

# **A STUDY ON EFFECT OF COMMUNICATION BARRIERS ON THE PERFORMANCE OF IT EMPLOYEES WITH SPECIAL REFERENCES TO CHENNAI REGION**

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## **ABSTRACT**

Communication barriers can have a significant impact on the performance of IT employees. This study explores the various types of communication barriers that can affect IT employees, including language barriers, cultural differences, and technological barriers. The research also examines the impact of these communication barriers on employee performance, including decreased productivity, lower job satisfaction, and higher turnover rates. The study utilizes a mixed-methods approach, including surveys and interviews with IT employees and managers, to collect data on the types and severity of communication barriers in the workplace. The findings suggest that language and cultural differences are the most significant barriers to effective communication in IT teams. These barriers can lead to misunderstandings, decreased collaboration, and reduced productivity. Furthermore, the study highlights the importance of addressing these communication barriers through training programs and increased cross-cultural awareness. By improving communication within IT teams, organizations can increase employee engagement and satisfaction, as well as overall productivity and innovation. Overall, this study underscores the importance of effective communication in IT teams and provides practical recommendations for organizations to improve communication and enhance employee performance.

**KEYWORDS:** Language, Cultural, 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 a 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.

Communication is important, especially in the workplace. Unfortunately, not everyone knows how to communicate well. Barriers to communication within the workplace can create misunderstandings and tension.

### OBJECTIVE OF THE STUDY

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

## RESEARCH METHODOLOGY

### RESEARCH DESIGN

A research design is to represent a way how to approach our research and condition for analysis of the data to combine relevance to the research purpose. The research design in the conceptual structure with in which research is conducted. It constitutes the blueprint for the collection, measurement and analysis of data.

### DESCRIPTIVE STUDY

Descriptive research design is used in the study the descriptive research concerned with describing the characteristics of a particular individual or of a group. It is also concerned with the specific predictions with narration of facts and characteristic concerning individual group and situation. This research is completely based on the description of factors that lead to the user's decision making process.

## **SAMPLE DESIGN**

An example configuration is a clear arrangement for acquiring an example from a given populace. It alludes to the method or the strategy the analyst would receive in choosing things for the example. Test plans should set out the quantity of things to be incorporated into the example for example the measure of the example. Test structures decided before information are gathered. There are many example structures from which an analyst can pick. A few plans are moderately more exact and simpler to apply than others. To acquire the agent test, Convenience and test estimate equation is utilized in this examination.

## **SAMPLE SIZE**

The sampling technique was the non-probability sampling (convenience sampling).The sample is taken from the IT employees in Chennai region; the sample size of 284 in Chennai was taken to collect data and analysed.

## **SAMPLING TECHNIQUES**

A convenience sampling also known as availability sampling is a special type of Non-probability sampling method. Convenience sampling is defining as the subjects as selected just because they are easiest to recruit for the study and the researcher did not consider selecting subjects that are representative of the entire population.

## **QUESTIONNAIRE DESIGN**

The data was collected through a structured questionnaire which was prepared based on the objectives and the variables that affect the study. The structured questionnaire consists of various types of questions like close ended questions and Likert scale questions.

## **PILOT STUDY**

Pilot study was conducted 24 respondents. The result of the survey is analysed using reliability and validity test.

## **SURVEY DESIGN**

For the proposed study, structured questionnaire was used as a research instrument. A structured questionnaire was prepared based on the objectives of the study. Then the questionnaire was given to communication barriers and then the data was collected by survey method using Google form.

## **DATA COLLECTION METHOD**

### **PRIMARY DATA**

The study was conducted with primary data which was collected through the structured questionnaire from IT employees in Chennai region.

### **SECONDARY DATA**

The secondary data are those which have already been collected by someone else and the secondary data collected from various journals, websites, research thesis and projects.

## **SCALING TECHNIQUE**

Likert scale have been used Likert scales are developed by utilizing the item analysis approach where in a particular item is evaluated on the basic of how well it discriminates between those individuals whose hard and fast score is high and those whose score is low. Those statements or items that best meet this sort of discrimination test are included in the final settlement.

## **RELIABILITY OF THE QUESTIONNAIRE**

Reliability check was done the reliability of the questionnaire. Cronbach's alpha value is 0.8702 which means the questionnaire is highly reliable.

