

**Appendix A**  
**Questionnaire: Intercultural Sensitivity Index (ISI)**

**Dear student,**

Please answer the questions to the best of your ability. There are no right or wrong answers. Your answers will be part of research being conducted to understand how the learning-teaching of English can be made more effective in the Palestinian contexts. Your responses shall be kept confidential.

**Demographic Information**

- Age: \_\_\_\_\_ Gender: \_\_\_\_\_  
– Grade Level: \_\_\_\_\_ Major: \_\_\_\_\_ Residence: \_\_\_\_\_

Please answer all the following questions about yourself using a scale of 1 to 5. There are 46 items.

- 1 = This comment  Never Describes Me"  
2 = This comment  Seldom Describes Me"  
3 = This comment  Describes Me Some of the Time"  
4 = This comment  Describes Me Well"  
5 = This comment  Describes Me Extremely Well"

**Denial**

1. I do not really notice cultural differences. 1 2 3 4 5  
2. I think that cultural diversity really only exists in other places. 1 2 3 4 5  
3. I feel most comfortable living and working in a community where people look and act like me. 1 2 3 4 5

**Defense**

4. I am surrounded by culturally diverse people, and feel like my cultural values are threatened. 1 2 3 4 5  
5. I sometimes find myself thinking derogatory things about people who look or act differently from me. 1 2 3 4 5  
6. I believe that certain groups of people are very troublesome and do not deserve to be treated well. 1 2 3 4 5  
7. I have lived for at least 2 years in another country and believe that Palestinian society should embrace the values of this culture. 1 2 3 4 5

**Minimization**

8. I understand that differences exist but believe that we should focus on similarities. We are all human. 1 2 3 4 5  
9. I think that most human behavior can be understood as manifestations of instinctual behavior like territoriality and sex. 1 2 3 4 5  
10. I think that all human beings are subject to the same historical forces, economic and political laws, or psychological principles. These principles are invariable across cultures. 1 2 3 4 5  
11. I believe that physical displays of human emotions are universally recognizable: A smile is a smile wherever you go. 1 2 3 4 5

**Acceptance**

12. I acknowledge and respect cultural difference. Cultural diversity is a preferable human condition. 1 2 3 4 5  
13. I believe that verbal and nonverbal behavior varies across cultures and that all forms of such behavior are worthy of respect. 1 2 3 4 5  
14. I think that cultural variations in behavior spring from different worldview assumptions. 1 2 3 4 5  
15. I believe that my worldview is one of many equally valid worldviews. 1 2 3 4 5

**Adaptation**

16. I have added to my own cultural skills new verbal and nonverbal communication skills that are appropriate in another culture. 1 2 3 4 5  
17. I believe that culture is a process. One does not have culture: one engages in culture. 1 2 3 4 5  
18. I am able to temporarily give up my own worldview to participate in another worldview. 1 2 3 4 5  
19. I have two or more cultural frames of reference, and I feel positive about cultural differences. 1 2 3 4 5

**Integration**

20. I feel culturally marginal or on the periphery of two or more cultures. 1 2 3 4 5  
21. I am able to analyze and evaluate situations from one or more chosen cultural perspectives. 1 2 3 4 5  
22. When faced with a choice about how I am going to respond to a given situation, I am able to shift between two or more cultural perspectives and consciously make a choice to act from one of these cultural contexts. 1 2 3 4 5

**Substantive Knowledge**

23. I believe the world has become economically, environmentally, and politically interdependent. 1 2 3 4 5

24. I have substantive knowledge about at least one other culture outside of Palestine, and I apply this knowledge with confidence in my professional work. 1 2 3 4 5
25. I am linguistically and culturally competent in at least one language and culture other than my own. 1 2 3 4 5
26. I use a language other than my native language at least 25% of the time. 1 2 3 4 5
27. I am interested and spend considerable time working on global issues. 1 2 3 4 5
28. I have substantive competence in analyzing global issues and a working knowledge of concepts and methods that can describe, explain, and predict changes in global systems. 1 2 3 4 5
29. I think the choices one makes at home have relevance for other countries and vice versa. 1 2 3 4 5
- Perceptual Understanding**
30. I appreciate how people from other cultures are different from me. 1 2 3 4 5
31. I am conscious of my own perspectives and culture. 1 2 3 4 5
32. I want to continue to learn about the world's peoples, cultures, and issues 1 2 3 4 5
33. I question my own prejudices as well as all national and cultural stereotypes. 1 2 3 4 5
34. I recognize that my worldview is not universal. 1 2 3 4 5
35. I find people from other places exotic and unusual. 1 2 3 4 5
- Intercultural Communication**
36. I feel uncomfortable when I am with people who are speaking a language I do not know. 1 2 3 4 5
37. I try to learn about people from other cultures so that we can work and socialize together. 1 2 3 4 5
38. I incorporate the attractive aspects of other cultures into my own way of doing things. 1 2 3 4 5
39. I have learned how to produce work with people from other places in the globe. 1 2 3 4 5
40. I feel self-confident and comfortable socializing with people from other cultures. 1 2 3 4 5
41. I have lived abroad and experienced intense interaction with a variety of people from this other culture. 1 2 3 4 5
42. I have long-term friendships with several people from other cultures. 1 2 3 4 5
43. I am currently engaged in professional work with at least three people in other countries. 1 2 3 4 5
44. I have the ability to deal flexibly with and adjust to new people, places, and situations. 1 2 3 4 5
45. I have the ability to psychologically put myself into another person's shoes. 1 2 3 4 5
46. I can act as a cultural mediator and serve as a bridge between people of different cultures. 1 2 3 4 5

Thank you very much for your cooperation!