

Communication Barriers in Work Environment: Understanding Impact and Challenges

Nurul Nabiha Kamal Bahrain, Siti Najah Raihan Sakrani &
Anisafina Maidin

Faculty of Communication and Media Studies, Universiti Teknologi MARA, Alor Gajah
Campus, Melaka Branch

Corresponding Author Email : najahraiha@uitm.edu.my

To Link this Article: <http://dx.doi.org/10.6007/IJARBS/v13-i11/19498> DOI:10.6007/IJARBS/v13-i11/19498

Published Date: 22 November, 2023

Abstract

Communication is, without a doubt, a fundamental aspect of human interaction, and it plays a vital role in our daily lives and across all aspects of society. In the work environment, we do not steer clear from communicating with our colleagues, superiors, upper management, clients and other external parties. Organizational success is built on effective communication, which fosters cooperation, creativity, and overall productivity. When there is a lack of efficient communication, the smooth flow of information and ideas can be hindered. However, barriers to communication will inevitably exist in any work environment. This paper focuses to examine various effects of ineffective workplace communication that affects both individual employees and the general organizational dynamics as well as the necessity of resolving communication inefficiencies and implementing initiatives to enhance communication practices that enable unified and productive working environment.

Keywords: Communication, Workplace, Barrier, Employee, Organization

Introduction

Communication is the very essence of human interaction, a powerful tool that cuts across boundaries, cultures, and time. It is a process that involves not only the exchange of words but also non-verbal cues, emotions, and comprehension. Effective communication plays a significant role in every aspect of our lives, be it personal relationships, professional cooperation, or societal interactions.

In today's fast-paced and interconnected business world, effective communication is vital for the success and productivity of any workplace. Additionally, effective communication in the workplace contributes significantly in terms of collaboration and teamwork, conflict resolution, employee engagement and resolution, building trust and relationships, clear direction and alignment, and innovation and creativity among the employees. According to Vaughan (2022), business involves constant interaction with various kinds of parties, including management, workers, and clients. Successful communication ensures that information flows

between all necessary parties, limiting the possibility of misunderstanding, dissatisfaction, and lack of trust. In addition, to establish successful communication with the external parties, it is a must to ensure effective communication between the employees first. Not to mention that in fact, communication is important in the development of goods, customer interactions, personnel management, and almost every aspect of a company's operations (Richards, 2019). The flow of information between employees in a work setting is known as workplace communication. This includes face-to-face talks, emails, chat messaging, videoconferencing, phone calls, and other professional communication technologies. Nonverbal communication, such as eye contact, body language, and tone of voice, is equally crucial in a work environment. (Coursera, 2023). According to Firstup (2021), employees exchange information and ideas through workplace communication and effective communication is essential for getting any task done, whether in person or digitally, and is part of an organization's internal communications initiatives. This is also supported by USC Annenberg (n.d.), in which communicating effectively can affect a business or organization in a number of ways. Knowing how to communicate effectively to the relevant audience inside a company may aid in the formation of a more unified workforce. Honest and straightforward communication may also develop a sense of trust and positivism, which boosts satisfaction with work and morale. Creating a strong communication culture may also aid promote the interchange of ideas, perhaps leading to improved creativity and innovation.

Employers or leaders play an important role in interacting effectively with those who work under them. According to Workpay (2019), employers that invest time and energy in good communication frequently foster employee trust, which leads to higher output, productivity, and morale. Furthermore, those who interact successfully with clients and colleagues are seen as valuable assets to an organization. By improving communication, leaders may better understand their employees' abilities and skills, and subsequently deliver clear directions to the individuals most suited to the task, raising the overall efficacy of each project (Efectio, 2020).

However, despite its significance, effective communication can be hindered by numerous barriers, resulting in misunderstandings, inefficiencies, and workplace conflicts. Furthermore, with the impact of COVID-19 pandemic, the challenges to communicate effectively in the work environment are more apparent than ever. According to Martic (2023), multigenerational workplaces, the increase of remote work, a scattered workforce, the introduction of new communication technologies, and varying employee expectations are just a few of the challenges that have evolved in recent years that impede effective communication.

Nevertheless, communication barriers in the workplace existed long before the pandemic. They cause communications to become warped, resulting in confusion, misunderstanding, and, in certain circumstances, offense (Beqiri, 2018). According to Rani (2016), a communication barrier is anything that inhibits from receiving and comprehending the messages used by others to express information, ideas, and thoughts. In other words, communication barriers are the features and conditions that prohibit efficient communication from taking place as information cannot be transferred adequately. Communication barriers are disruptions in the flow of information and the development of difficulties in comprehending and understanding a specific message (Daud et al., 2017).

Poor workplace communication will certainly result in discontented workers who will begin to doubt their own abilities and, as a result, the company as a whole (Page, 2021). Moreover, it is believed that employees who lack access to good workplace communication may feel

unappreciated, disengaged, and reluctant to go above and beyond to be an innovator inside the company (Jacobson, 2023). This should not be taken lightly as employees or workers are the backbone of an organization or business, keeping it operating smoothly and contributing significantly to its success.

