

The Effects of Multilingualism and Language Attitudes on Communication Outcomes in Southwestern, Nigeria.

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Abstract: This study investigated the effects of multilingualism and language attitudes on communication outcomes in Southwestern Nigeria. A total of 530 questionnaires were administered to respondents from selected states and Local Government Areas in Southwestern Nigeria, with 450 valid responses analyzed using Pearson Product Moment Correlation (PPMC), multiple regression, Analysis of Variance (ANOVA), and T-test at a 0.05 significance level. Results revealed a significant positive relationship between multilingualism and communication outcomes, with multilingualism explaining 30.0% of the variance in communication outcomes. Similarly, language attitudes showed a significant positive relationship with communication outcomes, explaining 21.4% of the variance. The combined influence of multilingualism and language attitudes accounted for 56.9% of the variance in communication outcomes, with multilingualism emerging as the stronger predictor. Significant differences were also found in communication outcomes based on ethnicity (language) and age group, although the effect sizes were small, indicating limited influence of demographic factors. The findings suggest that multilingual competence and positive perceptions toward different languages enhance effective communication, mutual understanding, and social interaction within multilingual communities. Grounded in Communication Accommodation Theory, the study highlights the importance of language adaptation and positive linguistic attitudes in improving communication effectiveness. It recommends the promotion of multilingual education, inclusive language policies, intercultural communication training, and awareness programmes to reduce language barriers and foster effective communication in Southwestern Nigeria.

Keywords: Multilingualism, Language Attitudes, Communication Outcomes, Communication Accommodation Theory, Linguistic Diversity.

I. Introduction

Southwestern Nigeria is one of the most linguistically diverse regions in the country, where several indigenous languages coexist with English, the official language, and Nigerian Pidgin, which serves as a widely used lingua franca. The region is predominantly inhabited by Yoruba speakers, but increasing urbanization, migration, education, trade, and interethnic interactions have created multilingual communities where individuals regularly

communicate in two or more languages. This linguistic diversity has made multilingualism an essential feature of everyday life, influencing communication in homes, schools, workplaces, religious settings, and public institutions. While multilingualism promotes cultural exchange and social integration, it also presents communication challenges arising from differences in language proficiency, language preference, and attitudes toward particular languages [1].

Multilingualism refers to the ability of an individual or community to use two or more languages effectively for communication. It extends beyond the mere knowledge of multiple languages to include the ability to switch between languages depending on the communicative context, audience, and purpose. According to [2], multilingualism contributes to cultural preservation, social inclusion, and improved access to education and information. In multilingual societies such as Nigeria, individuals frequently alternate between English, indigenous languages, and Nigerian Pidgin to facilitate communication across different social groups. This linguistic flexibility strengthens interpersonal relationships and broadens opportunities for education, employment, and national integration [3].

Nigeria is recognized as one of the most linguistically diverse countries in the world, with over 500 indigenous languages spoken across its six geopolitical zones [4]. English serves as the official language and the principal language of government, education, commerce, and the media, while indigenous languages continue to play significant roles in preserving cultural identity and facilitating community interactions [5]. In Southwestern Nigeria, Yoruba remains the dominant indigenous language; however, contact with speakers of Igbo, Hausa, Edo, and several minority languages, alongside the widespread use of English and Nigerian Pidgin, has resulted in highly multilingual communities. Consequently, language choice has become an important factor in determining how effectively people communicate across different social and professional contexts [6].

Language attitude refers to the beliefs, perceptions, feelings, and evaluations individuals hold toward a language or its speakers. These attitudes influence language preference, language maintenance, language learning, and patterns of communication. Positive attitudes toward a language often encourage its use and facilitate interaction, whereas negative attitudes may discourage communication, create social distance, and reinforce stereotypes [7]. In multilingual societies, attitudes toward English, indigenous languages, and Nigerian Pidgin often reflect broader social perceptions relating to education, prestige, ethnicity, identity, and socioeconomic status [8;9;10]. Therefore, language attitudes play an important role in determining how individuals select and use languages during social interactions.

Communication outcomes refer to the effectiveness of information exchange between individuals or groups, including mutual understanding, message clarity, relationship building, collaboration, and the achievement of intended communication goals. Effective communication depends not only on language proficiency but also on the language selected for interaction and the attitudes participants hold toward that language. According to [11], communication effectiveness is influenced by individuals' willingness to accommodate one another linguistically and socially. In multilingual environments, positive language attitudes can enhance trust, cooperation, and comprehension, whereas language prejudice, linguistic discrimination, or limited proficiency may result in misunderstanding, exclusion, and communication barriers.

