Contents

		page
	Preface	9
Pari	t One—Types of Information	
I	Human communication as a theme for psychological	
	study	15
2	Artificial and human communication systems	21
3	The growth of communication theory	24
4	The human being as an element in an artificial system	30
15	The central nervous system as a transmitter of	
	information	35
6	Information as uncertainty reduction	41
7	Information as content	45
8	Hybrid information	48
9	Information theory as model and as paradigm	51
IO	Closed and open systems	56
II	The role of language in communication	59
12	The communication of affective experience	65
13	Three broad categories of information	70
14	Scientific statement and artistic expression as the main specialist categories	74
Pari	Two—Barriers to Human Communication	
15	The seven barriers named	84
16	Limitation of the receiver's capacity	85
17	Distraction	88

18	The unstated assumption	91
19	Incompatibility of schemas	96
20	Influence of unconscious and partly conscious mechanisms	107
21	Confused presentation	III
22	Absence of communication channels	116
23	Instances of failure described and discussed	118
23	instances of fairle described and discussed	110
Part	Three—Communication Problems in Complex Activities	
24	Personnel selection	129
25	Literary criticism	134
26	Education and training	140
27	Communication and military decision	143
28	The administration of law	148
29	Medicine	152
30	Scientific research	156
31	Creative art	162
32	Personal relationships	168
33	Is any experience essentially incommunicable?	172
	normatoini.	
Part	Four—Communication as an Area of Psychological Research	
34	Scientific method as an evolutionary process	179
35	Psychology and the physical sciences	182
36	The dangers of mechanomorphism	185
37	Research on sign communication	189
38	Research in the communication of cognitive content	202
39	Research in the communication of affective	
	experience	212
40	Summary and conclusions	218
	Glossary	227
	Bibliography	233
	Index	241

Index

'A' vocabulary (Newspeak), 200 Abercrombie, M. L. J., 46 ability tests, 52 absence of communication facilities, 84, 116-17 achievement motive, 72 activity and vocal cues, 214 'activity' factor, 207-8 actor-audience situation, 213 Adaptation Level, 183 Adler, A., 104 aesthetic discrimination, tests of, 164 affective content as overlaid function, 203 affective experience, 65 ff. research in communication of, 212-17 affective messages, 222 affective overtones, 203 affiliation motive, 72 affirmatives, true and false, 112 African music, 95 Alexander, M., 103 Allan, M. D., 39 alliteration, 166 Allport, F. H., 99 Allport-Vernon-Lindzey personality measure, 214 alpha rhythms, 194 alphabet, 23, 25, 27, 189 ambiguity, 91, 166 of general concepts, 45-6 statutory, 149 ambiguous symptoms, 153 analytical philosophers, 62 Anaximenes, 204 anthropomorphism, 188 approximation, orders of, 185 Arion, 226 Aristotelian logic, 220

artist and society, 162 artist as workman, 77 artistic activity and psychic abnormality, 162-3 assimilation processes, 144-5 associationists, 96 associations of words, 41 assonance, 166 assumptions, 17, 84, 91-5 astronomy, 20 atomists, 96 attitudes, 40, 43 of different generations, 106 auditory inputs and kappa effects, 194 auditory medium, 20 authors, 134 automated data presentation, 145-6 Averbach, E., 38 Bacon, F., 181 Baldwin, J. M., 15 Baldwin, S., 87 barriers to human communication, 83-126 Bartlett, Sir Frederic, 15, 71, 85, 98, 210, 221 Basic English, 23, 42, 201 behaviour, 10, 95 therapist, 104 behavioural prediction, 10, 95 behaviourism, 97, 123-4 Beldoch, S., 213, 216 belief as a mental habit, 179 Berlitz school of languages, 141 binary digits (bits), 26-7, 221 biochemical factors, 105 biological radio communication, 216 bipolar adjective scales, 208 Black, J. W., 210

art media and pleasure, 164

artificial systems, 202-3

art and consciousness, 165

Blackman, S., 209 body-image, 98, 100, 103 defective, 154 Bohr, N., 115 Bremermann, H. J., 197 bridge (game), 32, 120 Broadbent, D. E., 36–8, 48, 195 Brownian motion, 24, 40 Burt, Sir Cyril, 15, 111, 130, 167

calculus, 181
capacity, 17, 19, 34, 53, 84, 85–7, 119
upper and lower limits of, 43
Carnap, R., 74–5, 124
Carroll, L., 136
case law, 148–9
cell communication, 19
Chamberlain, N., 87
channel and human operators, 189
Chapman, R. M., 194
Charge of the Light Brigade, 92
Cherry, C., 30, 189
chess, 187
choice reaction, information theory
and, 91

chronic suffering, 154
Churchill, Sir Winston, 87, 93
Civil Service, 117
clairvoyance, 109
Clerk Maxwell, J., 76
climate of opinion, 109
closed item structure, 132
closed-loop operator, 57, 58
closed systems, 22, 156, 190
coding, 15, 21, 22, 24, 26, 28, 38, 52-3,

