# *Essentials of Interpersonal Communication 5th edition DeVito Test Bank*

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# Chapter 1: Foundations of Interpersonal Communication

## Multiple choice Questions

1. What are the two major benefits of studying interpersonal communication?
a) intellectual and practical
b) connection and consciousness
c) educational and professional
d) personal/social and professional

Answer: d
Learning Objective: 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

2. In a survey of employers asked what colleges should place more emphasis on, _____ percent identified "the ability to communicate effectively orally and in writing" as the highest skill.
a) 32
b) 51
c) 67
d) 89

Answer: c
Learning Objective: 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

3. The objective of the text, *Essentials of Interpersonal Communication*, is to _____.
a) provide a formula for behavior
b) improve your interpersonal skills
c) focus on relevant theory
d) allow you to analyze others' behavior

Answer: b
Learning Objective: 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

Essentials of Interpersonal Communication 5th edition DeVito Test Bank

4. In most communication models, the person who formulates and sends the message is known as the _____.
a) source
b) message
c) channel
d) receiver

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

5. In a linear view of communication, _____.
a) the speaker speaks and the listener listens
b) speaking and listening are simultaneous
c) speaker and listener are interdependent
d) the speaker is addressing themself

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

6. The transactional view of interpersonal communication _____.
a) is an exchange of money
b) is static
c) involves simultaneous exchanges
d) has a clear-cut end

Answer: c
Learning Objective: 1.3 Explain the seven principles of interpersonal communicaiton and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

7. Which of the following is a major element of interpersonal communication?

a) cell phones
b) context
c) empathy
d) clothing

Answer: b
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

8. The question "Do you understand the instructions I just gave you?" is an example of _____.
a) feedforward
b) crisis communication
c) feedback
d) a metamessage

Answer: d
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Apply What You Know

9. Which of the following is an encoder?
a) writer
b) listener
c) reader
d) audience

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

10. When Juan introduces information about a message before sending the message, it is _____.
a) feedback
b) decoding

c) feedforward
d) psychological noise

Answer: c
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

11. Channels in communication _____.
a) are the vehicles or media through which message signals pass
b) are usually used independently of one another
c) put ideas into words
d) may be physical, psychological, and semantic

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

12. Physical noise is _____.
a) external to the speaker and receiver
b) psychological
c) semantic
d) internal to the speaker and receiver

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

13. You hear the stomach growling of the student seated next to you. This is an example of which kind of noise?
a) physical
b) psychological
c) semantic
d) temporal

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

14. Context is the environment that _____.
a) influences the form of communication
b) is always nonverbal
c) includes eight dimensions
d) is universal throughout all cultures

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

15. Which type of noise is created by barriers within the sender or receiver and includes barriers such as reduced vision or hearing?
a) physical
b) physiological
c) psychological
d) semantic

Answer: b
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

16. Ezra is from England; when he thinks of a lift, he thinks of an elevator. However, his roommate from the United States, Allen, thinks a lift means to give someone a ride. This is an example of _____ noise.
a) physical
b) physiological
c) psychological
d) semantic

Answer: d

Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

17. Cheryl sends an email to Cynthia asking her for the latest sales report. In the context of communication models, the email Cheryl sent is the _____.
a) receiver
b) channel
c) feedback
d) noise

Answer: b
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

18. Sheila cannot hear anything her teacher is saying because a noisy classmate is next to her. This is an example of _____ noise.
a) physical
b) physiological
c) psychological
d) semantic

Answer: a
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

19. Lisa is a technology teacher at the local college. Colleagues come to her with questions about their technology issues. In the eyes of colleagues, what type of power does Lisa have?
a) legitimate
b) expert
c) reward
d) coercive

Answer: b
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give

examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

20. What does the statement "we cannot *not* communicate" mean?
a) both verbal and nonverbal behavior communicate
b) with effort you can avoid communication
c) in every interaction, someone is strong enough to force another to communicate
d) you can drop out of a communication situation

Answer: a
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

21. Saying that communication is irreversible means we _____.
a) need to monitor our messages
b) have to carefully choose the messages we wish to withdraw
c) cannot withdraw a message
d) sometimes need to defend or justify our behavior

Answer: c
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

22. Your interpersonal competence is _____.
a) your knowledge of all the relevant theory
b) your ability to communicate effectively
c) your ability to put thoughts and feelings into a code
d) a special type of message

Answer: b
Learning Objective: 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty Level: Easy
Skill Level: Understand the Concepts

23. One way to increase mindfulness is to _____.
a) look around the room when others are speaking
b) be open to new information and points of view
c) rely heavily on first impressions
d) be closed-minded about new points of view

Answer: b
Learning Objective: 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty Level: Easy
Skill Level: Understand the Concepts

24. _____ involves the study of what is moral and immoral.
a) Ethics
b) Social rules
c) Interpersonal competence
d) Context

Answer: a
Learning Objective: 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty Level: Easy
Skill Level: Remember the Facts

25. Interpersonal interaction involves the exchange of both verbal and _____ messages.
a) spoken
b) nonverbal
c) oral
d) uttered

Answer: b
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

**True /False Questions**

26. Interpersonal communication is communication that takes place only between two people in an intimate relationship.

Answer: False
Learning Objective: 1.1 Define *interpersonal communication* and explain the personal and professional benefits of the study of interpersonal communication.
Topic: The Nature of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

27. Interpersonal communication is a transactional process in which all elements are interdependent.

Answer: True
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

28. For interpersonal communication to occur, meanings must be encoded and decoded.

Answer: True
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

29. One of the problems with information overload is that it absorbs an enormous amount of time for workers only at higher levels of management.