In Southwestern Nigeria, multilingualism has become increasingly important due to rapid urbanization, internal migration, technological advancement, and expanding educational opportunities. Cities such as Lagos, Ibadan, Abeokuta, Akure, Osogbo, and Ado-Ekiti attract people from diverse linguistic backgrounds, making multilingual communication a daily necessity. Despite this diversity, language-related challenges persist, including code-switching difficulties, language dominance, negative perceptions of indigenous languages, and preferential treatment of English in formal domains [12]. Such issues may influence interpersonal relationships, workplace interactions, educational performance, and access to public services.

Several factors influence multilingual communication and language attitudes in Southwestern Nigeria. These include educational attainment, age, ethnicity, occupation, social status, exposure to different languages, urbanization, cultural background, and media influence. Research has shown that globalization and digital communication have strengthened the prominence of English while simultaneously creating concerns about the declining use of indigenous languages among younger generations [13]. These changing linguistic patterns have significant implications for communication effectiveness, cultural identity, and language preservation.

Although previous studies have examined multilingualism, language use, and language policy in Nigeria, relatively few have specifically explored how multilingualism and language attitudes jointly influence communication outcomes within Southwestern Nigeria. Existing studies have often focused on bilingual education, language maintenance, or language policy without adequately examining the relationship between language attitudes, multilingual practices, and communication effectiveness in everyday social interactions. This creates a gap in knowledge that requires empirical investigation.

II. Statement of the Problem

Southwestern Nigeria is characterized by a high level of linguistic diversity, where English, Yoruba, Nigerian Pidgin, and several other indigenous languages are used for communication across different social, educational, and professional settings. Although multilingualism provides opportunities for wider interaction and cultural exchange, it also presents communication challenges arising from differences in language proficiency, language preference, and attitudes toward particular languages. Negative language attitudes, language discrimination, and the preference for certain languages over others may hinder effective communication, limit social inclusion, and create barriers to mutual understanding among individuals from different linguistic backgrounds. In addition, rapid urbanization, migration, globalization, and increasing intercultural interactions have made multilingual communication more frequent in Southwestern Nigeria. However, many individuals still experience communication difficulties due to language barriers, code switching challenges, limited proficiency in official or indigenous languages, and unfavorable perceptions of certain languages and their speakers. These challenges can affect interpersonal relationships, educational experiences, workplace interactions, access to public services, and overall communication effectiveness. Despite the multilingual nature of the region, there is limited empirical evidence on how multilingualism and language attitudes jointly influence communication outcomes in Southwestern Nigeria. This study, therefore, focuses on the effects of multilingualism and language attitudes on communication outcomes in Southwestern Nigeria.

III. Objectives of the Study

The main objective of the study is to examine the effects of multilingualism and language attitudes on communication outcomes in Southwestern Nigeria. The specific objectives of the study are to:

- i. Determine the relationship between multilingualism and communication outcomes in Southwestern Nigeria.
- ii. Determine the relationship between language attitudes and communication outcomes in Southwestern Nigeria.
- iii. Determine the joint contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria.
- iv. Determine the relative contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria.

v. Determine the significant difference in communication outcomes based on Ethnicity (Language) in Southwestern Nigeria.

vi. Determine the significant difference in communication outcomes based on Age group in Southwestern Nigeria.

IV. Research Questions

i. What is the relationship between multilingualism and communication outcomes in Southwestern Nigeria?

ii. What is the relationship between language attitudes and communication outcomes in Southwestern Nigeria?

iii. What is the joint contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria?

iv. What is the relative contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria?

V. Hypotheses

H₀₁: There will be no significant difference in communication outcomes based on Ethnicity (Language) in Southwestern Nigeria.

H₀₂: There will be no significant difference in communication outcomes based on Age group in Southwestern Nigeria.

