



## RELEVANCE OF LISTENING AND SPEAKING FOR ENGINEERING STUDENTS IN THEIR PROFESSIONAL VOYAGE

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### ABSTRACT

*With the rapid globalization, the engineers are facing lot of novel challenges every day. They have to communicate with the entire world –with the people of various cultures, backgrounds and nationalities. The greatest challenge is to work as a team, for which effective communication is a must. It is communication and its related skills which decide a person's career curve. Listening and speaking are an important aid to communication. Listening is an everyday affair. This skill is used very often in human interaction but a skill which very few people perform well. Engineering professionals have to master this skill to achieve success. The higher the post in an office, the greater is the responsibility involved in listening. Only a good listener can become a good communicator. Again speaking effectively and powerfully is a skill that is really worth learning. An engineer has to speak with his clients, colleagues, suppliers or the general public. He has to express his ideas, plans, reports etc. clearly and in a well-organized way; failure to which may affect his reputation as well as his career goals.*

### INTRODUCTION

Communication has become the key to success in every organization. An individual can reach the pinnacle of success if he possesses good communication skills. On the other hand, a person cannot survive without the proficiency of these skills. The main idea of communication is to express lucidly and explicitly. Communication becomes effective and successful only when the recipient gets the same message as desired by the sender. In modern days, effective communication plays a very prominent role in the life of a professional and in particular engineers. The advancement of science and technology has witnessed a sea-change in the field of communication. Thus proper exchange of information is needed to carry on an effective business. A small misunderstanding may cause problems and hindrances in the communication. Therefore, success of a prospective engineer depends on his acquisition of efficient listening and speaking skills.

### IMPORTANCE OF LISTENING

Listening is an important part of effective communication. Successful listening means not only to comprehend the words or the message being communicated, but also to be apprised of how the speaker feels about what he is communicating. Bingol, M. A. (2014).

Listening is key to successful working relationships among employees and between management and staff. Good listeners are often some of the best speakers. There can be no mutual understanding without listening. The objective of communication is to make others understand and act accordingly. Reddy, S. (2013).



Listening is the art to understand when a person speaks. We listen to a variety of things in real life situations. Nagendra, D. K. (2014). Listening to announcements at the airport- arrivals and departures of flights, instructions given when a flight takes off and lands, listening to a teacher attentively, attending a meeting, seminar, presentation, listening on the phone, listening news, songs , commentary on the radio and so on.

#### Definition of listening

According to M.V.Rodriques, “Listening is a process of receiving, interpreting and reacting to the messages received from the communication sender.”

#### IMPORTANCE OF SPEAKING

Like listening speaking is pivotal to effective communication. Speaking is a purposeful process through which people express their thoughts, ideas, views and opinions to their listeners. Whether formal or informal, every one of us takes part in some kind of conversation. Gudu, B. O. (2015 ) Conversation involves both speakers and listeners which is an interactive process.

Speaking is required for numerous reasons. One has to speak on the telephone, in the shopping malls, at the bank, at the post office, to name a few. One has to speak in order to express his or her feelings, opinions and to exchange information. Mai, N. H. (2015)

Students have to speak with their faculties, fellow friends, speak during academic discussions, during practical and oral examinations, during technical presentations, seminars, workshops and so on. Even after completing their engineering graduation engineers as professionals are required to speak in conferences, seminars, meetings, videoconferences, telephonic conversations and the list is endless. Marriam Bashir, e. (2011). In fact, engineers can achieve success in the present day, not simply by procuring professional knowledge but also should possess the talent to exhibit that knowledge properly in the form of speech.

#### METHODOLOGY

The method chosen by the researcher is survey- questionnaire method. The researcher chose this method for the following reasons:

- Data produced is based on real world observations.
- Primary sources –straight from the horse’s mouth.
- Manages well with big population.
- Easy to analyze.
- Results can be secured faster.

#### RESEARCH METHOD

The method is a blend of both quantitative and qualitative. The quantitative method will help the researcher to involve a good number of samples from final year engineering students irrespective



of their branch. The qualitative method will make room for the study and analysis of the responses of the samples in depth.

