



WOLKITE UNIVERSITY

COLLEGE OF SOCIAL SCIENCES AND HUMANITIES

DEPARTMENT OF ENGLISH LANGUAGE AND LITERATURE

**THE EFFECT OF CULTURAL AND LANGUAGE DIVERSITY IN
INTERPERSONAL COMMUNICATIONS: IN THE CASE OF THIRD
YEAR ENGLISH LANGUAGE AND LITERATURE STUDENTS**

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**A SENIOR THESIS SUBMITTED TO THE DEPARTMENT OF
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Declaration

I declare that this senior essay, conducted under department of English language and literature in Wolkite University, is my own piece of work, and has not yet been presented in any similar manner in other program and area. All the materials used for this study are my own effort and been duly acknowledged.

Name of student:

Signature _____

This senior essay has been submitted for examination with my approval as a university advisor:

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First and fore most I would like to express my great gratitude to merciful almighty GOD who made my childhood dream true and who gave me the ability, health, knowledge, willingness, and opportunity to complete this paper. Next, I would like to thank my advisor Shewa T for this guidance throughout my tasks of completing this paper. Also, I would like to acknowledge all my participants for their good will and cooperation writing the time of data collection. I also would like to thank my family for their material and spiritual support throughout my life journey particularly my brother Habtamu kinde and my mother Ajobush assefa.

ABSTRACT

This study, investigates the effect of cultural diversity in interpersonal communication specifically at Wolkite University third year English major students. The purpose of this study is to assess interpersonal communication, how culture influences it and to set out alternative's solutions for intercultural communication barriers in Wolkite University students. The researcher used qualitative and quantitative design in this study. To undertake the study, the researcher applied questionnaire and interview. The study indicates that interpersonal communication among Wolkite University students who come from different cultural backgrounds was highly influenced by culture and cultural diversity. So, cultural diversity affected interpersonal communication among students. As it implies, intercultural communication could not exist due to lack of effective interpersonal communication and most of students experienced this problem during their University life. To increase students' intercultural communication, the researcher recommended that creating positive attitude and awareness mandatory.

CHAPTER ONE

1. INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Culture has been defined variously by different scholars. According to Tylore,E (1871) culture was the system of human studied scientifically. It was learned and passed from one generation to the next through the process of enculturation and it was that complex whole which includes knowledge, beliefs, morals, laws, customs, and any other capabilities and habits acquired by man as a member of society (Tylor, (1871).

According to the world book encyclopaedia (2001:186) cultural diversity was the variety and cultural differences that was in the world a society or an institution.

Culture was one of the main factors that affect interpersonal communication falling to appreciate the culture to which of the communicators (sender or receiver) was the member, was a big communication barrier. There were several ways of communication. Among those, interpersonal communication was one of them. According to Rao and Das (2009:8), interpersonal communication refers to face to face communication and actions exchange among people culture and communication were related concepts. Effective communication with individuals cannot develop without considering the impact of culture.

Encyclopaedia Britannica supports this idea by saying intercultural communication involves a lot more than just communicating with people of different cultures, people also confront psychological challenges of adapting a new environment and they must manage dealing and leaving with different cultural values.

Appreciating to the nature of intercultural communication would help people to enhance interpersonal communication and reduce cultural diversity. It was true that universities were important place of merging different cultures, norms, belief, and languages. Students at Ethiopian universities have this diversity because they came from different cultural backgrounds.

Therefore, in this study, the researcher tried to show the overall nature and practices of interpersonal communication and the effect of culture in affecting interpersonal communication in the case of Wolkite university English major students.