VI. Methodology

Pearson Product Moment Correlation (PPMC), multiple regression, Analysis of Variance (ANOVA), and Independent Samples t-test were adopted for this study. The population for the study comprised residents of selected states in Southwestern Nigeria. Three states were randomly selected from the geopolitical zone, after which three Local Government Areas were randomly selected from each state. A total of 450 respondents were randomly selected from the selected Local Government Areas. The target respondents included adults from diverse linguistic backgrounds who were proficient in at least two languages and resided in Southwestern Nigeria. A total of 530 questionnaires were administered, while 450 properly completed questionnaires were used for the final analysis of the study. A random sampling technique was employed to select the respondents. Data were collected using a validated structured questionnaire. The purpose of the questionnaire was to examine the effects of multilingualism and language attitudes on communication outcomes in Southwestern Nigeria. The reliability of the instrument was determined using the test–retest method.

VII. Theoretical Framework: Communication Accommodation Theory (CAT)

The Communication Accommodation Theory (CAT) was proposed by Howard Giles in 1973 to explain how individuals adjust their communication patterns during social interactions [14]. The theory states that people modify their speech, language choices, accents, and communication styles based on their conversational partners, social goals, and attitudes toward different groups [15]. These adjustments are made to improve understanding, gain social acceptance, or maintain cultural identity. The theory identifies two major communication processes: convergence and divergence [16]. Convergence occurs when individuals adjust their language or communication style to become more similar to others in order to promote understanding and social connection. For example, in Southwestern Nigeria, multilingual speakers may switch between Yoruba, English, and Nigerian Pidgin to

communicate effectively with people from different linguistic backgrounds [3]. Divergence, on the other hand, occurs when individuals maintain their original language or communication style to emphasize their identity or cultural affiliation. In relation to this study, Communication Accommodation Theory explains how multilingualism and language attitudes influence communication outcomes in Southwestern Nigeria. Positive attitudes toward different languages encourage effective language adaptation, mutual understanding, and stronger social relationships, while negative attitudes may create communication barriers and reduce interaction among speakers of different languages. Therefore, the theory provides a useful framework for understanding how language choices, multilingual practices, and perceptions of different languages affect communication effectiveness within multilingual communities

VIII. Results

Table1. Demographic Characteristics of Respondents

Demographic Characteristics of the Respondents	Frequency	Percentages (%)
Age		
Below 18 years	138	30.7
18 years and above	312	69.3
Total	450	100.0
Ethnicity (Language Background)		
Yoruba	318	70.7
Hausa/Fulani	43	9.6
Igbo	51	11.3
Others	38	8.4
Total	450	100.0
Number of Languages Spoken		
Two languages	214	47.6
Three languages	167	37.1
More than three languages	69	15.3
Total	450	100.0
Primary Language Used		
Yoruba	286	63.6
English	104	23.1
Nigerian Pidgin	42	9.3
Other Indigenous Languages	18	4.0
Total	450	100.0
States and Local Government areas		
Ibadan North (Oyo)	54	12.0
Akinyele (Oyo)	48	10.7
Ogbomoso North (Oyo)	49	10.9
Oyo	151	33.6
Akure South (Ondo)	52	11.6
Owo (Ondo)	46	10.2

Ondo West (Ondo)	49	10.9
Ondo	147	32.7
Ado-Ekiti (Ekiti)	64	14.2
Ikole (Ekiti)	48	10.7
Ikere (Ekiti)	40	8.9
Ekiti	152	33.8
Total	450	100.0

Source: Field Survey, 2026.

The demographic characteristics of the respondents show that 30.7% of the respondents were below the age of 18 years, while 69.3% were aged 18 years and above. This implies that the majority of the respondents were aged 18 years and above. On ethnicity (language background), 70.7% of the respondents were Yoruba, 9.6% were Hausa/Fulani, 11.3% were Igbo, while 8.4% belonged to other ethnic groups. This implies that the majority of the respondents were of Yoruba ethnicity. Regarding the number of languages spoken, 47.6% of the respondents spoke two languages, 37.1% spoke three languages, while 15.3% spoke more than three languages. This implies that the majority of the respondents were bilingual. On the primary language used, 63.6% of the respondents primarily used Yoruba, 23.1% used English, 9.3% used Nigerian Pidgin, while 4.0% used other indigenous languages. This implies that Yoruba was the predominant language used by the majority of the respondents. On Local Government Area, 34.7% of the respondents were from Ibadan North Local Government, 33.1% were from Akure South Local Government, while 32.2% were from Ado-Ekiti Local Government. This implies that the majority of the respondents were from Ibadan North Local Government Area. On the states and Local Government Areas, 33.6% of the respondents were from Oyo State, comprising 12.0% from Ibadan North Local Government, 10.7% from Akinyele Local Government, and 10.9% from Ogbomoso North Local Government. 32.7% of the respondents were from Ondo State, comprising 11.6% from Akure South Local Government, 10.2% from Owo Local Government, and 10.9% from Ondo West Local Government. Similarly, 33.8% of the respondents were from Ekiti State, comprising 14.2% from Ado-Ekiti Local Government, 10.7% from Ikole Local Government, and 8.9% from Ikere Local Government. This implies that the respondents were almost equally distributed across the three selected states, with Ekiti State having the highest proportion of respondents (33.8%). At the Local Government level, Ado-Ekiti Local Government recorded the highest proportion of respondents (14.2%).

