

STUDY OF COMMUNICATION TECHNIQUES USED BY ENGINEERING STUDENTS IN MUMBAI

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ABSTRACT

Communication is a process of transfer of data towards understanding from one human being to another it may be an opinion, ideas or facts of life. College culture needs to examine the impact of communication on the behavior of college students within college campus and outside it too.

The study is based on the effective communication techniques for engineering students in Mumbai region. The study of this paper has discussed the written and verbal communication for engineering students. This research study has highlighted on the patterns of communication styles and non-verbal communication. The research study has provided guidelines on listening techniques in communication for engineering students. The study of this paper has highlighted the benefits of English language communication for engineering students in Mumbai region. The study was conducted on group of IT engineering students from a well known engineering college of Mumbai region. In this study the data was completely analyzed by using qualitative and quantitative data method and questionnaire survey for 100 respondents sample size.

Keywords: *Effective, Communication, Techniques, English, Students, IT, Mumbai, Region*

I. INTRODUCTION

Communication world is derived from an Latin word communis that means common. Communication is always referred as data or information understanding among people and sharing of opinions and idea and as well as fact and figures in discussions or meetings. The communication word is most often used but there are no communication experts who were available to give a special definition to communication. Therefore in simple words it is said that communication is a simple process of exchanging information between two or more human beings. The communication process is involved with spoken words, written communication messages and pleasant and unpleasant gestures shared by individuals. Communication styles and techniques keep on changing from people to people and city to cities and even from country to country throughout the globe. Organizational behavior has the impact of communication world on all the employees' behavior in the entire organizations. Organization communication is a well defined and well planned transfer of new form of communication techniques from the research department to have maximum changes and higher rate of productivity in work, higher profitability and to receive maximum satisfied feedbacks from all clients

related with the organization. In organizational behavior the continuum of communication is related with non-verbal communication, interpersonal communication and sophisticated communication technologies.

II. LITERATURE REVIEW

Brownell, J. (2009), the author in his research has discussed ethical awareness and listener integrity. Then he has also highlighted the impact of technology and social media having on listening skills. The author has also researched on the vital role of listening for career success in student's life and the ability of transferring the listening skills at their workplace.

Fred C. Lunenburg (2010), the author in his research has written about communication process, barriers to communication, and improving communication effectiveness.

III. OBJECTIVES

This paper focuses on effective communication techniques for engineering students.

The objectives are as follows:

- To explore the patterns of communication styles.
- To explore the impact of listening techniques in communication on engineering students.
- To explore the written and verbal communication.
- To identify and explore non-verbal communication.

IV. RESEARCH METHODOLOGY

The data was collected through primary and secondary data sources. While conducting this study primary data was gathered through survey questionnaires were prepared for data collection. There were 8 questions that the participants or respondents had to answer and the questions were based on effective communication techniques for engineering students. The respondents were given sufficient time frame to understand and ask questions for clarification about the study and questionnaire if they had any before completion of the questionnaire. The targeted respondents were IT engineering students, to know the communication techniques helpful for them. While conducting the study the response rate was 100%.

V. DATA ANALYSIS AND FINDINGS

Q1. Occupation of the respondent

The respondents were engineering students.

Q2. Age group of respondents

The respondents were 17 to 18 years and 19 to 20 years. The major respondents were from age group of 18 year that was 78% and remaining was from other age group.

Q3. Gender of respondents

The respondents consist of 65% females and 35% of male respondents.

Q4. Do you know the few techniques for verbal communication.

| Opinion | Respondents | Percentage |
|---------|-------------|------------|
| Yes | 80 | 80 |
| No | 6 | 6 |
| May be | 14 | 14 |
| Total | 100 | 100 |

Table A

| | |
|---|-----------------|
| Sample Standard Deviation, s | 40.611985094715 |
| Variance (Sample Standard), s^2 | 1649.3333333333 |
| Population Standard Deviation, σ | 33.159546974522 |
| Variance (Population Standard), σ^2 | 1099.5555555556 |
| Total Numbers, N | 3 |
| Sum: | 100 |
| Mean (Average): | 33.333 |
| Standard Error of the Mean ($SE\bar{x}$): | 23.447340526759 |

Table B

The above table shows that 80% of engineering students are aware of techniques for verbal communication and 6% are not aware and 14% are in may be situation.

Q5. Do you know the few techniques for non - verbal communication?

| Opinion | Respondents | Percentage |
|---------|-------------|------------|
| Yes | 78 | 78 |
| No | 7 | 7 |
| May be | 15 | 15 |
| Total | 100 | 100 |

Table A

| | |
|---|-----------------|
| Sample Standard Deviation, s | 38.888730158406 |
| Variance (Sample Standard), s^2 | 1512.3333333333 |
| Population Standard Deviation, σ | 31.75251521096 |
| Variance (Population Standard), σ^2 | 1008.2222222222 |
| Total Numbers, N | 3 |
| Sum: | 100 |
| Mean (Average): | 33.333 |
| Standard Error of the Mean ($SE\bar{x}$): | 22.452418825399 |

Table B

The above table shows that 78% of engineering students are aware of techniques for non-verbal communication and 7% are not aware and 15% are in may be situation.