1.2 Statement of the problem

Universities were big combination centre of cultural diversity. It was a place where intercultural communication should be practiced. Students did not want to interact with other persons who have different backgrounds. The researcher would consider English Language and literature students of Wolkite University to the study. Why the researcher selects English students because there were different students in culture, beliefs, norms, and language. Furthermore, the previous researchers about cultural diversity, the researcher tried to make awareness to the students who have different cultures, beliefs, norms, and languages to comfort relation among students. cultural negligence hinders them from different cultural backgrounds. Social environment faces many problems about their interpersonal interactions. Therefore, the researcher assessed whether this fact had been recognized by the students to find out appropriate solution.

1.3 Research Questions

The researcher would answer the following basic research questions:

- How does cultural difference affect interpersonal communication?
- What were the barriers of interpersonal communication among students?
- Do students know the effect of culture on interpersonal communication?

1.4 Objectives of the Study

Under this part the general and specific objectives were included:

1.4.1 General Objective

The research was conducted with the aim knowing and understanding of the effect of culture in interpersonal communication among English language and literature student in Wolkite University.

1.4.2 Specific Objectives

The specific objectives of the study were.

- To explore, how cultural differences could affect interpersonal communication among English language and literature students.

- To find out the barrier of intercultural communication.
- To discover whether the students recognize and consider culture as factor of interpersonal communication nor not.

1.5 Significance of the Study

The researcher expects that the study was important to explorer, the effect of culture in interpersonal communication, and crucial to students to let them know the effect of cultural difference on their relationships. It was also expected that the study was also serve as reference for further study on related issue.

1.6 limitation of the study

While conducting this study, the limitations that the researcher faced were the following. Some students were not willing to give information during data collection period. Financial Constraint negatively affected this research. The researcher also faced time limitation. There was an encounter problem to fully analyses the data expected to gather on the problem area.

1.7 The scope of the study

The study was mainly focus on the effect of culture in interpersonal communication among students. Among the various forms of interpersonal communication, it was confined to face to face communication. The study was also delimited English language and literature student of Wolkite University.

CHAPTER TWO

2. REVIEW OF RELAETED LITERATURE

2.1. Culture

Taylor, E(1871) proposed that culture, system of human behavior and thought obey natural laws and therefore can be studied scientifically. Culture has been also defined variously by different scholars. According to Geertz (1973, p44), culture was defined as a human activity of criteria for valuing human activity. Culture was the ways life of a group of people, ideas

customs, skills, arts in a given period of civilization, Taylor (1971) as cited in Gamble K. and Gamble M. (1999), said culture was a community or population efficiently large enough to be self-sustaining, to produce new generation of members without relying on outside people. Culture has its own effect in every aspect of human life. However, the effect of culture in interpersonal communication was very high. The way we greet people, the way we speak, the way we gesture during communication was our culture. All those depend on our cultural background. According to Janet (1997, p56), culture was a process of social TransAsia of thoughts and behaviors learned from birth in the family and school over the course of generation.

2.1.1 Culture Diversity

Diversity refers to difference or variety. According to Geertz (1973, p46), culture diversity mean a range of different societies or peoples with different origins, religious and traditions all living and interacting together. Also White (1959, p5), stated that there were many forms of culture but each was linked to whereas such as race, religion, sexual orientation, upbringing, language, thoughts and background. Diversity therefore, can be referred to differences with cultural groups, religious groups, political groups, or people with a variety of different human qualities. Furthermore, Kottack (1871, p1), stated that the basic dimensions of diversity includes differences that basically cannot be changed and impact, throughout our lives such as age, ethnicity, gender, physical ability, race, sexual orientation. These were the basic dimensions that were core to our thought processes and shape our view, moral and values. Culture diversity has role in our society. According to Wikipedia "the role of culture diversity has been lost in our society where anybody who advocates uniqueness of cultural identities was labeled people and we should or get together and live in love, peace and harmony as people."

2.1.2. Co -culture

Co - culture theory, as described by Mark P.Orbe (1998:159) examines the ways in which persons who were traditional marginalized in societal structures communicate in there every day lives. Co-cultural communication theory was derived from the lived experiences of a variety of co- cultural groups, including people of color, women, persons with dwasabilities, guys or lesbians or bwosexual, and those with a social economic status lower than the average.

