RELEVANCE OF INTERPERSONAL COMMUNICATION TO THE ACCOMPLISHMENT OF THE GOAL OF THE ORGANIZATION

BY

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APPROVAL PAGE

This research work has been read and approved by the undersigned on behalf of the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin in partial fulfillment of the requirements for the award of Higher National Diploma in Office Technology and Management.

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DEDICATION

This research is specially dedicated to ALMIGHTY 'ALLAH. It is also dedicated to my beloved parents MR and MRS OLANREWAJU. May the sweet love of ALMIGHTY ALLAH be with them (Amin).

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ABSTRACT

In today's fast-paced and increasingly complex business environment, effective interpersonal communication stands as a cornerstone for organizational success. Interpersonal communication is a vital component of organizational success, playing a crucial role in facilitating collaboration building trust, and driving goal attainment. Effective interpersonal communication enables employees to share ideas, provide feedback, and work together towards common objectives. This study highlights the significance of interpersonal communication in achieving organizational goals, emphasizing its impact on employee engagement, teamwork, and productivity. By fostering open, clear, and respective communication, organizations can enhance decision-making, resolve conflicts, and promote a positive work environment. The findings underscore the importance of investing in interpersonal communication skills training and development programs to optimize organizational performance and goal achievement. In conclusion, the relevance of interpersonal communication to the accomplishments of organizational goals cannot be overstated. As organizations strive to navigate the challenges of the modern business world, prioritizing interpersonal communication emerges as a strategic imperative for achieving sustained success and fostering a resilient, collaborative, and goal-oriented organizational culture.

Keywords: Relevance, interpersonal communication, and organizational goals

CHAPTER ONE

INTRODUCTION

1.1   Background of the Study

In today's dynamic and interconnected work environments, interpersonal communication plays a pivotal role in driving organizational success. Effective communication between individuals within an organization foster collaboration, enhances productivity, and ensures alignment with organizational goals.

It's difficult to imagine for any organization which doesn't require one people to interact with other people. Employees of the organization likely use interpersonal communication every day to handle complaints from their customers, to persuade their superiors to give you some time off, or to comfort a colleague dealing with difficult problems. Interpersonal communication in recent years has been consistently placed high as an important requirement for conducting successful job performance in the organizations. This is why companies and institutions put a high importance on interpersonal communication.

The study of different forms of communication is important, because every administrative and managerial function and activity involves some form of direct as well as indirect communication, whether planning, organizing, leading and monitoring, managers communicate with and through other people. This implies that every person's communication skills affect both personal and organizational effectiveness Brun, (2015). It looks reasonable to determine that one of the most impeding forces to

organizational effectiveness is a privation of effective communication. Moreover, good interpersonal communication skills are very important to employees for making a successful organization. A recent study showed that recruiters rated communication skills as the most important characteristic of an ideal job candidate Lutgen-Sandvik (2014).

This paper tries to better understand how interpersonal communication can improve the functioning of organizations. To begin, the paper describes what is meant by the interpersonal communication, organizational effectiveness and then discusses how interpersonal communications affects the different elements of organizational effectiveness. Yate (2019).

Interpersonal communication is all about the exchange of thoughts and ideas between individuals using a variety of methods, including words, tonal variation, facial expressions, gestures, and body language. Interpersonal communication and the skills to relate with other aren't just important for an individual, but they happen to be at the core of the success of an organization. When interpersonal communication in the workplace is effective, it makes operations more efficient and teamwork not only possible but also easier.

Interpersonal Communication is the process of transmitting information and common understanding from one person to another, which is very essential for the success of any organization. Therefore, it must be effectively handled to ensure the attainment of the organization's goals. Vardaman and Halterman (2015) define communication inside the organization as the flow of information, materials,

perceptions and understandings among the various stakeholders of the organization, all the methods, media and means of the communication, all the networks, channels, and systems of communication or organizational structure, all the person to person interchange or interpersonal communication. They include all aspects of communication and make it comprehensive, because it advises that there are so plentiful things are going on in the organization.

According to Wilson (2015) communication in different organization refers to various ways, strategies and tools which the employees uses in their official, Interpersonal, and small group communication activities. The easiness or complexity of the interpersonal communication process is dependent on the easiness or complexity of the organization.

