

Chapter Outline

8.1 INTRODUCTION

Types of Barrier

- 1. Physical Barriers**
- 2. Language / Semantic Barrier**
- 3. Organizational Barrier**
- 4. Socio-Psychological Barriers**
- 5. Cultural Barrier**
- 6. Interpersonal barrier**

DESTRUCTIVE COMMUNICATION

8.1 INTRODUCTION

Barriers to communication are things people say or do that are obstacles to good conversation or good interpersonal interaction. They are hurdles that do not bring discussion satisfaction. They are high-risk responses whose impact on communication is frequently negative. These hindrances are more likely to be destructive when one or more persons who are interacting are under stress. These roadblocks frequently diminish the other's self-esteem. These roadblocks tend to trigger out defensiveness, resistance, and resentment.

Barriers to Communication may be broadly classified as below: -



1. Physical Barriers – Following are the physical barriers:

(a) The Competing Stimulus (noise): It becomes very difficult to pass on the message orally, if another confirmation giving information simultaneously within hearing distance, sometimes-loud music or traffic noise creates barrier in the communication process.

(b) Environmental Stress: A strong light puts hindrance in case of visual communication. Because of undesired strain on the eyes of the communicator, message is not received properly. A high temperature, humidity, bad ventilation etc. contribute in the sending and receiving of message.

(c) Subjective Stress: Due to sleeplessness, ill health, consumption of drugs, mental strain etc. communicator cannot interpret the message in desired manner.

(d) Ignorance of Media: User should be well conversant with media that is adopted for conveying the message. The use of a media with which the receiver is not familiar would turn the media itself into a barrier. For example, the uses of visual media like maps and charts to instruct workers, who have not been familiar with maps and charts, would switch off their attention for lack of knowledge of the media.

2. Language / Semantic Barrier: Language is carrier of all the information and ideas. If the receiver is not able to comprehend the message that the sender intends to convey, it

results into language barrier in the process of communication. Words have different meanings-according to the context it is used. For example there are 14 different meanings of the word 'Charge'

(a) Unclear Message: Lack of clarity in a message makes it badly express.

For Ex: Poorly choose empty words of phrases

- 1) There is no city like it – Unclear
- 2) There is no such city – Clear

(b) Unqualified Assumptions: Sometimes, the sender may send information which is not clarified to the receiver, as he does not understand the assumptions clearly.

(c) Wrong Interpretation: Whenever one interprets a symbol, ones own understanding may be different from that of others. The Hindi word “KAKA” means uncle in one part of the country but would denote small boy in another part of the country.

(d) Technical Language: When technical language is used in the communication process, it creates barriers in understanding the message in same sense and spirit. When technical jargon or specialist language is used in the communication and conversation process, it creates tension, confusion, and misunderstanding between sender and receiver.

Example: “MOUSE” is only an animal, whereas in computer jargon, it is a device

(e) Connotation and Denotation:

Connotation- some words have both positive and negative connotation. Eg-the word “CHEAP”.

Denotation- literal meaning of the word.

(f) Mother Tongue influence or wrong pronunciation: English is spoken by different ethnic groups in all over the world. Most of them have their own mother tongue influence which creates disturbance in conveying the meaning.

3. Organizational Barrier: This type of barrier develops due to the problems with physical distance between members with respect to their functional specialization of tasks, power, authority and status relationship, values held and ownership of information.

(a) **Organization Culture and Climate:** In every organization there exists a unique culture and climate. The climate and culture of an organization ultimately influences the freedom, thrust and interaction pattern among its people. As people working take time to adapt themselves, bottlenecks in communication are inevitable.

(b) **Status Relationships:** The status, power and position acts as a hurdle in the effectiveness of communication. Individuals may not be able to say what they wish to say because of their fear for the position and power of the other party in the communication process.

(c) **Organizational Rules and Regulations:** The rules and regulations of the organization vary. While some may be so rigid that they influence the flow of information in a wrong direction, there could play a cementing role.

