# *Communication in the Real World 2 1 2nd edition Jones Test Bank*

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**Chapter 2 Test Bank**
**Communication and Perception**

**Section 2.1**

True/False Questions:

1. We do not consciously participate in the perception process.
   **False** (comprehension – moderate)

2. Perception is the first step in the selecting process.
   **False** (knowledge – easy)

3. Flashing lights is an example of visual stimulation.
   **True** (comprehension – easy)

4. We organize interactions and interpersonal experiences into patterns based on needs, similarities, and differences.
   **False** (comprehension – moderate)

5. When you cut through a room full of voices to concentrate on a familiar voice, you are in the selecting stage of the perception process.
   **True** (knowledge – easy)

6. We can find salient both expected and unexpected stimuli.
   **True** (comprehension – moderate)

7. In the perception process, we organize things based on how close to or far apart from each other they are.
   **True** (knowledge – moderate)

Multiple-Choice Questions:

1. What is the third step in the perception process?
   a. Interpreting
   b. Analyzing
   c. Organizing
   d. Perception checking
   e. None of the above
   **A;** (knowledge – easy)

2. _____ is the first part of the perception process in which we focus our attention on certain incoming sensory information.
   a. Selecting
   b. Sorting
   c. Sensing
   d. Sighting

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e. None of the above
**A;** (knowledge – easy)

3. Having a friend proofread your paper is one way to eliminate errors because we often overlook errors when we proofread our own papers as a result of our _____.
   a. Laziness
   b. Expectations
   c. Perceptions
   d. None of the above
   e. Both a and c
   **B;** (comprehension – easy)

4. Punctuation:
   a. Is used to determine the cause and effect of our communication interactions
   b. Is used to determine the consequences of communication interactions
   c. Is used to understand the process of communication interactions
   d. Is not a part of communication interactions
   e. Is only used in a grammatical sense
   **A;** (knowledge – easy)

5. Basic sensory information gained from sight, sound, touch, taste, and smell help us to _____ information.
   a. Believe
   b. Understand
   c. Communicate
   d. Perceive
   e. Judge
   **D;** (comprehension – easy)

6. Which of the following would we be least likely to find salient?
   a. Bright things
   b. Loud things
   c. Interesting things
   d. Things we need
   e. Soothing things
   **D;** (comprehension – moderate)

7. When we walk into a room and see a chalkboard and rows of desks facing the board, we think of a classroom because of our _____ related to education.
   a. Perceptions
   b. Stereotypes
   c. Schemas
   d. Beliefs
   e. Communication
   **C;** (comprehension – easy)

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8. Which of the following statements about perception is not true?
    a. We process all of the stimuli we take in through our senses
    b. Interpreting is usually the longest and most deliberate step in the perception process
    c. Perception is influenced by our previous experiences
    d. Perception affects our communication
    e. None of the statements above are true
    **A;** (comprehension – moderate)

Fill-in-the-Blank Questions:

1. _____ is the process of selecting, organizing, and interpreting information.
   **Perception** (knowledge – easy)

2. _____ is the degree to which something attracts our attention in a particular context.
   **Salience** (knowledge – easy)

3. The concept of _____ helps us understand how two people can experience the same encounter differently.
   **punctuation** (knowledge – easy)

4. Databases and lenses are both metaphors that help us understand _____, which are key to the interpretation step in the perception process.
   **schemas** (knowledge – easy)

Essay/Short Answer Questions:

1. Describe each step of the perception process and include an example with each.
   Selecting is the first part of the perception process in which we focus our attention on certain incoming sensory information. Example: While daydreaming in class, I suddenly started paying attention to the professor's voice when I heard her say the next information would be on the exam.
   Organizing is the second part of the perception process in which we sort and categorize information that we perceive based on innate and learned cognitive patterns. Example: When I see two people sitting at the same table together in the cafeteria, I assume they know each other because they are close together.
   Interpretation is the third part of the perception process in which we assign meaning to our experiences using mental structures known as schemas. Example: Because the two people in the cafeteria are sitting close together, are talking a lot and laughing, I assume that they are friends.
   (comprehension – easy)

2. Discuss some of the benefits and drawbacks of schemas.

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Benefits: Schemas help us make sense of the things around us. Rather than having to learn something new every time, we can rely on these patterns to be more efficient communicators. Schemas can make us feel more comfortable in new situations. Schemas can help us prepare for an upcoming situation.

