

Barriers of Communication

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Introduction

- Communication is complete and perfect when the receiver understands the message in the same sense as the communicator intends to convey.
- But practically it has been noticed that such perfect a complete communication does not take place because of certain obstacles or other factors known as communication barriers.

Types of Barriers

- Physical Barriers.
- Semantic and Language Barrier.
- Cross-Cultural Barrier.
- Socio-psychological Barrier.
- Organizational Barrier.

Physical Barrier

- Noise.
- Defect in Medium.
- Time and Distance.

Semantic and Language Barrier

- Interpretation of words: words having different meanings.
- Semantic words: similar sounding words.
- Homophones: Words having similar pronunciation but different meanings eg. Dear and deer.
- Technical Language.

Cross-cultural Barrier

- Values and beliefs.
- Use of gestures.
- Space

Socio-psychological Barrier

- Attitudes and opinions.
- Emotions.
- Closed mind.
- Status consciousness.
- Inattentiveness.
- The Source of Communication.
- Faulty Transmission.
- Poor Retention.

- Attitudes and opinions: We react favorably or are hostile according as the information is to our personal advantage or not.
- Emotions: We can neither transmit thing correctly if our mind is agitated.
- Closed mind: We hold our opinion so rigidly that we refuse to listen.
- Status consciousness: We are over-conscious of our lower or higher rank and do not express ourselves candidly.

- Inattentiveness: Unconsciously we become inattentive if the communication contains a new idea and our mind refuses to respond to it.
- The Source of Communication: We react according to the trust we repose in the source from which the communication originates.
- Faulty transmission: Part of the message is lost in the transmission.
- Poor retention: Oral message in particular are lost due to poor human retention.

Organizational Barriers.

- Lack of appropriate communication channels.
- Rules, Regulation and Policies.
- Lack of Planning.
- Unclarified Assumptions.
- Rigid, hierarchical structure usually restricts the flow of communication.
- Information overload.

Summary

- It is important to understand the underlying causes of communication failures, which may involve a range of factors: physical, psychological, cultural, political and technological.
- In more general terms, barriers can be overcome by taking the receiver more seriously, and by thinking more clearly about the content.

Thank-you