

The Multicultural Awareness, Knowledge, and Skills Survey (MAKSS)*

The Multicultural Awareness, Knowledge, and Skills Survey (MAKSS) is a 60-item survey designed by Michael D'Andrea, Judy Daniels, and Ronald Heck, all from the University of Hawaii. Respond to all 60 items on the scale, even if you are not working with clients or actively conducting groups. Base your response on what you think at this time. Try to assess yourself as honestly as possible rather than answering in the way you think would be desirable.

The MAKSS is designed as a self-assessment of your multicultural counseling awareness, knowledge, and skills.

1. Culture is not external but is within the person.

Strongly disagree Disagree Agree Strongly agree

2. One of the potential negative consequences about gaining information concerning specific cultures is that students might stereotype members of those cultural groups according to the information they have gained.

Strongly disagree Disagree Agree Strongly agree

3. At this time in your life, how would you rate yourself in terms of understanding how your cultural background has influenced the way you think and act?

Very limited Limited Good Very good

4. At this point in your life, how would you rate your understanding of the impact of the way you think and act when interacting with persons of different cultural backgrounds?

Very limited Limited Good Very good

5. How would you react to the following statement? While counseling enshrines the concepts of freedom, rational thought, tolerance of new ideas, and equality, it has frequently become a form of oppression to subjugate large groups of people.

Strongly disagree Disagree Agree Strongly agree

6. In general, how would you rate your level of awareness regarding different cultural institutions and systems?

Very limited Limited Good Very good

7. The human service professions, especially counseling and clinical psychology, have failed to meet the mental health needs of ethnic minorities.

Strongly disagree Disagree Agree Strongly agree

8. At the present time, how would you generally rate yourself in terms of being able to accurately compare your own cultural perspective with that of a person from another culture?

Very limited Limited Good Very good

9. How well do you think you could distinguish “intentional” from “accidental” communication signals in a multicultural counseling situation?

Very limited Limited Good Very good

10. Ambiguity and stress often result from multicultural situations because people are not sure what to expect from each other.

Strongly disagree Disagree Agree Strongly agree

11. The effectiveness and legitimacy of the counseling profession would be enhanced if counselors consciously supported universal definitions of normality.

Strongly disagree Disagree Agree Strongly agree

12. The criteria of self-awareness, self-fulfillment, and self-discovery are important measures in most counseling sessions.

Strongly disagree Disagree Agree Strongly agree

13. Even in multicultural counseling situations, basic implicit concepts, such as “fairness” and “health,” are not difficult to understand.

Strongly disagree Disagree Agree Strongly agree

14. Promoting a client’s sense of psychological independence is usually a safe goal to strive for in most counseling situations.

Strongly disagree Disagree Agree Strongly agree

15. While a person’s natural support system (i.e., family, friends, etc.) plays an important role during a period of personal crisis, formal counseling services tend to result in more constructive outcomes.

Strongly disagree Disagree Agree Strongly agree

16. How would you react to the following statement? In general, counseling services should be directed toward assisting clients to adjust to stressful environmental situations.

Strongly disagree Disagree Agree Strongly agree

17. Counselors need to change not just the content of what they think, but also the way they handle this content if they are to accurately account for the complexity in human behavior.

Strongly disagree Disagree Agree Strongly agree

18. Psychological problems vary with the culture of the client.

Strongly disagree Disagree Agree Strongly agree

19. How would you rate your understanding of the concept of “relativity” in terms of the goals, objectives, and methods of counseling culturally different clients?

Very limited Limited Good Very good

20. There are some basic counseling skills that are applicable to create successful outcomes regardless of the client’s cultural background.

Strongly disagree Disagree Agree Strongly agree

At the present time, how would you rate your own understanding of the following terms:

21. Culture

Very limited Limited Good Very good

22. Ethnicity

Very limited Limited Good Very good

23. Racism

Very limited Limited Good Very good

24. Mainstreaming

Very limited Limited Good Very good

25. Prejudice

Very limited Limited Good Very good

26. Multicultural Counseling

Very limited Limited Good Very good

27. Ethnocentrism

Very limited Limited Good Very good

28. Pluralism

Very limited Limited Good Very good

29. Contact Hypothesis

Very limited Limited Good Very good

30. Attribution

Very limited Limited Good Very good

31. Transcultural

Very limited Limited Good Very good

32. Cultural Encapsulation

Very limited Limited Good Very good

33. What do you think of the following statements? Witch doctors and psychiatrists use similar techniques.

Strongly disagree Disagree Agree Strongly agree

34. Differential treatment in the provision of mental health services is not necessarily thought to be discriminatory.

Strongly disagree Disagree Agree Strongly agree

35. In the early grades of formal schooling in the United States, the academic achievement of such ethnic minorities as African Americans, Hispanics, and Native Americans is close to parity with the achievement of White mainstream students.

Strongly disagree Disagree Agree Strongly agree

36. Research indicates that in the early elementary school grades girls and boys achieve about equally in mathematics and science.

