BARRIERS TO EFFECTIVE COMMUNICATION AT THE WORKPLACE

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ABSTRACT

The success of any organisation depends heavily on effective communication. Communication in the workplace fosters development in addition to creating and maintaining cooperation among employees. This study aims to identify the communication problems at the workplace. The purpose of the research has two objectives: firstly, to find out whether language barriers can impair workplace communication and secondly, to understand the potential impact of environmental and \physical constraints on workplace communication. It is a questionnaire based study with a total of 87 research participants from the corporate sector. Based on the study's findings, it is possible to determine how the employees' communications are impacted by the physical workplace environment and the language barriers. The results of this study will assist senior management in taking these issues more seriously and implementing the necessary solutions. This study concludes by offering recommendations to future studies on numerous workplace communication issues that should be further studied and analyzed in more detail.

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Keywords: *Communication Barriers, Language Barriers, Environmental Barriers, Physical Barriers.*

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Introduction

The process of passing knowledge and mutual understanding from one person to another is known as communication (Keyton, 2011). Asamu (2014) cites Duncan and Moriarty who claim that communication is the human activity that brings people together and creates relationships. Organizational communication, as defined in the context of the workplace by Price (as referenced in Ayatse & Ikyanyon, 2012), is the amount of information about an activity that is communicated by an organisation to its members and among members of the organisation. Workplace communication takes place in a variety of settings and modes. Information is conveyed in the workplace by vocal, non-verbal, written, and even visual means, either top-down, bottom-up, or among coworkers themselves (Yusof &Rahmat, 2020). This suggests that communication is the primary means of interpersonal interaction. According to Chen *et al.* (2005), workplace communication unites the workers in a corporation. It is the thread that binds members of an organisation together.

However, several conditions may contribute to the establishment of workplace communication problems. These problems are frequently referred to as communication obstacles. Sometimes the information recipient may not be interested in the communication's subject matter, in which case the message may not be understood. Sometimes it's due to the message's delivery method or the person doing the information dissemination. Therefore, businesses must pay attention when sharing crucial information with the staff members. To create and maintain cordial relationships at work and also to accomplish the organization's goals, effective and meaningful communication must be practised. Effective communication is the secret to organisational success and efficiency (Grunig 1992).

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Objectives of the Study

This study's overarching goal is to identify the communication problems at the workplace. The scope has been set to encompass certain difficulties because the communication issues experienced vary depending on the job setting. The objectives of the study are:

- To research whether language barriers can impair workplace communication.
- To research the potential impact of environmental and physical constraints on workplace communication.

The study's main objective was to examine how these problems would affect future organisational health as well as workers, employers, and other stakeholders. The findings of this study will help the top management take these problems more seriously and take appropriate action to address them.

Research Questions

The extent of the study's intended investigation is covered by the research questions. Language, environmental and physical barriers are the focus of the research. The research questions for the current study are listed below.

- How does communication in the workplace suffer from language barriers?
- How do environmental and physical barriers impact the communication at the workplace?

Literature Review

One of the most important elements necessary for success in organisations is effective communication. Understanding one another while at work can help create a better working environment, which will undoubtedly assure good work and positive relations between employers and employees.

According to Sapungan*et al.* (2018), communication is one of the most crucial aspects of life and binds individuals together as human beings. With the aid of communication, individuals can share their feelings, opinions, and cultural practises with one another. Today, having effective communication skills is essential everywhere, and possessing them can help someone succeed in any field. Adu-Oppong &Agyin-Birikorang (2014) define workplace communication as the information exchange between individuals or group communication inside an organisation. It may also contain notes, voicemails, emails, and text messages.

According to Cheney (2011), the sender and the receiver make up the majority of communication exchanges. Typically, the sender is the one who communicates thoughts, concepts, or opinions to other people. While the message will be received by the receiver. The sender encrypts the message they are sending by using gestures, phrases, or symbols that fit the message's context. The result of the encoding, which can be expressed through spoken, nonverbal, or written language, is the message. A channel or a medium may be used to transmit the message. The communication is carried by the medium or channel.

