
Answer: FALSE  
*Page Ref:* 11
11. Communication is symbolic and requires that people create shared meanings.  
Answer: TRUE  
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12. Symbols never vary in their degree of arbitrariness.  
Answer: FALSE  
*Page Ref:* 11
13. Communication has occurred even if there is no degree of understanding between the participants.  
Answer: FALSE  
*Page Ref:* 14
14. Communication has not occurred if there is no degree of understanding between the participants.  
Answer: TRUE  
*Page Ref:* 14
15. In communication, understanding typically equals agreement.  
Answer: FALSE  
*Page Ref:* 15
16. An actional view of communication focuses on information transmission.  
Answer: TRUE  
*Page Ref:* 16
17. The transactional view of communication emphasizes the construction or shared creation of messages and meanings.  
Answer: TRUE  
*Page Ref:* 16
18. Pure senders and pure receivers are necessary for communication to happen.  
Answer: FALSE  
*Page Ref:* 17
19. The social context refers to the actual location of the interactants.  
Answer: FALSE  
*Page Ref:* 18
20. A *process* is the “package” of symbols that is used to create shared meanings.  
Answer: FALSE  
*Page Ref:* 19
21. Meanings are “out there” and need to be found by people so they can form a culture.  
Answer: FALSE  
*Page Ref:* 19



22. Interpersonal communication is an active process; however, intercultural communication is static and unchanging.

Answer: FALSE

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23. Interpersonal communication is characterized by messages sent to large audiences.

Answer: FALSE

*Page Ref:* 20

24. There are no simple prescriptions or pat answers that can guarantee competent interpersonal communication among people from different cultures.

Answer: TRUE

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25. There are a few simple ideas that, if learned from Lustig and Koester's text, will guarantee that you will communicate competently with people from other cultures.

Answer: FALSE

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## CHAPTER 2: *Culture and Intercultural Communication*

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### Multiple-Choice

1. Culture is taught by the explanations people receive for the natural and human events around them. This process is an example of how culture
- A) is a set of shared perceptions.
  - B) involves beliefs, values, norms, and social practices
  - C) is learned.
  - D) affects behavior.

Answer: C

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2. Which term refers to rules for appropriate communication behaviors?
- A) norms
  - B) values
  - C) beliefs
  - D) social practices

Answer: A

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3. Which term refers to the predictable behaviors patterns that members of a culture typically follow?
- A) norms
  - B) values
  - C) beliefs
  - D) social practices

Answer: D

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4. A term used to refer to a wide variety of groups who share a language, historical origins, religious traditions, and identification with a cultural system is
- A) ethnicity
  - B) subculture
  - C) race
  - D) coculture

Answer: A

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5. According to Lustig and Koester, which one of the following is most likely NOT a force that creates cultural differences?

- A) biology
- B) ecology
- C) pathology
- D) history

Answer: C

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6. The unique experiences that are a part of a culture's collective wisdom are a culture's

- A) history.
- B) cultural knowledge.
- C) system of logic.
- D) consciousness.

Answer: A

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7. Lustig and Koester use the term \_\_\_\_\_ to refer to the external environment in which a culture lives.

- A) cultural atmosphere
- B) natural habitat
- C) environment
- D) ecology

Answer: D

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8. Cultures that develop in warm climates are characterized by

- A) decreased interpersonal contact.
- B) higher levels of interpersonal involvement.
- C) less interpersonal distance.
- D) more use of sign language.

Answer: B

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9. According to studies of interracial adoption, \_\_\_\_\_ are the most critical factors in determining children's IQ scores.

- A) heredity and race
- B) educational and economic advantages
- C) psychological influences
- D) national origin and genetic make-up

Answer: B

*Page Ref: 39*

10. Nonverbal communication systems help

- A) identify cultural outcasts
- B) reduce anxiety.
- C) define the boundaries between members and nonmembers of a culture.
- D) determine who may be a member of a culture.

Answer: C

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11. In order to solve the problem of overpopulation and the resulting food shortages, while also recognizing the church's ban on artificial methods of birth control, women in late 19th century Ireland did NOT marry before the age of 30. Of what phenomenon is this an example?

- A) breakdown of institutional networks
- B) ecological effects of a changing environment
- C) interrelatedness of cultural forces
- D) historical influences of religion

Answer: C

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12. Europeans were able to conquer the native people in the Americas because of the Europeans'

- A) access to many plants and animals that could be domesticated
- B) intellectual superiority
- C) greater initiative
- D) greater ingenuity

Answer: A

*Page Ref:* 45

13. Which term typically refers to studying comparisons of interactions among people of different cultures?

- A) intracultural communication
- B) international communication
- C) cross-cultural communication
- D) interracial communication

Answer: C

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14. Scholars who compare nations' media usage study

- A) intracultural communication.
- B) international communication.
- C) cross-cultural communication.
- D) interracial communication.

Answer: B

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