

Research Article

A Study on Barriers of Effective Verbal Communication among Higher Secondary Students

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A B S T R A C T

Communication is an essential device for teaching and learning. Communication is a complex process. Communication means a composition of both the verbal and the non-verbal aspects. Communication in the classroom differs from the various formal and non-formal communication settings. The important aspect of classroom communication is to instruct and inform and it happens through verbal communication. Effective verbal communication is necessary for the students to enhance their career and gain confidence. Effective verbal communication is about the words you choose, and how they are heard and interpreted. The capacity to put the words together in a meaningful way to reflect their own thoughts, feelings and opinions helps the students to build their confidence level. An excellence in verbal communication is attained over time and regular practice. Developing vocabulary is a process of acquiring new words to use in their daily life. It helps the students in the Higher Secondary Level to learn the meaning of new words and concepts in various contexts. An ample vocabulary helps the Students to improve themselves. This study helps the students to develop an effective verbal communication. This research helps to find out the level of Barriers, significant difference based on Gender, Location and the type of management among the Higher Secondary School Students. It is found the low level of Barriers of Effective Verbal Communication among the Higher Secondary School Students is 18.18%, high level is 16.69% and moderate level is found to be 64.84%. There exists no significant difference in Gender but there exists significant difference based on their Location and the Type of Management. Communication is the act of sharing information within and across a variety of contexts and cultures. Humans' communicate in a variety of ways, both verbally and non-verbally. Both the types of communication differ significantly between genders and across cultures.

Keywords: Effective Verbal Communication, Verbal And Non-Verbal Communication, Barriers, School, Gender, Location, Type Of Management

Introduction

Communication is an essential device for teaching and learning. Communication is a complex process. Communication is composed of both the verbal and the non-verbal aspects. Communication means sending information to oneself or another entity, usually via a language.¹ Communication system is often categorized into six main components. Transmitter, Channels, Message, Receiver, Noise and Feedback. Communication in the classroom differs from the various formal and non-formal communication settings. It is more ritualistic in nature.² Classroom communication is largely information sharing. Effective classroom communication ensures learning. Classroom communication includes face-to-face interactions between the participants involved in the classroom to ensure that learning takes place.³ The major aspect of classroom communication is to instruct and inform. Verbal communication means the use of words to share information with other people. It includes both spoken and written communication.⁴ Oral communication is the most used form of communication done with words. The most important skill for everyone to master is Verbal Communication Skill. They value both in our personal and professional life.⁴

Objectives of the Study

1. To find out the level of Barriers of Effective Verbal Communication among the Higher Secondary School Students.
2. To find out the significant difference between the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Gender.
3. To find out the significant difference between the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Location.
4. To find out the significant difference among the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Type of Management.⁶⁻⁹

Hypothesis of the Study

1. The level of Barriers of Effective Verbal Communication among the Higher Secondary School Students is high.
2. There is no significant difference between the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Gender.
3. There is no significant difference between the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Location.
4. There is no significant difference among the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Type of Management.¹⁰⁻¹⁶

Significance of the Study

To speak clearly and confidently gains the attention of people around. Effective verbal communication is all about the words you choose, and the way how they are heard and interpreted. The capacity to put the words together in a meaningful way to reflect their own thoughts, feelings and opinions helps the students to build their confidence level. An excellence in verbal communication is attained over time and regular practice.¹⁷ Developing vocabulary is a process of acquiring new words to use in our routine life. It helps the Students of the Higher Secondary Level to learn the meaning of new words and concepts in various contexts. An ample vocabulary helps the Students to improve themselves in all areas of communication especially verbal communication.¹⁸ This study helps to determine if the vocabulary of the students is developed, will they have an effective verbal communication.^{19,20}

Research Methodology

The present investigation on Barriers of Effective Verbal Communication of Higher Secondary School Students would fall under descriptive survey method. The purposive sampling is found to be suitable as the Barriers of Effective Verbal Communication. The sample consists of 330 Higher Secondary School Students from Chennai District. The sample includes both boys and girls from the urban and rural Schools that are selected to study the behavioral problems of Higher Secondary School Students. This sample of the students were selected on the basis of simple random sampling. A Questionnaire on Barriers of Effective Verbal Communication (BEVC) of Students which is called "The questionnaire (BEVC) contains 29 statements consisting of Barriers of Effective Verbal Communication of Higher Secondary School Students.

The following procedure was used to score the items of the questionnaire of Barriers of Effective Verbal Communication.

- Strongly agree- 5
- Agree- 4
- Undecided- 3
- Disagree- 2
- Strongly disagree-1

The reliability was found for the tools by using test-retest method. The reliability co-efficient of the questionnaire on Barriers of Effective Verbal Communication was found to be 0.823 which is high. Therefore, this tool is highly reliable. For the present study, the investigator used the following statistical techniques Arithmetic Mean (x), Standard Deviation, Karl Pearson's Correlation Coefficient, 't' Test, F – test.

Result

1. It is found the low level of Barriers of Effective Verbal Communication among the Higher Secondary School Students is 18.18%, High level is 16.69% and Moderate level is found to be 64.84%. Hence the Barriers of Effective Verbal Communication among the Higher Secondary School Students is Moderate in nature.
2. It is found that there exists no significant difference between the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Gender.
3. It is found that there exists significant difference between the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Location.
4. It is found that there exists significant difference among the Higher Secondary School Students Barriers of Effective Verbal Communication based on their Type of Management.

Conclusion

Communication is the act to share message to produce meaning within and across a variety of contexts and cultures. Humans communicate both verbally and non-verbally. Primates and other animals have been communicating without the use of language since long before humans invented verbal communication. Some scientists believe that even today, most communication between humans is non-verbal. Both types of communication differ significantly between genders and across cultures.

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