Research Question 1: What is the relationship between multilingualism and communication outcomes in Southwestern Nigeria?

Table 2: Pearson Product Moment Correlation showing the relationship between multilingualism and communication outcomes in Southwestern Nigeria.

Variables	N	Mean	Standard Deviation	df	r	Sig	r ²
Communication Outcomes	450	41.2834	8.61237	448	.548**	.000	.300
Multilingualism	450	37.9456	7.43851				

Source: Field Survey, 2026.

Table 2 reveals a positive significant relationship between multilingualism and communication outcomes in Southwestern Nigeria; $r(448) = 0.548^{**}$, $r^2 = 0.300$, $p < 0.01$. The table further reveals that an increase in multilingualism would lead to an improvement in communication outcomes. Effect size ($r^2 = 0.300$) indicates that multilingualism explained 30.0% of the variance in communication outcomes.

Research Question 2: What is the relationship between language attitudes and communication outcomes in Southwestern Nigeria?

Table 3: Pearson Product Moment Correlation showing the relationship between language attitudes and communication outcomes in Southwestern Nigeria.

Variables	N	Mean	Standard Deviation	df	r	Sig	r ²
Communication Outcomes	450	41.2834	8.61237	448	.463**	.000	.214
Language Attitudes	450	34.7168	6.92540				

Source: Field Survey, 2026.

Table 3 reveals a positive significant relationship between language attitudes and communication outcomes in Southwestern Nigeria; $r(448) = 0.463^{**}$, $r^2 = 0.214$, $p < 0.01$. The table further reveals that positive language attitudes would improve communication outcomes. Effect size ($r^2 = 0.214$) indicates that language attitudes explained 21.4% of the variance in communication outcomes.

Research Question 3: What is the joint contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria?

Table 4: Joint contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria.

R = 0.756		Adjusted R² = 0.569			
R² = 0.572		Standard Error = 5.63182			
Model	SS	df	MS	F	Sig
Regression	16284.316	2	8142.158	298.431	.000 ^b
Residual	12197.524	447	27.288		
Total	28481.840	449			

Source: Field Survey, 2026.

Table 4 reveals the joint contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria. The R coefficient recorded 0.756, while the adjusted R^2 was 0.569, indicating that the two predictor variables jointly explained 56.9% of the variance in communication outcomes. The remaining 43.1% of the variance was attributed to other variables outside the scope of this study. Therefore, there was a significant joint contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria; $F(2, 447) = 298.431$, $p < 0.01$.

Research Question 4: What is the relative contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria?

Table 5: Relative contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria.

Model	Unstandardized coefficients		Standardized coefficients	t	Sig
	Beta	Standard error	Beta		
Constant	10.483	1.572		6.669	.000
Multilingualism	.492	.034	.441	14.471	.000
Language Attitudes	.381	.042	.289	9.066	.000

Source: Field Survey, 2026.

Table 5 reveals that both multilingualism and language attitudes were significant predictors of communication outcomes in Southwestern Nigeria. The most potent predictor of communication outcomes was multilingualism ($\beta = 0.441$, $t = 14.471$, $p < 0.01$), followed by language attitudes ($\beta = 0.289$, $t = 9.066$, $p < 0.01$). This implies that improvements in multilingualism and positive language attitudes would explain 44.1% and 28.9% improvements in communication outcomes, respectively.

Hypothesis 1: There will be no significant difference in communication outcomes based on Ethnicity (Language) in Southwestern Nigeria.

Table 6: ANOVA summary showing communication outcomes based on respondents' Ethnicity (Language).