Drawbacks: Schemas must be updated regularly, which can take more effort than people are willing to put in. When schemas become rigid they can lead to stereotypical and/or prejudiced thinking. Schemas, like any other aspect of perception, are vulnerable to common perceptual errors.

(evaluation– moderate)

**Section 2.2**

True/False Questions:

1. Internal attributes focus on personal aspects and external attributions focus on situational factors.
   **True** (knowledge – easy)

2. Our cultural identities and our personalities affect our perceptions.
   **True** (comprehension – easy)

3. The term salience refers to a database of stored information that we use to interpret new experiences.
   **False** (knowledge – easy)

4. Race does not affect the perceptions we make.
   **False** (comprehension – easy)

5. Extraversion and neuroticism are both part of the "Big Five" personality traits.
   **True** (knowledge – easy)

6. We are socialized to perceive greater differences between genders than actually exist.
   **True** (comprehension – easy)

7. Schemas are influenced by cultural identities.
   **True** (comprehension – easy)

8. Our identities and personalities do not affect our perceptions.
   **False** (comprehension – easy)

Multiple-Choice Questions:

1. _____ refers to a person's general way of thinking, feeling, and behaving based on underlying motivations and impulses.
   a. Personality
   b. Self-concept

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c. Cultural identity
d. Self-efficacy
e. Prejudice
**A;** (knowledge – easy)

2. Raul is complaining to his roommate about the "rude" classmate who wouldn't let him copy notes from the class he missed earlier in the week. In this case, Raul is relying on: _____.
   a. An external attribution
   b. A stereotype
   c. An internal attribution
   d. A self-fulfilling prophecy
   e. A schema
   **C;** (application – moderate)

3. Debbie is new to the office, and her experience has not been positive so far. After work each day she talks with her partner about all of the personality clashes that she is experiencing in her new work environment. Debbie may be committing:
   a. A crime
   b. The fundamental attribution error
   c. The self-serving bias error
   d. The group communication error
   e. None of the above
   **B;** (application – easy)

4. Primacy effect and recency effect influence:
   a. Intimidation
   b. Self-interest
   c. Impressions
   d. Expressions
   e. Interpersonal relationships
   **C;** (knowledge – easy)

5. Making a bad impression on a first date or during a job interview could negatively influence later impressions. This is known as the:
   a. Fundamental attribution error
   b. Horn effect
   c. Halo effect
   d. Primacy error
   e. Perception error
   **B;** (comprehension – easy)

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6. Of the following, which do we not internalize as we are socialized into our cultural identities?
    a. Values
    b. Beliefs
    c. Self-concepts
    d. Attitudes
    e. None of the above
    **C;** (comprehension – moderate)

7. You have a new student coming to your class named Shannon. You automatically assume Shannon is a female, so you volunteer to be her lab partner. When Shannon arrives to class the next day, you are surprised when a male sits down at your table. What may have influenced your assumption of Shannon's gender?
    a. Socialization
    b. Nature
    c. Academics
    d. Both b and c
    e. None of the above
    **A;** (application – moderate)

8. Darlene is very shy and does not speak very often. Which of the "Big Five" personality traits might apply to Darlene?
    a. High Agreeableness
    b. High Extraversion
    c. Low Extraversion
    d. High Neuroticism
    e. Low Neuroticism
    **C;** (application – easy)

9. You are surprised when your friend reports that she hated the movie you recommended. Which of the following likely played a role in your inaccurate perceptions?
    a. Fundamental attribution error
    b. Self-fulfilling prophecy
    c. Primacy and recency
    d. Prejudice
    e. Assumed similarity
    **E;** (analysis – moderate)

10. When perceiving others, we rely on various shortcuts to help us fill in the gaps and create an overall impression of someone. To do this, we rely on:
    a. Personality traits
    b. Assumed similarity
    c. Implicit personality theories
    d. All of the above
    e. Both A and C
    **D;** (knowledge – moderate)

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Fill-in-the-Blank Questions:

1. _____ is a perceptual tendency to place more weight on the most recent impression we have of a person's communication over earlier impressions.
   **Recency effect** (knowledge – easy)

