
(Peer Reviewed and Refereed Journal)

Barriers to Effective Communication in English and Its Avoidance with Reference to Undergraduate Students of Shivaji University, Kolhapur

Vikas. N. Gaikwad

Assistant Professor

Department of English

Balwant College, Vita

(Affiliated to Shivaji University Kolhapur.)

gaikwadvikas187@gmail.com

Abstract

In India it is observed that in the UG classes of Shivaji University, Kolhapur some students are unable to speak English. And in Maharashtra Marathi is learners' native language. Due to this reason, English frequently studied as a non-native i.e. second or foreign language. Even students are not consuming enough time for learning English. Learning strategies are not adopted properly. As a result of it they face difficulties and barriers while communicating in English. In this research paper it is tried to avoid barriers in effective communication in English. More emphasis laid on improvement in communication skills in the classroom and outside the classroom. Barriers can be divided into two kinds, physical and psychological barrier, incorporated subsequently part of the paper. Some students face difficulties, innate fear, and lack of confidence, competence, and disability of proper reading of English. In order to find solution or overcoming barriers in communication skills, it is requirement to improve reading skills in English. For this study, approximately 75 UG students from BA, B.Com and B.Sc. were selected randomly from the Balwant College, Vita affiliated to Shivaji University Kolhapur. Students were given solution of overcoming barriers to effective communication in English.

Keywords: Effective, Communication, Skills, Barriers, Avoidance, Overcoming, Solution

Introduction: "According Cambridge Advance Learner's dictionary barrier means 'a long pole, fence wall, or natural feature, such as a mountain or sea that stops people from going

(Peer Reviewed and Refereed Journal)

somewhere.’ or anything that prevents people from being together or understanding each other; or makes it more difficult.” Another most important concept is communication. According Merriam Webster Dictionary Communication means ‘a process by which information is exchanged between individuals through a common system of symbols, signs, or behaviour’ and skills means ‘the ability to use once knowledge effectively readily execution or performance’ and avoidance means act of emptying or clearing away’ or generally one can says omitting. Over the years, it is evaluated, some students of UG classes from BA, B.Com and B.Sc. in the Balwant College Vita encountering difficulties in communication in English. As a result of it in the English classroom, it is decided to avoid barriers in effective communication in English by doing different activities. Those activities are Course of Basic English grammar, sentence completion test, description, narration, and reading activity in the classroom, questionnaire and developing vocabulary of students. While conducting speaking practice, attention will be paid on pronunciation. Questionnaire and sentence completion test activities are mentioned in the research paper. This research study incorporates seventy five students randomly from the above mentioned faculties.

Research Methodology: “For this research qualitative and quantitative research methodology is applied. Quantitative research is based on the measurement of quantity or amount. It is applicable to phenomena that can be expressed in terms of quantity. Qualitative research on the other hand, is concerned with the qualitative phenomenon, phenomena relating to or involving quality or kind. For instance, when we are interested in investigating the reasons for human behaviours (i.e. why people think and do certain things.), we quite often talk “Motivation Research” an important type of qualitative research. This type of research aims at discovering the underlying motives and desire, using in depth interviews for the purpose. Other techniques of such research are word association test, sentence completion tests, story completion tests and similar other objective techniques. Attitude or opinion research i.e. ., research designed to find out how people feel or what they think about a particular subject or institution is also qualitative research. Qualitative research is especially important in the behavioural sciences where the aim is to discover the underlying motives of human behaviour. Through such research we can analyse the various factors which motivate

(Peer Reviewed and Refereed Journal)

people to behave in particular manner or which make people like or dislike a particular thing. It may be stated, however, that to apply qualitative research in practice is relatively a difficult job and therefore, while doing such research, one should seek guidance from experimental psychologists”. (P.3.) (Research Methodology, C.R. Kothari)

Simple random sampling: “This type of sampling is also known as chance sampling or probability sampling where each and every item in the population has an equal chance of inclusion in the sample and each one of the possible samples, in case of finite universe, has the same probability of being selected.” In Balwant College Vita, there are 300 students from B.A., B.Com and B.Sc. and decided to select 25 students from each faculty. In this way 75 students are selected randomly for analysis of study. (P.15)(Research Methodology, C.R. Kothari)

Review of Literature:

“Overcoming barriers to communication” research paper by Bernard L. Erven Department of Agricultural, Environmental, and Development Economics Ohio State University is about facilitating communication skills. Overcoming barriers to communication is one of the easiest methods to improve communication. Removing these barriers starts with an understanding of a communication model. This paper should help managers think about their own communication skills and the way they communicate day-to-day. In this paper, qualitative research methodology is used. This paper is limited because it focuses only on communication of farming people and workers and quantitative method is not used. There is another research paper which entitled “10 Strategies for Overcoming Language Barriers” By Kate Berardo. In this paper ten different strategies are involved. It is explained in this work, language barriers are a common challenge in international or national business settings and a two-way process. What native speakers often don't know is that frequently it is not the other person's accent but their own style and manner of speaking that makes the greatest barriers to effective communication. In order to avoid barriers in communication one should use the strategies like speak slowly and clearly, ask for clarification, frequently check for understanding, avoid idioms, be careful of jargon, define the basics of business., be specific, choose your medium of communication effectively, provide information via multiple

(Peer Reviewed and Refereed Journal)

channels, be patient, to ensure you're not putting up your own roadblocks to effective English communication.

Lot of researches are done in the field of Barriers to communication and overcoming on it. But there is gap remained especially in U G Classes in the area of Shivaji University Kolhapur of avoiding barriers in the communication. It is observed that no researchers are fulfilled this gap of research of overcoming barriers in English communication, especially UG students of Shivaji university, Kolhapur. Therefore this problem is selected for study.

Barriers to Effective Communication:

“The practice of exchanging information between individuals through a system of signs, symbols, and codes is known as communication. Communication is the exchange of information between a sender, a message, and a recipient. The information is sent by the sender, and it is received by the recipient. As a result of communication barrier, the communication process is never easy. Barriers to efficient communication can cause misunderstandings or miscommunications, which can result in lost opportunities for business. Here are a few obstacles to effective communication:

1. Semantic barriers
2. Psychological barriers
3. Organisational barriers
4. Cultural barriers
5. Physical barriers
6. Physiological barriers

Let us study in detail about the various types of barriers to effective communication.

Semantic barriers: Language barriers are another name for semantic barriers. Ineffective communication between the sender and the recipient is the root cause of these obstacles. You may run into the following semantic hurdles in conversation.

Low quality of the messages when transmitted, a message should be clear and concise so that the recipient may easily understand the information being shared.

Semantic barriers can occasionally occur as a result of the sender's convoluted method of information delivery.

(Peer Reviewed and Refereed Journal)

For e.g. A manager is interacting in English to a group of workers who understand and speak Marathi. It will create confusion among workers as they won't be able to understand what is being conveyed by the manager.

Technical phrases: When the message's originator uses technical terminology that the recipient is unfamiliar with, language barriers increase. It prevents clear communication and leads to misunderstandings between the sender and the recipient.

Psychological Barriers: Psychological barriers are important in interpersonal communication because they can make it difficult for the sender or the recipient to grasp the information being communicated, which frequently results in misunderstanding. Here are a few instances of psychological communication difficulties.

1. Premature evaluation of information by the receiver, even before it is communicated, might cause communication obstacles since it will result in a message's premature conclusion, which omits the original message.
2. Lack of focus on the part of the receiver during communication might cause hurdles because the receiver will not correctly process the information offered by the sender.
3. When information is transported between sources, the final information is warped because the message's recipients cannot fully comprehend what was said. This could lead to communication problems.

Organisational barriers: Organizational obstacles are those that are brought about by the creation's structure, rules, and regulations. Relationships between superiors and subordinates can create the types of barriers where open communication is impossible. The complexity of organizational structure and the presence of several supervisors can occasionally make it difficult to communicate ideas clearly, resulting in information that is twisted and misunderstood.

Cultural barriers: Cultural barriers are those that develop because there are not many commonalities between the many civilizations in the globe. A word that is considered innocuous in one culture may be considered slang in another. Additionally, different beliefs might vary amongst cultures.