Strongly disagree Disagree Agree Strongly agree

37. Most of the immigrant and ethnic groups in Europe, Australia, and Canada face problems similar to those experienced by ethnic groups in the United States.

Strongly disagree Disagree Agree Strongly agree

38. In counseling, clients from different ethnic/cultural backgrounds should be given the same treatment that White mainstream clients receive.

Strongly disagree Disagree Agree Strongly agree

39. The difficulty with the concept of “integration” is its implicit bias in favor of the dominant culture.

Strongly disagree Disagree Agree Strongly agree

40. Racial and ethnic persons are underrepresented in clinical and counseling psychology.

Strongly disagree Disagree Agree Strongly agree

41. How would you rate your ability to conduct an effective counseling interview with a person from a cultural background significantly different from your own?

Very limited Limited Good Very good

42. How would you rate your ability to effectively assess the mental health needs of a person from a cultural background significantly different from your own?

Very limited Limited Good Very good

43. How well would you rate your ability to distinguish “formal” and “informal” counseling strategies?

Very limited Limited Good Very good

44. In general, how would you rate yourself in terms of being able to effectively deal with biases, discrimination, and prejudices directed at you by a client in a counseling setting?

Very limited Limited Good Very good

45. How well would you rate your ability to accurately identify culturally biased assumptions as they relate to your professional training?

Very limited Limited Good Very good

46. How well would you rate your ability to discuss the role of “method” and “context” as they relate to the process of counseling?

Very limited Limited Good Very good

47. In general, how would you rate your ability to accurately articulate a client’s problem who comes from a cultural group significantly different from your own?

Very limited Limited Good Very good

48. How well would you rate your ability to analyze a culture into its component parts?

Very limited Limited Good Very good

49. How would you rate your ability to identify the strengths and weaknesses of psychological tests in terms of their use with persons from different cultural/racial/ethnic backgrounds?

Very limited Limited Good Very good

50. How would you rate your ability to critique multicultural research?

Very limited Limited Good Very good

51. In general, how would you rate your skill level in terms of being able to provide appropriate counseling services to culturally different clients?

Very limited Limited Good Very good

52. How would you rate your ability to effectively consult with another mental health professional concerning the mental health needs of a client whose cultural background is significantly different from your own?

Very limited Limited Good Very good

53. How would you rate your ability to effectively secure information and resources to better serve culturally different clients?

Very limited Limited Good Very good

54. How would you rate your ability to accurately assess the mental health needs of women?

Very limited Limited Good Very good

55. How would you rate your ability to accurately assess the mental health needs of men?

Very limited Limited Good Very good

56. How well would you rate your ability to accurately assess the mental health needs of older adults?

Very limited Limited Good Very good

57. How well would you rate your ability to accurately assess the mental health needs of gay men?

Very limited Limited Good Very good

58. How well would you rate your ability to accurately assess the mental health needs of gay women?

Very limited Limited Good Very good

59. How well would you rate your ability to accurately assess the mental health needs of handicapped persons?

Very limited Limited Good Very good

60. How well would you rate your ability to accurately assess the mental health needs of persons who come from very poor socioeconomic backgrounds?

Very limited Limited Good Very good

Scoring Instructions for the Multicultural Awareness Knowledge and Skills Survey (MAKSS)

The MAKSS is designed to measure an individual's multicultural counseling awareness, knowledge, and skills. This 60-item survey is divided into three (3) subscales. Items 1 to 20 provide a measure of multicultural counseling awareness; items 21 to 40 provide a measure of multicultural counseling knowledge; items 41 to 60 provide a measure of multicultural counseling skills.

Subjects who complete the survey are provided with four options in responding to each item. These options are ranked on a Likert-type scale from 1 to 4. A score of 1 indicates "very limited" or "strongly disagree," a score of 2 indicates "limited" or "disagree," a score of 3 is "good" or "agree," and a score of 4 corresponds to "very good" or "strongly agree."

Please note, there are five (5) items in which we have reversed this scoring procedure. That is, on items 11 to 16 and item 38, a score of 4 is given if the subject circled "very limited" or "strongly disagree," a score of 3 is given if the subject circled "limited" or "disagree," a score of 2 is given if the subject circled "good" or "agree," and a score of 1 is given if the subject circled "very good" or "strongly agree." These items should be reverse coded when entered into a computer to be consistent with the other items in the subscale (e.g., 4 is coded 1 for these items only).

To calculate the total subscale scores, individual item scores comprising each subscale are summed (items 1 to 20 = awareness; items 21 to 40 = knowledge; items 41 to 60 = skills), and the sum is divided by 20 (the number of items in each subscale) to generate three mean subscale scores.

You may find a published report of the initial validity and reliability findings and an explanation of statistical procedures in comparing the pre- and post-test results in experimental/control group studies in D'Andrea, Daniels, and Heck (1991).

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Questions for Class Discussion

1. How satisfied were you with your results? Was it a surprise or did you expect your results? Please explain.
2. What plans do you have to become more multiculturally skilled as a counseling supervisor?