

## Communication Skills: A Study among University Teachers

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### ARTICLE DETAILS

Research Paper

#### Keywords :

*Communication skill, Class room teaching, University teachers, departments*

### ABSTRACT

Communication is essential for every kind of work. Communication skills among employees is one of the key factor to get things done. Communication skill among university teachers at the class room is the crucial factor for teaching, learning process. A study is conducted to scale and analyse such skill.

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### Introduction

Etymologically the word "communication" originates from the Latin word "communk" which mean "common". When someone communicate it means he is trying to share information, an idea or an attitude. 'To communicate' is defined as 'to impart, bestow, or convey, to make known, to get familiar, given by way of information. The New Webster's dictionary defines communication as "the act or fact of communicating transmission, the imparting or interchange of thoughts, opinions, or information by speech, writing or signs that which is communicated or imparted; a document or message imparting views or information." According to the Oxford dictionary Communication is the imparting, conveying or exchanging of ideas, knowledge etc., by means of speech, writing or any attempt to define communication, has to take into consideration the idea of mutuality and commonness, an exchange, a shared environment, a social relationship among the participants and the existence of a common need. urge, aim or goal.

George Lundberg uses communication to designate interaction by signs and symbols.

Theodore Newcomb defines communication as that process by which people influence each other or leave impression on others. According to Denis McQuail, communications is a "process which increases commonality". He describes human communication as " the sending from one person to another of meaningful messages."

These are the 7 Cs of Communication, namely, Clarity, Conciseness, Concreteness, Correctness, Courtesy, Completeness and Consideration, essentially required for effective communication. Communication is essential in any kind of work, without proper communication objects of the work cannot be achieved as per planned. Communication is essential for connecting with others, information sharing, advising, teaching, learning, consulting, research, Publicity and advertising, etc.

### **Review of Literature**

Wahid, R., Halim, S., & Halim, T. (2024). The Paper reveal that positive influencing skills are necessary to begin, sustain, and grow professionally. The findings of authors show that in any workplace, trust, respect, and harmony are needed, which depends on the relationship among co-workers. People can gain trust and respect based on communication at the workplace.

Knight, A., Palermo, C., Reedy, G., & Whelan, K. (2024) The outcome of the research disclosed that there is scope for the use of more diverse teaching and assessment strategies in dietetic education to develop the communication skills required for social media and communicating with diverse populations.

Thuraisingham, C., Abd Razak, S. S., Nadarajah, V. D., & Mamat, N. H. (2023) The findings can be used to structure new approaches to communication skills education that is patient-centred, culturally sensitive, and informed by patients. Communication skills training should encourage students to prioritise and reflect more on patient perspectives while educators should engage patients to inform and assess the outcomes.

Whitehorn, K. (2023) Communication skills are among the most important competencies for future professional accountants. However, recent accounting graduates' communication skills are lacking, indicating the need to develop communication skills at a higher education level. Despite this need having been researched and expressed for several years, limited research is available on the teaching

interventions and assessment tools that are effective in developing accounting students' communication skills.

### **Research Gap**

Based on aforesaid studies and many more studies research gap are as

- Studies are not available for university teachers.
- A study of factor affecting class room teaching communication among university teachers is not available.

### **Objectives of the study**

To analysis communication skills of teachers in class room teaching

### **Importance of the study**

- The study is helpful for university education system because teachers are the key factors for students learning activities.
- Scaling of communication skills among teachers helps for faculty development program. It will increase teachers' efficiency.
- A good communication skill is required for student's better performance, better communicated students performed well in curricular, co-curricular and extra-curricular activities.
- Students learn importance of communication skill, useful for them in training and placement aspects, etc.

### **Research Methodology**

- Universe of the study  
Universe of the study is taken as a university situated in Chhattisgarh State
- Sample of the study  
It is taken as teachers of various teaching departments of the University
- Research method and technique  
Representative sampling method is adopted; each sample was given a questionnaire, prepare through "Likert scale".

