

PART III

TEST BANK AND ANSWER KEYS

The Nature of Intercultural Communication
Chapter 1, Test Questions

True-False. Circle T if the statement is true; circle F if it is false.

1. T F International business is decreasing in the United States.
2. T F Diffusion is the process by which two cultures learn from each other and adopt practices of the other culture.
3. T F Globalization refers to the interpenetration of the local and global.
4. T F The Statue of Liberty is considered a U.S. cultural symbol.
5. T F Cultural synergy is the merging of cultures to form a common culture.
6. T F The terms intercultural and international can be used interchangeably.
7. T F Ethnocentrists believe that their cultural background is the correct way to analyze problems.
8. T F The term "American" refers exclusively to someone who considers his or her home country the United States.
9. T F A stereotype of Latin Americans is that they are polite and soft spoken.
10. T F A typical stereotype of U.S. people is that they place great importance on the family.
11. T F Melting pot means a sociocultural assimilation of people of differing backgrounds and nationalities.
12. T F Backstage culture is information you are willing to share with outsiders.
13. T F Assimilation is a dimension of enculturation.
14. T F The terms subculture and subgroup may be used interchangeably.
15. T F Cultural intelligence is the ability to exhibit behaviors that are culturally tuned to the attitudes and values of others.

Multiple Choice. Circle the letter corresponding to the correct response.

16. Which of the following multinational management orientations considers the culture of the country in which the firm is located?
 - a. ethnocentric
 - b. polycentric
 - c. geocentric
 - d. regiocentric

17. In a geocentric multinational management practice
 - a. all capital investments are in one country.
 - b. the dominant cultural group is considered.
 - c. there is a common framework with regional control.
 - d. facilities are run differently by region.

18. A business is globalized when it
 - a. sells in another country.
 - b. has a distributor in another country
 - c. can market its product anywhere in the world.
 - d. produces in another country.

19. Which of the following are examples of subgroups?
 - a. Jews, Christians, and Muslims.
 - b. Youth gangs, prostitutes, and drug addicts.
 - c. Senior citizens, teenagers, and babies.
 - d. Latin Americans, African Americans, and Asian Americans.

20. Norms are
 - a. learned through enculturation.
 - b. clarifications of rules.
 - c. behavioral expectations of a group.
 - d. unusual group behaviors.

21. Judy was telling all her friends about what happened at the conference; however, she did not tell them about the job offer she received at the conference.
 - a. It was wrong of Judy to not share the job information.
 - b. Information that Judy was willing to share with friends was hidden from their view.
 - c. What Judy was telling her friends was an example of frontstage culture; however, the job offer is an example of backstage culture.
 - d. Judy thought her friends would not want to know about the job offer.

22. Which of the following communication barriers is due to a lack of similar life happenings?
 - a. cultural
 - b. emotional
 - c. experiential
 - d. perceptual

23. Which of the following is **NOT** a recognized area of cultural intelligence?
- interpersonal intelligence
 - linguistic intelligence
 - spatial intelligence
 - synergistic intelligence
24. An acculturated person
- has become part of the melting pot.
 - has become socioculturally assimilated.
 - understands his or her own culture.
 - accepts another culture's ideas.
25. Successful corporations have found that the values, beliefs, and behaviors of the parent corporation
- do not need to be the beliefs, values, and behaviors of their offices in other cultures.
 - should be the beliefs, values, and behaviors of their offices in other cultures.
 - are the most important variables for success.
 - are unimportant variables for success.
26. The primary dimensions of culture include
- language, physical, and knowledge.
 - language, physical, and psychological.
 - physical, environment, and nonverbal.
 - human behavior, environment, and processes.
27. A stereotype is
- a particular definitive description of a culture.
 - invariant across all cultures.
 - a perception about a particular group.
 - not culturally based.
28. According to Axtell's research, U.S. persons have certain stereotypes of people of other nationalities. Which of the following stereotypes is **INACCURATE**?
- The French are rude and chauvinistic.
 - Asians are xenophobic.
 - Italians are demonstrative and talkative.
 - The English are friendly and informal.
29. Which of the following does **NOT** fit the typical stereotype of persons in the United States?
- friendly
 - hard working
 - monolingual
 - stingy
30. Rules are formed to
- clarify cloudy areas of norms.
 - identify culturally ingrained principles of correct and incorrect behaviors.