Understanding and addressing these communication barriers is crucial for fostering a more communicative and collaborative workplace. By identifying and understanding these barriers, organizations can implement targeted strategies and interventions to overcome them. Clearing communication barriers can foster a culture of open and effective communication, leading to enhanced collaboration, employee engagement, and overall organizational success.

Issues Related to Area of Interest

Communication barriers can have far-reaching consequences in the complicated dynamics of any workplace. Yet, it is often observed that people can underestimate or take lightly the issue of communication barriers in the workplace, as they think it may not have had much of an influence on them, which is clearly false. To fully comprehend the significance of these barriers, it is critical to look at real-life challenges that have arisen as a result of inefficient communication.

For recent years, the impact of communication barriers in the workplace may be apparent during the COVID-19 pandemic, when remote-working or work-from-home is essential for all workers to minimize the face-to-face interaction that could lead to the transmission of virus. Aon Malaysia, a professional service organization that provides risk, health and human capital solutions, reported in its COVID-19 Epidemic Employee Pulse survey report (2020) that 74% of workers worked entirely from home during the Movement Control Order (MCO) period. According to the survey findings, Malaysian Employers Federation executive director Datuk Shamsudin Bardan stated that many employers and workers were working from home, and that productivity levels had dropped significantly during the Conditional MCO period. The survey highlighted various reasons for the drop in productivity that limit effective communication, including reduced access to resources (49%), delays in response time and decision-making (42%) and how the lack of face-to-face communication is a challenge for some people (Haroon, 2020).

Moreover, Akwannadin & Isa (2021) have conducted a study on effective communication towards employee performance at Ladang Mados Mersing. The majority of Malaysia's plantation sector employed foreign labor of various nationalities and the issue emerges when the majority of them take their time understanding our language. Some employers believe they have already provided an acceptable quantity of information to their workers based solely on scheduling and without a clear explanation. Hence, one of the findings of this study suggested that the lack of clarity in communication has a greater influence on employees' performance. Not to mention the poor job outcome or quality as a result of inadequate communication between workers and employers.

In addition to communication barriers that arise between foreign laborers in Malaysia, language barriers are also one of the challenges that prevent effective communication in the work environment, affecting not only the workers' performance but their productivity as well. This is supported by Mohd Salleh et al. (2021), in their study 'The Impact of Language Barriers and Discrimination Issues on Work Productivity of Foreign Workers' in which the study suggested that low workplace productivity will result from language barriers, for instance, workers are at greater risk of harm owing to a lack of training and exposure to safety and

health issues due to unable to articulate well in English or Malay. Other findings of the study, with the highest variable result of 0.97, also showed that miscommunication had a significant impact on work productivity and suggested how it was linked to business profits. However, in relation to the issue of miscommunication, it seems that specific industries or roles may place a high priority on technical abilities and competence, whereas communication skills may be underestimated or ignored. As a result, workers may fail to prioritize the growth and enhancement of their communication skills. For instance, a study conducted by Ne'Matullah et al. (2021) found that miscommunication puts workers (especially foreign workers) at a higher risk. It is believed that labor that demands attention to details on the work done puts workers at greater risk of injury than those with safety expertise, all due to the lack of understanding and clear instructions.

Moreover, on a cross-sectional questionnaire survey conducted by Olanrewaju et al. (2017) involving 80 construction site workers, according to the findings, the following factors contribute to poor communication; the lack of a shared language between superiors and employees, workplace stress, superiors' and colleagues' attitudes towards site workers, misinterpretation of orders, and inadequate communication skills among workers. Not only has it impacted negatively on the workers performance, but as a result of these weak communication practices, the Malaysian construction sector is also having a high rate of delays, overruns, poor quality, health and safety difficulties, pollution, and sustainability issues.

Another research on effective management communication was conducted by Harun et al., (2017), in which the results indicated that 'poor downward communication' is seen as a significant problem of the respondents (various staffs of Takaful Operator based in Malaysia) More over half of the employees, 56.2%, chose "most significant" and "significant" as their response to the question. According to the study, inadequate downward communication tends to produce individuals with competing goals and a poor comprehension of organizational strategy. Moreover, when developing plans or having broad conversations about ideals, the upper management's ignorance of lower level staff members results in decreased understanding and commitment. To add to that, 'poor upward communication' was also noted as a concern by employees (46.6%), in which one of the consequences is that the lack of feedback prevents the senior teams from learning and changing their leadership styles.

Despite the fact that all of these issues have arisen, many are still unaware of the various consequences that communication barriers may have, especially in the work environment. It is critical to create awareness and build a culture that recognises and addresses these barriers. Furthermore, there has been a lack of research focusing on this issue, particularly in Malaysia. Exploring barriers to communication can give significant insights into the cultural, linguistic, and organizational factors that contribute to inefficient communication. It may also offer insight on the barriers that organizations had to deal with and assist in identifying context-specific tactics to overcome these barriers. Hence, through this independent study, it is essential to find out what are the barriers to effective communication and the effects particularly on employees productivity, collaboration and overall work performance.