**Table Name:** Reliability Check

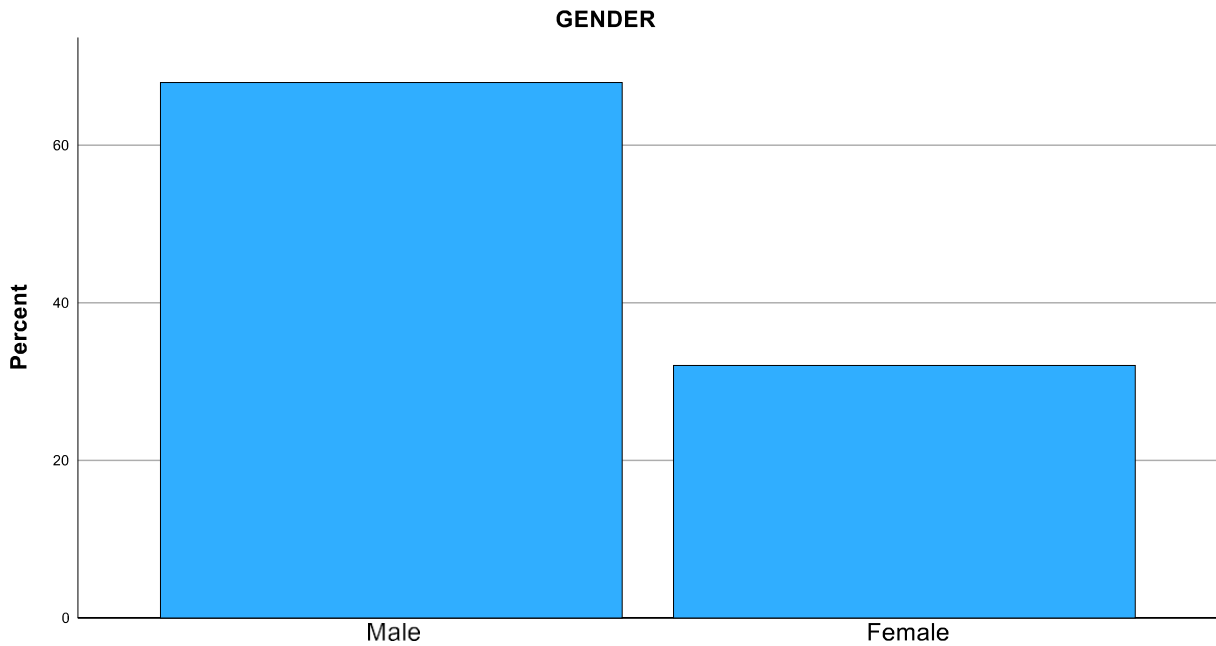
Reliability Statistics	
Cronbach's Alpha	No. of items
0.8702	24

A sample of 24 was taken to test the validity and reliability of the questionnaire.

**PERCENTAGE ANALYSIS**

**Table Name:** Gender of the Respondents

S. No	Factors	No. of Respondents	Percentage
1	Male	193	68
2	Female	91	32
	<b>Total</b>	<b>284</b>	<b>100</b>



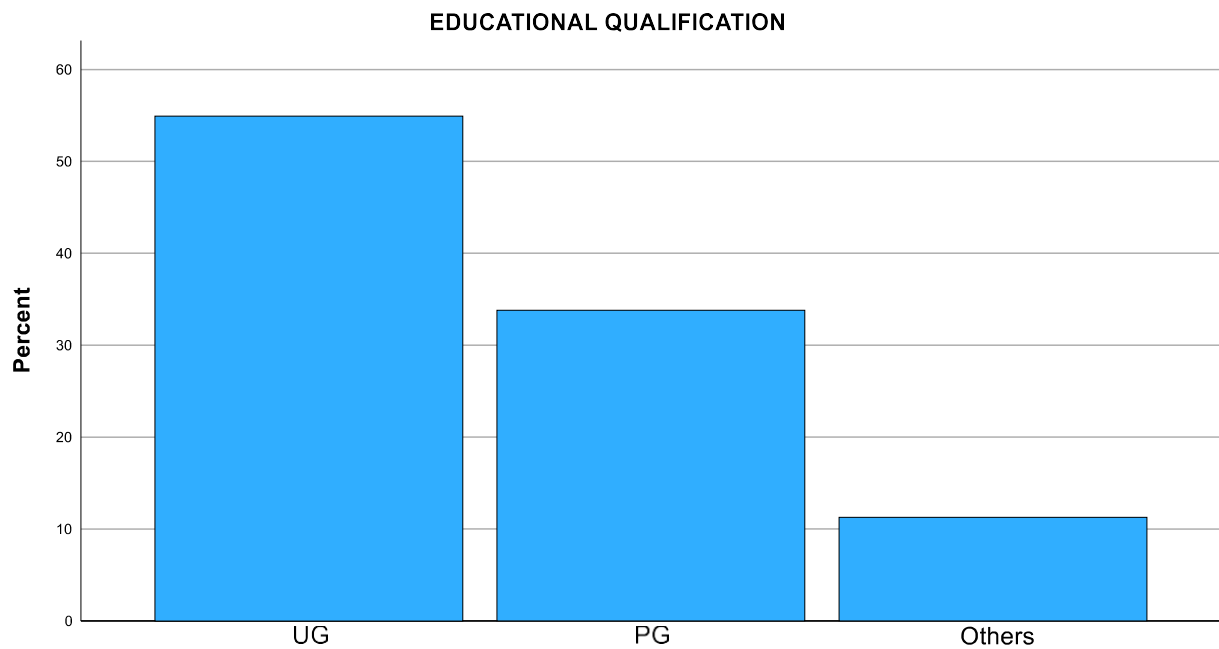


### **Interpretation**

The above table shows that 68% of the respondents male, 32% of the respondents female.