2.2. Intercultural Communication

It generally refers to communication which the source and receiver were in different contexts and shared few symbols. Many scholars define interpersonal communication in different ways. According to the communication socialists Gamble K. and Gamble, M. (1990:40), intercultural communication was a process of interpreting and sharing meanings with individuals from different cultures. Inter-ethnic communication when the communication parties have different ethnic origins. Ethnic identity refers to a group which shares heritage and culture together.

2.3. Language and culture.

2.3.1. Cultural Patterns

According to Hall T. (1996) culture was communication nevertheless; there were important differences in the study of communication and the study of culture. It was difficult pattern and more limited cultural pattern. Important as cultural beliefs and values were to our world used or ideologies, cultures were extremely complex and consisted of numerous interrelated cultural orientations besides beliefs and values includes attitudes, norms and material aspects.

2.3.2. Language, thoughts, and Culture

According to Chomsky (1955), language was arbitrary learned association between our words and the thing for which they stand. Communication differences were a pre-supposition for the entire range of intercultural principles. The process begins with the perceptions that differences exist with two or more language speakers. The principles of differences implies that people often do not immediately share norms, patterns, structures, thoughts and system.

2.4. Communication

As Mandy (2007:3) said; communication was an effective self-expression within the exchange of meanings between individuals by using common symbol. The term communication was broad concept. Different scholars have provided different definitions of communication. Encyclopedia Britannica (2004:878), defined communication as the sum of the entire things one person does she/he wants to create understanding communication when you understand the component of communication.

1 components of communication.

Communication can also be defined as the process in which information was exchanged and understood by two or more people. It was defined as the transfer of understandable information from one person to another (encyclopedia).

Interpersonal communication was a kind of communication that takes place within an individual talk to her/him. Pearson et al. (2003:24) defined interpersonal communication as the process of understanding and sharing meaning with the self, with in one's mind.

Interpersonal communication

Interpersonal communication refers to the personal process of coordinating meaning between at least two people. In a situation that was mutual opportunities for both speaking and listening Pearson et.al (2003:24).

If we were referring to any behavior that was perceived and interpreted by another whether or not it was spoken or intended with the person's conscience awareness of face to face communication.

2.4.2 Importance of Interpersonal communication.

A. Understanding and insight

Gamble M and Gamble K (2009:17) said one key function of interpersonal communication was self and others understanding insight when we get to know another person. You also get to know yourself and you know how others affect you. During communication you need feedback, other seek feedback from you.

B. Meaningful relationship.

Gamble, (2009:18) stated in building relationship we cannot be a very concerned with ourselves, but we must consider the need and wants of others.

To have relationship with others, we need to give stress to their issues. For example, we need to respect their culture attitudes etc . Though effective interpersonal communication our basic physical, social and psychological need can be met. According to Rao and Das (2009), people who were isolated from other people who have lack of satisfying social relationship were more likely experience health problem and die earlier than people who have an abundance of satisfying relationship.

2.5. Purpose of interpersonal communication.

According to Rao and Das (2009), each person pursues relationship for unique and individual reasons. There were millions of reasons for seeking contact. Here was a list of some reasons they outlined why people seek communication. (Ibid).

➤ Alleviate loneliness

Loneliness was surely one of the most significant reasons that we seek to develop and maintain interpersonal relationship.

➤ To secure stimulation

We were also emotional creature and need emotional stimulations. we need to exercise for our emotion as well as for our intellectual capabilities to secure our relationship.

➤ Establish contact for self- knowledge.

We need contact between ourselves and other human beings because though we learn about our services. We can acquire essential knowledge of self largely through interaction .

➤ To maximize pleasure and minimize pain.

We seek human contacts so that our pleasure may be maximized, and our pains minimized. We have a need to share our good fortune with other people.