Literature Review

Communication Barriers in Work Environment

Language Barriers

According to Easy Management Notes (n.d.), linguistic barriers are one of the most major barriers to efficient communication in the workplace, as various employees will have varying language abilities hence may affect the organization's operations. It causes poor communication, significant business risks, and concern. This barrier also hinders organizations from expanding internationally unless they are located in a country where the same language is utilized as a medium of communication (Mookim, 2022). The use of terminology in various languages also can sometimes be considered a linguistic barrier, and some employees' terminologies may be unfamiliar to others, hindering effective communication (Mohd Ghani et al., 2022). Despite the fact that the languages are theoretically comparable among persons with different dialects and accents, the meanings and interpretations of words may differ, leading to a variety of problems (Mahmud et al., 2020). To add to that, individuals may have heavy accents, making understanding difficult, and messages may not be well delivered (Employment Hero, 2022). This is also supported by Miskin & Dongarkar (2022), in which linguistic barriers can occur even in a somewhat congruent workforce, where, for instance, two employees with poor communication skills may fail to grasp each other's intended meaning during a conversation.

In addition, jargon use is another example of a language barrier. According to Desrosier (2019), on a peer-to-peer level, jargon is undeniably relevant as it enables people in the same profession to recognise one another and communicate ideas more efficiently. However, just as jargon may foster togetherness, it can also foster isolation. This is also supported by Glassdoor, (2021), in which although jargon is beneficial when communicating to individuals in the same industry, it may cause confusion with outsiders because there are numerous variations and possible meanings. Using jargon or extremely technical language might abstract the messages, making it more difficult for individuals to grasp critical information (Birt, 2023).

Cultural Barriers

According to shachi (2022), the most prevalent challenges that organizations with diverse teams face is differences in communication skills. Some employees may find themselves unable to integrate into an organization's culture. Employees from various cultures may have different communication styles, beliefs, and expectations, making it difficult for them to comprehend one another. This is also supported by Destine (2022), in which people from various cultures typically communicate in different ways, hence they may communicate through varied body language, vocal tones, and words. As a result, this might make it difficult for them from various cultures to communicate with one another.

Given an example by Glassdoor (2021), strong eye contact may be regarded as a sign of aggressiveness and contempt in one culture, while constant eye contact may be regarded as a sign of interest and participation in a discourse in another. If the diverse connotations of these behaviors are not recognised, they might cause problems among workers. Additionally, holding misconceptions about a certain culture or group of people is extremely harmful to workplace culture and can be expressed in a variety of ways, and this stifles an inclusive workplace environment and impedes efficient communication among coworkers (Employment Hero, 2022). Not to mention that cultural differences may also exist among

workers within the same country. For instance, language variations across regions and how each generation talks might cause certain challenges in the workplace.

Physical Barriers

According to Intouch (2023), physical barriers, such as loud workplaces, restricted access to communication technologies, or a lack of privacy, can also impede communication between employees. Employees may find it difficult to focus as a result of these barriers, resulting in lower production and greater frustration. Physical barriers can also make it difficult for employees to participate in meaningful conversations and cooperate successfully with one another. Aside from that, according to Lee (2022), a workspace's physical arrangement might also create communication barriers. These can be caused by terrible working circumstances such as severe temperatures, noisy equipment, inadequate lighting, isolated locations, or hierarchical layouts with locked office doors, all of which have a detrimental influence on employees, making them feel too afraid to approach management with queries or suggestions. Moreover, another most prevalent physical challenge is distance. As remote work grows more widespread, workers may find themselves sitting hundreds or even thousands of kilometers far from their colleagues, hence they are unlikely to communicate effectively unless solid systems are put in place to keep them linked (Grammarly, 2021).

Effects of Inefficient Communication in Work Environment

Reduced Productivity

When communication barriers exist, they can have a negative impact on various aspects of productivity. According to Chron (2020), a lack of communication between staff members owing to disagreement might prevent the successful completion of specific jobs that need the involvement of a range of individuals. However, if issues with communication exist between management and staff, a lack of knowledge can spawn rumor and supposition, taking time away from job completion.

Moreover, a lack of relevant information can have a negative effect on productivity and employee engagement. Inadequate communication might lead to ambiguous instructions or expectations and employees may be unsure about their duties, tasks, or deadlines, which can contribute to confusion and inefficiency at work. This is similar to the instance of job repetition; if employees are uninformed of current tasks or projects, they may unintentionally begin working on the same tasks, wasting important time and resources. As stated by Wells (2017), poor workplace communication leads to poorer productivity as employees lack access to the people, expertise, and resources that enable them to accomplish their jobs and lack the enthusiasm and incentive to perform effectively, if not surpass expectations. This is supported by Krause (2019), in which when they do not have the access to reliable sources, it can have a negative impact on their drive to perform well, resulting in less productive workers. As a result, overall, it can also have an influence on project completion time, which can harm a company's image.