Answer: False
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

30. Feedforward occurs when we plan our remarks before making them.

Answer: False
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages,
channel, noise, and context, and define each of these elements.

Topic: The Elements of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

31. The tagline after your name on your social media site is an example of feedforward.

Answer: True
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Remember the Facts

32. "Noise" is always physical disruption of a message.

Answer: False
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

33. The four types of noise discussed in the text are semantic, physical, emotional, and psychological.

Answer: False
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Remember the Facts

34. The temporal or time dimension has to do with where a particular message fits into a sequence of communication events.

Answer: True
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Remember the Facts

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35. One of the purposes of communication is *to play.*

Answer: True
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

36. An ambiguous message is communication that can be interpreted as having only one meaning.

Answer: False
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

37. Some employers and colleges ask candidates to open their social networking accounts during the interview.

Answer: True
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

38. Communication is irreversible.

Answer: True
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Easy
Skill Level: Understand the Concepts

39. Styles of communication that prove effective in one culture will, by definition, prove effective in another culture.

Answer: False
Learning Objective: 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty Level: Moderate
Skill Level: Understand the Concepts

**Fill in the Blanks**

40. _____ is the verbal and nonverbal interaction between two interdependent people.

Answer: interpersonal communication
Learning Objective: 1.1 Define interpersonal communication and explain the personal and professional benefits of the study of interpersonal communication.
Topic: Interpersonal Communication
Difficulty Level: Easy
Skill Level: Remember the Facts

41. The _____ works like a bridge connecting source and receiver.

Answer: channel
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

42. Your ability to communicate effectively is your interpersonal _____.

Answer: competence
Learning Objective: 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty Level: Moderate
Skill Level: Understand the Concepts

43. A(n) _____ is a message that refers to another message.

Answer: metamessage
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

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44. Four dimensions of the context of communication are physical, social–psychological, temporal, and _____.

Answer: cultural
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Difficult
Skill Level: Remember the Facts

45. A(n) _____ message focuses on the real world, something external to the speaker and listener; a(n) _____ message focuses on the connection between the individuals.

Answer: content; relationship
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

46. _____ is an inevitable condition in which a message can be interpreted as having more than one meaning.

Answer: ambiguity
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

47. _____ is a state of awareness in which you are conscious of your reasons for thinking or behaving.

Answer: mindfulness
Learning Objective: 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty Level: Moderate
Skill Level: Understand the Concepts

48. On the television show “I Love Lucy,” Ricky Ricardo often began his sentences in English

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but ended them in Spanish. This is an example of _____.

Answer: code switching
Learning Objective: 1.4 Explain the essential interpersonal communication competencies.
Topic: Interpersonal Competence
Difficulty Level: Moderate
Skill Level: Apply What You Know

49. You can never recapture the same context for any act of communication according to the principle that communication is _____.

Answer: unrepeatable
Learning Objective: 1.3 Explain the seven principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

**Essay Questions**

50. What are the essential elements of interpersonal communication? How does the concept of transactional communication tie these elements together?

Answer: The ideal answer should include:
1. The essential elements of interpersonal communication include source–receiver, messages, feedback, feedforward, channel, noise, and context.
2. In the transactional view of communication, each person sends and receives messages at the same time.
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Analyze It

51. Define the distinguishing characteristics of metamessages, feedback messages, and feedforward messages.

Answer: The ideal answer should include:
1. Metamessages are messages about other messages.
2. Feedback is a special type of message that conveys information about the messages you send.
3. Feedforward messages convey information about a message before it is sent.
Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–

receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Understand the Concepts

52. What are four types of noise, and what is one example of each?

Answer: The ideal answer should include:

1. Physical noise—an example is the siren from a fire truck.
2. Physiological noise—an example is the loss of vision.
3. Psychological noise—an example is bias toward a topic or prejudice against a speaker.
4. Semantic noise—an example is "phat" versus "fat."

Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages, channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

53. Discuss the impact of context on communication. Give examples of impact from two different dimensions of context.

Answer: The ideal answer should include:

1. Communication always takes place within a context—an environment that influences the form and content of communication. The dimensions of context are cultural, social–psychological, physical, and temporal.

2. A physical context consists of the surrounding environment. For example, communication in a face-to-face conversation may differ from online communication. The social–psychological context involves roles and status in the relationship, such as a teacher–student relationship. The temporal context involves when the communication takes place. For example, if a speaker tells a joke about death to a friend just after the friend's mother died, that joke would be received very differently than it would be at another time. The cultural dimension focuses on norms, beliefs, and attitudes. For example, in various cultures, eye contact is perceived and interpreted differently.

Learning Objective: 1.2 Diagram a model of interpersonal communication containing source–receiver, messages,
channel, noise, and context, and define each of these elements.
Topic: The Elements of Interpersonal Communication
Difficulty Level: Moderate
Skill Level: Apply What You Know

54. What are the six types of power? Give one example of each.

Answer: The ideal answer should include:

1. Legitimate—A judge in a courtroom.
2. Referent—A younger sibling wants to be like you.
3. Reward—Teachers control grades.
4. Coercive—A supervisor can fire an employee.
5. Expert—Medical doctors have expertise in medicine.
6. Information or persuasive—Researchers and scientists are regarded as informed critical thinkers.

Learning Objective: 1.4 Explain the principles of interpersonal communication and give examples of each.
Topic: Seven Principles of Interpersonal Communication
Difficulty Level: Difficult
Skill Level: Apply What You Know