

## **A Theoretical Study of Role of Teachers' Communication in Better Quality of Higher Education**

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### **ABSTRACT**

*Teacher plays an important role in any kind of educational institutions. Starting from the students of kindergarten to the students of universities and higher levels, a teacher plays an important and crucial role in the lives of every student in building up their career. Teaching is a profession which requires special skills, specifically communication skills because the main duty of a teacher is to transfer knowledge. Transformation of knowledge can only be possible when a teacher communicates to a student in the most professional way possible. A teacher needs to be fluent in his or her languages so that the teacher can communicate with the students in a better way and the students can perceive it in a good way. The teachers in higher education play a very crucial role in a student's life because they not only teach them a subject but also guide them in deciding their higher studies.*

**Keywords:** Teacher, higher education, communication, education, knowledge.

### **INTRODUCTION:**

Communication plays a very vital role in a professional life of a teacher. A teacher must possess a good communication skill in order to be a great teacher. The main duty of a teacher is to transfer knowledge to the student and help them build up their career. Although all the teachers have the required knowledge but not all the teachers have the required communication skills or fluency in their language. Sometimes, due to lack of communication skills, even the most intelligent teachers fail to communicate with the students which becomes a great failure for both the teacher as well as the student. In the present scenario, the rise in the competition level has not only become challenging for the students but it has also become difficult for the teachers as well. Initially, the teachers and the students were convenient with the traditional method of teaching (Voss, Gruber, & Szmigin, 2007). With the passing of time and with the improvement of technologies and new subjects, the methods of teaching are changing day by day. It becomes more difficult for those teachers who are more comfortable with the old method of teaching and face difficulties in adopting the new methods of teaching. The various changes in the modern education system have brought a lot of challenges which are being faced in the higher education system. Out of all the phases, the high school is a part which is the most crucial part, both for the teachers as well as the students. Higher education is a very essential part of education and communication being an important skill contributes to the development of education. A teacher must have good communication skills, when the teacher fails to interact with the students, the knowledge does not pass to the student. Communication does not only mean speaking but it also includes visual interaction. Basically, communication is a term which can be explained as the transmission of message, it helps in transforming messages from one person to another (Kirkup, & Kirkwood, 2005). Teaching is a profession, and every profession requires basic skills which helps in building up their professional life and at the same time it attracts others. There are some teachers who are very intelligent and have immense knowledge regarding a particular subject and they also know the art to teach a student but the only thing



they lack is confidence. Apart from having good communication skills, a person also requires confidence to present in front of the students. There are both positive ways of communicating and as well as negative ways of communicating. When a person is communicating or teaching in a polite way and is teaching those things which will not offend anyone then he is communicating in a positive way. On the other hand, when a teacher is communicating or teaching in a rude way and is teaching those things which might offend others then it is considered to be in a negative way. Again, communication cannot only be defined as what you say from your mouth, other factors such as body language, pronunciation, etc., and other non-verbal cues are considered as important factors for communication. Education is something which creates a positive relation between the teachers and the students. Although, a good communication skill is very important for the teachers, similarly it is an essential on the student's part as well. When a teacher and a student possess all the required skills within themselves then there is respect in the classroom, the classroom becomes more interactive and the understanding develops between the teacher and the students which becomes very helpful in developing careers and in developing professional relation as well. Education is the pillar of success for everyone, but education consists of lot other factors which gives equal contribution in the success. The success of a student is completely dependent on how the teacher is interacting with the students. The first thing a student learn about any subject is from his or her teacher and if the teacher fails to transform the knowledge then it becomes a failure of the student as well. The students apart from learning about the subjects, also learn the way of communication from their respective teachers. A communication is considered to be successful only when the message delivered is clear.

## **LITERATURE REVIEW:**

Nicoleta Duta explains about the modern teaching and the importance of communication in education in the paper. In this paper, the author mainly focuses on the barriers that arises for the teachers when they lack good communication skills. The author highlights the fact on how modern education system has changed the process of education and what are its impact on the present generation. Basically, the author conducted a campaign of the students aged between 18 years to 28 years. The age criteria for this campaign were above 18 year because the author wanted to an extensive research on the higher education system. Education system is something which develops if the contributions from both the sides are equal. In any educational institute, it is not only mandatory for the teachers to pursue good communication skills but it is also mandatory for the students as well to have good communication skills. Communication plays very vital role and when there is communication in a classroom, there is more respect, interactions in the classroom between the teachers and students. In education system, the teacher and student share a very professional relationship and this relationship is only possible when there is no communication gap between them. Just like generation gap brings out a lot of changes between two generations, similarly, a communication gap brings out a lot of misunderstandings between a teacher and a student. Therefore, it is very essential to have better communication skills in order to avoid the misunderstandings. The author has also explained that communication is not only something which is being spoken from mouth, it also shows the body language and many more non-verbal cues (Arkorful, & Abaidoo, 2015).