### **Sample Size**

The sample size is 500. The research work is limited to engineering colleges of Palghar district, Maharashtra, which comprises of five engineering colleges. The final year students are about 1000 in each college. Therefore, 500 samples are very much justifiable which means 10% of the population.

### **Tools**

- Questionnaire on Listening and Speaking.
- The students will be asked to listen to an audio in which a short story is recorded. After listening to the story, the students shall write down the answers to the questions given in the questionnaire. (three questions)
- The students will be asked to narrate the story in their own words in front of the researcher.
- Self- structured questionnaire for panel discussion.

Questionnaire will be based on close ended questions. Rating scale will be of three point and the questions will be answered in yes, no and to some extent.

## **FINDINGS**

### **Listening Skills**

It is rightly said, "If speaking is silver, listening is gold." Good listeners are better performers. Listening is necessary for our learning. Good listening capability helps to develop knowledge, boosts reasoning power and widens opportunities. The researcher shall evaluate every student on the following parameters:

- a) If the student wrote correct answers to the questions.
- b) Check the spellings.
- c) Grammar – Tenses, parts of speech and punctuation.

Writing correct answers signify that the listener understood the story properly and listened to it carefully.

Spellings are vital for expression. One spelling mistake changes the entire meaning. For example – six /sex

Grammar is the heart of any language. Knowledge of basic concepts of grammar and proper usage of different parts of speech is essential for all language. The researcher shall give the remarks as following:

A - denotes average



V - denotes very good

E - denotes excellent

### **Speaking skills**

Speaking is an art. A person has to master this art if he has to be successful in career. The researcher shall ask every student to narrate the story and evaluate the performance of the students on the following parameters:

### **VOICE MODULATION, PRONUNCIATION AND SENTENCE CONSTRUCTION**

The researcher shall check the voice modulation of the student which comprises of volume, pitch, rate and pauses. Volume refers to the loudness or softness of voice. Pitch is the rise and fall of the voice. Rate refers to the number of words spoken per minute. A pause is a short silence in between words, during speech. Pauses help the listener to comprehend the speaker well. S denotes slow, M denotes moderate and F denotes fast. Modulation of voice brings flexibility and vitality to a speaker's voice.

Pronunciation means to speak out sounds that are generally accepted. The best way is to follow British Received Pronunciation. It is a form of English socially acceptable in all parts of the country.)A speaker should be careful and pronounce individual sounds along with word stress according to the set norms. (Meenakshi Raman and Sangeeta Sharma)

8+ mistakes denote average

4-8 mistakes denote very good

0-3 mistakes denote excellent

Sentence construction means if the student is speaking correct sentences – agreement of the verb with the subject. To quote Wilkins, “Without grammar very little can be conveyed, without vocabulary nothing at all can be conveyed”. Harmer (1994) too echoes, “If language structures make up the skeleton of language, then it is vocabulary that provides the vital organs and the flesh”. Thus mastery in vocabulary is vital to comprehend and express thoughts in English.

8+ mistakes denote average

4-8 mistakes denote very good

0-3 mistakes denote excellent

### **SELF-STRUCTURED QUESTIONNAIRE**

The researcher shall randomly choose ten students from a class and shall conduct panel discussion. The researcher shall ask nine open ended questions to the student-panelists.

**Panel Discussion:** A panel discussion is a specific format used in a meeting, conference or a convention. It is a live discussion about a particular topic, where the panelists share different perspectives in front of a large crowd. Here the students shall be considered as panelists and their views shall be taken into consideration. The views and opinions of the student panelists shall be



recorded. Afterwards, the researcher shall prepare footnotes for the purpose of analysis based on the verbatim of the students.

### **CONCLUSION:**

Listening and speaking are imperative for effective communication. Communication is vital because man is a social animal. Eating is important for our biological existence. Likewise, communication is fundamental for our social living. In the competitive world of today, companies prefer people who have proficiency in communication skills. Modern working environment is totally different. As the world has changed, the nature of work has also changed. In the globalized world of today, communication matters a lot. Multinational companies prefer engineers with fluent communication skills. The reason is a person with mastery in communication skills can build up relationships and rapport with other organizations with ease. He can present himself, his company, his ideas and opinions in a positive, impressive and impactful way in front of other companies.

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