- c. clarify behavioral expectations of positions within a culture.
- d. provide a means of exchanging information and assistance.

Universal Systems
Chapter 2, Test Questions

True-False. Circle T if the statement is true; circle F if it is false.

1. T F The U.S. economic system is capitalistic with socialistic overtones.
2. T F Mexico's economy is very similar to that of England.
3. T F Unemployment is lower in Japan than in France.
4. T F Both Canada and Japan have strong economies worldwide.
5. T F Inherited rule will be eliminated in Saudi Arabia after the current crown prince serves.
6. T F The political systems of England and Japan are quite different.
7. T F Educational systems in the United States and Japan provide for open access for all children.
8. T F Japan, Canada, and France have a literacy rate of about 99 percent.
9. T F The literacy rate for Germany and Saudi Arabia is about the same.
10. T F Cultures that place more emphasis on informal education include Gambia and Bangladesh.
11. T F The family systems in the United States and Saudi Arabia are quite similar.
12. T F The family system in Germany is matriarchal.
13. T F Social reciprocity is very important to both the people of Saudi Arabia and Japan.
14. T F All cultures have punishments that are administered when cultural norms are violated.
15. T F Although people of the United States do not use intermediaries, the Japanese do use them.

Multiple Choice. Circle the letter corresponding to the correct response.

16. Which of the following statements related to economic systems is **incorrect**?
- a. Cuba's system involves distributing goods based on the capacity to pay.
 - b. Mexico's economy is dependent on other countries.
 - c. Japan imports over half of its food supply.
 - d. Canada's economy is capitalistic with socialistic controls in health care and the retirement system.
17. Which of the following statements related to political systems is **incorrect**?
- a. Both the United States and Mexico have a federal government.
 - b. Canadians elect a prime minister and parliament.
 - c. Japan's political system is a constitutional monarchy.
 - d. Morocco is ruled by religious leaders.
18. Which of the following countries has the **lowest** literacy rate?
- a. Canada
 - b. England
 - c. Iran
 - d. Gambia
19. Which of the following statements related to educational systems is **incorrect**?
- a. The educational systems of England and Canada are similar.
 - b. In Iran secular instruction receives more support than religious instruction.
 - c. People in Germany must determine their careers early in life.
 - d. In Britain your position in society determines your education.
20. Which of the following statements comparing the educational systems of Japan and the United States is **incorrect**?
- a. The educational system of Japan is more competitive than in the United States.
 - b. The United States and Japan both have open access to the educational system for all children.
 - c. In both Japan and the United States, the heavy intellectual demand on students is during the secondary years rather than the college years.
 - d. The university from which a person graduates is more important in Japan than in the United States.
21. Which of the following statements related to marriage and family systems is **incorrect**?
- a. The word **family** has different connotations in different cultures.
 - b. The concept of **family** in the United States includes second- and third-generation relationships.
 - c. In Israel, many children are reared and taught communally.

- d. Family affiliation is extremely important in Italy.
22. Which of the following would be included in the definition of **nuclear family**?
- a. grandparents
 - b. uncles and aunts
 - c. father and mother
 - d. cousins
23. The family system that refers to one man with many wives is known as
- a. monogamy.
 - b. polyandry.
 - c. polygyny.
 - d. serial monogamy.
24. In which of the following countries is polyandry practiced?
- a. Arab countries
 - b. Polynesian countries
 - c. South American countries
 - d. African countries
25. Which of the following families tend to be matriarchal?
- a. Canadian families
 - b. Spanish families
 - c. Islamic believers
 - d. Jewish families
26. Which of the following statements related to the Japanese family system is **incorrect**?
- a. The father is the bread winner, but the mother runs the home.
 - b. The divorce rate is low.
 - c. Marriages are mainly monogamous.
 - d. Most marriages are arranged.
27. Which of the following statements related to how property is viewed is **incorrect**?
- a. Communist countries in the past had community property.
 - b. Mexicans view property ownership in a utilitarian way.
 - c. The Japanese consider property as unimportant.
 - d. People in the United States are possessive of property.
28. Which of the following cultures would be considered the most formal?
- a. Canada
 - b. Japan
 - c. Mexico
 - d. United States
29. In which of the following cultures is social reciprocity **least** important?
- a. Japan
 - b. Mexico