Alamgir Khan, Dr. Salahuddin Khan, Syed Zia-Ul-Islam and Manzoor Khan in their research paper explained that how a student perceives it from the teacher. Academic success is very important for a student and it is the first priority in any student's life. Communication in this paper has been explained as dynamic process. The authors in this paper have explained about the good communication skills. According to the authors, a good communication is when a message is delivered in a clear way and is understandable by the receiver. If the receiver is not being able to understand the message or the information then it becomes the fault of the person who is delivering the message. Like other skills, communication skills are also required as basic skills for the students as well the teachers. The authors of this paper conducted this research in the universities of Pakistan where, the campaign was conducted amongst the teachers which comprises of thirty percent of the total population of the teachers. This paper explains how a student perceives it from the teacher. If the teacher has good communication skills and know the exact way of presenting it in the classroom, then that classroom is considered to be very interesting and the students show their interest. The main objective of conducting research was to know about the performance of the teachers and to study about the communication skills of the teachers (Crosling, Heagney, & Thomas, 2009).

In their paper, the authors Jan Wrenn and Bruce Wrenn talks about the professional life of the teachers and students in an education system. In earlier days, people used to have a mentality that if they grow up with good grades in their academics, they will get a secured job and will lead a successful life in their career. but the modern education system has changed the traditional method of teaching. In the present scenario, a person also needs to have a personality development in order to have a successful life ahead. In this paper, the authors focus more on the



practical knowledge of the students. The authors have also described that in the present scenario practical knowledge is very essential in order to achieve success in career. Also, the students of the present generation are more interested in interacting classes (Hagenauer, Gläser-Zikuda, & Volet, 2016).

The author John C. Smart in his paper talks about the higher education in a student's life and in a teacher's life. Higher education is a very crucial phase in an education system. This paper mainly discusses about the phase which comes after the secondary education of the school. The author explained the influence of higher education on a student's life and also it talks about the research and theory which are in practice in higher education in the present scenario. This paper also talks about the evolution of the education system, how the traditional education system has remained the system but with modern teaching style. Earlier, the teachers and students were not aware of the use of technology in the education system but eventually the use of technology has become the most important criteria in an education system. Starting from the lower classes to high classes to universities, everyone requires gadgets which helps them to study. Education is considered to be the pillar of success and technology being the important part of the education system, now every corner of the globe can access to it. In the earlier days, there were a lot of discriminations between the students and the teachers in schools and universities but eventually with the development of mentality and modern theories these discriminations have been vanished. Now a days a student from any corner of the world or a teacher from any corner of the world can have the access to education. Apart from good grades, public performance is also important to achieve success. The present generation is more of practical knowledge than theoretical knowledge (Cavas, Karaoglan, & Kislal, 2009).

Laurie Lomas and Gill Nicholls in their paper talks about the theoretical dimensions of the education system in England. The authors have explained about the problems which are being faced by the teachers in the era of modern education system. Modern education system deals mostly with the knowledge that is more of practical in nature because the students of the present generation like to have more interactive classes than lectureship classes. This becomes a challenge for the teacher because initially the teaching method was very different from today's teaching method. Initially the teacher used to come to the classroom and used to teach the students and used to complete it in the class itself. Eventually the method changed and now the teachers have to take extra classes in order to complete the courses. The development of a subject comes with the development of research. In the present generation, apart from the information present in the book, students also look for information outside the books through technologies and this becomes a challenging part for the teachers as the students when in doubt goes to the teacher and the teacher have to understand the new concept before delivering it to the student. This research was conducted in England where the author observing the changing behaviour in the education system (John, 2015).

Elizabeth Garira in her paper talks about the quality of education. She has explained in her paper that the quality of education is very important when you are delivering it to a student. There are different schools across the globe but the schools do not share any kind of uniform quality of education. Some of the schools have great quality of education and opportunities while some of the schools have low quality of education and minimum opportunities. The present case scenario requires more and more opportunities to explore the practical knowledge. All the schools and the universities must have a uniform education quality which will help in developing a better personality and career for every student and at the same time there will be equal respect and mutual understanding between various schools and universities. The differences between the schools and universities leads to a peer pressure on the students and on the teachers as well and this discrimination not only becomes a pressure but also creates a lot of gap between students graduating from a reputed university and a student graduating from an average university. Discrimination is something which should not come in between education system. The students of the higher education aged between 18 years to 28 years are more into practical things because of which they stand up for their own voice and they stand for those against whom any kind of discrimination is taking place. There are universities where a lot of riots take place and strikes happen due to the discrimination and inequality among the students (Chen, 2014).