Furthermore, employee motivation and engagement may suffer when they feel unheard or devalued as a result of communication barriers. Employees that are disengaged are less likely to be productive and may not put out their best efforts. As effective communication promotes the interchange of ideas and creativity, employees may be hesitant to offer their ideas when barriers to communication exist, resulting in missed possibilities for growth and innovation. Most importantly, employees might become frustrated and stressed when they are

constantly confronted with communication barriers. This negative emotional impact might impede productivity and overall work satisfaction.

Misunderstandings

Misunderstandings occur when the intended message from the sender is not accurately received or interpreted by the receiver. Unclear instructions, vague messages, or jargon that is not understood by everyone can cause employees to misinterpret what is expected of them, leading to errors and inefficiencies. Not to mention that nonverbal clues such as body language, facial emotions, and tone of voice also play an important part in communication and misinterpretation of these cues might lead to misunderstandings. In a work environment, information may be purposely suppressed or changed as it moves up the organizational hierarchy in uncommon situations. Employees may be hesitant to interact openly with their superiors or may be reluctant to share their opinions and concerns. This lack of open communication might result in skewed signals misunderstanding concerning expectations or project goals. Furthermore, in today's digital age, workers communicate mostly through technology means such as emails, instant messaging, and video calls for most work related tasks. However, because these technologies lack the subtleties of face-to-face communication, misunderstandings are more likely to happen.

Concerning cultural barriers that could exist in the workplace, employees in varied work environments may come from various ethnic origins or speak multiple languages as their first language. These variances might lead to misunderstandings when gestures, words, or expressions are misinterpreted. This is also supported by Intouch (2023), in which cultural differences among the workers may also cause misunderstandings and miscommunication, especially when personnel are unfamiliar with one another's cultural conventions and practises. In relation to that, language barriers in which when linguistic complexities, slang, or idioms are not adequately understood by all team members, miscommunications might also develop.

Low Employee Morale

Low employee morale can be described as a condition of dissatisfaction, disengagement, and a general bad perspective among employees inside a company (Half, 2023). When barriers to communication exist, they can greatly contribute to low employee morale. According to Grossman (2022), employees desire to have a sense of belonging to the organization. They are willing to work harder, smarter, and be more involved in the workplace in ways that produce business success when they are. They suffer when they are not engaged, when they do not feel connected. When employees confront communication difficulties, such as not being listened to or having their ideas discarded, they may believe that their contributions are unappreciated by their superiors or colleagues. This might lead to feelings of unappreciation and demotivation.

Language barriers or other communication challenges can contribute to social isolation, particularly among employees who do not have the same primary language or cultural background as their colleagues. Exclusion can lead to feelings of disconnect and low morale. Moreover, attempting to overcome these barriers, whether verbal or written, may be stressful and unpleasant for employees. Constantly coping with misinformation and misinterpretations might have a negative impact on their mental well-being. This is a concern as employees' mental health might suffer as a result of constant exposure to communication

barriers, where frustration, solitude, and uncertainty may all lead to stress, anxiety, and burnout, and this could greatly affect their work performance.

Most importantly, low morale can lead to decreased job satisfaction. Employees who are unsatisfied with their work environment may become less motivated to perform effectively and may seek alternative employment possibilities. This may appear to be a soft business issue, but dissatisfied and disconnected employees may have a significant impact on business through absenteeism, lack of enthusiasm, and turnover. This is also supported by van Rensburg (2021) in which disinterested employees frequently put forth inadequate effort in all aspects of their line of work. Although communication is essential for business effectiveness, an uninterested employee may neglect to maintain open communication. Moreover, low employee morale can also affect the client or customer's experience. This is supported by Wells (2017) in which low employee morale is perceived by clients during encounters, resulting in an unpleasant experience. When clients are unhappy, it is likely that this could affect the organization or business' overall performance.

Ineffective Teamwork

Effective communication is essential for effective cooperation. When barriers to communication exist, team members' collaboration and coordination weaken, resulting in diminished efficiency and a lack of synergy. According to Chron (2020), while excellent communication may promote cooperation, bad communication can create a toxic work environment, and workers who refuse to communicate or are unaware of the right means of communication to employ within the team can cause breakdowns that impede team development.

One of the specific aspects of ineffective teamwork is lack of clarity in roles and responsibilities. When communication is unclear, team members may not completely grasp their roles and duties within the team. This can lead to repeated efforts, tasks falling through the cracks, or even key obligations being missed. This can also make it difficult for team members to share critical information, updates, and criticism, hence might impede decision-making and force team members to work with obsolete or partial information. Moreover, coordination among team members is essential for effective teamwork. If barriers to communication exist, team members may be unaware of one other's efforts, resulting in disagreements over timetables or deliverables. Effective cooperation entails brainstorming, discussing ideas, and coming up with solutions as a group. When communication is inadequate, however, problem-solving attempts may lack the input and viewpoints required to develop the best solutions.

Miscommunication, whether due to misinterpretation or unspoken dissatisfaction, can lead to disagreements among team members. This can lead to a hostile and uncomfortable work atmosphere, lowering overall team morale. Not to mention that when members of a team experience alienation as a result of communication barriers, they may become disengaged and lose motivation to actively contribute to the team's goals. Last but not least, ineffective collaboration can lead to missed chances for skill growth and mutual learning. When team members fail to communicate effectively, they may fail to share important insights or experiences.