Rana (2013) claims that any organization's ability to communicate effectively is essential. According to the researcher, if communication breaks down, organisational performance would suffer. One of the main causes of an organization's failure is seen to be poor communication at work. People often become sceptical and lose faith in and respect for the organisation and its leaders when there is poor communication or when communication is disregarded. Conflicts that arise during verbal exchanges can have an instant negative effect on both the speaker and the listener. This may result in workplace awkwardness.

The language barrier is one of the main obstacles to communication. Despite the favourable feedback from native speakers of a language on working with non-native speakers, Evans & Suklun (2017) claim that there is a chance for unexpected and frequently offensive outcomes to happen that could impact the job and relationship of employees and employers. While Valitherm (2014) claimed that the language barrier was a direct cause of other issues like delays and safety concerns in his study on communication obstacles at Malaysian construction sites. Therefore, it needs to be overcome by increased productivity in the building sector in the future.

No matter how proficient the directors in question are in the other party's language on a general level, according to Feely and Harzing (2008), a loss of logical skills is always present because the use of cunning, imagery, affectability, arrangement, influence, and inspiration demands a high level of awareness and expertise. When there are language difficulties, the following factors could make communication difficult: 1) speaking quickly, 2) speaking fluently in a variety of dialects, and 3) using jargons (specialist terminology) and abbreviations (Daud *et al.*, 2017).

In addition, communication breakdowns brought on by technology like emails, phone conversations, and text messages might result in incorrectly completed work (Sims, 2018). They also highlighted that each business can have distinct communication hurdles. (Rahmat, 2019). Communication difficulties have been classified into two categories: personal barriers and environmental limitations (Darr, Longest &Rakich, 2000).

Natural and physical variables, such as the environment and the circumstances in which communication occurs, can actually hinder messages. Researchers from many fields stated that lighting, acoustic environment, humidity, and temperature are the characteristics that influence communication in a study conducted by Stans, Dalemans, de Witte, Smeets, & Beurskens (2017). The study found that people described lighting as having an impact on communication. Lighting was seen to be significant in terms of both type and placement. Poor lighting, degraded light, and standing in front of a light source were identified as obstacles.

Study on Communication Barriers in the Workplace (2020) found that verbal and non-verbal communications were the most important methods of communication. Also, it was identified that both forms of communication were critical to the efficient operation of the workplace and the connection between employers and employees. It was further proposed that the management should strengthen and address the flaws discovered in their office with each barrier highlighted.

Communication in the Workplace: Guidelines for improving efficacy (2014) indicated that establishing and maintaining effective working relationships in organisations depends on communication at work. Effective communication in the workplace is crucial because it facilitates the transfer of knowledge and understanding between individuals. This is because every administrative task and activity involves some sort of direct or indirect communication. As a result, administrators must practise active listening techniques and become aware of the significance of sender and receiver roles in order to improve the effectiveness of communications. An administrator's capacity to be a great leader will develop with effective communication skills in the workplace. Therefore, administrators should foster a culture where issues, plans, opinions, thoughts, and ideas related to work are discussed and managed in a skilled and professional manner through effective and constructive communication.