72, 145, 173, 194 cognition, 65, 216

cognitive content, research in communication of, 202-11

munication of, 202-11 cognitive measures and sensitivity to

vocal expression, 214 colour scheme, 166 combinatory rules, 209 commanders, military, 34, 143, 145–6 common words and technical terms,

156-7
communication
nets, 205-6
of assumed emotion, 212
of emotional meaning, 171
comparable, the, 79
competing stimuli, 88-9
'Computers at war', 146

concept development, 198 concept formation, 150 concepts as sources of variance in semantic differential studies, 208 condensation, 55, 166 Conder, C., 66 confidence level, 10, 94 confused presentation, 84, III-IS connective words, 113 connotation, 22, 45, 92 Conrad, R., 112 consciousness and meaning, 219 conspicuity coding, 145 content information, 86, 219 content messages, 173 continuity, 37 controlled experiment, 76, 181, 224 controllers, military, 146-7 conventions of court procedure, 150 convergent tests, 132 Coombs, C. H., 182 creative thinking, 195 creativeness, 190 cricket, 57 criteria, 132 criticism, literary, 134-9 Crossman, E. R. F. W., 40, 192

cue suppression, 55

distance senses, 70

distraction, 88-90

cuneiform, Sumerian, 61

current values, 25 Darwin, C., 212 data handling, 15 Davies, W. H., 138-9 Davitz, J. R., 212-15, 216 decision-making, 129, 195 decision theory, 143 decoding, 28 deductive reasoning, 92 demotic script, 61 determinism, 185 diagnosis, 152 dialectic, 76 differential, the semantic, 63, 79, 206, digital computers, 196 dimensions of measurement, 79 Dionysus, 226 discreteness, 32 discursive and non-discursive symbols,

dithyramb, 226 divergent tests, 132 dolphin, 225-6 double-cue coding, 145 double-storage hypothesis, 195 drugs, 89

Eddington, Sir Arthur, 79 Edison, T., 25 education, 17, 29, 102-3, 140-2 and presentation, 115 Edwards personality measure, 214 **EEG, 194** effectiveness of transmission, 28 Einstein, A., 76 electronic component, 33 Eliot, T. S., 138-9 emotional meaning, 212 empirical criterion of meaning, 74 Empson, W., 77, 166 encoding as perception, 194 endocrinological factors, 105 energic redundancy, 55 energy, unavailability of, 27 entropy, 27-8, 31, 41 equiprobability, 32 error-free transmission, 26 estimation of readability, 205 Euclidean geometry, 220 European music, 95 evaluative factor, 207-8 evolution of intelligence, 197 excess information, 193-4 existence and non-existence, 79 expectation of noise, 28 expression, 20, 22

and identification of feelings, 214 expressive function of language, 74 extra-sensory phenomenon, 109-10,

215 extraction process, 144-5 extreme experience, 175

factual information, 18 fantasy and rationality, 124 Faraday, M., 76, 157 fault diagnosis, 42, 152 field research, 160 fighter pilot, 146 finiteness, 32 Fisher, R. A., 79 French, E. G., 172 Freud, S., 55, 104 fricatives, 60 functions, division of, 169

Galileo, 181
Gardiner, H. W., 208
Gaussian variation, 192
general terms, 92
gestalt psychology, 97, 123, 194
Glanzer, M., 86, 194
Goethe, 172, 176
Goffman, E., 170
Goldman Eisler, F., 211
Gregory, C. C. L., 79
group communication, 15
Guilford-Zimmerman personality
measure, 214