2. Barry thinks that Brandon is a selfish annoyance and does not like interacting with him. Barry blames Brandon's home life for his behavior and is sure to tell everyone his opinion about it. Barry is connecting the cause of Brandon's behavior to _____.
   **external attributes** (application – easy)

3. The _____ occurs when initial positive perceptions lead us to view later interactions as positive as well.
   **halo effect** (knowledge – easy)

Essay/Short Answer Questions:

1. Explain why first impressions matter as much as they do.

   The brain is a predictive organ in that it wants to know, based on previous experiences and patterns, what to expect next, and first impressions function to fill this need, allowing us to determine how we will proceed with an interaction after only a quick assessment of the person with whom we are interacting. First impressions are enduring because of the primacy effect, which leads us to place more value on the first information we receive about a person. So if we interpret the first information we receive from or about a person as positive, then a positive first impression will form and influence how we respond to that person as the interaction continues. Likewise, negative interpretations of information can lead to form negative first impressions.

   (analysis – moderate)

2. Discuss how culture influences perceptions.

   Race, gender, sexual orientation, class, ability, nationality, and age all affect the perceptions that we make. The schemas through which we interpret what we perceive are influenced by our cultural identities. As we are socialized into various cultural identities, we internalize beliefs, attitudes, and values shared by others in our cultural group. Schemas held by members of a cultural identity group have similarities, but schemas held by different cultural groups may vary greatly. Unless we are exposed to various cultural groups and learn how others perceive us and the world around them, we will likely have a narrow or naïve view of the world and assume that others see things the way we do. Exposing yourself to and experiencing cultural differences in perspective doesn't mean that you have to change your schema to match another cultural group's. Instead, it may offer you a chance to better understand why and how your schemas were constructed the way they were.

   (knowledge – moderate)

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**Section 2.3**

True/False Questions:

1. Context has no influence on people's self-concept.
   **False** (comprehension – easy)

2. Factors like age and personality may influence whether or not we want to fit in or stand out.
   **True** (comprehension – easy)

3. Media plays a role in our self-perception.
   **True** (comprehension – easy)

4. The two types of self-presentation are pro-social and anti-social.
   **False** (knowledge – easy)

5. Self-concept is an innate quality that each of us is born with.
   **False** (comprehension – moderate)

6. Socialization has only negative effects.
   **False** (comprehension – easy)

7. We tend to emphasize our desirable qualities relative to other people.
   **True** (knowledge – easy)

8. Actual, ideal, and fictional selves make up our self-concept.
   **False** (knowledge – moderate)

9. The ideal self consists of attributes you or someone else believes you should possess.
   **False** (knowledge – easy)

10. Men are more likely to describe themselves in terms of their group memberships and women are more likely to include references to relationships in their self-descriptions.
    **True** (knowledge – easy)

Multiple Choice Questions:

1. Sherry considers herself a funny and easygoing person. What Sherry is describing are clues to her:
   a. Self-awareness
   b. Sense of humor
   c. Self-presentation
   d. Self-esteem
   e. Self-concept
   **E;** (comprehension – easy)

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2. _____ is the result of a reflective process of building our self-concept based on what other people have actually said.
    a. The looking glass self
    b. Personality
    c. The reflective self
    d. Social comparison theory
    e. Both b and d
    **A;** (comprehension – moderate)

3. Along what dimensions do we engage in social comparison?
    a. Internal factors and external factors
    b. Similarity and difference
    c. Self and others
    d. Superiority and inferiority
    e. Both b and d
    **E;** (comprehension – moderate)

4. While self-concept is a broad description of the self, _____ is more specifically an evaluation of the self.
    a. Personality
    b. Gender
    c. Race
    d. Appearance
    e. Self-esteem
    **E;** (knowledge – easy)

5. April's family values intelligence and has pushed her to strive for academic excellence. While April focused on creating a new social network and getting involved in campus organizations, her grades dropped below what they had been in high school. At the end of her first semester, April is ashamed to tell her parents that she earned a 2.5 GPA. Which of the following discrepancies between selves best describes April's experience?
    a. Actual and own ought
    b. Actual and others' ideals
    c. Actual and own ideals
    d. Actual and others' ought
    e. None of the above
    **B;** (application – moderate)