The study of "An Investigation of Perceptual, Verbal and Non Verbal Barriers in the Workplace" conducted in 2022 investigated the obstacles to productive communication among Malaysian employees working in diverse businesses. Perceptual obstacles were examined as the first factor. The results showed that a hostile atmosphere, particularly the connection between a supervisor and a subordinate, has an impact on the manner and nature of communication. Communication at work may be hampered by rapport with a boss. A fascinating conclusion from the study was that some participants felt ambivalent about how working without a good workstation may impact them. This indicates that for some employees, the state of the workspace is not a major hindrance to productivity. This study found that individual variables can facilitate or impair workplace communication with regard to perceptual obstacles. The participants reportedly concurred that they can imagine themselves in other people's situations and are aware of their co-workers' emotional states. The results of the study showed that personal elements such as employees' emotional states and their attitude toward the topic of communication might sometimes make it difficult for them to interact at work. In addition, this study discovered that verbal and non-verbal communication is a crucial component of communication. In the workplace, non-verbal communication can either help or hinder communication. The study showed that participants used facial expression analysis to clarify meaning and understanding when speaking with their local and international co-workers. The participants also acknowledged that they utilise body language when talking to aid in understanding one another and that when speakers use body language, they are easier to understand. The next claim is that vocal communication can either create an obstacle or make it easier to communicate. The findings showed that the respondents did not think it was improper for foreign co-workers to communicate directly. Further research revealed that participants did not spend much time trying to understand their foreign co-workers and had no trouble understanding their accents when speaking at work. Miscommunication leads to misunderstanding later on, which lengthens the time it takes to finish the work and lowers its quality.

Methodology

- **Research Design**

The present study is based on the information collected from both primary and secondary sources. The secondary data has been drawn from articles published in leading journals, business magazines, newspapers, books, empirical studies published in the professional and academic journals,

websites, etc. For the purpose of collecting primary data, a questionnaire was designed to seek information from the employees. Google Form was designed and circulated for the study. Participants' information was gathered, and data analysis was done by inferring conclusions from the sample's responses.

The survey was conducted from September – October 2022. The questionnaire was sent to 300 employees in all, but only 87 responded to the questionnaire after repeated reminders.

- **Instrument**

The purpose of the current study is to investigate workplace communication. A three-part questionnaire with a total of sixteen (16) items was created. Part A examined the demographic profile of the research participants, Part B addressed linguistic difficulties, and Part C addressed physical and environmental limitations. The questions in Sections B and C were asked using the Likert scale. A five-point scale describing the frequency of the interactions was provided to the responders to select from. The options were from 1 (Never) to 5 (Always). The five-point scale is employed in this study since the measurement construct for these concerns varies depending on the experiences of the participants. The purpose of the frequency research was to determine how frequently such situations arise for the personnel.

- **Method of Data Collection**

The researchers used Google Form, a tool from Google for managing surveys, for this study. It was chosen as it enables the researchers to quickly gather responses from the research participants.

- **Method of Data Analysis**

Percentages and frequency counts were used to analyze the data for each component of the chosen questionnaire. Each research participant's responses were tabulated, and the researchers made sure that all the study's research problems were addressed.

Discussion and Analysis

The quantitative information gleaned from the questionnaire is presented in this section. The results of the quantitative study that was carried out by way of questionnaire distribution are discussed in this section by the researchers. The results will be presented in three sections i.e. Demographic profile of the research participants, Language Barriers, and Physical and Environmental Barriers, starting with a brief description of the demographic profile of the research participants.

- **Demographic Profile of the Research Participants**

The population of interest for this research includes employees working in an organization at different levels. As shown in Table 1, 43.7 percent of the research participants are in the age group 18-29. About 28.7 percent of the research participants belong to the age group of 30-39, and 16.1 percent to the age group of 40-49. 60.9 percent of research participants are male and 39.1 percent of research participants are female. The majority of the research participants have a Bachelor's degree as their highest level of education whereas only 26.4 percent of research participants have a master's degree. Regarding the type of industry employed in, the majority of research participants are from the IT sector (18.4%).