H (information of message), 25, 28 habit, 44 Hallworth, H. J., 208 Hamlet, 166 hard-copy coding, 145 Hartley, R. V. L., 25 Head, Sir Henry, 98 Hebb, D. O., 210 Hegel, G. W. E., 77 Helson, H., 183 Heracleitus, 124, 204 Hick, W. E., 15, 30, 31, 38, 129-30, 191 hidden persuasion, 109 hieratic script, 61 hieroglyphs, Egyptian, 61 high confidence level, 94 Hitler, A., 87 Homer, 204 human being in artificial systems, 30-4 human channel, 34 human component in information processing, 195

processing, 195 human operator, 33, 42, 189 human pattern recognition, 196 Hume, D., 124 hybrid information, 48–50 Hyman, R., 30 hypostatized extracts, 204

identification, 108 imagery, modes of, 64, 76 incompatibility of schemas, 84, 96–106, 121, 124, 158, 167, 220 independent signals, 28 individual differences, sub-science of, 160

inexpressible, the, 172 information extraction from voice communication, 144 measurement, 79 processing, 15 processing and problem-solving, 194 state of, 190 store, 19 theory, 9, 15, 16-17, 26-9, 143, 190, theory as model and paradigm, 51-5 uncertainty reduction, 41-4 initial delays and within-sentence hesitations, 211 input, 15, 28, 51 insight, test of, 72 integration of data, 34 intelligibility, experiments in loss of, intensity of sounds, 37 inter-personal compatibility, 171 interaction of long- and short-term memory, 86 interchange, 166 interference, 17 interview therapy, 104, 154 introspectionists, 38 introversion, 18

job analysis, 132
job requirements, 130
Jones, S., 113-14
Joseph, Sir Keith, 91
judgements of affect by the blind,
214
Jung, C. G., 99, 104, 162

Kant, I., 124, 197
Kantorovitch, M., 215
kappa rhythms, 194
Karwoski, T. F., 207
Kelvin, R. P., 106
Kepler, J., 167
Kitchener, Lord, 93
Knapper, C. K., 208
Koestler, A., 76, 167
Kretschmer, E., 99

Langer, S., 213

Isaiah, 175 Izard, C. E., 107 language, 21, 23, 29 and content information, 219 and medicine, 185 barriers, 210 Language and Communication, 136, 204 languages, teaching of, 141 law, 17, 148-51 lawmakers, 148 lawyers, 149 learning, 37, 44, 97 and storage of verbal materials, 194 legal style, 151 lengths of sentences, 136 level of adaptation, 89 Levy, P. K., 214 Licklider, J. C. R., 196 life data, 35 Lilly, R. S., 208 limitation of capacity, 84, 85-7, 119 linear programme, 94 linguistic behaviour, 202 linguistic change, 206 linguistics, 59 literature, 77 literary criticism, 134-9 load limitation, 39, 43 Locke, J., 96 logical positivism, 46, 74, 124 logical tree, 114 Lovell, K., 99 Luria, A. R., 79

m (number of current values), 25 McClelland, D. C., 104 McDougall, W., 215 McElroy, L. S., 192 McGee, V. E., 215 McLuhan, M., 52 magnetic storms, 24 man-made systems, 9, 203, 218 Marks, I. M., 208 mathematics of process, 224 mathematics, teaching of, 141 maturation, 97 meaning, 16, 21, 37 and consciousness, 219 meaningfulness of stimuli, 189 measurable, the, 79 measurement, 9, 10 of information, 79, 206 precision of, 183 theory, 182 mechanical analogies, 185

