

Q. what are barriers to communication?  
what are remedial measures to overcome such barriers?

Answer :- In communication process various situations may arise to interrupt the process of communication, known as barriers to communication. It is of the following types -  
These are

1) Semantic Barriers → It is caused due to language related problems between senders & receivers. Here same acronym means different to different parties. Sometimes in verbal communication homophones creates problem which is a semantic barrier. Such barriers grow due to following reasons - badly expressed message, faulty translations, unclarified assumptions & abbreviated words!

ii) **Emotional or psychological Barriers** → Such barriers grow up due to emotion or mental situation of the sender or receiver of the process. As a result a gap of credibility increases & psychological distance widens. There are several factors behind it like - inattention, loss of accuracy during transmission, premature assumptions, less trust of sender, undue reliance on written words etc.

iii) **Organisational Barriers** → An organisation runs smoothly on the basis of sound & effective communication system. Besides there are different types of employees against whom different policies are applied according to situation. As a result lower level employees seldom meet & convey their problems to authority or middle level employees intentionally cut down important issues. Red-tapism & late instructions are common organisational barriers.

iv) **Status Barriers** → Status barriers arise in corporate culture or superior-subordinate relationship. Here a superior may provide only selected information to his subordinates to keep status differences. On the other hand, subordinates tend to convey only those things which he thinks appropriate to share with superior. This filtering process creates distortion in upward or downward communication & problem among them continues.

v) **Cultural Barriers** → culture indicates basic values of the society. In communication world one must keep it in mind that various culture must be taken into account before <sup>showing</sup> any kind of dislike or impatience to that culture. As a result a social barrier arises among all of them. Moreover in most of the cases women or transgenders face real life difficulties to communicate in our social system.

vi) **Technical & ~~social~~ Barriers**: In modern world technology plays a vital role. Modern technology helps to create routes for fast communication. Now it is not possible for all concerns to build up such set up. Even various types of people are not so tech-savvy. So they remain in the back row & creates barriers.

vii) **Attitude Barriers** → In an office or occasion various types of people come in the contact of others. Now, all don't have same nature to approach for communication. Some feel shyness, some feel ego, even some are found very jelly. All the above said behaviours create problem among all to build effective communication.

To overcome above said barriers various steps can be taken but one must keep it in mind that those steps must be in accordance with need of the respective concern. The common steps to overcome barrier are as follows -

1. Sender must chalk out whatever he/she wants to convey. So, he/she should decide tone of language, word selection, empathy etc. He/she should try to communicate in simple language as possible.
2. Attention must be enhanced. The receivers should be good listeners & they should react for feedback if required. Trust issue must be increased to build reliance as well as premature perceptions be kept aside.
3. Authority should focus on problems of sub-ordinates so that they can feel ~~closeness~~ <sup>closeness</sup> towards the office related issues & superior-subordinate issue be kept aside.
4. During communication emotional level be kept under control. Showing off ego, anger, indifference towards other party be minimized. Fear of change or body language be maintained.
5. Organisational structure be changed to create smooth running of the business. control span must be brief for proper use of the process.
6. Proper channels be selected so that information should not be overloaded & according to the need of receiver information be served. It helps to reduce noise in the process.

7. consistency should be made with the organisational goals & policies. Besides communication system must be kept in routine check up for formal communication.
8. Technological assistance & use of it should be learnt by the employees to ~~achieve~~ better communication facility day to day basis.