

Computer Mediated Communication Competence

Read the following questions and select the answer that corresponds with your perception. Do not be concerned if some of the items appear similar. Please use the scale below to rate the degree to which each statement applies to you.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

- ____ 1. I let others know that I understand them online.
- ____ 2. I am supportive of others online.
- ____ 3. I am sensitive to others' needs online.
- ____ 4. I am not easy to talk to online.
- ____ 5. People can come to me with their problems online.
- ____ 6. I am an effective conversationalist online.
- ____ 7. I am not flexible online.
- ____ 8. I listen to what people say to me online.
- ____ 9. I pay attention to my conversations online.
- ____ 10. I treat people as individuals online.
- ____ 11. I can deal with others effectively online.
- ____ 12. My personal relations are cold and distant online.
- ____ 13. I do not understand other people online.
- ____ 14. I am a good listener online.
- ____ 15. I generally know what type of behavior is appropriate in any given situation online.
- ____ 16. Talking to people online is second nature to me.

Source:

Wrench, J. S. (2004, November). Face-to-Face v. Online Friendships: An Examination of Friendship Intimacy, Interpersonal Communication Satisfaction, and Interpersonal

Communication Motives. Paper presented at the National Communication Association's Convention, Chicago, IL.

Related Research:

Wrench, J. S., & Punyanunt-Carter, N. M. (2007). The relationship between computer-mediated-communication competence, apprehension, self-efficacy, perceived confidence, and social presence. *Southern Journal of Communication*, 72, 355-378.