Client Dissatisfaction

Interactions with clients and customers might be hindered by communication barriers. Employees that fail to properly interact with clients may cause misunderstandings,

dissatisfaction and a poor image of the organization. Miscommunication is a common circumstance which could lead to client dissatisfaction. Clients may be frustrated and dissatisfied if they do not obtain the information they require, receive inaccurate instructions, or have difficulty voicing their problems. Moreover, client dissatisfaction can be caused by slow response times to client inquiries or complaints. As a result, clients may see an organization as inattentive and disregarding if they feel neglected or have to wait too long for a response.

Language barriers may be a major challenge in multicultural workplaces or when working with overseas clients. When clients and employees struggle to understand each other owing to language barriers, it can lead to dissatisfaction and miscommunication. This is similar to using technical or industry-specific jargon that clients may not understand, which can lead to client confusion and frustration. Clients may feel disconnected and are not able to understand vital information about any products, services or company's projects. In addition to that, inconsistency in communication between channels or between workers might lead to client's confusion as well. Customers will lose faith when they receive contradictory information or claims from the organizations, and thus lead to discontent.

Results and Discussion

Resolving Communication Inefficiencies and Implementing Initiatives to Enhance Communication Practices

As previously noted, it is crucial to know the barriers that can impede communication within organizations and recognize its potential to create misunderstandings, increase conflicts and hinder growth. Yet, developing and implementing effective communication skills at work may be challenging to some people, especially in today's modern era where the advent of technology has brought more challenges and opportunities for communication. However, there are several approaches to overcoming communication barriers in the work environment that may help in nurturing open, transparent and effective communication channels.

Promote Open and Transparent Communication

Promoting open and honest communication is one of the most effective approaches to overcome communication barriers. Employees are more likely to engage in meaningful discourse when they feel safe sharing their opinions and ideas without fear of judgement. In other words, when employees feel comfortable sharing their opinions, worries, and ideas freely, better information flow, misunderstandings are reduced, and overall communication efficiency improves. Organizations may do this by fostering an open and honest culture in which workers are encouraged to speak their thoughts and give feedback.

One strategy for implementing open and honest communication in the workplace is to cultivate a culture of trust. Trust creates a secure environment in which workers may express themselves without fear of negative consequences and trust in the workplace implies that employees may enjoy an environment of honesty, psychological safety, and mutual respect (Wong, 2020). Secondly, encouraging two-way communication can also further promote open and transparent communication. A two-way communication is where the employees are able to provide feedback, share ideas, and ask questions, while they also actively listen to each other's concern and respond promptly to demonstrate that their input is valid. Providing feedback is viewed as an opportunity for growth rather than criticism, and it must

be encouraged in a respectful and supportive manner. Furthermore, as misunderstandings can arise in any communication process, it is critical to address them promptly and clarify any points of confusion by encouraging an open dialogue to ensure that messages are accurately understood. Last but not least, it is vital that information about the company's or a project's goal, strategies and decisions are shared with employees, as transparently communicating all the changes, challenges and successes can keep employees well-informed and engaged.

As important as it is for these strategies to be implemented in order to foster open and honest communication among employees, it is also critical for these initiatives to be led by example by leaders. Leaders themselves should model an open and honest communication and set the tone for a transparent culture by being straightforward about their personal issues and sharing relevant and important information. In addition, leaders play an important role in building trust among the employees by demonstrating trustworthiness by being consistent, keeping promises and supporting their employees.

Provide Communication Training

To enhance communication effectiveness, organizations or companies should invest in communication skills training for employees at all levels. Communication skills training can include topics such as active listening, assertiveness, and conflict resolution. Organizations may create a more sensitive and responsive work environment by educating employees with these essential skills. Furthermore, concerning cultural barriers that exist in the work environment, cross-cultural communication training may be quite beneficial in overcoming the barriers caused by cultural differences. Employees from various ethnic origins may have distinct communication methods and customs in today's varied workplaces. Employees can benefit from cross-cultural communication training to better comprehend and adapt to these differences, resulting in more inclusive and successful communication.

Communication training may help employees manage arguments and disagreements productively. Hence, employees who practice conflict resolution strategies can handle issues before they escalate as well as help them to build strong connections. Moreover, as collaboration and teamwork essentially need effective communication, this training may help them to interact effortlessly, exchange ideas, and work efficiently towards common goals. Most importantly, communication training provides employees with the skills they need to successfully communicate their ideas, thoughts, and information, such as increasing verbal and nonverbal communication, active listening, and assertiveness. As a result, when employees acquire these skills, it is possible that they would be able to eliminate communication barriers that can hamper the efficacy of communication in the workplace.

Encourage Empathy and Emotional Intelligence

This approach may be overlooked by many, yet, encouraging empathy and emotional intelligence in the workplace may greatly enhance communication dynamics. Conflicts may be resolved more constructively when employees understand and empathize with the viewpoints of others, producing a pleasant work environment. According to Herrity (2022), encouragement of emotional intelligence allows workers to properly regulate their emotions and behave sensibly in challenging circumstances. Addressing conflicts as soon as they arise and supporting resolution through empathy and understanding can lead to healthier relationships at work and increased communication.