Q8. Do you know the benefits of English language for communication?

| Opinion | Respondents | Percentage |
|---------|-------------|------------|
| Yes | 100 | 100 |
| No | 0 | 0 |
| May be | 0 | 0 |
| Total | 100 | 100 |

| | |
|---|-----------------|
| Sample Standard Deviation, s | 57.735026918963 |
| Variance (Sample Standard), s^2 | 3333.3333333333 |
| Population Standard Deviation, σ | 47.140452079103 |
| Variance (Population Standard), σ^2 | 2222.2222222222 |
| Total Numbers, N | 3 |
| Sum: | 100 |
| Mean (Average): | 33.333 |
| Standard Error of the Mean ($SE\bar{x}$): | 33.333333333333 |

Table A

Table B

The above table shows that 100% of engineering students are aware of benefits of English language for communication.

VI. KEY FINDINGS

- From the previous studies and sample survey it was found that effective communication techniques help engineering students in their future.
- It is observed that the listening technique helps engineering students for better prospective at work place.
- It is observed that verbal and written communication as helped engineering students to gain jobs in industry.
- The study has found out that non-verbal communication also plays a vital role in communication process in human life.

VII. VERBAL COMMUNICATION

Verbal communication involves spoken languages to transmit information. Verbal communication uses sounds and languages to communicate messages among people. Verbal communication is less time consuming, it is simple, it is more direct mode of communication and less expensive in nature. Verbal communication has a friendly spirit in its nature. This communication is more effective and avoids delays in communication. Though all information can't be put into writing, so verbal communication helps in conveying the information to one another.

It is a communication technique that takes place directly between the project manager, senior engineers, team leader and junior engineers in IT organizations and between clients and functionaries on the field of projects workplace and it is mostly called as face to face communication. Verbal communication is in form of group discussions, client telephonic talks, then power presentation

meetings and conferences with superiors of organization, social gatherings or training sessions in corporate for engineers. Verbal communication gives feedbacks immediately and in verbal communication you can ask questions directly and can obtain answers quickly.

VIII. WRITTEN COMMUNICATION

This communication is always done in writings only and it is used only when receiver is at long distance or when a record of communication is required or when it is needed as a proof of evidence in some cases of disputes. Written communication is always in form of rules and regulations or instruction or orders and policies or procedures in organizations.

Written communication produces records permanently for future uses and it also reduces the miscommunication chances and distortions of data or information. This communication helps individuals to write down their grievances on paper or mails supported by facts and figures of situations. It is a time consuming communication and as well as expensive communication. Written communication has many formalities and personal ethic relationships. Sometimes written information may be misunderstood or misinterpreted at the receiver end or readers destination. Written communication has a drawback of getting information leaked before it reaches to its destination or to the receiver.

IX. NON -VERBAL COMMUNICATION

In this communication one individual communicates with other individual without exchanging of words or we can say without uttering a single word. We can say that a human being speaks through facial expressions or gestures or by the body languages he/she use in that time frame of communication. Nonverbal communication is also called as silent language of humans. For example, difference between a genuine smile and a fake smile on an individual's face, another example of non-verbal communication is tears automatically rolling down the beautiful cheeks of a human being or beautiful eyes becoming dense red, it very clearly conveys a sensitive message to the other person in communication process.

X. COMMUNICATION STYLES

There are three communication styles such as Passive, Assertive and Aggressive style.

Passive Style - In this communication style you always put the rights of other individuals before yours own and in this communication style you minimize your own self worthiness for others.

Assertive Style - In this communication style you always stand up for your own rights while keeping in mind and maintaining the respect for rights of others also.

Aggressive Style - In this communication style you only stand up for your own rights and you violate or completely ignore the rights of other individuals in the communication process.

XI. LISTENING COMMUNICATION TECHNIQUES

Listening in communication helps to build trust, establish credibility, collecting information, to gain support from others and getting thing done quickly. Types of listening techniques as follows:

- **Discriminative listening:** It is the basic type of listening technique, where the difference between different types of sounds are identified. If the human cannot hear the differences, then he/she cannot make out the sense of meaning that is expressed in sounds by such wonderful differences.
- **Comprehension listening:** This is the next listening technique after discriminating listening technique. This technique requires lexicon of words at our on the fingertips of everyone and also the rules of grammar in communication and entire syntax by which an individual can understand what others are communicating to him / her.
- **Biased listening:** In this listening the individual only hears what he/she wants to hear. In this they misinterpret the communication what the other human being is trying to say based on all the stereotypes they have.
- **Evaluative listening:** In this listening technique, humans make judgments about what the other human being is saying in advance. The individual tries to assess the natural truth of what is being said by other individual. Human try to judge what the other human is say against their values or morals and assessing as good / bad, worthy / unworthy.

XII. CONCLUSION

Effective communication is all about of establishing relationships with other people, making sure that other individual receive appropriate knowledge that they need and use appropriate language to other people's level of understanding. Effective communication can occur only when there is shared meaning in the whole communication. Effective communication has a way of honesty, openness and cooperation among people and giving feedback.

XIII. REFERENCES

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