Sambe (2015) defines it as one that implies a flow of information in a societal system to bear its operation and to gear it towards attaining its predetermined goals. Also, Nwosu et (2016) sees organizational communication as one which mentions fundamentally to group and interpersonal communication inside an organizational setting.

Interpersonal communication gives emphasis on how organizational structures distress communication between the employees that brands up the organization and how those organization structures are in turn affected by interpersonal communications. Communication in different organization is very vigorous and that is the reason Greenbaum contends that the tenacity of organizational communication is to facilitate the attainment of organizational objectives.

Interpersonal communication provides a way of reaching others with facts, ideas, thoughts and values. It is a connection of meaning among employees so that they can share what they know and feel. Wilson (2015) Interpersonal communication is a term usually applied to verbal and nonverbal interfaces in one-on-one or some small-group settings. "People skills" and "soft skills" are terms often used to label someone's interpersonal competence, though the word "soft" seems to be an inappropriate word to describe skills which can potentially cost you your job. If viewed from another perspective, that these should be "hard" skills too because they are difficult to learn and their impact on your career and personal life is huge.

Interpersonal communication is the exchange of information among people. Information can include thoughts, ideas, feelings, and more. This communication occurs both verbally with words and non-verbally, encompassing facial expressions, gestures, body language, and tone of voice. Our individual interpersonal communication skills have been in development since we began communicating as children, and these skills vary from person to person.

Successful interpersonal communication skills are trained through cultivating active feedback. Simply put, feedback consists of the reactions that a receiver conveys to the original sender. Feedback provides the sender the opportunity to adjust their message in order to improve interpersonal communication.

Feedback occurs not just after someone has made a statement, but often during the interpersonal communication itself. There are a number of social cues used to

indicate that one person is indeed listening to the other from nodding or expressing affirmative sounds like "mm-hmm" to a variety of interjections and interruptions that shape real-life conversations.

In the workplace, one who is very good in interpersonal communication can report to and work with a wide variety of people, handle conflicts, negotiate differences, make requests effectively and receive information objectively. A person who is effective in interpersonal communication will be open to the ideas of other employees and willing to put forward their views of essential activities in the process of problem solving. Interpersonal communication effectively works on four basic principles. These principles inspire the workings in real life of interpersonal communication. They are basic to interpersonal communication and play great importance in building the effectively of organizations. These principles are, Interpersonal communication is inescapable, Interpersonal communication is irreversible, Interpersonal communication is complicated and Interpersonal communication is contextual.

In other words, communication does not occur in isolation. There is different context of communication. One of them is Psychological context, which describe the existence of employees and what they bring to the interaction. Employee's desire, needs, values, personality, etc., all may be considered form psychological context. Another framework is Relational, which concerns employee's reactions to the other employees. The Situational context deals with the psycho-social "where" people are

communicating. An interaction that takes place in one organization will be very different from other that takes place in different organizations. Environmental context deals with the physical "where "employees communicate. Furniture, noise, location, level, season, temperature, time of day, these are considered as examples of environmental context. Cultural context includes all the scholarly behaviors and instructions that affect the interaction. One can from a culture where it is considered insolent to make long, direct eye contact; one will out of respect to avoid eye contact. If the other employee comes from a different culture where long, direct eye contact signals are reliable, then one should in the cultural context for a basis for misunderstanding. Lunenburg, (2016).

Effective interpersonal communication is not just about exchanging information; it's about ensuring that the message is understood, valued, and acted upon. In the context of organizational goal accomplishment, interpersonal communication serves as the backbone of teamwork, decision-making, and problem-solving.

Interpersonal communication is crucial for achieving organization goals. By understanding its importance, role, and best practices, organizations can foster a culture of effective communication, leading to increased productivity, collaboration, and success. It is as a result of the above assertion that the researcher looks at the Relevance of Interpersonal Communication to the accomplishment of the goal of the Organization.

1.2   Statement of the Problem

Under this study, it is assumed that extent to which an organization attains it goals will among other factors depend on their ability to communicate effectively. In most large organizations, like the Tuyil Pharmaceutical Limited, Ilorin and National Directorate for Employment, Ilorin Kwara State, there is the problem of effective decision making because of poor information flow, land ineffectively communication for decision making are being deprived of it.