New Yorker, 211

Nineteen Eighty-four, 199-201

mechanomorphism, dangers of, 185-8 noise, 15, 17, 24, 28, 38, 54, 89, 191-2, media, 20, 21, 24 cool and hot, 51 in a decision system, 196 non-verbal speech factors, 215 medicine, 17, 152-5 melancholia, 108 Norman, M., 115 memory, 19 nouns with high incidence in English and processing, 196 poetry, 138 interaction of long- and short-term novelty, search for, 180 numerical systems, 23 86, 193, 221 long-term, 37, 42, 72, 86, 90, 97 Nyquist, H., 25 short-term, 37, 43, 86, 193 objective symptoms, 152 mental illness, 18 Meredith, P., 98, 208 observable, the, 79 observation, 76, 92 Merkel, J., 15, 191 messages, 9, 18, 24, 25-6, 219 Odbert, H. S., 207 metaphysics, 157 Ogden, C. K., 61 methodology, 17 old-type testing, 130 metre, 55, 166 Oldfield, R. C., 98 Michelangelo, 167 Oldspeak, 199 military decisions, 143-7 open item structure, 132 military recognition problems, 196 open systems, 22, 73, 156, 190 Miller, G. A., 136-7, 204, 205 operator, 143 mind as schematic adjustment system, Oppenheimer, R., 157-8 99 organism in relation to its environ-MMPI measure, 214 ment, 218 models, 31, 76, 102, 157 organization of verbal behaviour, 205 'modern' art, 122 Orwell, G., 199-201 morale, 125 Osgood, C. E., 63, 79, 206, 212, 220 Morris, C., 204 output, 28 Moses, 148 motivation as an artifact of distraught Packard, V., 109 teachers, 140 painting, 77 motivational research, 109 paranoia, 108 multi-dimensional scaling, 209 paranormal cognition, 109-10 multiple-choice form, 33 Parmenides, 124 Murray, H. A., 99 Parry, J., 138 mystical, the, 172 part-for-whole fallacy, 135 pattern recognition, 196 n (number of symbols selected), 25 pause length and redundancy, 211 narrative, 77 perception, 22, 35-40, 43, 73, 97, 123, 196 Nature, 79, 159 link between subject and outside negatives, true and false, 112-13 world, 218 passivity view of, 96 nervous system, 35, 36 as model of the environment, 197 problem-solving, 196 neural substance, activity of, 43 periodic sentences, 204 neurological factors, 105 peripheral variation, 47, 91, 190, 220 neuronal networks, 197 persecution, 108, 201 New Scientist, 146, 159 personal relationships, 168-71 New Society, 106 personality Newspeak, 199-200 interaction, 169 new-type testing, 130 measures, 132

measures and sensitivity to vocal

expression, 214

personality - Continued studies, 35 traits, 99 types, 99 variables, 214 personnel selection, 129-33 phonemes, 60 phonetic alphabet, 142 photistic visualizers, 207 physical science, 9, 17, 94 physiology, 185 Piaget, J., 99, 198, 210 Pierce, J. R., 26, 30 Pinter, H., 168 Pirandello, L., 170 pitch, 37 Pitman alphabet, 103 Poulton, E. C., 111 prediction, 9, 10, 76 presentation of self in everyday life, 170 previous experience and ambiguous situations, 194 probability, 26, 28 learning, 48 theory, 181 problem-solving, 194-6 process monitor, 34 processing and speed stress, 192 processing of information, 15, 34, 44 programming, 22 projection, 107-8 data, 72 of mood and emotions, 213 projective tests, 52, 72, 99, 107 proprioceptive cues, 129 psyche, history of word's meaning, 204 psychiatric treatment, 154 psycho-analysis, 154 psychogenic reaction, 153 psychological openness, 23 psychology and the physical sciences, 182-4 pulse of attention, 19 punctuation marks, frequencies of, 137 Pythagoras, 204 qualitative significance, 17 Queen Victoria, 136 radar, 146 radar operator, 125 radio astronomy, 20, 35

random fluctuations in central processes,

192

rate of gain of information, 15, 38, 191 rate of transmission, 30 rationality and fantasy, 124 Raven, J. C., 214 reaction times, choice and simple, 195 recall, 86 receiver, 17, 218 reception, 24 receptors, 37 recognition, 86 redundancy, 17, 54-5, 86, 166, 193-4 remembering, 15 Renaud, G. E., 144 reporting ability, 193 representative function of language, 74 repression, 108 research, scientific, 156-61 research trends, 16 resonants, 60 response, 20 retention, 86 reviewers, 134 Reynolds, D., 221 Reynolds, Sir Joshua, 53 Rhine, J. B., 215, 216-17 rhyme, 166 Richards, I. A., 61 roles, 169 rondo, 68 Rosenblatt, R. D., 221 rote learning, 140, 141, 195 Russell, B., 175 s (number of symbols), 25 Sanford, F. H., 205 scale factor (evaluation), 208-9 scales as source of variance in semantic differential studies, 208-9 schemas, 20, 84, 96-106, 210 schematic v. rote learning, 210 schizophrenics as judges of vocal expression, 214 Schroder, J. H., 209 science, teaching of, 141 Scientific American, 157 scientific language, 76, 156 scientific method, 179-81

