Managing Cultural Differences 9th edition Moran Test Bank

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1 Typically, during the first business meeting in Saudi Arabia, business is not conducted.

(A) True

(B) False

Answer: (A) True

Feedback: In general, the first business meeting in Saudi Arabia is for becoming acquainted and building trust.

2 The biggest barriers to a business woman´s success and acceptance comes from within the corporation.

(A) True

(B) False

Answer: (A) True

3 The changes occurring within the work environment reflect substantial transitions happening in national and international society at large.

(A) True

(B) False

Answer: (A) True

4 For most, the last stage of the cultural shock process, reentry, is the smoothest.

(A) True

(B) False

Answer: (B) False

Feedback: It is a time of crisis and trauma

5 Hearing is what our normal listening mode should be.

(A) True

(B) False

Answer: (B) False

Feedback: Active listening

6 Communication between groups such as African Americans and Asian Americans is an example of intracultural communication.

(A) True

(B) False

Answer: (B) False

Feedback: Interracial communication

7 It is "perception" through which all experience is filtered, organized and translated.

(A) True

(B) False

Answer: (A) True

8 In 30 percent of the 191 nations, the people are ethnically or racially homogeneous.

(A) True

(B) False

Answer: (B) False

Feedback: Only 10%

9 There are approximately 4 million Native Americans in the United States, half of whom live on reservations.

(A) True

(B) False

Answer: (B) False

Feedback: The correct answer is 1.8 million.

10 All behavior patterns of all members of a culture are similar.

(A) True

(B) False

Answer: (B) False

Feedback: Nevertheless, people of a similar culture have many aspects in common as a result of common early experiences.

11 Culture shock is an unnecessary experience characterized by a feeling of trauma at having to adapt to a new culture.

(A) True

(B) False

Answer: (B) False

Feedback: Culture shock is neither necessary nor unnecessary. It is a reality many people face when in a new and different foreign culture.

12 The first step in managing cultural differences effectively is to increase one´s cultural awareness.

(A) True

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(B) False

Answer: (A) True

Feedback: It is also important to understand one´s own cultural background, which can deeply affect behavior and mindsets.

13 Western cultures tend to analyze in ideograms or visualization, whereas Eastern cultures primarily use concepts.

(A) True

(B) False

Answer: (B) False

Feedback: The opposite is T.

14 Japanese management techniques, such as Kanban manufacturing, quality control circles, and just-in-time purchasing, all rely on a more participative role on the part of employees.

(A) True

(B) False

Answer: (A) True

15 The cultural dominance model is when a company chooses to have one culture´s style of management superimposed on the employees and clients of another culture.

(A) True

(B) False

Answer: (A) True

Feedback: The opposite model is a cultural compromise model where management policies and practices that are similar between the business associations are used.

16 A high-context culture uses information that is either in the physical context or internalized in the person with little meaning communicated in the explicit words or message.

(A) True

(B) False

Answer: (A) True

Feedback: See definitions of high-context and low-context communications.

17 A polycentric corporation´s ultimate goal is to create an integrated, interdependent system with a worldwide approach.

(A) True

(B) False

Answer: (B) False

Feedback: The answer is regiocentric. A polycentric company is a loosely connected group with quasi-independent subsidiaries.

18 When doing business in Indonesia, it is always best to use one´s left hand for taking food or giving a gift.

(A) True

(B) False

Answer: (B) False

Feedback: One should always use one´s right hand for reasons of propriety.

19 Generally, women succeed in their international business assignment in what their company would call hostile cultures.

(A) True

(B) False

Answer: (A) True