Table 1: Frequency and Percentage of Demographics

Basis	Classification	No. of respondents	Percentage
Age Group (in years)	18-29	38	43.7
	30-39	25	28.7
	40-49	14	16.1
	50-59	10	11.5
Gender	Male	53	60.9
	Female	34	39.1
Highest Level of Education	High School	4	4.6
	Diploma	15	17.2
	Bachelor's Degree	45	51.7
	Master's Degree	23	26.4
Type of industry employed in	Banking	5	5.7
	Construction and Architecture	3	3.4
	Education	10	11.5

|	Finance, Insurance and Real Estate	7	8.0
	Food and Beverage	4	4.6
	Healthcare	14	16.1
	Information Technology	16	18.4
	Oil and Gas	6	6.9
	Others including law, fashion, freelance, airlines, professional services etc.)	14	16.1
	Transportation	8	9.2

Graph 1: Pie Chart Showing the Age Group
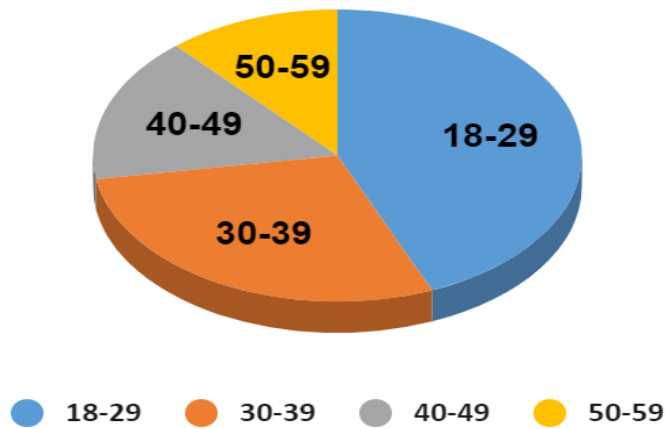
The study found that the majority of the participants were in the age group of 18-29 (44%). 29% of the participants were of the age group 30-39, followed by the age group 40-49 (16%). The least number of participants were from the age group 50-59 (11%). The results are presented in Graph 1.

Graph 2: Pie Chart Showing the Level of Education
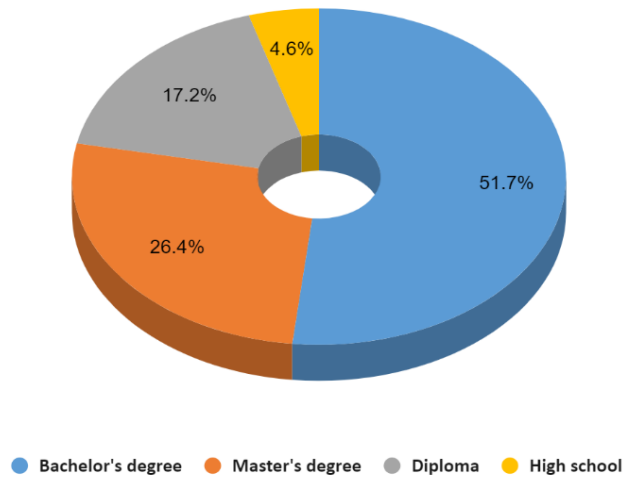
Graph 2 depicts the highest education level of the research participants. Based on the results, most research participants held a Bachelor's degree (52%) followed by Master's degree (26%). Meanwhile, the percentage of the research participants with a Diploma qualification was 17% while the remaining research participants (5%) have a high school degree.

Table 1 shows that research participants were distributed according to the industry they worked in. According to the study's findings, the IT sector supplied the biggest amount (18%), followed by the healthcare sector and other sectors like law, fashion, freelancing, airlines, and professional services (16%). Education accounted for the third-highest amount at 11%. Finance, insurance, and real estate recorded 8%, while transportation recorded 9%. The results also showed that the percentages for banking, food and beverage, and oil and gas were each 7%, 6%, and 5%, respectively. The least percentage (4%), which was contributed by construction and architecture.