However, in Tuyil Pharmaceutical Limited, Ilorin and National Directorate for Employment, Ilorin Kwara State, there is personal administration office, which deals with all information concerning the employed the organization. The need for communication between the submits of component units therefore becomes important of quick and timely decisions are to be made. It is a primary junction of personnel and administration to bridge the various levels of decision-making together by providing each with relevant office information in order to achieve the goals of the organization.

1.3   Objectives of the Studies

The general objective of the study is Relevance of Interpersonal Communication to the Accomplishment of the Goal of the Organization. The specific objectives are to:

1.   Explore the role of interpersonal communication in developing the effectiveness of organizations.

2.   Assess the quality of interpersonal communication maintained by employee with colleagues, supervisors, and clients in an organization.

3.   To evaluate the level of interpersonal communication provided by employees and its impact on organizational effectiveness.

4.   To identify the factors influencing interpersonal communication to accomplishment of organization goals.

5.   Examine how the interpersonal communication skills acquired by employees enhance their performance of productivity in an organization.

1.4   Research Questions

The following research questions are raised for the study.

1.   What is the role of interpersonal communication in developing the effectiveness of organizations?

2.   What are the main challenges employees face in maintaining positive interpersonal communication with colleagues, supervisors, and clients?

3.   What is the level of interpersonal communication provided by employees and its impact on organizational effectiveness?

4.   What factors contribute to effective of interpersonal communication to accomplish organization goals?

5.   To what extent interpersonal communication skills acquired by employees enhance their performance of productivity in an organization?

1.5   Significance of the Study

The following individuals and groups will benefit from the relevance of interpersonal communication to the accomplishment of the goal of the organization:

Employees: this will help employees to understand their roles, responsibilities, and expectations, leading to improved job performance and job satisfaction.

Manager: this will enable the managers to motivate, guide and direct their team members, fostering a positive and productive work environment.

Leaders: this will help the leaders inspire, influence, and build trust with their team members, stakeholders, and customers.

Stakeholders: this will build trust, resolve issues, and foster long-term relationship among customers, investors, and partners.

Organization: the findings will be valuable for organizations seeking to enhance the productivity and job satisfaction of their secretarial staff. Additionally, the recommendations derived from this research can inform the development of training programs and policies aimed at improving the effectiveness of secretaries in their roles.

Management: this study will help the management to harmonize their interpersonal communication as this would help to avoid conflict in the organization.

Customer: The customers to the organization would also benefit from the study as they become aware of the significant of good interpersonal communication and why secretaries respond the way they do at times.

1.6   Delimitation

The focus of this research work is narrowed to the Relevance of Interpersonal Communication to the accomplishment of the Goal of the Organization. The research does not intend to go beyond this scope.

1.7   Limitation

Data collection posed a lot of problem because some of the questions have to do with secret aspect of their Organization were hardly gathered, some respondents did not answer the question correctly, due to perception variances as a result of individual differences.

Another problem encountered in the course of this research is financial problem in the aspect of transportation from one place to another. Cost of gathering information through browsing and so on. Another problem occurs in this research work is the difficulty in meeting these employees with whom there was an earlier booked appointment at their place of work.

CHAPTER TWO

LITERATURE REVIEW

2.1   Introduction

Interpersonal communication plays a vital role in the accomplishment of organizational goals. Effective communication among employees, managers, and stakeholders is essential for building trusts, resolving conflicts, and achieving common objectives. Effective interpersonal communication is not just about exchanging information; it's about ensuring that the message is understood, valued, and acted upon. In the context of organizational goal accomplishment, interpersonal communication serves as the backbone of teamwork, decision-making, and problem-solving. This chapter examines the relevance of interpersonal communication to the accomplishment of organizational goals.

2.2   Concept of Interpersonal Communication

Even if you haven't heard of interpersonal communication, you do it every day without necessarily thinking about it. Essentially, it's the process of people exchanging ideas, information, feelings and intent through messages and signals.

Interpersonal Communication is the process by which two or more individuals exchange thoughts, feelings, and information. The use of verbal and nonverbal clues, including body language, tone of voice, and facial expressions, is essential to this dynamic and complex process. Interpersonal Communication can occur in a variety of situations, including in-person interactions, phone calls, emails, and text messages.

