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A Study on Effect of Communication Barriers on the Performance of It Employees with Special References to Chennai Region

B. Kishori[1], M. Deepika[2]

[1]Assistant Professor, [2]Student

[1,2]Department of Management studies, Anna University, Trichy

ABSTRACT

This study aimed to investigate the effect of communication barriers on the performance of information technology (IT) employees. The organization should take the measures to overcome communication barriers, such as providing language training and fostering a diverse and inclusive workplace, to enhance the performance of IT employees. This study contributes to the understanding of the importance of effective communication in the workplace, particularly in the IT employees.

Keywords - Language, Communication barriers.

INTRODUCTION

Communication is defined as the acts of expressing our views to others through the use of signs, expression, symbols spoken words or any activity to reach a common understanding. We can communicate with person or a group of persons. But, barriers can affect the message quality reaching the receiver. Sometimes the message sent may not be interpreted correctly by the receiver.

Miscommunication

Miscommunication refers to a failure or breakdown in communication that results in a message being transmitted in a message being transmitted or receives incorrectly, incompletely, or in a way that leads to misunderstanding or confusion. Miscommunication can occur due to various factors such as differences in language, cultural norms, perception, misinterpretation, or lack of clarity in the message being communicated.

Physical

Physical communication barriers such as social distancing, remote work, desk less nature of work, closed office doors, and others.

Emotional

Emotional Communication Barriers resulting from emotions such as mistrust and fear.

Language

Language is a system of communication consisting of sounds, words, and grammar used by a group of people for the purpose exchanging information and expressing thoughts, emotions, and ideas.

Psychological

An employee who is victim of anxiety and below average self esteem may be not totally focuses about how he is perceived when talking with a higher authority. He may be worried about whether his manager will notice that he is nervous, he may find it difficult to share his real thought or idea. The problem that arises due to particular frame of the sender or listener creates a psychological barrier.

Environmental

Environment barrier can be defined as when workers cannot be fully focused on their work because of problem about the outer region the work area. We can explain this as the noise or the disturbed mind can cause problem or affects it on the productivity.

Information overload

Too little information is not good, but too much information can cause even more damage. Yet, information overload has always been one of the biggest communication barriers, Moreover, information overload has proved to have a very negative impact on employees well being, productivity and success at work.

Quality work

Quality work is not only about achieving the desired outcome but also following ethical principles and best practices, as well as continuously improving processes and results. It involves taking ownership of one's work and being accountable for the outcomes, as well as seeking feedback and using it to improving performance.

Personal habit

Personal habit is a behaviour or action that an individual regularly and consistently engages in, often without conscious thought or effort. Habits can be positive or negative are often formed overtime through repeated actions and experiences.

Time

Time can be measured in various unit such as seconds, minutes, hours, days, weeks, months, and years, and is often divided into different intervals for purposes of organization and planning.

Creativity

Creativity is the ability to generate new and innovative ideas, concepts, or solutions to problems. It involves the process of combining existing ideas or information in new and original ways, often resulting in unique and valuable outcome.

OBJECTIVES OF THE STUDY

- To identify the variables of communication barriers among IT employees.
- To measure the parameters of performances of IT employees.
- To analyse the effect of communication barriers on the performances of IT employees.

FRAME WORK
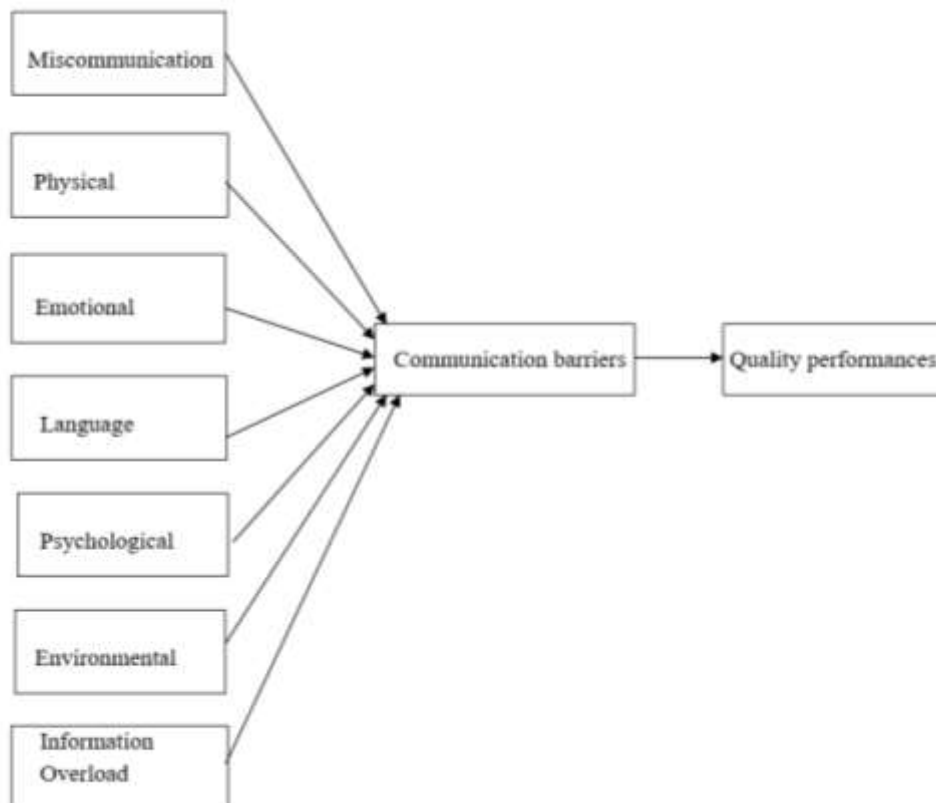
HYPOTHESIS

H0: There is no significant influence of independent variables (Miscommunication) on the dependent variable (employee performances).

H1: There is a significant influence of independent variables (Miscommunication) on the dependent variable (quality performances).

RESEARCH DESIGN

The research type of this study is descriptive in nature. Descriptive study includes survey and finding enquires of different kinds. The major purpose of this study is description of the employee's performance with the communication barriers.

SAMPLE DESIGN

Sources of data:

The source of primary data was collected using questionnaire.

Data collection Instrument:

 The study was conducted in Chennai. It is collected using questionnaire in the Google form survey.

Sampling technique:

 The convenience sampling techniques in used to collect data from people, which is a type of non- probability sampling.

Sample unit:

  Area of the study covers Chennai.

CONCLUSION

The study is that to know about the effect of communication barriers on the performance of IT employees. (i.e.) The effect of miscommunication, physical, emotional, language, psychological, environment, information overload on quality of performance of IT employees.

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