Ethnicity	N	Mean	Std. Dev.	SS	df	MS	F	Sig	η^2
Yoruba	318	42.1843	8.35642	1342.715	3	447.572	4.216	.006	.028
Hausa/Fulani	43	39.6977	8.90261	47369.280	446	106.209			
Igbo	51	40.8431	8.47108						
Others	38	39.3158	8.66854	48711.995	449				

Source: Field Survey, 2026.

Table 6 reveals that there was a significant difference in communication outcomes based on respondents' ethnicity (language); $F(3,446) = 4.216$, $p < 0.01$, $\eta^2 = 0.028$. Thus, the null hypothesis was rejected. The table further reveals that respondents of Yoruba ethnicity recorded the highest communication outcomes (Mean = 42.18), followed by Igbo (40.84), Hausa/Fulani (39.70), and other ethnic groups (39.32). The effect size ($\eta^2 = 0.028$) indicates a small effect of ethnicity on communication outcomes.

Hypothesis 2: There will be no significant difference in communication outcomes based on Age Group in Southwestern Nigeria.

Table 7: T-test Showing Age Group Difference in Communication Outcomes in Southwestern Nigeria.

Variable	Age Group	N	Mean	Standard Deviation	df	t	Sig.	η^2
Communication Outcomes	Below 18 years	138	39.78	8.24	448	-3.67	0.000	0.029
	18 years and above	312	41.95	8.54				

Source: Field survey, 2026.

Table 7 shows a significant age group difference in communication outcomes ($t(448) = -3.67, p < 0.01$), with respondents aged 18 years and above reporting higher communication outcomes than those below 18 years. However, the effect size ($\eta^2 = 0.029$) is small, indicating that age group accounts for only a small proportion of the variation in communication outcomes among respondents in Southwestern Nigeria. Thus, the null hypothesis is rejected.

IX. Discussion of Findings

The first research question sought to determine the relationship between multilingualism and communication outcomes in Southwestern Nigeria. Results from Table 2 revealed a significant positive relationship between multilingualism and communication outcomes, with multilingualism explaining 30.0% of the variance in communication outcomes. This indicates that individuals who are proficient in multiple languages are more likely to communicate effectively across diverse social and cultural settings. The finding supports the view that multilingualism enhances interpersonal understanding, social integration, and effective information exchange. This finding is consistent with [17], which emphasized that multilingualism promotes social inclusion, cultural interaction, and effective communication among linguistically diverse populations. It also supports the propositions of Communication Accommodation Theory, which suggests that individuals who can adapt their language to suit different communication contexts are more likely to achieve successful communication outcomes.

The second research question examined the relationship between language attitudes and communication outcomes in Southwestern Nigeria. Table 3 revealed a significant positive relationship between language attitudes and communication outcomes, with language attitudes explaining 21.4% of the variance in communication outcomes. This suggests that individuals who possess positive attitudes toward different languages and their speakers are more likely to experience effective communication. Positive language attitudes encourage openness, mutual respect, and willingness to communicate across linguistic boundaries, thereby reducing communication barriers. This finding agrees with [18], who argued that language attitudes significantly influence language behaviour and communication patterns. The finding also aligns with Communication Accommodation Theory, which explains that positive perceptions of other languages encourage individuals to adapt their communication styles, thereby improving interaction and mutual understanding.

The third research question focused on the joint contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria. Table 4 revealed that both variables jointly explained 56.9% of the variance in communication outcomes, indicating a highly significant combined effect. This finding suggests that multilingual ability and positive language attitudes complement one another in promoting effective communication. While multilingualism provides the linguistic competence required for interaction, positive language attitudes encourage individuals to use these language skills confidently and respectfully in diverse communication settings. The substantial proportion of variance explained further indicates that communication effectiveness in multilingual societies depends not only on language proficiency but also on individuals' perceptions and acceptance of linguistic diversity. This finding supports Communication Accommodation Theory, which emphasizes that both linguistic competence and social attitudes influence successful communication.

The fourth research question examined the relative contribution of multilingualism and language attitudes to communication outcomes in Southwestern Nigeria. Table 5 revealed that both variables were significant predictors of communication outcomes. However, multilingualism ($\beta = 0.441$) emerged as the strongest predictor, followed by language attitudes ($\beta = 0.289$). This finding implies that although positive attitudes toward languages contribute significantly to effective communication, multilingual competence has a greater influence on communication outcomes. Individuals who can communicate in multiple languages are better equipped to overcome language barriers, interact with diverse groups, and adapt to different communication contexts.

