



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Master

Date

Thursday

18 / 03 / 2021.

Course Code

(PMG510)

Project Risk Management

What are the barriers to effective communication in the workplace?

Introduction:

One of our fundamental needs is communication. We need to interact for personal and professional purposes with many people. But we face many obstacles or challenges when talking. The message is often not passed or missed correctly. The sender or recipient is likely to be misunderstood. Even the contact language is not correctly interpreted. In the dialogue method, there are several explanations for the difficulties. Let's research in-depth the barriers to communication.

Communication Barrier Concept:

Any obstruction or problem in the communication process that impedes/obstructs the communication process is called Barrier." Barriers belong to the communication mechanism. We encrypt and decode each time we communicate. For passing messages, we use different networks. There can be contact difficulties at any level or any moment or stage. The sender will sometimes not use the appropriate vocabulary that the recipient understands.

Importance of the study:

We live in a world where there are many other beings. We share a home, a workplace, and a recreational space. We need each other for protection, warmth, fellowship, and love in our personal lives. To accomplish our goals and priorities in the workplace, we depend on one another. None of these objectives will be met until people communicate with one another (Alessandra, Hunsaker, 1993).

Purpose of the study:

1. To examine how much more management decides and controls connectivity obstacles.
2. To analyze patterns and efficiency of production, inadequate means of organization growth through managed inter-department-in trade contact barriers, etc...

Methodology of the study:

The quantitative method was used to address the research questions in this study. According to Creswell (2014), quantitative analysis is a systematic method of gathering and interpreting data

from various sources. A quantitative methodology is used to evaluate objective hypotheses by investigating the interaction between variables. Those factors must be those that can be calculated on instruments.

Previous Research:

1. According to Evans and Suklun (2017), some local employees were aware of and noticed the role of non-local employees working alongside them in their study. Some said that getting them around was not an issue while carrying out jobs, but they also acknowledged that dealing with such foreign employees made the job more complex. This was due to the differences in their accents, cultures, and perception. According to the study, some employees may have differing expectations and viewpoints on administrative contact.
2. Bergman, Dellve, and Skagert (2016) analyzed to investigate coordination mechanisms in a Swedish healthcare company at workplace meetings. Overall, the meetings were seen as a way to share knowledge from the top down and as a way for workers to affect decision-making and progress at work.

Communications barriers:

Types of Barriers:

Although we communicate, we face many obstacles. These challenges will cause difficulties in the course of communication. The following categories of barriers are classified:

1) Environmental or natural barriers:

The physical barriers are the barriers in the setting or the climate.

A. Loud sound: Transportation Noise or noise of factory equipment cause contact disruptions. Noise pollution is India's most significant source of pollutants to the atmosphere.

B. Time and Relief: Physical distances between persons can cause significant communication problems. Worldwide, time zones aren't the same. We must adapt to this country's time differential since there are variations in times between nations.

- C. Connectivity System Deficiencies:** The networking tools or devices, such as telephones, faxes, and computers, may also lead to difficulties. There may be a failure of the Internet network or loud noise from the Mike or Microphone in the programs.
- D. Incorrect medium selection:** Medium refers to communications objects such as emails, mobile phones or phones, etc. A suitable medium is needed. Some computers will delay the misuse of communications, such as emails

2) Semantic or language barriers:

Barriers that arise from different languages or language differences can cause communication problems. Semantic barriers are the challenges due to the various interpretations of the terms.

- A. Various Languages:** Various languages or lack of a common language can generate communication obstacles. No one will speak well if they do not understand the language or even the foreign language. This is becoming quite complicated.
- B. Various vocabulary expression:** Words might have various meanings. Word influence is a blessing to humans, but at the same time, multiple meanings or wording can cause communication issues.
- C. Check-out instructions:** Meaning, when transferring the messages, shortcuts are sometimes used. E.g., the recently named secretary was told by a manager to go to burn the C.D. She boiled it, literally. He was supposed to copy the C.D.
- D. Terms in Technique:** Used for engineers/doctors or some other expert. Professional. Jargon terms are also found inadvertently. However, ordinary citizens or those who do not appreciate the significance of these terms face problems.