- **Language Barriers**

Views of the research participants on various language barriers have been collected and the results of statistical analysis have been shown in Table 2 and 3. When asked if the research participants tend to mix English and their native language while communicating to their colleagues at workplace, 40.2 percent of the research participants responded "often", whereas only 8 percent responded "always". 29.9 percent research participants responded that they "never" have trouble understanding the message when their colleague is speaking in English. 42.5 percent responded that they "often" have trouble understanding the message when their colleague is speaking in a language other than English. 35.6 percent research participants responded that they "often" have trouble understanding the message due to the accent or dialect of the speaker. 42.5 percent responded that they "sometimes" have trouble understanding the message because the speaker is speaking too fast. 47.1 percent research participants responded that they "always" have trouble understanding the message due to the technical jargons used in the communication.

Table 2: Language Barriers

Codes	Questions		Frequency and Percentage distribution of responses					Total
			Always	Often	Sometimes	Rarely	Never	
LB_1	Do you mix English and your native language or other languages while communicating to your colleagues at workplace?	Frequency	7	35	23	12	10	87
		Percentage	8.0	40.2	26.4	13.8	11.5	100
LB_2	Do you have trouble understanding the message when your colleague is speaking to you in English?	Frequency	9	17	19	16	26	87
		Percentage	10.3	19.5	21.8	18.4	29.9	100
LB_3	Do you have trouble understanding the message when your colleague is speaking to you in a language other than English?	Frequency	11	37	21	9	9	87
		Percentage	12.6	42.5	24.1	10.3	10.3	100
LB_4	Do you have trouble understanding the message due to the dialect or accents of the speaker?	Frequency	20	31	12	14	10	87
		Percentage	23.0	35.6	13.8	16.1	11.5	100
LB_5	Do you have trouble understanding the message because the speaker is speaking too fast or too slow?	Frequency	13	23	37	9	5	87
		Percentage	14.9	26.4	42.5	10.3	5.7	100

| LB_6 | Do you have trouble understanding the message due to the technical jargons used? | Frequency | 41 | 21 | 9 | 11 | 5 | 87 |
| | | Percentage | 47.1 | 24.1 | 10.3 | 12.6 | 5.7 | 100 |

Table 3: Statistical Analysis

| Codes | Sum | Mean | | Std. Deviation | Variance | Skewness | | Kurtosis | |
	Statistic	Statistic	Std. Error	Statistic	Statistic	Statistic	Std. Error	Statistic	Std. Error
LB_1	278.0	3.195	.1222	1.1396	1.299	-.540	.258	-.551	.511
LB_2	228.0	2.621	.1465	1.3660	1.866	.244	.258	-1.202	.511
LB_3	293.0	3.368	.1236	1.1525	1.328	-.672	.258	-.289	.511
LB_4	298.0	3.425	.1412	1.3174	1.736	-.521	.258	-.912	.511
LB_5	291.0	3.345	.1119	1.0436	1.089	-.235	.258	-.133	.511
LB_6	343.0	3.943	.1362	1.2700	1.613	-.971	.258	-.281	.511

The findings about how language can become a barrier to effective communication in the workplace is presented below in the graph (Graph 3).