Empathy provides an environment in which individuals attempt to understand and consider the perspectives of others. Employees become more sensitive to different ways of

communicating and preferences when they empathize with their colleagues' views. This bridges the gap between various communication styles and reduces the likelihood of misunderstanding due to cultural or individual variations. In addition to that, encouraging emotional intelligence in workers helps to manage conflict constructively. Instead of increasing arguments, they address them with empathy, aiming to understand the underlying reasons and feelings, and thus resulting in a reduction of communication barriers caused by disputes or disagreements (Birt, 2023).

Use Multiple Communication Channels

The practise of utilizing a range of ways and platforms to deliver information and messages inside an organization is referred to as using multiple communication channels (Martic, 2023). Using a variety of communication channels can help to increase the efficacy of information delivery, as different messages may require different modes of communication. Organizations could ensure that communications reach their intended audience efficiently and in a way that best matches the nature and urgency of the information by providing several modes of communication. According to Spike (2023), email, instant messaging, video conferencing, phone calls, and face-to-face talks are the most regularly utilized professional communication channels. and the use is determined by the type of the message, the urgency, and the number of persons involved.

In a work environment, different employees may have different information-receiving preferences. Some prefer face-to-face interaction, while others prefer communication through texting and visual information. Using a variety of communication methods accommodates these variances, increasing the likelihood that employees will connect with and comprehend the information given. Moreover, some messages may require additional details or visual aids to ensure comprehension. Organizations that use numerous channels can communicate difficult or vital information in a variety of ways, such as in-person meetings, visual presentations, or written documentation. This variety of communication styles helps in getting rid of barriers related to misunderstanding or a lack of comprehension. In diverse workplaces, employees may have different communication language preferences or cultural norms. Providing different channels, such as multilingual translations or language-specific content, serves a wide range of linguistic backgrounds, encouraging participation and overcoming language-based barrier

Conclusion

In conclusion, efficient communication is the foundation of every successful organization, and its importance could not be emphasized enough. In this study, language barriers, cultural barriers as well as physical barriers identified as the barriers to successful communication in the workplace. These barriers hinder innovation and generate an environment of misunderstanding and conflict. It has broad impact on employee productivity, create misunderstanding among employee, contribute to low employee morale, ineffective teamwork and also trigger client dissatisfaction. Overcoming these barriers to avoid the impact toward the business is critical for organizations to seek long-term growth and success. As organizations become more diverse and globalized, the need to bridge these gaps becomes ever more crucial.

It is clear that effective communication will continue to be a vital aspect in the success of organizations in a variety of industries. The road to effective communication in the workplace is a never-ending one that involves effort, adaptation, and a commitment to constant growth. Organizations should drive development and success in an increasingly linked and competitive world firstly by promoting open and transparent communication. Besides, providing communication training. Next by encouraging empathy and emotional intelligence. Furthermore, use multiple communication channels. In return, this will help to foster a healthy organizational culture characterized by mutual respect and trust.

References

- Akwannadin, N. A., & Isa, N. (2021, October 12). A Study on Effective Communication towards Employee Performance at Ladang Mados Mersing. *International Journal of Academic Research in Business & Social Sciences*, 11(10), 498-504. 10.6007/IJARBS/v11-i10/11340
- Beqiri, G. (2018, September 5). *Barriers to Effective Communication in the Workplace*. VirtualSpeech. <https://virtualspeech.com/blog/barriers-to-communication>
- Birt, J. (2023, February 27). *Common Communication Barriers (With Examples and Tips)*. Indeed. <https://www.indeed.com/career-advice/career-development/common-communication-barriers-with-examples>
- Birt, J. (2023, February 27). *The Importance of Emotional Intelligence in the Workplace*. Indeed. <https://www.indeed.com/career-advice/career-development/emotional-intelligence-importance>
- Cherry, K. (2023, May 8). *Understanding Social Exchange Theory in Psychology*. Verywell Mind. <https://www.verywellmind.com/what-is-social-exchange-theory-2795882>
- Chron. (2020, July 8). *Examples of Barriers to Effective Teamwork*. Small Business - Chron.com. <https://smallbusiness.chron.com/examples-barriers-effective-teamwork-10394.html>
- Chron. (2020, August 20). *Top Three Barriers to Workplace Productivity*. Chron. <https://smallbusiness.chron.com/top-three-barriers-workplace-productivity-32768.html>
- Cornell University. (2019, October 9). *Social Exchanges in the Workplace : Networks Course blog for INFO 2040/CS 2850/Econ 2040/SOC 2090*. CU Blog Service. <https://blogs.cornell.edu/info2040/2019/10/09/social-exchanges-in-the-workplace/>
- Coursera. (2023, June 16). *Why Is Workplace Communication Important? And How to Improve It*. Coursera. <https://www.coursera.org/articles/workplace-communication>
- Daud, M. F., Abdul Latif, A. S. S. S., Ku Ahmad, K. N. A., Izuan Ramlan, M. A., Mohamed Ayub, M. S., Safian, R., Abdullah, S. F. M., & Mohd Ashraff, N. A. (2017, September).