2.6 Barriers of Communication

2.6.1. Personal Barrier.

According to Rao and Das (2009:8), personal barrier may be physical in origins, for example of the communications may be with headache or he/she may be sleeping communication then suffers. Such physical barriers can block our attempt to communicate effectively we need to be skillful. Perhaps the communicator was not skilled or was dull in different seemingly uninterested or arrogant. The receiver of course would rather claim the communicator for poor communication. Both of the communicators have the responsibility to the success their communication. Both the sender and receiver must have sense the message in the same manner (ibid).

2.6.2. Language Difference as Barrier

Language was very essential in good communication. A person can adopt one's own language, but he/she should speak at the listener's level. That would make message pleasing and interesting. An individual listener was interested in listening to anything which satisfied his/her purpose and desire. The scholars Rao and Das (2009:8) support this idea by saying communication would always have trouble communicating if they were not using the language. They said the relationship between language and culture was significant. Every language has the language.

Chomsky now has a lack of shared meaning between the communication, to exchange the same thought communicators must have the same language.

2.6.3. Socio-Cultural Barriers.

Whether the degree was high or less, socio cultural barriers affect communication. You have your own traditions, values, your own background, your religion, your economic status and so on. If someone comes who was from a different socio cultural background, your communication faces problems. (Rao and Das, 2009).

There were a number of factors that affect our communication. For example, economic status, education, heritage, religion, occupation etc. The scholars said before you know it, almost insurmountable abstract and in the way of communication. People of differing nations have differing ideologies, politics, economics, religion, semantics and the like, so as to alleviate socio-cultural barriers, we need to accept others' culture.

2.6.4. Intercultural Communication Barrier

There were major intercultural barriers as outlined by Gamble K. and Gamble M. (1999, p44). (Ibid)

➤ Sorting things out

The mental processes with which we perceived and interpret human behavior make any analyses of interpersonal communication.

➤ Ethnocentrism.

It was a unique cultural system that culturally holds nations of superiority in comparison with other cultures. Every culture exhibits some tendencies to judge others. It has negative interactions between people.

➤ **Anxiety**

When you were anxious of not knowing what you were expected to do, it was only Natura to focus on that feeling and not to be totally present in the communication transaction. For example, one may have experienced anxiety on the very first day on a new university or in new job, one may be so conscious of being new. People might focus so much of their attention on the feeling that they may commit maitakes and paperware backward from others.

➤ **Stereotype.**

To say a group always demonstrates certain qualities or never change. Thise was a generalized view of a certain group in a uniform manner.

➤ **Prejudice.**

Though communication, conviction, value, and attitude were invading from one person to another, extreme Ethnocentrwasnm leads to rejection of the researcher and knowledge of other cultures. It implies communication and blocks the exchange of idea and different from our culture in dangerous intercultural communication ability. Therefore, even before starting interpersonal communication we must develop positive attitude for those who have different culture from us.

➤ **Culture Awareness**

To be competent in intercultural communication, individuals must understand the social custom and the social system of the culture understanding how people think and behave was essential for effective communications with them.

CHAPTER THREE

3. Research Design and Methodology

In this part the research design, participants and sampling techniques were used to select participants, data gathering instruments and method of analysis.

3.1 Research Design

It was used to get valid information from the students who come from different cultural backgrounds; both qualitative and quantitative approaches were applied.

To analyse the data which was gathered from the students by using questionnaire, interview, and observation. The researcher used the table and percentage to analyse was close ended questions, open ended questions, interview, and observation. The researcher used the quantitative data analyse was method by using numbers and qualitatively data method by using word.

3.2 Samples and Sampling Techniques

The researcher used cluster and simple random sampling techniques for the purpose of collecting relevant information and to give equal chance for the respondents. and in this research used cluster sampling techniques is more applicable.

