SUMMARY

This study investigates language varieties, non-verbal behaviour and language attitudes as cultural barriers which inhibit successful communication between Blacks and Indians at Durban Institute of Technology. The investigation reveals that Indians and Blacks often misunderstand each other. Sometimes these groups feel misunderstood because they use different varieties of English. To compensate for these differences, participants use non-verbal strategies. However, non-verbal behaviour is culturally determined and people tend to transfer it into intercultural situations. One finds that this transfer leads to miscommunication and negative stereotypes. Furthermore, non-verbal behaviour which does not meet the politeness criteria leads to negative attitudes and strained relations amongst peers and supervisors. The study suggests these solutions: the introduction of intercultural awareness campaigns for all employees and Zulu conversational skills for all Indians. For the whole South African community, the spirit of ubuntu should be cultivated between all racial groups to foster mutual respect.

DECLARATION
I declare that An investigation into Cultural Barriers in intercultural communication between Blacks and Indians at Durban Institute of Technology is my own work and that all sources that I have used have been indicated and acknowledged by means of complete references.

Signature Date
Miss T Dlomo

ACKNOWLEDGEMENTS
I would like to thank Lord Jesus Christ for giving me strength to complete this project. Without His guidance and the blessing of life I would not have been able to complete my studies.

My family (my mother Sibongile, my father Pheza, my siblings, Phumelela, Sihle, Siyabonga, Andile and Samkelisiwe) has been the source of inspiration and unconditional love and I thank them for their support. I would not have asked for a better family.

My thanks also go out to my supervisor and co-supervisor, Dr Mulaudzi and Mrs Jordaan for their guidance and support throughout the process of writing this dissertation.

The following people have also been instrumental in the completion of this dissertation and my thanks also go out to them. They are:

- Shirley Moon - editor and proofreader
- Nozipho Majola - the subject librarian for the Faculty of Arts at DIT
- My friends who have been with me through thick and thin
  - Hlengiwe Sibisi (for your support and prayers when I felt like giving up),
  - Lungelwa Mfazwe (for your encouraging words and always providing a shoulder to cry on when I felt frustrated);
  - Nkosana Kgasi (for providing an objective opinion and coming up with constructive suggestions);
  - Sibusiso Sithole (for believing that I can accomplish whatever I set my mind on);
  - Landela Mahlati, Doe Ncube, Lolo Dhlomo, Muhle Sibisi, Dr Sylvia Zulu and my colleagues at the A.I.M.S. office for your encouragement and support.

**KEY WORDS**

1. Barrier
2. Communication
3. Culture
4. Ethnocentrism
5. Hindu culture
6. Intercultural communication
7. Language attitude
8. Language variety
9. Miscommunication
10. Misinterpretation
11. Muslim culture
12. Non-verbal behaviour
13. Stereotypes
14. Zulu Culture
15. Xhosa culture
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