- Understanding Language as a Communication Barrier Among Executives in Corporate Organization Towards Effective Communication. *Journal of Global Business and Social Entrepreneurship (GBSE)*, 3(8), 1-11. <http://gbse.my/v3no8september17/Paper-130.pdf>
- Desrosier, J. (2019, August 20). *Jargon Is a Barrier: Why It's Important to Keep It Simple*. GovLoop. <https://www.govloop.com/community/blog/jargon-is-a-barrier-why-its-important-to-keep-it-simple/>
- Destine, F. (2022, October 17). *Facing Challenges in the Workplace? Learn How to Communicate*. Entrepreneur. <https://www.entrepreneur.com/leadership/facing-challenges-in-the-workplace-learn-how-to-communicate/435202>
- Easy Management Notes. (n.d.). *Barriers to Effective Communication in an Organization*. MBA Study Notes. <https://www.easymangementnotes.com/barriers-to-effective-communication-in-an-organization/>
- Efectio. (2020, July 28). *Why is Communication in the Workplace Important*. Efectio. <https://efectio.com/en/why-is-communication-in-the-workplace-important-and-how-to-improve-it/>
- Employment Hero. (2022, June 20). *7 communication barriers at work you should know*. Employment Hero. <https://employmenthero.com/blog/communication-barriers-in-the-workplace/>
- Even, A. M. (2020, February 23). *Social Exchange Theory*. LinkedIn. <https://www.linkedin.com/pulse/social-exchange-theory-angela-measles-even/>
- Firstup. (2021, September 1). *Workplace communication: It's now more important than ever*. Firstup. <https://firstup.io/blog/workplace-communication-its-now-more-important-than-ever/>
- Glassdoor. (2021, June 29). *Barriers to Communication in the Workplace and Ways to Help*. Glassdoor. <https://www.glassdoor.com/blog/guide/barriers-to-communication-in-the-workplace/>
- Grammarly. (2021, December 7). *Examples of Effective Communication in the Workplace*. Grammarly. <https://www.grammarly.com/business/learn/barriers-to-effective-communication/>
- Grossman, D. (2022, August 29). *Effects of Poor Communication in the Workplace (w/ Solutions)*. The Grossman Group. <https://www.yourthoughtpartner.com/blog/poor-communication-in-the-workplace>
- Guide, S. (2022, February 22). *What is Cross-Cultural Training and Why is it Important? | SIMON & SIMON*. Simon & Simon. <https://www.simonandsimon.co.uk/blog/what-is-cross-cultural-training-and-why-is-it-important>
- Half, R. (2023, April 7). *3 Signs of Low Employee Morale and How to Meet the Challenge*. Robert Half Talent Solutions. <https://www.roberthalf.com/blog/management-tips/5-signs-of-low-employee-morale-in-the-workplace-and-how-to-counteract-it>
- Haroon, R. (2020, June 20). Lower productivity, lack of contact are issues of concern for employer, employee. *New Straits Times*. <https://www.nst.com.my/opinion/columnists/2020/06/602102/lower-productivity-lack-contact-are-issues-concern-employer>
- Harun, H., Hassan, R., & Abdullah, N. I. (2017). Effective Management Communication for Malaysian Takaful Operators (TO): The Leading Factors and Challenges. *Science International (Lahore)*, 29(5), 1111-11118. https://www.academia.edu/36568994/EFFECTIVE_MANAGEMENT_COMMUNICATION