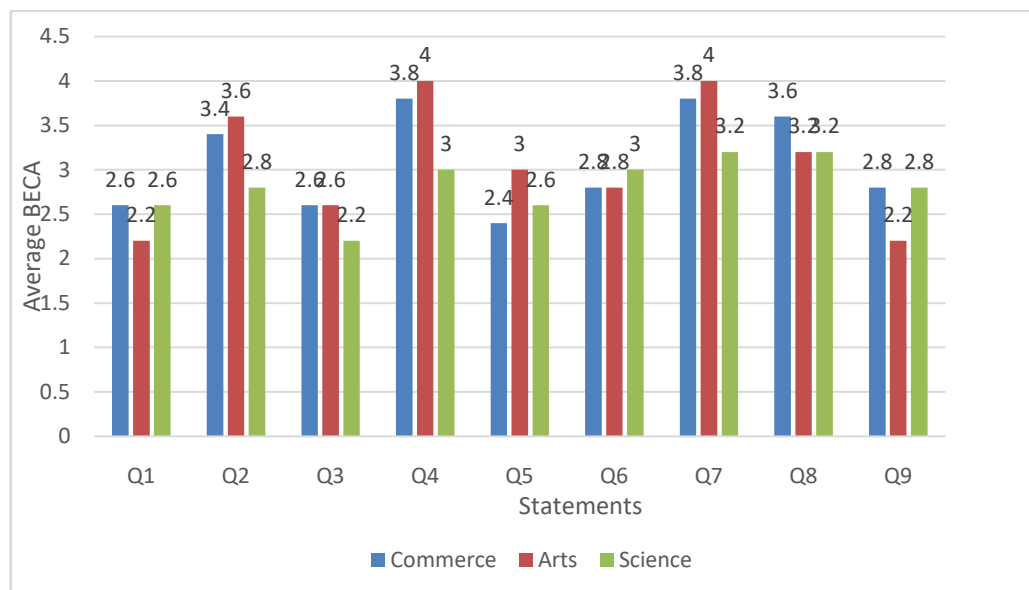
(Peer Reviewed and Refereed Journal)

Physical barriers: Physical obstacles to communication are those that develop as a result of specific variables, such as malfunctioning machinery, noise, locked doors and cabins, which distort the information conveyed from sender to receiver and lead to inappropriate communication.

Physiological barriers: When a sender or a recipient of the communication cannot clearly convey or understand the message owing to physiological problems like dyslexia or nerve illnesses that impair speech or hearing, there are physiological barriers. Students in the Balwant College Vita come from different families and areas therefore there is greater amount of barriers occur while communicating in English. Because their family background is different so their cultural, way of living is different. And English is non-native language. Therefore it is obvious that there is semantic, psychological, physical, cultural, physiological barriers can occur. Questionnaire is prepared on Barriers to effective communication and its avoidance. In order to analyse the data, it is assessed on the measures of central tendency. Average of the total numbers of the students from above mentioned college affiliated to Shivaji University Kolhapur. Total numbers of Students are shown in Bar graph from BA, B.Com, and B.Sc.

**Students' Questionnaire on Barriers to effective communication and its avoidance:
Quantitative Analysis:**

(Peer Reviewed and Refereed Journal)



Above bar graph reveals students of Balwant College Vita and their responses to questionnaire from Commerce, Arts and Science in average about barriers to effective communication and its avoidance 'Q' represents Statements in the questionnaire which is on the X axis and average is shown on the Y with average of students' responses. Analysis of variables is calculated on the basis of average to find out result of communication skills. In first statement, students of Commerce and Science using English dictionary in the same amount but students of Arts are not. Adequate attention on SLRW is paid by students of Arts more than other faculties' students. Sentences are organized by the students of Arts more effectively rather than students of Com and Sci. Students of Arts use ventilated places more than students of Com and Sci. Students of Science are mentally good in communication in English as graph shows. Students from Arts faculty have more positive Attitude butas compared to the remaining faculty students. Learners of Com use body language that is nonverbal communication while consequently faculties' students use nonverbal communication in fewer amounts. All the students gave feedback but students of Com and Sci. gave equally feedback as compared to Students of Arts. More or less students of all faculties effectively are avoiding barriers in English communication. But students of Com

(Peer Reviewed and Refereed Journal)

and Arts are doing more efforts to be better in effective communication in English averagely. Students of Science steadily well in English communication. It is result of above bar graph.

