

Ladies and gentleman's,

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



Ladies and Gentleman's, Today, I want to share with you about ' Effect of Communication Barriers and how to overcome this barriers'. Good communication is very important. Without communication, there is no way to express our thoughts, ideas and feelings. Since we babies and grew up, we learnt more words and study how to communicate with different people, at different times, in different ways. Studying about communication enables us to be good communicators and brings a ways to a good effective communication. Communications have a many definition. What in important, communication needs a sender and a receiver of the message. No matter how, communication can describes as a process which begins when we have a message that want deliver to other person's, the person's received the message, react to it and respond our message. That response may lead us to react and give another message (Elizabeth Tierney, 1998). This message must be conveyed through some medium to the recipient. It is essential that this message must be understood by the recipient in same terms as intended by the sender. There are three (3) types of effective's communication that we used every day in our lives (Camp & Satterwhite 2002). First is Oral Communication. Oral Communication is the spoken interaction between two or more of people. It's used as an instant and immediate to conveying and receiving of information. It's also builds self-esteem for both the audience and the speaker. It includes individuals conversing with each other, be it direct or telephonic conversation. Speeches, presentations, discussions are all forms of oral communication. These recommended when the communication matter is of temporary kind. Face to face communication (meetings, lectures, conferences, interview,

etc.) is significant so as to build a rapport and trust. According to Camp & Satterwhite (2002), Oral Communication follows ways by Face to Face conversation, meeting, voice mail messages, tele-conferencing, oral presentation and lastly is public speaking. All these ways can be good communication and it's most effective when the sender of a message has a good skill to deliver what they want to say. The second type is a Written Communication. It means a representation of a language in a textual medium through the use of a set of signs or symbols (Wikipedia). Written Communication is the way how we interpret the feeling by some piece of paper. Written Communication can take place via letters, faxes, memos, e-mail, and reports, minutes of meeting and news releases. It provides documentation and proof of the exchange of information. It helps in laying down apparent principles, policies and rules for running of an organization. Last and not least, any kind of communication that does not involve the word, it's called non-verbal communication. This is the last type of communication that we use every day. It is communication of feelings, emotions, attitudes, and thoughts through body movement, gestures, eye contact, etc. Non-verbal can include vocal sounds that are no words such as grunts, sighs, and whimpers. Effective communication plays an important role not only in an organization but is equally important in our personal life. Effective communication is important at all the levels in an organization. Effective communication goes a long way in passing the correct and the desired information to the recipient and the work is accomplished without errors in a short span of time. Effective communication also nullifies the chances of misunderstandings, conflicts and errors which might crop up in cases where the

message is not clear. But, in the same time, there has a barriers can distract and prevent person's from paying full attention to the message. It called as ' Communication Barriers'. Ok, let's see what that communication barriers, Barriers Communication is an interference or noise that might interfere when communication process happen. When I making the research what kind effect of communication barrier, they have lot of barrier can may distract and prevent the receiver from paying full attention to the message.

Therefore, on this day, we will be discussing five (5) communication barrier and how to solve this problem. One of communication barriers is Physical interference. Physical interference is external and outside the control of both the speaker and the receiver. It affects the physical transmission of the message. Example a noise disturbances like loud music, the sound of traffic from a busy road, static coming from loud speaker system, or loud drilling from a nearby. Those kind of physical interference will affect the message that been transferred from speaker to the listener. Let's have a test to prove that this. Try to get 20 person sitting in the circle near to a radio and give a sentence to the first person " She swim at the sea shore and find a sea shell". I confident that the word after receive by the last person in the group will only " She swim.. " and the other word will be lost between the root from one person to another. This is a common thing that happened to us every day because of the surrounding and to avoid this thing happen and we have to overcome the problem first. Try to look at the issues here; the message was not been transfer correctly because of the sound surrounding the group. At any circumstances, the message might be wrongly be delivered because of the music from the radio itself. Human bodies are connecting to each

