

## Self Test

### Managing in the Multicultural World of Energy

*Contributions from Patrick Rogers, Sara Russell, and Kevin DeGeorge*

**Click on True or False to test your knowledge of the chapter.**

1. **True False**. The oil company that operates in the most countries is Shell Oil.
2. **True False**. A culture is often defined as the shared values, attitudes, and behaviors of a group.
3. **True False**. Yang or feminine values are sharing, relatedness and kinship.
4. **True False**. From the McWorld culture's point of view, the world is one large market connected by high information networks moving towards automation and homogenization.
5. **True False**. Confucian dynamism is the point of view that resists modern capitalism and clings to religious beliefs, ethnic traditions, local and national communities.
6. **True False**. Diffuse cultures may be viewed as shallow and superficial by their more specific neighbors. Diffuse cultures may find it very time consuming to work in specific cultures.
7. **True False**. A more open minded culture takes in external information and considers other points of view. A more closed minded culture filters out a wider range of external information, particularly if it does not agree with their preconceived notions.
8. **True False**. A secular scientist in many cultures would marshal faith and intuition to validate theories and seek the truth. The economic cultures and those that abstract are more likely to fall back on faith.
9. **True False**. The three points of view that cultures take towards work are doing, being, or becoming.
10. **True False**. Cultures that view people as basically good tend to trust people until they are proven untrustworthy. Cultures that view people as basically evil tend to use safeguards to protect themselves from people until they are proven trustworthy.
11. **True False**. Theory X maintains that people are motivated by achievement and self-actualization.
12. **True False**. At the verbal level of communication there are three components - "What you say?" "What you mean?" and "What the listener understands?"
13. **True False**. Adler (1997) suggests that words communicate 7% of meaning.
14. **True False**. An important aspect of corporate culture is the relationship between employees and their organization.
15. **True False**. Suppose you are purchasing a turbine from a Japanese manufacturer and

you know that there will be several negotiations to determine things like delivery schedule and price. Since you are the buyer and you know that the other party wants your business, concerning yourself with things like correct protocol during the negotiation process is of minor importance.

**16. True False.** Particularists, often Westerners, want detailed contracts and go by the book. (contributed by Jonathan Hebert)

**17. True False.** Eastern cultures that may desire to be in harmony with nature (Chinese practice of Feng Shui) and where relationships are more important (particularist), it would be agreeable to an Easterner if a traveling Western business man places a just-received business card in his pocket after a glance at it. (contributed by Larry Nemetz)

**18. True False.** Jihad is the point of view that resists modern capitalism and does not consider religious beliefs or ethnic customs important. (Contributed by Daniel Jerret)

**19. True False.** During the course of a job interview, the interviewer describes the company culture as "incubator like." According to Trompenaar's definitions this means the culture is very hierarchical and that you move up in the corporation in a way similar to nature's food chain, eating your competition for lunch. (contributed by Chris Wyatt)