

Barriers to Communication

Barriers to communication—

- ▶ Communication barriers are the obstacles arising in communication process. These barriers may arise at any stage of communication process, i.e. while the message is developed, transmitted, received or interpreted. Due to these obstacles, what is to be communicated does not get communicated. Message is not received in its original form.

Barriers to Communication

- ▶ Improper Encoding
- ▶ Bypassing
- ▶ Frame of Reference
- ▶ Physical Distractions
- ▶ Psychological and Emotional Interference
- ▶ Cultural Differences

Improper Encoding

- ▶ Linguistic code must be familiar to one's audience
- ▶ The sender must consider the cognitive knowledge of the speaker

Bypassing

- ▶ Bypassing refers to misunderstanding due to different meaning of the same word.
- ▶ Age, Education and Cultural background are three of the more obvious variables that influence the language.
- ▶ Ex. Dowry

Frame of Reference

- ▶ Your weakness in viewing others within your frame of reference may lead to confusion and misunderstanding
- ▶ It is based on experience, exposure, education, personality and several other elements

Physical Distraction

- ▶ Physically uncomfortable man can neither be a good speaker or a good listener.
- ▶ Temperature of room
- ▶ Feeling uneasy
- ▶ Noise

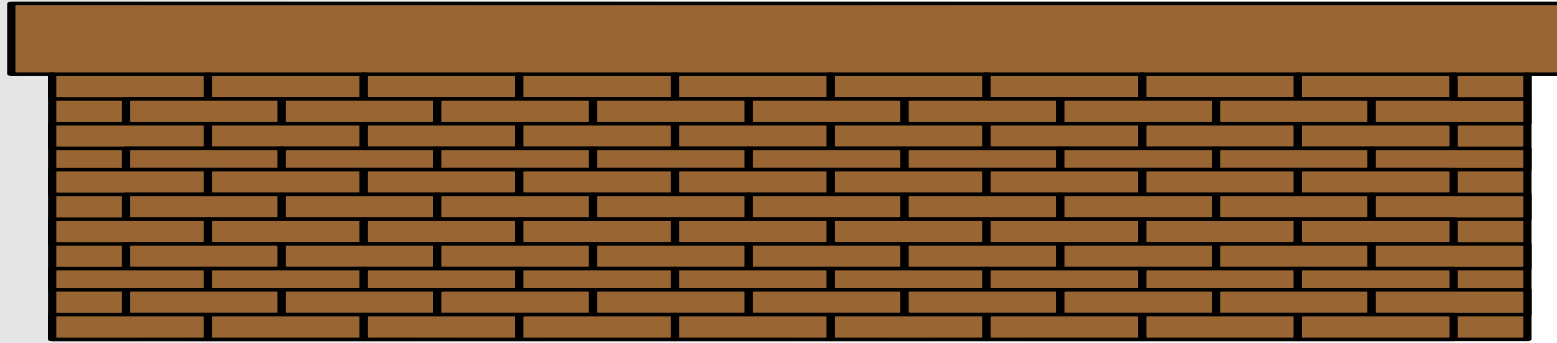
Psychological and Emotional Interference

- ▶ Feeling of sadness, fear, anger, anxiety and nervousness makes the communication ineffective.
- ▶ Over arousal of emotions may adversely affect both encoding and decoding.

Intercultural Differences

- ▶ Intercultural communication can create misunderstanding because the sender and the receiver belong to different cultures and share different values

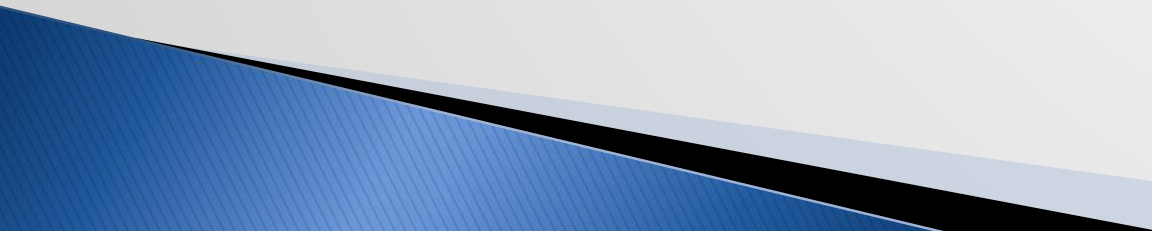
Barriers to Communication



- ▶ Perceptions
- ▶ Language
- ▶ Personal Interests
- ▶ Emotions
- ▶ Environment – noise
- ▶ Preconceived notions/expectations
- ▶ Wordiness
- ▶ Attention span
- ▶ Physical hearing problem
- ▶ Speed of thought

Semantic or language Barriers:

- ▶ The term 'Semantic' means a study of words. Semantic barriers are the barriers related to language. Difficulties in the use, expression and understanding of language create such barrier as under:

- ▶ **Use of Technical words**: People working in technical, administrative, medical and judiciary groups use technical language. If the sender and receiver of a message belong to different fields, use of such language creates communication barriers.
 - ▶ **Use of idioms and Phrases**: People of literary taste, use idioms and phrases in their communication to make it decorative and interesting. If the receiver is unable to understand their meaning, it causes a communication barrier.
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- ▶ **Use of Denotative and Connotative words**: The words that do indicate neither positive ness nor negative ness are called denotative. Example: Pen, book, telephone, office etc. The words that indicate either positive ness or negative ness are called connotative words. Example: intelligent, dull, honest, dishonest, expensive, cheap, tasty etc. Some are the words that have both, positive and negative meanings. Use of such words causes a communication barrier.
- ▶ **Unreal Assumption**: Sometimes sender of a message assumes that receiver knows basic facts of this information and, therefore, it is enough to tell him only the latest developments. If this assumption is wrong, communication fails to serve the purpose.

Emotional or Perceptual Barriers

1. If the mental condition of sender or receiver or both is not favorable, communication cannot be effective. Important emotional barriers are as under:

- ▶ **Behavior and Attitudes**: Every person has a different behavior and attitudes. If the behavior and attitude of sender are different from that of receiver, communication cannot be effective. If there is a change in organizational policies and he it is contrary to the behavior and attitude of workers, it may invite the opposition of workers.
- ▶ **Emotions**: Effectiveness of communication is affected by the nature and emotions of both the sender and receiver of message. If the sender or receiver is angry, tense, excited or afraid, communication cannot be effective.

- ▶ **Status Consciousness**: Organizational positions and status also affect communication. Senior managers do not like to discuss the things with their subordinates.
- ▶ **Poor Retention**: Scientific studies have established that there is a limit of retention of information. About 30% facts. It causes a major barrier in effective communication.
- ▶ **Other Barriers**: If the receiver is having an evaluation in his mind about the giver or message, it causes a hindrance in the exchange of information. Similarly, if a person feels that he knows everything he has to do, it also causes a barrier to effective communication.

Personal Barriers

- ▶ Attitudes of Superiors: If superiors have positive attitude, communication will be ineffective. Sometimes, superiors do not want to convey the facts to subordinates.
- ▶ Lack of Confidence: If superiors feel that their subordinates are not capable and efficient they would ignore the information or suggestions, sent by their subordinates.

- ▶ **Unwillingness to Communicate**: If the superiors and subordinates are not willing to communicate with each other, effective communication cannot be possible. It may be so because of the fear that a particular message will be against their interest.
- ▶ **Lack of Attention**: If superiors or subordinates are not paying proper attention to the message, communication cannot be effective.