

Barriers of Communication

Objectives

What will we study in this section:

- ✓ What is communication barrier?
- ✓ What are the causes of this barrier
- ✓ How can one avoid the failure of communication barrier?
- ✓ How can communication barrier be classified?

What is Communication Barrier?

- Communication is the process of transmission of ideas, thought and emotion. It requires:
 - ✓ A sender/Addresser
 - ✓ A receiver/Addressee
 - ✓ A message

Communication becomes effective only if it creates the desired impact on the receiver

Three levels at which communication takes place and becomes effective:

- ✓ Noticing is done with the senses (Physical/surface level)
- ✓ Understanding is at the level of intelligence
- ✓ Accepting is at the emotional level

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Anything that creates hindrance or obstacle in the process of an effective communication at any of these levels is a barrier to communication

Therefore, Barrier to communication can be defined as the aspects or conditions that interfere with effective exchange of ideas, thought and knowledge

Prime factors at the mechanism of Communication Barrier

- ✓ Environmental
- ✓ Technological
- ✓ Organizational
- ✓ Jargons
- ✓ External noise
- ✓ Emotion

- ✓ Misinterpretation
- ✓ Fear
- ✓ Stress
- ✓ Personal Interests
- ✓ Distance

Three major Barriers to Effective Communication

- ✓ Intrapersonal Barrier
- ✓ Interpersonal Barrier
- ✓ Organizational Barrier

Intrapersonal Barriers and its Causes

- Intrapersonal barriers refer to the elements within the individual's own self which pose a hurdle or obstacle from within the individual's communication both in sending and receiving messages.
- Common causes behind intrapersonal Barriers
 - ✓ Wrong Assumption
 - ✓ Varied Perception
 - ✓ Wrong Inferences
 - ✓ Differing Background
 - ✓ Blocked Categories
 - ✓ Categorical thinking

Subcategories of Intrapersonal Barrier

- Physiological Barrier
- Psychological Barrier
- Perceptual Barrier
- Attitudinal Barrier
- Emotional Barrier

1. Physiological Barriers

- Physiological barriers are caused by the individual's own personal discomfort such as sensory dysfunctions.
- Physiological barriers often result from performance characteristics and limitations such as low memory, poor concentration, mental dullness and dysfunction of the sensory organs like eyes, ears, nose, etc.
- In a classroom, the same message (say, a PowerPoint presentation) delivered by the same professor may be differently received by a student with poor eyesight and another with good eyesight.
- This barrier can be overcome by providing suitable visual aids—spectacles or contact lenses for example—to that student, or allowing them to sit closer to the speaker.

2. Psychological Barrier

- Psychological barriers are due to the emotional character and mental limitations of human beings. These barriers result in absent-mindedness, the fear of expressing one's ideas to others, excitement and emotional instability
- Some common forms of Psychological Barriers are:
 - ✓ False assumption
 - ✓ Anger
 - ✓ Attitude
 - ✓ Negative Self-Image
 - ✓ Fear and Defensiveness
 - ✓ Abstracting
 - ✓ Closemindedness
 - ✓ Overconfidence
 - ✓ Distorting, Filtering and Editing
 - ✓ Poor Listening
 - ✓ Emotion

3. Perceptual Barrier

- Perceptual barriers are the mental blocks that result from the individual's own perception. It occurs because we all perceive things differently.
- Perceived barriers are based on each individual's unique experience, cultural background, educational level, and value system.
- Everything we interpret is subject to this experience, good or bad. If one has had negative experiences with a friend, everything the friend does or says will be filtered through this perception.

Attitudinal Barrier

- Attitudinal barriers results from the individual's own attitude and assumptions based on one's socio-economic and cultural background and often get reflected in one's day-to-day communication with others.
- Attitudinal barriers arise in part due to each individual's unique frame of reference, which is the sum of their beliefs, past experiences, fears, hopes and expectations.
- These barriers may be caused by such factors as poor management, personal conflicts, personal attitudes of individuals (which may be due to dissatisfaction or lack of motivation at work brought about by insufficient training) or just resistance to change.

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- There are two principal causes of attitudinal barriers
 - ✓ Egocentrism- attitudinal barrier wherein one tends to be “self-focused” with the belief that one’s own ideas are more important or valuable than those of the others .
 - ✓ Judgmental Attitude-

Emotional Barrier

- Emotional barriers occurs due to mental limitations created by one's own self. An emotional state of mind plays an important role in the communication process.
- People base their encoding or transmitting of information on their personal experiences and expectations.

Interpersonal Communication

- Interpersonal barriers are the ones present outside an individual's own self—in the external environment between the sender and receiver of the message, and are relatively outside the individual's control
- Classification of Interpersonal Barriers
 - ✓ Sender-Centric Communication Barrier
 - ✓ Receiver-Centric Communication Barrier

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➤ Interpersonal communication barriers may surface due to various known or unknown external elements:

- ✓ Attitudes of Superior
- ✓ Stereotyping
- ✓ Lack of Credibility or reputation
- ✓ Wrong Medium
- ✓ Semantic and Language Issues
- ✓ Inconsistent Cues

Organizational Barriers

- Organizational structure greatly affects the capability of the employees as far as the communication is concerned
- The internal factors which block the process of communication are known as organizational barriers:
 - ✓ Restrictive Environments
 - ✓ Deceptive Policies
 - ✓ Poor Communication Network

Factors Causing Organizational Behaviour

- ✓ Status Relationship
- ✓ One Way Flow
- ✓ Organization Structure
- ✓ Rules and Regulations
- ✓ Too many levels of Organization Structure

Other Barriers

- Cross-cultural Barriers
 - Different Cross-Cultural Barrier
 - ✓ Language
 - ✓ Value
 - ✓ Social Relation
 - ✓ Concept of Time
 - ✓ Concept of Space
 - ✓ Gesture
- Semantic Barriers
 - ✓ Spelling/Pronunciation/Meaning
- Gender Barriers

Contd.

- The way of thinking becomes gendered and out of this gendered thought process, this barrier in effective communication arises.

- Factors in Gender Barriers:
 - ✓ Fear and Shy
 - ✓ Environment
 - ✓ Misunderstanding

Any Question Please?