Graph 3: Language Barriers at the Workplace
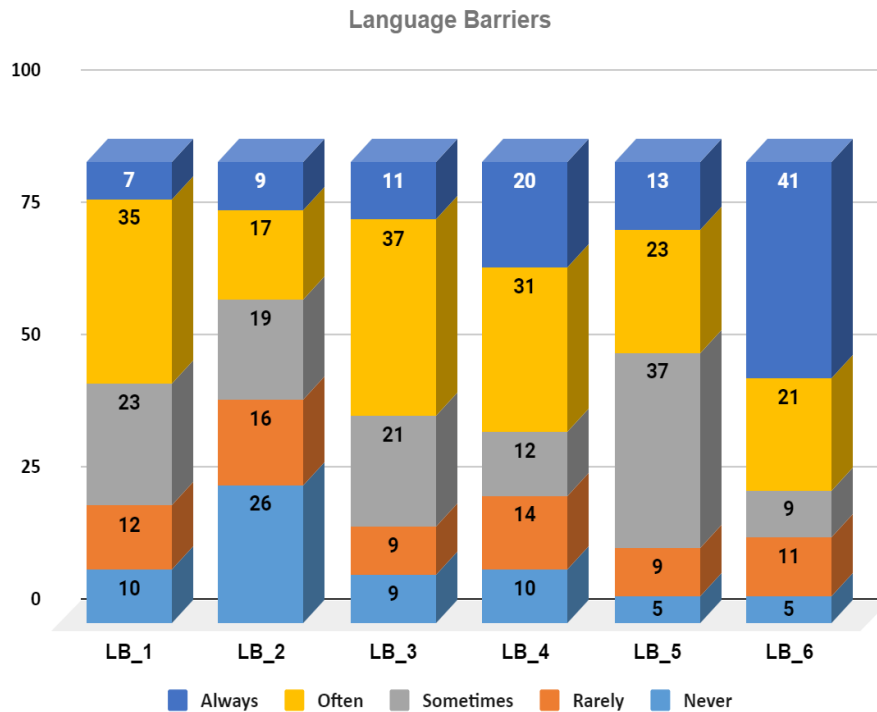
Language is a crucial instrument for communicating ideas, emotions, and many other things. People who are fluent in a particular language can understand the fundamentals of good communication. The ability to communicate clearly can have a significant impact on how a message is sent or received. Lack of proficiency with the specific language being used may be the root of a communication barrier. Juan M. Madera (2014) asserts that when employees are unable to communicate effectively in English, it frequently disrupts the effective flow of communication in the workplace, leading to an atmosphere of tension, irritation, and unhappiness.

According to Table 2, the majority of the 87 research participants (40.2%) who participated in the current study frequently mixed English and their native language or other languages when speaking with their co-workers in the office. 37 participants (42.5%) made up the majority who said they frequently have difficulties comprehending the message when it is stated in a language other than English, while 26 participants (29.8%) said they never have trouble when it is spoken in English.

Socio-cultural barriers were widely acknowledged as a problem because they hinder efficient communication since English as a Second Language (ESL) personnel frequently use terms that are foreign to people outside of their cultural sphere. It's possible that the organisation will suffer if this problem persists in workplace operations. Because of the resulting misunderstandings, the presence of a language barrier in an organisation can make employees feel uneasy and worried (Feely &Harzing 2008). Ineffective professional communication can also be caused by talking quickly, having a variety of dialect skills, using jargons (specialist phrases), and abbreviations (Daud *et al.* 2017).

31 participants (35.6%) acknowledged that the speaker's dialect or accent frequently makes it difficult for them to understand the message. When the speaker speaks too quickly or slowly, 37 participants (42.5%) said they have problems understanding what they are being told. Jargons are words and expressions that are employed in particular groups of people's special or technical ways; they frequently make the language difficult to understand. 41 participants (47.1%) admitted that the usage of technical jargon in the chats made it difficult for them to understand the content.

Physical and Environmental Barriers

Views of the research participants on various physical and environmental barriers have been collected and the results of statistical analysis have been shown in Table 4 and 5. The majority of research participants (48.3%) responded that they "often" have trouble understanding the message due to noises in the background like the sound of air conditioners, people talking loudly etc. 31 percent of the research participants responded that flow of communication at their workplace "often" gets disrupted when there is a non-conductive environment with poor lighting, too hot or cold temperature, etc. 40.2 percent research participants responded that the flow of communication at their workplace "often" gets disrupted when the receiver of your message is in a different time zone. 29.9 percent research participants responded that the flow of communication at their workplace "sometimes" gets disrupted due to poor reception or slow internet. 47.1 percent research participants responded that technical disturbances like a faulty phone, a slow computer or a broken printer "sometimes" disrupt the flow of communication at their workplace. 48.3 percent responded that they "often" understand the message being conveyed better during an in-person meeting instead of a virtual meeting.