Nevertheless, positive language attitudes remain essential because they encourage acceptance, cooperation, and willingness to engage with speakers of different languages. These findings further reinforce Communication Accommodation Theory, which emphasizes that successful communication depends on both language adaptation and positive social perceptions. Similarly, [19] noted that language attitudes influence individuals' willingness to use and accommodate different languages during social interactions.

The first hypothesis examined whether there would be a significant difference in communication outcomes based on ethnicity (language) in Southwestern Nigeria. Table 6 revealed a significant difference among the ethnic groups, with respondents of Yoruba ethnicity recording the highest communication outcomes, followed by Igbo, Hausa/Fulani, and other ethnic groups. Although the effect size ($\eta^2 = 0.028$) was small, the finding suggests that ethnic and linguistic background may influence communication effectiveness to some extent. This difference may be attributed to language dominance within Southwestern Nigeria, where Yoruba is the predominant language and is widely used in social interactions alongside English. Consequently, Yoruba speakers may experience fewer communication barriers within the region than speakers from other ethnic groups. This aligns with [20], who observed that dominant languages within a sociolinguistic environment often influence patterns of communication, language preference, and interaction among speakers. However, the small effect size indicates that ethnicity alone does not substantially determine communication outcomes, as other factors such as multilingual proficiency and language attitudes play more influential roles.

The second hypothesis examined whether there would be a significant difference in communication outcomes based on age group in Southwestern Nigeria. Table 7 revealed a significant difference between the two age groups, with respondents aged 18 years and above reporting higher communication outcomes than those below 18 years. Although the effect size ($\eta^2 = 0.029$) was small, the finding suggests that age contributes modestly to communication effectiveness. Older respondents are likely to have acquired greater multilingual experience, broader social exposure, and stronger communication skills through education, employment, and interpersonal interactions. These experiences may have enhanced their ability to communicate effectively across different linguistic and cultural contexts. This finding is consistent with [21], who emphasized that prolonged exposure to multiple linguistic environments contributes to the development of stronger communicative competence [22]. Nevertheless, the relatively small effect size indicates that age is not a major determinant of communication outcomes when compared with multilingualism and language attitudes.

X. Conclusion

This study examined the effects of multilingualism and language attitudes on communication outcomes in Southwestern Nigeria. The findings established that both multilingualism and positive language attitudes significantly influence communication outcomes, with multilingualism emerging as the stronger predictor. The study further revealed that the combined effect of multilingualism and language attitudes accounted for a substantial proportion of the variation in communication outcomes, highlighting the importance of both linguistic competence and positive perceptions of language diversity in fostering effective communication. Although significant differences in communication outcomes were found based on ethnicity (language) and age group, the effect sizes were relatively small, indicating that these demographic characteristics exert only a modest influence on communication effectiveness. Rather, the ability to communicate in multiple languages and maintain positive attitudes toward different languages and their speakers were found to play more important roles in promoting mutual understanding, social interaction, and effective information exchange within the multilingual communities of Southwestern Nigeria. The findings confirm that multilingualism and positive language attitudes are essential for improving communication outcomes in linguistically diverse societies. Therefore, policymakers, educators, and other stakeholders should promote multilingual education, encourage positive attitudes toward indigenous and official languages, and implement language policies that foster inclusiveness and effective communication. Such efforts will strengthen social cohesion, reduce communication barriers, and enhance harmonious coexistence among the diverse linguistic groups in Southwestern Nigeria.

Recommendations

Based on the findings, the study recommends the following:

1. Educational institutions should promote multilingual education by encouraging the use of both English and indigenous languages in teaching, learning, and other communication activities to enhance communication effectiveness.
2. Government and language policymakers should formulate and implement language policies that promote positive attitudes toward indigenous languages while encouraging harmonious multilingual interactions across different linguistic groups.
3. Organizations and employers should provide language and intercultural communication training to improve employees' multilingual competence and foster effective communication in diverse workplaces.
4. Community leaders and the media should organize awareness campaigns that discourage language discrimination and promote respect, tolerance, and appreciation for Nigeria's linguistic diversity.
5. Parents and educators should encourage children and young adults to develop proficiency in more than one language while fostering positive attitudes toward speakers of different languages to improve future communication outcomes.
6. Future researchers should investigate other factors that may influence communication outcomes in multilingual societies, such as cultural identity, language proficiency, communication anxiety, digital communication, and educational background, to provide a broader understanding of communication effectiveness in Nigeria.

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