**Table Name:** Education Qualification of the respondents

S. No	Factors	No. of Respondents	Percentage
1	UG	156	54.9
2	PG	96	33.8
3	Others	32	11.3
	Total	284	100.0





### **Interpretation**

The above shows that 54% of the respondents UG, 33% of the respondents PG, 11% of the respondents are others.



**SQUARE TEST:****HYPOTHESIS TEST I**

Checking difference between Type of gender and convenient of language spoken in the organization.

**Null hypothesis (H0):** There is no significant difference between the perception of male & female with regards to convenient of language spoken in the organization.

**Alternative hypothesis (H1):** There is significant difference between the perception of male & female with regards to convenient of language spoken in the organization.

<b>Chi-Square Tests</b>			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	5.558 <sup>a</sup>	4	.235
Likelihood Ratio	7.295	4	.121
Linear-by-Linear Association	4.430	1	.035
N of Valid Cases	284		
a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is .64.			

**INTERPRETATION:**

The P value (0.235) is greater than alpha value (0.05). Therefore, the null hypothesis is accepted (H0) and Alternative hypothesis is rejected (H1). This shows that there is no significant difference between gender and convenient of language spoken in the organization.

**MULTI LINEAR REGRESSION**

**HYPOTHESIS I**

**Null Hypothesis (H0):** There is no impact of communication barriers on the performance of IT employees, Meaning- This means that the independent variables communication barrier has no impact on the dependent variables of performance.

**Alternative Hypothesis (H1):** There is a impact of communication barriers on the performance of IT employees, Meaning- This means that the independent variables communication barriers does have an impact on the dependent variables of performance.

**MODEL SUMMARY**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.282 <sup>a</sup>	.079	.066	.77003

a. Predictors: (Constant) Technical issues with technological tools make it difficult for me to communicate with my colleagues, I find it difficult to express my emotions clearly to others, I feel anxious when communicating with colleagues or clients, Physical barriers such as noise, distance, lack of privacy affect communication in your workplaces.

**ANOVA**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	14.285	4	3.571	6.023	<.001 <sup>b</sup>
	Residual	165.434	279	.593		
	Total	179.718	283			

a. Dependent Variable: My work meets the required standards in the organization.

- b. Predictors: (Constant) Technical issues with technological tools make it difficult for me to communicate with my colleagues, I find it difficult to express my emotions clearly to others, I feel anxious when communicating with colleagues or clients, Physical barriers such as noise, distance, lack of privacy affect communication in your workplaces.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.230	.339		9.529	<.001
	Physical barriers such as noise, distance, lack of privacy affect communication in your workplaces.	.121	.066	.115	1.841	.067
	I find it difficult to express my emotions clearly to others	.102	.063	.098	1.613	.108
	I feel anxious when communicating with colleagues or clients.	-.151	.054	-.174	-2.821	.005
	Technical issues with technological tools make it difficult for me to communicate with my colleagues.	.168	.057	.187	2.942	.004

- a. Dependent Variable: My work meets the required standards in the organization.

**INTERPRETATION**

Hence, this above table p value is less than 0.05. Null hypothesis is rejected. There is a impact of communication barriers on the performance of IT employees, Meaning- This means that the independent variables communication barriers does have an impact on the dependent variable of performance.

## FINDINGS

### PERCENTAGE RESULT

1. The Majority 68% of the respondent's male.
2. The Majority 54% of the respondents Under Graduates.

### CHI SQUARE RESULT

1. Calculated P -value is greater than 0.05. Therefore Null hypothesis, H<sub>0</sub> is accepted. It means there is no significant difference between the perception of male and female with regards to convenient of language spoken in the organization.

### REGRESSION RESULT

1. Calculated p value is less than 0.05. Null hypothesis is rejected. There is a impact of communication barriers on the performance of IT employees, Meaning- This means that the independent variables communication barriers does have an impact on the dependent variables of performance.

## CONCLUSION

The result of this study has a significant effect on the performance of IT employees. The findings indicate that lack of proper communication channels and language barriers can hinder the exchange of ideas, collaboration and problem-solving. The organization should invest in improving communication skills, providing language training and fostering a diverse and inclusive workplace to overcome communication barriers and enhances the performance of IT employees.

## REFERENCES

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