Qualitative method of Avoiding Barriers in English communication: Qualitative method means why people think and do certain things. Doing of certain things and acquires purposive goal is called qualitative method. This technique is as fallows. Messages which are shared by speaker should be understandable and comprehensible to the recipients, as result of it there shouldn't be semantic barrier in communication. And technical language should be avoided by sender of messages because the receiver of the messages might be unable to know technical language. Therefore both participants i.e. students of Shivaji university, Kolhapur must know technical language in order to avoid barriers in communication.

Right evaluation and conclusion of messages can avoid psychological barrier in interaction between the participants. Another important point is both participants must pay adequate attention on communication.

Well organization of messages with grammatical structure which will avoid the organizational barrier in speaking.

Cultural barriers can be avoided by using common or similar language that can be comprehensible to sender and receiver of the messages.

Physical barriers can be avoided by minimizing noise, using proper instruments of air and hearing. Especially dumb pupils need hearing equipment of medical. This should be made available to avoid physical barriers. In physiological barrier, sender or receiver must be in position to express or receive the messages with clarity. There should not be dyslexia or disorder. These are the right methods to avoid barriers in effective communication in English. Students from three different faculties are asked to fallow above mentioned strategies and techniques to avoid barriers in speaking English and to be better in English Communication.

Sentence Completion test: another most important strategy of developing effective communication is sentence completion test. Students are provided sentences omitting words and asked to complete the sentences. It is as fallows.

Instances: 1.You -----asked to complete the task.

2. We study-----communication-----English.

(Peer Reviewed and Refereed Journal)

3. You are-----students.
4. Speaking is-----skill.
5. -----is main technique to develop effective communication.

Answers: 1. Are

2. effective, in
3. Undergraduate
4. Language

5. Reading

Most of undergraduate students answered correctly and few students from BA and B Com unable to answer correctly. Such kind of test compels to learners of language to learn language in right method following language skills, SLRW.

Conclusion: Learning above mentioned strategies and methods, students motivated to learn English communication by avoiding barriers in the communication. They also learned types of barriers in communication and techniques of avoiding it. It is found that students are exerting their efforts to learn speaking in English. To find current condition of the students' mental ability, they were asked to do activities which are mentioned in qualitative method. As a result of it they learn better communication in English.

References:

Kothari, C.A. "Research Methodology Methods and Techniques" Second Revised Edition: 2004, Reprint: 2009

Raveendran. Byju and Gokulnath, Divya. "Barriers to Effective Communication" 2011. <https://byjus.com/commerce/barriers-to-effective-communication/>

Erven, Bernard L. "Overcoming barriers to communication." *Ohio State University*. Hyperlink [<http://www.agecon.ag.ohiostate.edu/people/erven.1/HRM/communication.pdf>] 7 (2002).

Berardo, Kate. "10 strategies for overcoming language barriers." (2007).

Cambridge Advanced Learner's Dictionary. Cambridge University Press, 2003.

Communication, N. (2)." *Merriam-Webster*, www.merriam-webster.com/dictionary/lock. Accessed 10 Oct 2023.

(Peer Reviewed and Refereed Journal)


Model Questionnaires are given below on barriers to effective communication and its avoidance by the students.

Students' Questionnaire on Barriers to effective communication and its Avoidance

S.No	Statement	never	rarely	Sometime	Always
1.	Use of English Dictionary			✓	
2.	Adequate Attention on SLRW			✓	
3.	Correct organization of Sentence		✓		
4.	Mixing in other cultural people				✓
5.	Sitting on right place while communicating(ventilated)			✓	
6.	Preparation of mentality of communication		✓		
7.	Positive attitude				✓
8.	Body language				✓
9.	Able to give constructive Feedback			✓	

Name of the Students:
Sawanya Adviti Ramesh

Class: B.com -IIS



Signature of the Student

(Peer Reviewed and Refereed Journal)

Students' Questionnaire on Barriers to effective communication and its Avoidance

S.No	Statement	never	rarely	Sometime	Always
1.	Use of English Dictionary			✓	
2.	Adequate Attention on SLRW			✓	
3.	Correct organization of Sentence			✓	
4.	Mixing in other cultural people				✓
5.	Sitting on right place while communicating(ventilated)				✓
6.	Preparation of mentality of communication				✓
7.	Positive attitude				✓
8.	Body language				✓
9.	Able to give constructive Feedback				✓

Ghodake Pankaj Nivas
Name of the Students:


Signature of the Student

Class:
B.C.E - IIIrd