6. Which form of motivation is more likely to lead people to successfully achieve their goals and be happy despite sacrifices made and failures experienced along the way?
    a. Internal
    b. External
    c. Intrinsic
    d. Extrinsic
    e. Self
    **C;** (comprehension – moderate)

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7. Nina is walking next to the movie theatre on the way home from school. She notices the poster for a brand-new movie coming out called "Beach Babes Save the Day." Looking at the poster, Nina feels self-conscious about her weight and wishes she looked more like the skinny women on the poster. This example shows the power of _____ to influence our perception.
    a. Family and peers
    b. Culture
    c. Media
    d. Adolescence
    e. Self-esteem

    **C;** (application – moderate)

Fill-in-the-Blank Questions:

1. Our _____ is formed through our interactions with others and their reactions to us.
   **self-concept** (knowledge – easy)

2. _____ describes how we develop our self-concept through comparisons to other people.
   **Social comparison theory** (knowledge – easy)

3. _____ refers to our tendency to emphasize our desirable qualities.
   **Self-enhancement bias** (knowledge – easy)

4. The two main types of self-presentation are _____ and self-serving.
   **pro-social** (knowledge – easy)

Essay/Short Answer Questions:

1. List and describe the differences between the two main forms of self-presentation. Then give an example of how each form could be used in a real-life situation.

   There are two main types of self-presentation: pro-social and self-serving. Pro-social self-presentation entails behaviors that present oneself as a role-model and behaviors that make oneself more likeable and attractive. For example, a supervisor may call upon her employees to uphold high standards for business ethics, model that behavior in her own actions, and compliment others when they exemplify those standards.

   Self-serving self-presentation entails behaviors that present oneself as highly skilled and behaviors that present oneself as willing to challenge others and as someone not to be messed with. Another supervisor may publicly take credit for accomplishments that others contributed to or publicly critique an employee who failed to meet a particular standard. In summary, pro-social strategies are aimed at benefiting others, while self-serving strategies benefit the self at the expense of others.

   (application – moderate)

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2. Discuss a situation in which you experienced self-discrepancy. Make sure to identify which of the four potential discrepancies between self you are discussing. Also discuss how the discrepancy affected your communication.

Potential Discrepancies Between Selves:

Actual vs. Own Ideals: We have an overall feeling that we are not obtaining our desires and hopes, which leads to feelings of disappointment, dissatisfaction, and frustration.

Actual vs. Others' Ideals: We have an overall feeling that we are not obtaining a significant others' desires and hopes for us, which leads to feelings of shame and embarrassment.

Actual vs. Others' Ought: We have an overall feeling that we are not meeting what others see as our duties and obligations, which leads to feelings of agitation including fear or potential punishment.

Actual vs. Own Ought: We have an overall feeling that we are not meeting our duties and obligations, which can lead to a feeling that we have fallen short of our own moral standards.

(application – moderate)

3. Discuss the relationship between the media and self-perception. Then describe an instance when you noticed that the representations in media had a negative effect on either you or someone you know.

The representations we see in the media affect our self-perception. The vast majority of media representations include idealized images of attractiveness, which influences our perceptions of attractiveness. Despite the fact that the images of people we see in glossy magazines and on movie screens are typically not what we see when we look at the people around us in a classroom, at work, or at the grocery store, most of us continue to hold ourselves to a standard of beauty and attractiveness that is unrealistic. Movies, magazines, and television shows are filled with beautiful people, and less attractive actors, when they are present in the media, are typically portrayed as the butt of jokes, villains, or only as background extras. Aside from overall attractiveness, the media also offers narrow representations of acceptable body weight.

(application – moderate)

**Section 2.4**

True/False Questions:

1. Self-fulfilling prophecies were originally applied to social inequality and discrimination.
**True** (comprehension – easy)

2. Setting unrealistic goals can hurt our self-perception by reducing our perceived self-efficacy.
**True** (comprehension – easy)

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3. One way to avoid stereotypical thinking is to adapt and revise our schemas.
   **True** (knowledge – easy)

4. Perception checking is a strategy based on monitoring others' reactions to communication.
   **False** (comprehension – moderate)