In the present generation, the competition level is rising and becoming difficult day by day for the students as well the teachers. The students must compete with anyone and everyone to secure a position in the society and to lead a successful life. At the same time, the teachers have to compete with each other in order to deliver the best information as far as possible. Communication is something which is a very essential part and which plays an important role specifically in the higher education system. The students of the present generation are smarter than the old generation. They require better communication skills and better public performance in order to develop their personality. The role of the teacher is very important because the teacher's guide the students to do it in the best way possible. The teachers teach the students on how to improve their communication skills, how to interact with the outer world, how to interact in a professional yet polite way and at the same time the teachers also



encourage the student to present in the public so that in the near future the student gets enough confidence when he or she is presenting it in an office or performing in front of the audiences. Earlier the teacher used to only teach the information which was provided in the book but in the present scenario the teacher not only focuses on the bookish knowledge but also gives importance to others basic skills which are very important a student in building up his career. Communication is a term which has vast explanation. It not only comprises of something which is spoken but the other important factors of communication are the body language, the way of speaking, etc. When a teacher does not have all these basic skills, he or she fails to deliver it to the student and eventually it becomes a failure for both the student as well the teachers. A student's success is mostly dependent on how the teacher is guiding that student and how the teacher is helping that student in building up his career. Education is very essential for everyone and specially in today's generation, it is considered to be very important in anyone's life. Without education a student can never ever achieve something in his life. But this should not be left all on the student, the teacher must give equal efforts to help a student and that is how a relationship is formed and respected between a student and a teacher. Professionalism is essential to lead a successful life. The teachers must proceed everything in a professional way which leaves an impact on the students and the students in their near future apply it in their practical life. All the authors have done an extensive research on the relation between communication and education system. Different authors have different perspectives regarding the development of the education system and regarding the importance of communication skills which has become an essential part in the education system. The higher education is very important because it helps in building up a career for the students and the teacher of the higher education must have the practical knowledge in order to deliver it to the students of the higher education. It has been observed that competition has not only become challenging for a student but at the same time it has become a challenging part for the teacher. If the teacher does not know how to teach in a classroom then there comes no respect and no understanding for that teacher in the school or the university. Therefore, the teacher must also possess the basic skills which are required to guide a student and must give the equal number of efforts as students in order to develop student's career. this relationship must be professional and efficient (Lawrence & Tar, 2018).

## **CONCLUSION:**

From the above information, it can be concluded that communication skills are very essential for everyone be it a teacher or be it a student. Teaching is a profession which helps in enabling or developing a student's career. It is different from every other profession and requires lot of patience, encouragement, understanding. Although, these factors are important but the most important factor is that it should be two sided, which means when a teacher is presenting or deliberating a message or any kind of knowledge, then the student must perceive it with mutual respect and must not give any judgemental reviews in return. It is true that only a teacher can enable any student to build up their career but if the teacher does not get anything in return then the teacher lacks confidence and fails to teach the students any further (Lee, Srinivasan, Trail, Lewis, & Lopez, 2011). There comes a fear within the teachers if they do not receive any feedback in return. So, it is also a duty of the students to respect their teacher and to approach to them politely. Teaching is not something anyone can take it up as a profession, it is something that comes from inside and requires immense knowledge and skills to pursue the career. There are many people who leave their jobs and start teaching because they pursue those skills within themselves. It is said that a professional life can only be called as a professional life when the person works in a professional way and achieves success. The scenario or the actions which takes place inside a classroom are the only things which leaves an impact on the students. Before learning about any subject, the students learn the communication skills, the presentation skills, the humbleness of the teachers and thereafter they show their interest towards the subject. It is a fact that if the teacher does not know how to deliver a message or does not know how to make a normal classroom an interesting classroom then no students will ever give their interest in to that subject. Some teacher has such great skills that whenever they enter into a classroom and teach about the respective, the student receives there itself and does not required extra classes for that subject. A great communication skill will not only help you in building up your career but at the same time it will also help you in developing your social life as well (Alhija, 2017). In the present scenario, the job recruiters do not consider the grades or degree as important criteria like earlier days, rather they consider the personality development and the communication skills of a fresher. Therefore, it is very important for the students as well the teacher to pursue good communication skills and to build up a strong personality to be successful in life.



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