**Table 4: Factors Influencing the Physical and Environmental Barrier**

Codes	Questions		Frequency and Percentage distribution of responses					Total
			Always	**often**	**Sometimes**	**Rarely**	**Never**	
PEB_1	Do you have trouble understanding the message due to noises in the background like the sound of air conditioners, people talking loudly etc.?	Frequency	20	42	12	9	4	87
		Percentage	23.0	48.3	13.8	10.3	4.6	100
PEB_2	Does the flow of communication at your workplace get disrupted when there is a non-conductive environment with poor lighting, too hot or cold temperature, etc.?	Frequency	17	27	21	13	9	87
		Percentage	19.5	31.0	24.1	14.9	10.3	100
PEB_3	How often does the flow of communication at your workplace get disrupted when the receiver of your message is in a different time zone?	Frequency	5	35	23	13	11	87
		Percentage	5.7	40.2	26.4	14.9	12.6	100
PEB_4	How often does the flow of communication at your workplace get disrupted due to poor reception or slow internet?	Frequency	13	21	26	17	10	87
		Percentage	14.9	24.1	29.9	19.5	11.5	100

PEB_5	How often does technical disturbances like a faulty phone, a slow computer or a broken printer disrupt the flow of communication at your workplace?	Frequency	11	19	41	12	4	87
		Percentage	12.6	21.8	47.1	13.8	4.6	100
PEB_6	Do you think you understand the message being conveyed better during an in-person meeting instead of a virtual meeting?	Frequency	25	42	6	9	5	87
		Percentage	28.7	48.3	6.9	10.3	5.7	100

Table 5: Statistical Analysis

	Sum	Mean		Std. Deviation	Variance	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Statistic	Statistic	Std. Error	Statistic	Std. Error
PEB_1	326.0	3.747	.1147	1.0699	1.145	-.932	.258	.365	.511
PEB_2	291.0	3.345	.1337	1.2466	1.554	-.392	.258	-.798	.511
PEB_3	271.0	3.115	.1217	1.1353	1.289	-.523	.258	-.670	.511
PEB_4	271.0	3.115	.1312	1.2240	1.498	-.107	.258	-.867	.511
PEB_5	282.0	3.241	.1072	.9996	.999	-.005	.258	-.097	.511
PEB_6	334.0	3.839	.1211	1.1297	1.276	-1.112	.258	.538	.511

Graph 4: Physical and Environmental Barriers at the Workplace
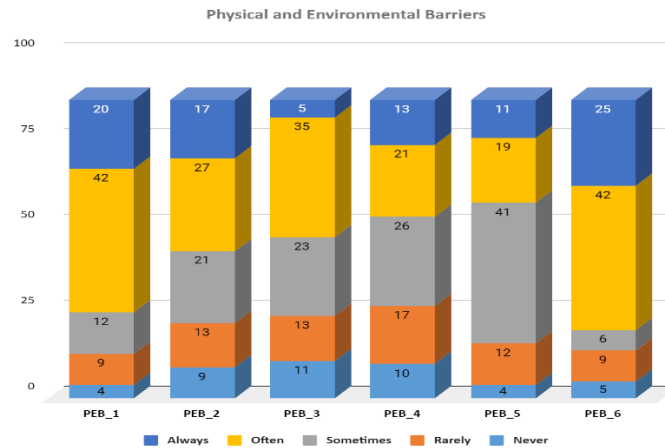
Physical conditions like noise can hinder the process of sending and receiving messages between sender and receiver. Therefore, problems like physical and environment obstacles can impair workplace communication. Natural and physical variables, such as the environment and the circumstances in which communication occurs, can actually hinder messages. According to a study, lighting, acoustics, humidity, and temperature are the variables that affect communication (Beurskens, Smeets, Dalemans, de Witte, Stans, 2017).