_FOR_MALAYSIAN_TAKAFUL_OPERATOR_TO_THE_LEADING_FACTORS_AND_CHALLENGES

- Herrity, J. (2022, December 30). *Empathy in the Workplace: Its Important and How To Show It*. Indeed. <https://www.indeed.com/career-advice/career-development/empathy-in-the-workplace> Indeed. (n.d.). *Recognizing Social Exchange Theory in the Workplace*. Indeed for Employers. <https://www.indeed.com/employers/c/info/social-exchange-theory>
- Intouch. (2023, February 21). *How to Overcome Communication Barriers at the Workplace*. intouch. <https://keepmeintouch.io/how-to-overcome-communication-barriers-at-the-workplace/>
- Jacobson, M. (2023, June 5). *5 Common Workplace Communication Problems*. Bloomfire. <https://bloomfire.com/blog/workplace-communication-problems/>
- Jelani, F., & Nordin, N. S. (2019). Barriers to Effective Communication at the Workplace. *International Journal of Modern Languages and Applied Linguistics*, 3(2). <https://ir.uitm.edu.my/id/eprint/63597/1/63597.pdf>
- Krause, L. (2019, August 15). *The Effects of Poor Communication In The Workplace*. The Alternative Board. <https://www.thealternativeboard.com/blog/the-effects-of-poor-communication-in-the-workplace>
- Lee, J. (2022, October 10). *Communication Barriers in the Workplace: How to Knock Them Down*. Zenefits. <https://www.zenefits.com/workest/communication-barriers-in-the-workplace/>
- Mahmud, N., Miskam, Z., Muhammed Zulfikri, N. K., & Ismail, I. (2020, May). Barriers to Effective Communication in an Organisation: A Case of Selected Multinational Company in Malaysia. *e-Academia Journal*, 9(1), 1-11. 10.24191/e-aj.v9i1.9517
- Martic, K. (2023, January 18). *Top 13 Communication Barriers and How to Tackle Them*. Haiilo. <https://haiilo.com/blog/communication-barriers/>
- Miskin, V. S., & Dongarkar, R. P. (2022, July 17). Barriers to Effective Communication in the Workplace and Measures to Eliminate Such Barriers from the Organization. *International Journal of Innovations in Engineering Research and Technology [IJERT]*, 63-74. <https://repo.ijert.org/index.php/ijert/article/view/3207>
- Mohd Ghani, M. H. @., Muhamad Zamani, N. F., Rozman Azram, A. A., Rahmat, N. H., Omar, S. K., & Md Sharif, N. F. (2022, September 6). An Investigation of Perceptual, Verbal and Non-Verbal Barriers in the Workplace. *International Journal of Asian Social Science*, 12(9), 347-359. <https://archive.aessweb.com/index.php/5007/article/view/4604>
- Mohd Salleh, M., Mohi, Z., Nordin, N., Mohamad, N. A., & Razali, N. A. S. (2021, September 18). The Impact of Language Barriers and Discrimination Issues on Work Productivity of Foreign Workers. *International Journal of Academic Research in Business & Social Sciences*, 11(16), 42-52. 10.6007/IJARBSS/v11-i16/11215
- Mookim, S. (2022, January 26). *Ways to Eliminate Language Barriers in Workplace*. Leverice. <https://leverice.com/blog/ways-to-eliminate-language-barriers-in-workplace/>
- Ne'Matullah, K. F., Lim, S. P., & Roslan, S. A. (2021, June). Investigating communicative barriers on construction industry productivity in Malaysia: An overview. *International Journal of Evaluation and Research in Education (IJERE)*, 10(2), 472-496. 10.11591/ijere.v10i2.21163
- Olanrewaju, A., Seong, Y. T., & Lee, F. K. (2017, June 19-22). Roles of communication on performance of the construction sector. *Procedia Engineering*, 196, 763-770. <https://doi.org/10.1016/j.proeng.2017.08.005>

- Page, M. (2021, February 25). *The importance of good communication in the workplace*. Michael Page Malaysia. <https://www.michaelpage.com.my/advice/management-advice/leadership/importance-good-communication-workplace>
- Rani, D. K. U. (2016). Communication Barriers. *Journal of English Language and Literature (JOELL)*, 3(2). <https://joell.in/wp-content/uploads/2016/03/74-76COMMUNICATION-BARRIERS.pdf>
- Richards, L. (2019, March 11). *How Effective Communication Will Help an Organization*. Small Business - Chron.com. <https://smallbusiness.chron.com/effective-communication-organization-1400.html>
- Shachi. (2022, September 17). *5 barriers to effective communication at workplace*. Shachi Maheshwari. <https://shachi.co/barriers-to-effective-communication/>
- Spike. (2023, May 2). *Work Communication Channels: Types, When To Use, How to Improve*. Spike. <https://www.spikenow.com/blog/team-collaboration/best-communication-channels-at-work/>
- Tulane University. (2018, April 20). *What Is Social Exchange Theory? | Tulane School of Social Work*. Tulane University. <https://socialwork.tulane.edu/blog/social-exchange-theory/>
- Turk, L., & Krastev, S. (2022, September 12). *How to boost employee engagement: Bring Social Exchange Theory into the office*. The Decision Lab. <https://thedecisionlab.com/insights/hr/how-to-boost-employee-engagement-bring-social-exchange-theory-into-the-office>
- USC Annenberg. (n.d.). *Why Is Effective Communication Important to Career Success?* Online Master's in Communication Management | MCM Degree | USC. <https://communicationmgmt.usc.edu/blog/improve-workplace-communication/>
- Van Rensburg, R. (2021, September 7). *8 Barriers to Workplace Communication | Blog*. Coggnos. <https://coggnos.com/blog/barriers-to-workplace-communication/>
- Vaughan, T. (2022, December 1). *The Importance of Communication in Organizations | Poppulo*. Poppulo. <https://www.poppulo.com/blog/importance-of-communication-in-an-organization>
- Wells, K. (2017, November 8). *6 Effects of Poor Communication in Business for The Workplace*. Field Service Digital. <https://fsd.servicemax.com/2017/11/08/6-business-impacts-poor-communication/>
- Wong, K. (2020, September 22). *9 tips for building trust in the workplace*. Achievers. <https://www.achievers.com/blog/building-trust-workplace/>
- Workpay. (2019, March 12). *Importance of Effective Communication in an Organization*. Workpay. <https://www.myworkpay.com/blogs/communication-is-the-key-importance-of-effective-communication-in-an-organization>