3) Psychological Barriers:

The psychological obstacles are barriers or difficulties that arise from stress or psychological challenges. These challenges are hard to embrace and transcend.

- A. Ego:** 'I' means that I feel fantastic that can build a barrier of mind. Ego obstacles create conflicts in human relationships.

- B. The thoughts and emotions:** Emotional disturbances can distort contact between senders or recipients
- C. Self-Concept:** The way we see the universe depends on whether we have a positive or negative view of ourselves. Communication may be harmed or destroyed by a negative self-image. Those people are still pessimistic and do not take life or situations seriously.
- D. Interests and Attitudes:** The interests and attitudes of individuals determine communication policy. Failure to act or misconception may lead to unsuitable contact.
- E. Day dreams:** Some students dream or hear of some matter while a lesson occurs or when talking is taking place. This prevents contact and addresses are not correctly reached.

4) Socio-Cultural Barrier:

We also face gaps in contact because of differing socioeconomic conditions or cultural obstacles. Those hurdles are social and spiritual.

- A. Timing concept:** The period is not comparably used in all civilizations. Time is significant in Western culture. Time is taken quietly in Asian society. Cultures vary in their definition of punctuality.
- B. Labels and handling:** Various forms of mannerisms are found in each community or tradition. This requires a rule of ethics or how such rules of conduct should be followed. Multiple modes of address and greeting or various dressing practices [formal or casual wearing] are observed. Sometimes that can be overwhelming.
- C. Body Language:** Worldwide processes aren't identical. Because of this, there might be misunderstandings.
- D. Method of Value:** Cultures are not the same. In our lives, we are driven by values and moral conduct or ethical rules. However, the methods of this belief system worldwide are not the same.

risk matrix

A risk matrix is often referred to as the probability or impact matrix. This is an important instrument that can assist in risk assessment by concentrating on the likelihood of risk. You can measure project risk easily by using a matrix for risk management. It does that by finding the wrong items and weighing the possible harm. This makes the prioritization of problems simple.

There are few advantages that you can use when creating the risk matrix:

1. You should prioritize the risks with the severity of the application.
2. For the severity of the application, you can prioritize risks.
3. With minimum effort, it allows you to find the possible danger.
4. It records and audits information.
5. It reflects the capacity of the company to manage risk.

		impact		
		Low: ($< 5\%$ divergence of cost or time, minor effect on function or quality)	Medium: (5-10% divergence of cost or time, significant effect on function or quality)	High: 10-20 % divergence of cost or time, major effect on function or quality)
probability	Low: (10 -25% less likely to happen than not)	2	6	10
	Medium: (25 – 75% just as likely to happen than not)	4	8	12

High: (75-90% more likely to happen than not)	5	10	15
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Analyze the risks

Risk	Probability	Impact	Rating (P×I)	Risk treatment
Environmental or natural barriers	Low 1	Medium 6	Medium 6	Avoid the loud sound, improving time and relief
Semantic or language barriers	Low 1	Medium 7	Medium 7	Improving the vocabulary expression
Psychological Barriers	Medium 5	Medium 5	High 25	Careful about Interests and Attitudes
Socio-Cultural Barrier	Medium 6	Medium 5	High 30	Interesting in Attitudes and body language

Expected Monetary Value Calculation:

Risk	Risk Probability (P)	Cost Impact (IC)	Risk Contingency (P×IC)
A	0.3	6.000\$	1.800\$
B	0.5	8.000\$	4.000\$
C	0.9	12.000\$	10.800\$
D	0.12	14.000\$	1.680\$

Conclusion:

Workplace communication is essential in the establishment and maintenance of quality working relationships in organizations. Effective communication in the workplace is vital to communicate

knowledge and comprehension from person to person because any administrative role or action requires some direct or indirect contact.

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