The success of Interpersonal Communication depends on several variables, including the capacity for active listening, comprehension of the viewpoints and feelings of others, and effective communication. Individual differences like personality and communication style, cultural norms, values, and expectations also impact Interpersonal Communication.

The use of Interpersonal Communication will lead to building strong relationships, resolving conflicts, increasing job satisfaction, improved teamwork, Persuasion, and negotiation, managing stress, achieving personal goals, etc.

It often includes face-to-face exchange of information, in a form of voice, facial expressions, body language and gestures. The level of one's interpersonal communication skills is measured through the effectiveness of transferring messages to others. Commonly used interpersonal communication within an organization include daily internal employee communication, client meetings, employee performance reviews and project discussions. In addition, online conversations today make a large portion of employees' interpersonal communication in the workplace.

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principles. These principles inspire the workings in real life of interpersonal communication. They are basic to interpersonal communication and play great importance in building the effectively of organizations. These principles are, Interpersonal communication is inescapable, Interpersonal communication is irreversible, Interpersonal communication is complicated and Interpersonal communication is contextual.

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2.3   Elements of Interpersonal Communication

So, what does it mean to be an effective communicator? In theory, there are a few elements of interpersonal communication that help ensure this:

1.   The Communicators

The term communicator refers to both the sender of the information as well as the receiver. In interpersonal communication, there are at least two communicators involved in the conversation.

For any communication to occur there must be at least two people involved. It is easy to think about communication involving a sender and a receiver of a message. However, the problem with this way of seeing a relationship is that it presents communication as a one-way process where one person sends the message and the other receives it. While one person is talking and another is listening, for example.

In fact, communications are almost always complex, two-way processes, with people sending and receiving messages to and from each other simultaneously. In other words, communication is an interactive process. While one person is talking the other is listening but while listening they are also sending feedback in the form of smiles, head nods etc.

There needs to be at least two people to have effective communication, the communicator and the receiver of the message. Knowing how many people will be receiving the message can help the communicator create a message that reaches everyone.

2.   The Message

One of the most important parts of interpersonal communication is the message. Message can be conveyed in many ways: speech, body language, tone of voice, gestures and other indicators.

Message not only means the speech used or information conveyed, but also the non-verbal messages exchanged such as facial expressions, tone of voice, gestures and body language. Non-verbal behaviour can convey additional information about the spoken message. In particular, it can reveal more about emotional attitudes which may underlie the content of speech.

Regardless of how you communicate your message, whether verbally, in an email, or through body language and gestures, there needs to be something you're trying to communicate.

3.   Noise

Noise refers to the gap between the message that is received and what is sent. Examples of noise include jargon, language barriers, inattention, and more. Noise is the problem that many companies face in the workplace and the reason why internal communicators are struggling to get the necessary employees' attention.

Noise is anything that interferes with this message, keeping it from being understood by the receiver or causing it to be inaccurate. It could be physical, such as music or a TV, or psychological, like the receiver being distracted. It could also be something the sender does, including too much jargon or language barriers. The communicator should try to eliminate as much noise as possible.

4.   Feedback

Feedback is the response of the receiver. In other words, it's the message sent back to the sender. Feedback is important because it allows the sender to know whether the message has been received and interpreted correctly.

Feedback consists of messages the receiver returns, which allows the sender to know how accurately the message has been received, as well as the receiver's reaction. The receiver may also respond to the unintentional message as well as the intentional message. Types of feedback range from direct verbal statements, for example "Say that again, I don't understand", to subtle facial expressions or changes in posture that might indicate to the sender that the receiver feels uncomfortable with the message. Feedback allows the sender to regulate, adapt or repeat the message in order to improve communication.

Giving and Receiving Feedback, Clarification and Reflecting describe common ways to offer feedback in communication, while our page: Active Listening describes the process of listening attentively.

5.   Context

All communication is influenced by the context in which it takes place. However, apart from looking at the situational context of where the interaction takes place, for example in a room, office, or perhaps outdoors, the social context also needs to be considered, for example the roles, responsibilities and relative status of the participants. The emotional climate and participants' expectations of the interaction will also affect the communication.

Whether a message is received and interpreted correctly depends mostly on context. Therefore, interpersonal communication is contextual. Context is about the environmental factors that influence the outcomes of communication.