other and were link to our brain. If the ears are hearing something else other than the message that the delivered, the brain will capture something that similar to the message or will lost in the transmitting. To solve this problem, we have to make sure that there are no interruption or any activity other than the group itself. In our life, if someone are having a discussion that involve two way communication, we have to make sure that we at the place that no other thing can interrupt the conversation between the group. In a corporate organization, they will always having a meeting in a meeting room so that everyone can concentrate to the thing that they discuss and came up with a best solution or result. A second barrier of communication is a Lack of Enthusiasm, Subject Knowledge, Language and Emotion. Many of us are quick feel hopeless and turn away from a situation. This is one of the problems that lead to communication barriers. Do you really believe your organization is better than the competition's?? Do you look as confident manager as you say you are? If you don't have knowledge about your organization, it's problem to your organization. Why I say so, this is because when you're don't have knowledge and experiences, it can hamper to the overall working of an organization. So, to solve this problem, we as a manager must show some enthusiasm like begin paying attention to the types of expressions we use. When everything we do with a smile, a serious or negative message will not happen. Languages play an important role in a joint communication in an organization. When we do a dealing with other country, we must have a requires skill to understand the language of their country. Example this language barrier is, when a country like Malaysia trade with Japan, the problem occurs when the communication dealing. This is

because, Japan use their language as a intermediate language. So Malaysian must learn their language to communicate with them other than English to facilitate a transaction. Emotions are obstacles to any communication. If there are negative feelings that arise in the mind of a person, all communications will be interrupted. In an organization, we, as a manager should play an important role in a good relationship with all employees. We must be ready to solve problems that occur between subordinates not with a heavy heart side even with a sense of rational. On my knowledge and experiences, each organization provides performance evaluation for each employee. Every manager must needs to put forward their views on the performance of employees. Problem to this situation is, when manager used their emotion to this views on the performance of employee like dishonesty, jealousy, and other negative feelings, it will affect the progress of performance subordinate staff. These things should not happen in to organization. So, all manager here, please don't use your emotion when evaluating the performance on your subordinates. The third problem of communication is a Semantic Barrier. Semantic barriers are the misunderstandings meaning of word and can occurs the barrier of communication. Someone can interpret the meaning with their experienced. It's related between word, signs & phrases. It's is the most difficulties in communication arise because the same word or symbol means different things to different individuals. Example of Semantic Barriers is like Connotation and Fluency. Connotation is a commonly understood subjective cultural or emotional association that some word or phrase carries, in addition to the word's or phrase's explicit or literal meaning, which is its

denotation (Wikipedia). They have a two (2) distinct sense. First is a 'What must we know in order to determine the reference of an expression' and secondly an idea to we suggested for implemented. For all knowledge, a sentence can convey entirely different meanings depending on the emphasis on words and the tone of voice for example, the statement, " I didn't SAY you were stupid" has six different meanings, depending on which word is emphasized like ' I didn't say YOU were stupid' and ' I didn't say you were STUPID'. Some point to all remember is when we are angry or excited, our speech tends to become more rapid and higher pitched, when we are bored or feeling down, our speech tends to slow and take on a monotone quality and when we are feeling defensive, our speech is often abrupt. Fluency is the ability to read text accurately and quickly. Most people around us do not fully master the skill to speaks and read with confident. This weakness makes one's self look weak in any communication with co-workers and managers. Fluency is very important to all of us. Why I say it is important? These is because, it shows that someone is knowledgeable in a particular field, say with utmost confidence and this will make the people around respect for ourselves. The fourth problem is a Physiological Interference. Health problems are one of the causes of the outbreak of the communication barrier. Headache, hearing loss, blindness, lack of focus, and suffer from short term memory lost due to physiological challenges on the part of the speaker or the receiver. When this happens, the speakers or the receiver will not take note of the things that will be presented by the speaker. Conditions such as headaches, blindness, lack of memory, hearing loss occurs in every person around us. Is my own example, if we have a headache, blindness,

pain throughout the body, we will automatically fully concentrate on the pain and if someone started chatting, we like to take cognizance of and did not focus on it. If someone who was hearing-impaired, it is the biggest problem faced to communicate with people around. As speakers, if we want to deliver a thing of message, we must say with a loud tone clearly so that the receiver understands the meaning that we want delivered. For the blindness eyes, this will also affect the delivery of on-screen if any speakers make presentation using power point slides. This resulted in someone's difficult to concentrate on a slide that is displayed. Therefore, health is very important in a relationship communication. We will be constantly emphasize that our personal health symptoms such as headaches, fatigue, dim eyes, aching body is not the case because when it is in our bodies, all the important things will not be able to fully focus especially if are performing their duties in place work. Last and not least, is a lack of written and spoken in English. This is the one problem that happen in all of us expecially who doesn't know how to communicate in English. In an organization, English is the main language. Less of reading book in English also be