3. Instruments of Data Collection

In this research, the researcher used primary source. The researcher collected data from the participants of the study using questionnaire. In addition to questionnaire, interview and observation was utilized to gather relevant information about the study. The researcher used these tools to get sufficient information for the study.

3.4 Method of Data Analysis

First, the data gathered through questionnaire was quantitatively analysed by using table and percent interview and observation and quantitatively analyse, it was tabulated and expressed in terms of frequency of respondents and percentage. Next, the data from interview was qualitatively analysed along with the researcher personal observation and with reference to the relevant review literature.

CHAPTER FOUR

4. DATA ANALYSIS AND INTERPRETATION

The main aim of the research was the effect of cultural diversity in interpersonal communication with reference to wolkite University, third year English students. The purpose of interpreting was to make the study valid and convincible to the solution for the problems. The researchers collected the reliable information and interpret the result as follow.

Table 4.1 the communication course in your field of study

Item	Response	Frequency	Percentage
Have you ever taken any of the communication course in your field of study before?	Yes	10	90.9%
	No	1	9.1%
	total	11	100%

From the table I have conclude that most of the respondent said that they have taken a communication course.

Table 4.2 cultural background affect your interpersonal communication

Item	Response	Frequency	Percentage
Do you think that your cultural background affects your interpersonal communication?	Yes	0	0%
	No	11	100%
	total	11	100%

AS the table indicate that most of the respondent gives cultural background affect interpersonal communication.

Table4.3 cultural background of the students with you

Item	Response	frequency	percentage
How often do you meet students from the same	Usually,	0	0%
	sometime	8	72.72

cultural background with you?	rarely	2	18.18
	never	1	9.1
	Total	11	100%

From the table I have seen that majority of the respondent said that sometimes the student meets the same cultural background.

Table4.4 the experience of the students' lives with people from different cultural and language on the university

Item	Response	Frequency	Percentage
Have you ever experienced of living with people from different cultural and language group on the university?	Yes	6	54.54%
	No	5	45.45%
	total	11	100%

From the table most of the respondent Saied that they have to live with different cultural background groups.

Table4.5 good relationship in interpersonal communication with any one

Item	Response	Frequency	Percentage
Do you develop a good relation in interpersonal communication with any one from the different cultural backgrounds?	Yes	11	100%
	No	0	0%
	total	11	100%

All the respondent said that there is a good relationship with interpersonal communications.

Table4.6 the interest of the students living in a dormitory with different cultural background.

Item	Response	Frequency	Percentage
Are you interested living in adorary with students from the different cultural background?	Yes	7	63.63%
	No	4	36.64%
	total	11	100%

From the table I have summarized that majority of the respondent give the response they are interested to live with different cultural background.

Table4.7 the problem in interpersonal communication

Item	Response	Frequency	Percentage
Have you ever faced any problem in interpersonal communication because of your different cultural background?	Yes	6	54.54
	No	5	45.46
	total	11	

As the the table indicates majority of the respondent said that they face a problem in interpersonal communications.

Table4.8 the role of cultural in your cultural background

Item	Response	frequency	percentage
To what extent do you think culture has a role play in your interpersonal communication?	To great extent	0	0%
	To some extent	6	54.54%
	To the very limited extend	2	18.18%
	It is not barrier at all	3	33.33%
	Total	11	100%

From the table I have conclude that most of the respondent said that culture has a role play in the interpersonal communication.

Table 4.9 face to face communication with students

Item	Response	Frequency	Percentage
When ever you make communication face to face with students, do you perceive facial expression as a messages and responses?	highly	2	18.18%
	to some extent	6	54.54%
	not at all	4	36.36%
	total	11	100%

As the table indicates most of the respondent said that to some extent face to face communication with student.

Table4.10 intercultural barrier with different cultural background

Item	Response	frequency	percentage
When you communicate with students from different cultural backgrounds, which of the following intercultural barrier do you face?	Ethnocentrism	4	36.36%
	prejudices	1	9%
	stereotype	7	63.63%
	total	11	100%

Most of the respondent reply's that serotype is the most barrier in different cultural background.