scientific models, 58

scientific research, 156-61

scientific selection, 131-2

scriptural writing, 166

Seashore, C. E., 214 selection of information, 20

statutory law, 148-9 selection tests, 132 selective operations (on input), 36-7, 39, 43, 71 self-communication, 167 semantic differential, 63, 79, 206, 208, stops, 60 212, 220 and children, 208 semantic level of communication, 28 semantics, 204 semiotics, 204 sender, 17 sense modality, 22 stress, 88 sensitivity and emotional expression, 213 sensitivity factor, general, 213 sensory deprivation, 43, 89 serial position effects and storage mechanisms, 195 set (mental), 17, 20 Shannon, C. E., 15, 26, 28-9, 79, 185-6, Sherrington, Sir Charles, 185 Sibelius, J., 206 sign information, 41, 42, 43, 173, 219 sign messages, research on communication of, 189-201 signs, 22, 24, 204 signal/noise ratio, 130 signals, continuous and discrete, 28 signification, 204 simple sentences, 204 single-cue coding, 145 Sitwell, Dame Edith, 206 Skemp, R. R., 103, 210 Skinner, B. F., 104 sleeplessness, 89 small-group schemas, 105 social sciences, methods of, 160 sociologists, 84, 169 Solon, 148 span of apprehension, 15, 37 Spearman, C. E., 214 speech characteristics of two students, speech deterioration, experiments on methods of, 211 test data, 35 speed stress and processing of infor-Thales, 74 mation, 192 Stagner, R., 207 Stanford, C. V., 101 statistical decision theory, 192, 196 Thorndike, R. L., 137 statistical study of literary vocabulary, 'Thoughts at a distance', 215 Thurstone, L. L., 214

statistical use of language, 46

Stichman, E. P., 144 stimulus qualities, 48 stimulus-response models, 130 storage mechanisms, 145-6 storage of verbal materials and learning, Stout, G. F., 15, 98 strategical decisions, 145 strength factor, 207 sub-behaviour, 46 subject-object relationship, 218 subjective idealism, 36 subjective information as function of source information, 193 subjective symptoms, 152 subjectivity, 74 v. objectivity, 76 subject as source of variance in semantic differential studies, 208 Swets, J. A., 196 symbol transmission, 29 symptoms, 152 synaesthesia, 63, 206 syntactics, 204 syntax structure, 112 systems model, 130 taboos, 108-9 tactical decision, 145 task stress and processing of information, 192 teaching faults, 115 Tear, D. H., 194 technical language, 156 technical level of communication, 28 Teichner, W. H., 192 telepathy, 109, 215 telephone nets, 205 tension and creativeness, 163 'Test construction and the scaling of items', 130 theme and variations, 101 therapeutic value of art, 163 thermodynamics, 27

time rate of presentation, 193

Tinker, M. A., 111
Tomkins, S. S., 107
Tractatus Logico-Philosophicus, 172
training, 140-2
transmission characteristics, 50
transmission failure, 17
transmission of information, 19
Turner, S. H., 193, 194
Turner, W. J., 206
tursiops truncatus, 225
typography, 111

unavailability of energy, 27 uncertainty of information, 26, 27 as a fundamental variable, 195-6 reduction of, 16, 33, 41-4 unconscious mechanisms, 84, 107-10 unitariness of attention, 38 unity in variety, 53 unstated assumption, 84, 91-5, 121, 220

validation, 132
varieties of message, 16
verbal behaviour, 136
verbal description, 114
verbal encoding, 195
verbal materials and learning, 194
verbal meaning, change of, 203–4
verbal messages, 28
verbal-loop hypothesis, 195
Vernon, M. D., 98
vibration, 40, 89
vigilance, 43, 192
visual inputs and alpha effects, 194
visual medium, 20
visual presentation, 114

vocabulary, literary, 136-7 vocal and facial media of expression, 214 vocalizing information, 205 vocational training, 142 voice affect, 215 vowels, 60

W (speed of transmission), 25 Waite, G., 208 Wallace, W. H., 193 Warr, P. B., 208 Wason, P. C., 112-13 Weaver, W., 28-9 Weber's Law, 97, 183 Webster, T. B. L., 204 Weisz, A. Z., 192, 196 Wessel, A. E., 193 Whewell, W., 156-7 Whistler, J. McN., 66 White, P. O., 208 Whitehead, A. N., 124 Wiegand, K. L., 195 Wiener, N., 15 Wilson, J. P., 196 witnesses in court, 149 Wittgenstein, L., 75, 172-3, 175 Wolters, A. W., 98 wrong intention, ascription of, 136 Wyatt, Sir Thomas, 136

yarborough (at bridge), 32 Yogi, 110 Young, J. Z., 185 Yule, G. U., 136

Zangwill, O. L., 98