One of the most well-known environmental impediments to communication is external noise since it impairs or completely eliminates mutual hearing. Because a person may have to shout in order to be heard and adjust their communication style, the loudness can also alter bodily cues. According to table 4, the majority of research participants—42 (48.27%)—said they frequently have problems comprehending what is being said because of background noises such the sound of air conditioners or loud talkers, while 20 research participants (22.9%) said they always have this problem. A non-conductive atmosphere at work, including bad lighting and uncomfortably hot or cold temperatures, frequently interfered with the efficient flow of communication, according to 27 participants (31.03%). According to a study by Stans, Dalemans, de Witte, Smeets, &Beurskens (2017), temperature is one of the factors that

influence how well people communicate. The noise source that interferes with communication between the speaker and the hearer during conversation was once thought to be the temperature. The promptness and clarity of communication can be affected by time. When the recipient receives and understands a communication after the sender intended, it might be difficult to convey the urgency of a business situation. Employees that operate in separate time zones may experience time obstacles. 35 participants (40.22%) said that when the recipient of the message is in a different timezone, the flow of communication is frequently disturbed.

Technical issues are problems with the tools that staff members use to communicate with one another. For instance, if the internet connection is interrupted during a virtual video conversation, it may be difficult to understand the audio and the video quality may decline.

It's possible that experts won't be able to comprehend what the other parties are saying. Poor reception and sluggish internet were cited as the cause of occasional disruptions in the efficient flow of communication by 26 participants (29.88%). 41 participants (47.12%) were in the majority when they said that workplace communication was hindered by technological issues such as a malfunctioning phone, a sluggish computer, or a damaged printer.

The flow of communication can be impacted by coworkers' separation. This issue can arise for workers who telecommute to their places of employment. Many of their interactions happen over the phone or in virtual settings, including emails and instant chat apps. They do not share a workspace with their team members. It could be difficult for them to grasp messages because they can't see their coworkers' body language and facial emotions. 42 participants (48.27%) feel that an in-person meeting rather than a virtual gathering would help them better absorb the message.

Conclusion

The study's findings suggest that the research participants concur that obstructions to effective communication include both linguistic and environmental barriers. The breakdown of communication at work is a result of these communication hurdles.

This study has a number of consequences that can be drawn. These results suggest that businesses need to treat these workplace issues seriously. This is because communication, which involves the organization's intellectual resources, is a vital aspect that can determine whether an organisation succeeds or fails. Therefore, good communication will benefit all parties involved, including supervisors and the company as a whole as well as the employees. In order to generate this optimistic environment at work, a few suggestions are given below:

- When speaking to someone in person, choose a calm setting.
- When repeating explanations, be patient to make sure that others have heard and comprehended the proper context.
- Put an end to technological clamor by fixing the problem at its root.
- Write clear messages that speak to the reader's interests and only contain pertinent information.
- Employees can resolve technological issues by maintaining their communication devices. For instance, employees can test the audio and video quality before joining a conference call and debug software applications before participating in crucial online talks.
- They can also get ready to deliver communications via different channels that aren't having technological problems. It can be vital to use a medium with the least amount of noise when speaking with coworkers.
- Include many copies of an itinerary with the precise event mentioned in several time zones.
- Establish a regular timetable that enables coworkers to communicate with one another wherever they are employed.
- Sending unavailable parties recordings of discussions can help to ensure that they are aware of the message's context.

Suggestions for Future Research

For others who plan to do a similar study, the researchers advise that in addition to focusing on linguistic and environmental barriers, additional impediments to communication at work should also be highlighted. Future researchers could want to investigate whether or not cultural or channel barriers impact workplace communication. Additionally, future researchers could replicate this work by adding

more variables to create a more thorough investigation. It is advised that future studies continue to include the prior characteristics covered in this study while adding other barriers that hinder successful communication at work. Future researchers will be able to determine which obstacles to communication at the workplace are the most disruptive by combining more variables.

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