(d) **Complexity of the Organization:** The complex hierarchal structures of the organization like too tall or too much of divisionalization within the set up may not facilitate a free flow of communication

4. Socio-Psychological Barriers:- are the major bottle necks in interpersonal communication . People have different styles of communication. They also have personal feelings, desires, fears, likes, dislikes and opinions .the meaning assigned to a message depends upon the emotional or psychological status of both the parties involved in the process of communication

(a) **Attitudes and opinions:** Personal attitude and opinions often act as barriers to effective communication. People react favorably or are hostile according as the information is to their personal advantage or not. If the information is advantageous to an employee, he welcomes it as good or if it affects him adversely he rejects it.

(b)**Emotions:** Agitated mind cannot receive or transmit anything correctly. Emotional state plays an important role in the act of communication. The communicator should not try to

communicate while in a state of emotional excitement. In the same way, the receiver should not react to the message of his mind is disturbed.

(c)Closed mind: A person with a closed mind is very difficult to communicate with. He rejects a message or a proposal and reveals deep-rooted prejudices, opinions and emotions if asked to state his Reasons. Closed mind people react with anger and give a sharp rebuff to anyone who tries to argue with them. They preclude all possibility of communication by doing so.

(d)Status – (consciousness): This exists in every organization and is one of the major barriers to effective communication. People are over – conscious of their lower or higher rank and do not express themselves candidly. Such communication failures can be averted if the managers and other persons in authority rise above the consciousness of their status and encourage their employees to talk freely.

(e)The Source of Communication: If the receiver has a suspicion about or prejudice against the source of communication, there is likely to be a barrier to communication. People often react according to their attitude to the source of facts than to the facts themselves.

Ex: if an employee gets compliment from an executive, who is in the habit of finding fault with his employees, the employee becomes suspicious and starts attributing motives to the compliment.

(f)Faulty transmission: In oral communication, 30% of the information is lost in each transmission. A message is never communicated from one person to another in its entirety.

(g)Poor retention: Employees retain only 50% of the information communicated to them. The rest is lost. Poor retention leads to imperfect responses and hampers the communication process.

5. Cultural Barrier: This communication barrier arises when two people of any organization belong to different culture, place or religion. There are many other factors of cultural barrier like age, social position, mental difference or thinking behavior, economic

status, political views, values and rules, ethics or standards, motives and priorities. The communication done without mixing any culture will not miss its meaning, but once a culture is mixed up with the communication then it may lose its exact meaning.

Some of the significant different cultures are:-

1. Basic Personality
2. Language
3. Values and norms of behavior
4. Social relationships
5. Concept of Time
6. Concept of Space
7. Perception

Words, colors and symbols have different meanings in different cultures

For Example:-

- 1) When the Japanese say “Yes” .They mean that they are “listening”. When Americans say Yes that they are agreeing.
- 2) In England, an invitation for dinner at 8 pm would see most guests arriving at about 8.15 in Germany punctuality is king ; in Greece ,9 to 9.30 might be the norm ; in India even later – if at all.
- 3) Wearing white color on an auspicious occasion like marriage may be for bidden in some cultures where as , in other cultures , the main wedding dress is white in color
- 4) For some cultures,”Time is money”, while in other cultures, it may be subordinate to relationships.

6. Interpersonal barrier: These barriers also develop in the process of communication. They are based upon the relationships, values held and attitudes of the participants in the process of communication.

(a) Barrier from superior: Lack of time and shortage for employees. The superior may not devote enough time for every employee due to their busy schedule.

(b) **Lack of Trust**: Sometime superior may not trust subordinate because of various reasons which can act as a hurdle in a free flow of communication.

(c) **Wish to capture an authority**: The may hide confidential and important information from employee in a view of capturing and retaining the authority.

(d) **Fear of losing power of control**: The supervisor may have of losing power and control .If he freely expresses his ideas and view with his subordinates.

(e) **Barriers from Subordinates**:

- 1) Lack of proper channel
- 2) Low interest to communicate
- 3) Lack of cooperation
- 4) Lack of trust
- 5) Fear of penalty / fine

Internet Humour on semantic barrier of communication