These include time and place, as well as factors like family relationships, gender, culture, personal interest and the environment.

6.   Channel

Finally, this interpersonal communication element refers to how the communication occurs. A message is sent and received through a specific channel, or medium. Besides face-to-face communication, some of the most common digital communication channels in the workplace include emails and intranets. Identifying and understanding the performance of these channels is extremely important for employers.

This is how the communication actually occurs. It's important to communicate on a channel that will resonate with or reach your audience. Examples include face-to-face, emails, social media, internet web pages, smartphones, newspapers, or others.

2.4   Principles of Interpersonal Communication

Effective Interpersonal Communication and the development of strong relationships depend on understanding and following its principles. It takes paying attention to the language we use, being in the moment, and understanding how context and nonverbal clues affect communication.

(i)   Perceptual differences: People have different perspectives, experiences, and biases that shape how they perceive and interpret messages. This means that

two people can experience the same situation differently and it is important to be aware of these differences when communicating. This can help in avoiding misunderstandings and conflicts.

(ii)   Mutual influence: Communication can shape and reshape interactions, ideas, and actions. This implies that how and what we say can have a significant influence on the people with whom we interact. This highlights how crucial it is to communicate effectively by paying attention to both our words and nonverbal signs.

(iii)   Contextual factors: Contextual factors also play a significant role in interpersonal communication. The physical environment, cultural norms, and social context can all influence how messages are received and interpreted. Understanding these contextual factors can help us to adjust our communication style and tailor our messages to the specific situation.

(iv)   Verbal and nonverbal communication: When delivering messages and forming connections, both verbal and nonverbal communication is crucial. In comparison to nonverbal communication, which includes body language, facial expressions, and voice tone, verbal communication refers to the use of words. Effective Interpersonal Communication depends on having a solid understanding of nonverbal cues.

(v)   Active listening: Another main principle of Interpersonal Communication is active listening. It includes paying attention, understanding, and reacting to

messages, which is necessary for effective communication. This involves being in the present, trying to put down other things, and paying close attention to the speaker.

(vi)   Clarity and conciseness: Another crucial Interpersonal Communication principle include being concise and clear. It takes simple, easy-to-understand concepts that are clear and straightforward to effectively communicate. This demand using clear language, avoiding slang and technical phrases, and being respectful of the other person's understanding capacity.

(vii)   Empathy: This principle of empathy includes understanding the feelings, thoughts, and viewpoints of another person by placing oneself in their position. Relationships can be strengthened and trust can be developed by doing this.

(viii) Feedback: Feedback is a crucial element of interpersonal communication. It helps individuals understand how their messages are received and interpreted. Feedback can be verbal or nonverbal and can be used to adjust communication strategies and improve relationships.

(ix)   Punctuation: Communication can be punctuated differently by different people, meaning and individuals may have different perceptions of when a conversation starts or ends, or what constitutes a complete message. This can affect how messages are interpreted and responded to.

(x)   Two-Way Process: Interpersonal communication is a dynamic process that involves both sending and receiving messages. It's not just about conveying information but also about listening, understanding, and responding. Effective communication requires active participation from all parties involved.

2.5   Types of Interpersonal Communication

Effective Interpersonal Communication requires a combination of verbal, nonverbal, and written skills, and an understanding of the context in which communication occurs. Each type of Interpersonal Communication serves a different purpose and is used in various situations. Understanding the different types and using them effectively is important for building and maintaining relationships, both personal and professional.

So below are the various types of Interpersonal Communication that you must know:

(i)   Verbal communication: In this form of communication, messages are communicated verbally. It can be further classified into direct and indirect communication. This is all about the words you're actually saying and incorporates things like the language you choose, how persuasively you speak, and the use of affirmative sounds like "uh-huh" and "I see".

(ii)   Nonverbal communication: In nonverbal communication, messages and emotions are expressed through body language, gestures, facial expressions, and eye contact. As mentioned earlier, this includes everything that's not being

said in a face-to-face conversation. That's gestures, body language, facial expressions and tone of voice. Being able to use these non-verbal cues and notice those in others can be useful.

(iii)   Written communication: It is becoming increasingly essential to have good written communication, whether you're using it in the workplace or on social media. This incorporates things like clarity, tone, grammar, and even things like punctuation and emojis. Written words are used to communicate messages in this sort of communication. Letters, emails, and text messages are a few examples of written communication.