Table4.11 communication with people from diverse culture

Item	Response	frequency	percentage
How often do you effective in communicating with people from diverse culture in daily conversation?	Always	0	0%
	Almost always	4	36.36%
	Sometimes	5	45.45%
	rarely	2	18.18%
	Total	11	100%

From the table I have summarized that majority of the respondent said that sometimes communicating with people from diverse cultural group.

Table 4.12 the interacting equality between male and female

Item	Response	Frequency	Percentage
Are you equally effective in interacting with male and female, or with individuals whose sexual orientation differ from your own?	Yes	7	63.63%
	No	4	36.36%
	total	11	100%

As the table indicates that majority of the respondent said that male and female equally interact with different cultural backgrounds.

Classroom observation

Class interaction looks very effective

- The interaction between student with student most probably good interaction.
- Student with their course instructor they have a good interaction.
- The interaction among teacher and student is better.

Interaction is not as such effective

- Totally the researcher has not seen negative interaction about student with student also student with teacher.
- There no such like relationship with course instructor and student even though they have different cultural and language background.
- The researcher observed that the diversified cultural or language background is not barrier to interpersonal communication.
- Most of the time students exchange information with each other.
- The researcher observed that no one act his/her superiority or inferiority among their culture and language.
- The researcher observed that students have their own culture while they are learning.
- Students are observed to be confused as what is going to be the day when students use their culture to cooperative learning approach in the classroom.
- Some of the students are different culture because they come from different culture.

CHAPTER FIVE

5. CONCLUSIONS, SUMMARY AND RECOMMENDATIONS

5.1 SUMMARY

The main purpose of this study was the effect of cultural difference in interpersonal communication particular reference to Wolkite University, third year English students. To achieve above stated, the following research questions were answered.

- ✓ What are the barriers of interpersonal communication among students?
- ✓ How does cultural difference affect interpersonal communication?

The samples of the study were containing 11 third year English major students and all of them are participated into the given question.

- ✓ This study was contained questionnaire, interview, and observation to collect the data Both qualitatively data analysis techniques were employed.
- ✓ The response of the students was analysed by using-by-using percentage, interview and observation were analysed by sentences form.
- ✓ The finding shows the role of cultural diversity and in interpersonal communication with reference to Wolkite University, third year English major students and the researcher was prepared 16 questionnaires, classroom observation and interviews are contained.

5.2 Conclusions

The researcher in conducting this research was intended to assess the effect of culture in interpersonal communication, particularly, on face-to-face communication among Wolkite university students who come from different cultural background. The researcher mainly focused on third year student because they have experience of cultural diversity. The researcher used questionnaire and interview together data. After the analysis of this data, the researcher drowned the following conclusion.

Cultural background affects the face-to-face communication that takes place among Wolkite university students. Students prefer to interact with those who come from some cultural background. This was supported by the data gathered the question “how often do you meet students from the same culture?”. among the barrier of intercultural communication, ethnocentrism is found to be the most dominate one, followed by prejudice and stereotype. Other barriers with account for insignificant amount are language difference, ethnic difference, and variation in tradition, norm, and value.

In general, the researcher concluded that the development of social interaction is less in practice. As a result of this fact most students cannot meet the goal of interpersonal communication. Culture manners affect face to face communication to great extent. Culture diversity is generally found to be a hindrance

5.3 Recommendation

effective with minimal negative effects of culture, the researcher would like to put the following recommendation.

- The students' awareness of culture and communication need to be enhanced so that the negative effect of culture on communication can be reduced. They must deal with tolerance of other cultures and avoiding considerations of one's culture as a superior and the only right one.
- All students service provider of the university should promote students to live in diversity. In addition, they should let the students know about the rules and regulation
- Students must increase their personal contact with members of other culture as much as possible and they should not limit their contacts only with a member of their culture. Because it has the potential to make students to be culturally ignorant, and students could not get chance to establish good interpersonal relationship with student from other culture?
- To strengthen student's face to face communication among different cultures, the university must involve different educational conference such as sport festival, artistic activity and experience sharing to foster social and cultural interaction among students.