Questions pertaining to Receiver factor, teaching contents, Nature of subjects, Infrastructure at room surrounding, Student feedback, Continuity of attendance, Sessional marks pressure impact, Events/holidays/ exam date pressure, Teachers him/her self, supervisor support

The questionnaire bears 4 point Likert scale. Average of outcome of the survey is marked as

**Table-1**

Number Upto	Communication Skill Level
10	OK Level
20	Good
30	Excellent

- Hypothesis

$H_0$  Communication skills among teachers is “Very Good Level”

$H_1$  Communication skills among teachers is not of “Very Good Level”. It can be of OK Level or Excellent level.

- Sample size

Representative sampling method is adopted. Data collected from each department of teaching. Over all sample size is 50.

### **Finding conclusion and Discussion**

Finding data are as follows

**Table-2 – Department wise finding**

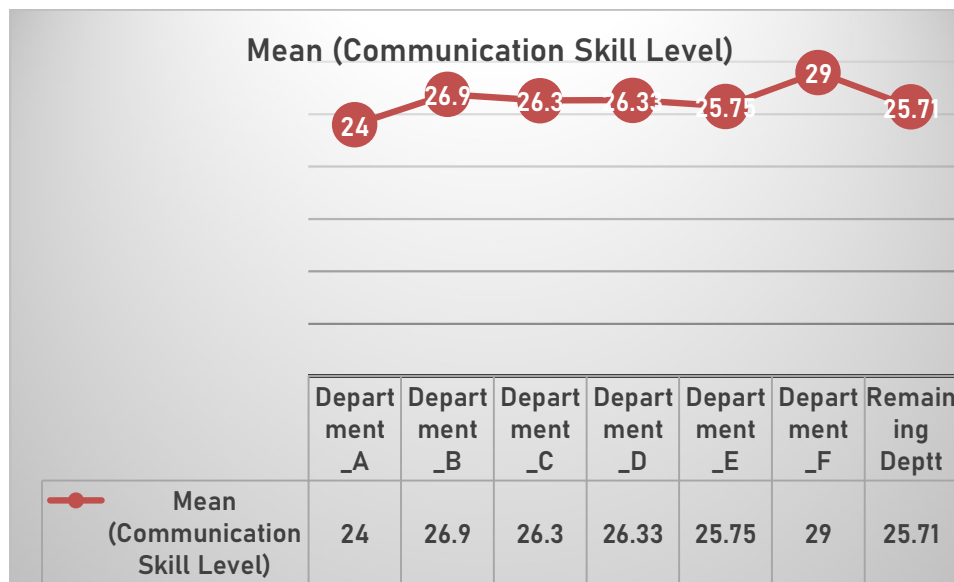
Department	Sample Size	Mean (Communication Skill Level)	Standard Deviation
Department _A	9	24	2.22
Department _B	10	26.9	2.13
Department _C	9	26.3	2.12
Department _D	8	26.33	1.83
Department _E	11	25.75	2.3
Department _F	7	29	2.36

<b>Remaining Departments</b>	<b>9</b>	<b>25.71</b>	<b>1.77</b>
<b>Average of the University</b>	<b>63</b>	<b>26.1746</b>	<b>2.114006</b>

**Table-3- Gender wise finding**

	<b>Sample Size</b>	<b>Mean (Communication Skill Level)</b>	<b>Std. Dev</b>
<b>Gender-2</b>	<b>35</b>	<b>26.19</b>	<b>2.11</b>
<b>Gender-1</b>	<b>28</b>	<b>26.12</b>	<b>2.09</b>

**Graph1:Department wise findings**



- The overall communication among teachers of the university, during class room teaching falls on excellent category. This proved alternative hypothesis.
- There is varied skills among the various department, that was quite natural.
- There is no significant difference of skills between the two gender male and female.

- Department F and A showing 29 and 24 scale of skills, the highest and lowest. Still both are falls on Excellent category. The highest may be belong to more experience/ talented pool and vice versa. The “more” and “less” both category showing the two points in the range of excellent category.
- The overall study showing the best class of communication skill of teachers at the time of teaching in class.

### **Limitation of the study**

Every study bears some limitations. The limitation of this study are as follows

- There are possibilities of Sampling Error.
- The respondents’ biasness may exist, etc.

### **Suggestion of further studies**

- More dimension of communication skills can be added, that can be vary from one to another organization.
- Age, experience, educational basis studies can be done.

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