

Research paper on barriers to effective communication

[Sociology](#), [Communication](#)



Communication is the process of transmitting a message in a comprehensible way which starts with a sender who starts the communication process and ends a receiver who comprehends the message. The communication process is made up of four components. The first component is encoding which is a task that the sender translates his or her idea or information into a message in a form that he or she perceives the receiver will understand which could mean gestures, words or languages. The second component is a medium of transmission which is based on sender's perception of the receiver's level of knowledge and the kind of information he would like to deliver. The sender is expected to use a medium that the receiver is familiar with which could be oral or written (Thompson, 2011, p. 47).

The choice of communication channel chosen also should consider if there will be any need of feedback, documentation and if the communication is private. The third one is decoding which is a process that is carried out by the receiver after he receives the message he starts to interpret the symbols, and translates them according to his knowledge. Successful communication is a result of the receiver's correct interpretation of the message sent by a sender. The fourth one is the feedback which is normally the final step which is the response a receiver gives in form of a signal, a comment, or a written form showing that he or she has interpreted the message correctly without it a sender cannot know if the receiver got the message correctly or not.

Difference between listening and hearing in communication

Listening is the act of sound processing so as to comprehend its meaning. Hearing on the other hand is the act of sound reception by the ear and its not necessarily processed. Hearing therefore is an inborn or human trait which takes approximately one month from birth to develop and hear differentiate different sound. Therefore both hearing and listening are human senses that the brain processes through the ear (Roebuck, 1999, p. 51). The second difference is listening is the act of picking all sounds and words and comprehending their meaning while hearing is mainly just an act of sound passing through ones ears thus listening leads to understanding unlike hearing. Hearing is a sense that one is born with except for the deaf people so it does not require any effort while listening is an act needs one to concentrate and pay attention which is all the work of the brain.

The formal and informal channels of communication in criminal justice organizations

The formal communication channels in criminal justice organizations relied upon the hierarchies of commands. The heads of the hierarchy determines how communication is done in the different levels of command since they set the policies, procedures and the atmosphere of communication among the levels of commands. The communication channels are described according to its relationship on the chain of commands which are upwards, horizontal and downwards communicational channels.

Downward communication channel is one that when the head in the chain of command gives instructions and can send information to the subordinates

levels until the lowest level receives the information. This way can be inefficient and the information also runs the risk of being altered before reaching the receiver. Upward communication channels are one that directors use to get feedback from its subordinates. It could use reports and structure form to allow efficiency in communication with the management (Roebuck, 1999, p. 56). Horizontal communication channel is one that is used by people within the same level in the chain of command for resolving conflicts, problem solving and also to enable them to work together.

An informal communication channel is also known as grapevine since its communication from any level of command and discuss information received or one from higher levels of command. It doesn't take place within the working atmosphere but in an informal atmosphere within an organisational structure. Co- workers who find themselves in these channels tend to be loyal to these groups and could also meet at informal joints.

Barriers of effective communication

Language Barrier is the commonest barrier since people use different languages and those that use similar language they vary in the vocabularies, pronunciations and semantic gaps where words being pronounced the same mean different thing leading to wrong interpretations. The second barrier is cultural barriers are brought about by different cultural backgrounds, different social status, religions economic positions and assumptions that create different priorities among individuals hence a barrier to effective communication. The third barrier is the individual barrier which is that arising from ones perception and beliefs that causes one to be comfortable or not

comfortable leading to close-mindedness or perform self filtration of information during communication (Adler & Rodman, 2008, p. 62). The fourth barrier is the channel barrier which refers to the medium of communication that may result to communication breakdown especially if it takes too long people are likely to lose the concentration or the medium selected is inappropriate. The fifth barrier is the attitudinal barriers that arise from problems in the organisation especially due to poor management or personality conflicts among staff. The sixth and the last barrier are the physical barriers that are often as a result of nature and the environment if people are located in different buildings where technology has not yet been wholly embraced.

With all these barriers there are strategies to overcome barriers of communication. The first one is that the sender should try to use simple and understandable language and avoid using word that could lead confusion. One can also use of correct channels of communication that the receiver can understand and active listening for the side of the receiver so as to ensure there is communication all through. The third strategy is ensuring there is feedback in the choice of communication channel you use so as to know if the receiver is decoding the right information. The fourth one is eliminating perceptual differences by employing the right people for the job and that proper induction is carried out to ensure the staff clearly understand their responsibilities and need for communication. The other strategy that can be used is that one should understand the receiver's emotional state as well as

their psychological state so as to use the best form of communication that does not provoke their state leading to communication breakdown.

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