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Appendix A

**WOLKITE UNIVERSITY
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Part One/Student Questionnaire

Dear Student, this questionnaire is designed for the purpose of research study in general and to gain understanding of 'the effect of diverse cultures and languages on interpersonal communications. The Success of this study depends on your genuine responses to these questions. Thus, the information you give here is solely used for academic purpose and would be treated as confidential. Therefore, it would be very much appreciated if you could complete this questionnaire as objectively as possible. So, please, read carefully and respond to the questions honestly and frankly by putting a tick (√) mark in each of the given box.

Thank you for your cooperation and participation

Sex: female male

How many languages can you speak? 1 2 3 and above

1. Have you ever taken any of the communication courses in your field of study before?

yes no

2. Do you think that your cultural background affect your interpersonal communications?

yes no

3. If your answer for question number '2' is yes, would you explain how it could affect your interpersonal communication? Please, write your explanation on the spaces given below

4. How often do you meet students from the same cultural background with you?

usually sometimes rarely never

5. Have you ever experienced of living with people from different cultural and language groups on the campus? yes no

6. Do you develop a good relationship in interpersonal communications with anyone from the different cultural backgrounds? yes no

7. Are you interested living in a dormitory with students from the different cultural backgrounds? yes no

8. Have you ever faced any problem in interpersonal communication because of your different cultural background?
yes no

9. If your answer for question number '8' is yes, how did you try to solve the problem?
Explain it please: _____

10. To what extent do you think culture has a role play in your interpersonal communications? to great extent to some extent
to the very limited extent it is not barrier at all

11. Whenever you make communications face to face with students, do you perceive facial expressions as messages and responses?
highly to some extent not at all

12. When you communicate with students from different cultural backgrounds, which of the following intercultural barriers do you face? Ethnocentrism prejudice
Stereotype other (if any) _____

13. How often are you effective in communicating with people from diverse cultures in daily conversation? Always almost always sometimes rarely

14. Are you equally effective in in interacting with males and females, or with individuals whose sexual orientations differ from your own?
yes no

15. If your answer for question number '14' above is no, with which one of the two do you interact more and why? Explain it here please _____

Ψ♀♀♀♀♂♂♂♂∞∞∞∞@@@ I THANK YOU AGAIN @@@∞∞∞∞♀♀♀♀♂♂♂♂Ψ

Appendix B

PART TWO/ Checklist

I will put a tick (✓) sign either beneath yes or no column accordingly

Classroom Observation Checklist				
S. No	Classroom Interaction		Yes	No
1	Interaction looks very effective:			
	1.1	Student with student		
	1.2	Students with their (course) instructor		
	1.3	Teacher with his/her students (or, vice versa)		
2	Interaction is not as such effective:			
	2.1	Student with student		
	2.2	Students with their (course) instructor		
	2.3	Teacher with his/her students (or, vice versa)		
3	It seems that students have no good relationship among themselves and with their course teacher(s) in the classroom because of their different or unlike cultural and language backgrounds			
4	The diversified cultural and/or language backgrounds of students could not be barriers to their interpersonal communications because their classroom interaction is very good			
5	Students as classmates could exchange information easily and smoothly in the classroom though they are from different cultural and language backgrounds,			
6	There is feeling of cultural superiority or inferiority complex among students, which is overtly revealed in the classroom (that is, rationalizing one's own culture or language is advanced against all the other groups or as an elementary)			
7	It seems some of the students could not easily express themselves in the classroom because of different cultural and language backgrounds from their classmates			

THANK YOU FOR COOPERATIONS