5. Changing one's self-concept and self-esteem is an easy task.
   **False** (knowledge – easy)

6. Rigid schema help increase self-esteem.
   **False** (comprehension – easy)

7. The degree to which a person exhibits the self-enhancement bias varies by culture.
   **True** (comprehension – easy)

8. Self-fulfilling prophecies can fuel chronic insecurity.
   **True** (knowledge – easy)

9. People with high self-esteem may try to overcompensate for their feelings of low self-worth and other insecurities.
   **False** (comprehension – easy)

Multiple-Choice Questions:

1. Which of the following was not discussed as a strategy for improving perception?
   a. Avoid reliance on rigid schema
   b. Intervene in self-fulfilling prophecies
   c. Set exceptionally high standards for yourself
   d. Find supportive interpersonal networks
   e. Both b and c
   **C;** (comprehension – easy)

2. Carlos works as a manager at a large corporate bank. He often gets complimented on the way he looks in his suit and tie, but he always ignores them. Why might Carlos ignore the positive compliments he receives?
   a. He has no self-concept
   b. He has high self-esteem
   c. He has low self-esteem
   d. He has high self-presentation
   e. He has bad hearing
   **C;** (application – easy)

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3. Which of the following is not a barrier to perceiving others?
    a. Lack of empathetic listening skills
    b. Negative self-fulfilling prophecies
    c. Stereotypes
    d. Prejudices
    e. Lack of self-reflection
    **B;** (knowledge – moderate)

4. Stereotypes are generally based on:
    a. Low self-esteem
    b. Sufficient facts and information
    c. Lack of information
    d. Too much information
    e. High self-worth
    **C;** (knowledge – easy)

5. Your professor announces that you will have a guest speaker in your health studies class who has AIDS. When the speaker arrives, you are surprised to learn that she is a white, heterosexual woman in her 60s. What barrier to perceiving others did you experience?
    a. Schemas
    b. Perception checking
    c. Media effects
    d. Prejudice
    e. Socialization
    **D;** (analysis – moderate)

6. _____ is a strategy to help us monitor our reactions to and perceptions about people and communication.
    a. Presentation
    b. Conceptualization
    c. Perception checking
    d. Fact checking
    e. Understanding
    **C;** (knowledge – easy)

7. When new experiences conflict with existing schema, you should:
    a. Adjust your expectations and revise your schema
    b. Understand your prejudices and avoid stereotypes
    c. Be open and honest in your interpersonal relationships
    d. All of the above
    e. None of the above
    **A;** (comprehension – moderate)

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8. _____ communicators update and adapt their schemas as they have new experiences.
    a. Educated
    b. Understanding
    c. Diligent
    d. Competent
    e. Student
    **D;** (comprehension – easy)

Fill-in-the-Blank Questions:

1. Friends, family, sociocultural norms, and media are all examples of _____ that we should be critical of in order to improve our self-perception.
   **socializing forces** (knowledge – moderate)

2. _____ may cause a person to engage in a behavior that reinforces a negative thought.
   **Self-fulfilling prophecies** (knowledge – easy)

3. _____ are sets of beliefs that we develop about groups, which we then apply to individuals from that group.
   **Stereotypes** (knowledge – easy)

4. _____ refers to negative feelings or attitudes toward people based on their identities.
   **Socializing forces** (knowledge – easy)

Essay/Short Answer Questions:

1. What is the difference between prejudice and stereotypes? Define each term before distinguishing them. Give an example of each.

   Stereotypes are sets of beliefs that we develop about groups, which we then apply to individuals from that group. Stereotypes represent a schema that is taken too far, in that it is used to project generalized characteristics of a group onto an individual, which reduces and ignores that person's individuality and the diversity present within any group of people. Stereotypes can be based on cultural identities, physical appearance, behavior, speech, beliefs, and values, among others, and are often caused by a lack of information about the target person or group. Stereotypes can be positive, negative, or neutral, but all run the risk of lowering the quality of our communication.

   Prejudice is negative feelings or attitudes toward people based on their identity or identities. Prejudice can have individual or wide-spread negative effects. At the individual level, a hiring manager may not hire a young man with a physical disability (even though that would be illegal if it were the only reason), which negatively affects that one man. However, if pervasive cultural thinking

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that people with physical disabilities are mentally deficient leads hiring managers all over the country to make similar decisions then the prejudice has become a social injustice.

(analysis – moderate)

2. Describe an instance in which perception-checking might have helped you avoid or minimize conflict or a miscommunication.

Answers will vary.

(application – moderate)

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