(iv)   Interpersonal relationships: This category of communication refers to ongoing interactions between people, such as friendships, romantic relationships, and family relations.

(v)   Public speaking- Speaking in front of a crowd, as during a speech or presentation, is referred to as public speaking.

(vi)   Mass communication: The transmission of messages to a sizable audience through media like television, radio, or newspapers is known as mass communication

(vii)   Listening: Being able to listen attentively is one of the most important communication skills, whether you're physically listening with your ears or being attentive in other ways. Listening can involve techniques such as clarification and reflection.

**2.6	Importance of Interpersonal Communication**

There are many reasons why they are so valued; even though most workplace business is now conducted through online communication channels, it is still necessary to possess verbal skills in order to work effectively with your colleagues and bosses.

**(i)	Problem solving**

Interpersonal communication skills are necessary because they allow people to discuss problems and weigh the pros and cons of alternatives before coming up with the final solution. For example, brainstorming exercises are situations in which interpersonal communication comes into play as it is very important that everyone feels respected and free to share their voice, ideas and views.

**(ii)	Alignment with business goals**

Poor communication between employers and employees can harm the business in many ways. When managers and leaders are unable to clearly communicate tasks, workers can quickly become frustrated and disconnected with the business goals. Moreover, many employees say that their managers don't give them clear directions and goals for their work.

Therefore, managers should be able to, with proper online and offline communication as well as the right internal communication tools, continuously align employees with the business strategy.

(iii)   Trust

According to the American Psychological Association, a quarter of employees in the US do not trust their employers, and only about 50% of them believe that their bosses are open with them.

Lack of trust and transparency are some of the most common causes of poor workplace communication. Interpersonal communication skills are crucial for improving trust and workplace communication, and all employees, especially business leaders, should therefore improve communication with their employees.

(iv)   Change management

Good interpersonal communication is very important during change management efforts within organizations. Effective employee communication helps employees better understand the change, align with it and collaboratively work towards implementing the change successfully.

(v)   Company culture

Interpersonal communications, especially when executed well, are important for an organizational culture to thrive. When employees possess good interpersonal communication skills, organizational culture becomes more synergic and positive. With bad interpersonal communications, on the other hand, negativity, confusion, and conflicts become inevitable.

This ultimately ruins the work environment, reduces employee productivity, and adversely affects the company's bottom line.

(vi)   Employee recognition

Good interpersonal communication drives more employee recognition. When employees have good interpersonal communications with each other and their managers, they are more likely to recognize each other's good work and give constructive feedback.

(vii)   Workplace miscommunication

Managers who maintain professionalism, open workplace communication and a positive attitude are more likely to be seen as approachable by their employees. When employees feel like they can speak openly with decision-makers, workplace miscommunication, gossip and rumors are much less likely to happen.

(viii)   Personal relationships

Interpersonal skills are extremely important for creating and maintaining meaningful personal relationships in the workplace. People with good interpersonal communication skills can, therefore, build healthy relationships with their colleagues and work much better as a team.

(ix)   Effective management and leadership

The ability to foster interpersonal communications, establish trust and communicate clearly are all crucial skills for an effective leader.

When a manager has poor interpersonal communication skills, they can expect to irritate and confuse employees. In fact, there is a greater need for managers to work on their interpersonal skills than there is for the average employee.

(x)   Employee success

Good interpersonal communication skills are also necessary for managers to help their employees do their jobs successfully. Leaders need to be able to pass on the right skills to the employees that will enable them to perform their tasks and achieve business goals.

Moreover, they should be the ones to teach their employees interpersonal communication skills.

(xi)   Conflict management

Conflict is normal in the workplace, and we can't always expect from our employees to resolve conflicts in a calm and timely manner. When conflicts like this arise, interpersonal communication becomes crucial for resolving them.

Conflict management cannot happen without effective interpersonal communication. In fact, all conflict management strategies that use communication to soften situations in stressful environments are much more successful.

(xii)   Career development

As many employers are looking for workers with good communication skills, continuous improvements of interpersonal communication skills can bring career progressions for many employees.

Moreover, in a survey conducted by Workforce Solutions Group, it was revealed that more than 60% of employers say that applicants are not demonstrating sufficient communication and interpersonal skills to be considered for jobs.

In addition, the increasing prevalence of communication technologies means that employees and communicators now have to adapt to the new employee communication trends.

(xiii)   Remote work

This year, we have all witnessed the importance of communication in the workplace. With the emergence of remote work, interpersonal communication among peers, colleagues, managers and leaders has been disrupted. Yet, it is more important than ever before.

In order to keep their cultures, open and transparent, employers need to continue to drive engaging workplace conversations even when employees are physically dispersed.

(xiv)   Crisis management

In addition to remote work, many employers will remember 2020 as the year of crisis management. One of the characteristics of companies that manage crisis more successfully, is the ability to drive interpersonal communication within the workplace.

When employees are connected and have the ability to collaborate efficiently, it is much easier for organizations to communicate the impact of the crisis on both personal and company-wide levels.

2.7   Steps to Effective Interpersonal Communication

Effective interpersonal communication is the foundation of strong relationships, successful collaborations, and personal and professional growth. To communicate effectively, it's essential to understand the key elements that make interpersonal communication work.

(i)   **Active Listening**

First and foremost, active listening is crucial. This means giving your undivided attention to the person speaking, maintaining eye contact, and avoiding distractions. When you actively listen, you're not just hearing words; you're also picking up on the speaker's tone, body language, and emotions. By doing so, you show that you value and respect the other person's thoughts and feelings.

(ii)   **Clear Expression**

Clear expression is another vital aspect of effective communication. This involves articulating your thoughts, feelings, and needs in a way that's easy for others to understand. When expressing yourself, try to be concise, direct, and honest. Avoid using jargon or technical terms that might confuse others, and instead, use simple language that gets your point across.

(iii)   **Empathy**

Empathy is also essential in interpersonal communication. This means being able to understand and acknowledge the other person's perspective and emotions. When you're empathetic, you show that you care about the other person's feelings and concerns. This can be as simple as acknowledging their emotions or showing understanding through nonverbal cues like nodding or making eye contact.

(iv)   **Non-Verbal Awareness**

Nonverbal awareness is another critical aspect of effective communication. This involves being mindful of your body language, tone, and facial expressions, as

well as the nonverbal cues of others. Your nonverbal cues can convey just as much information as your words, so it's essential to be aware of the signals you're sending. By being mindful of nonverbal cues, you can avoid misunderstandings and build stronger relationships.

(v)   Open-Mindedness

Open-mindedness is also vital in interpersonal communication. This means being receptive to different viewpoints and opinions, even if they challenge your own. When you're open-minded, you're more likely to learn from others, build stronger relationships, and find creative solutions to problems.

(vi)   Feedback

Feedback is another essential element of effective communication. This involves giving and receiving constructive feedback that's specific, timely, and actionable. When giving feedback, focus on behavior or actions rather than personality traits, and try to be specific about what the person can do to improve. When receiving feedback, try to be open-minded and use it as an opportunity to learn and grow.

(vii)   Clarity and Conciseness

Clarity and conciseness are also crucial in interpersonal communication. This means communicating clearly and directly, avoiding ambiguity and confusion. When communicating, try to be straightforward and to the point, using simple language that gets your message across.

(viii)   Respect and Empathy

Respect and empathy are fundamental to effective communication. This means treating others with kindness, understanding, and compassion. When you're respectful and empathetic, you build trust and rapport with others, which can lead to stronger relationships and better outcomes.

(ix)   Adaptability

Adaptability is also essential in interpersonal communication. This means being able to adjust your communication style to suit the situation and audience. When you're adaptable, you're more likely to build stronger relationships, avoid misunderstandings, and achieve your goals.

(x)   Self-Awareness

Finally, self-awareness is critical to effective communication. This means recognizing your own emotions, biases, and communication style. When you're self-aware, you're better able to manage your emotions, avoid conflicts, and communicate more effectively.

2.8   Barriers to Effective Interpersonal Communication

Barriers to effective interpersonal communication can hinder understand, create conflicts, and lead to misunderstandings. Before we dive in to how to improve communication skills, let's first take a look at what interpersonal barriers of communication can be detrimental to workplace relationships and the organization as a whole.

(i)   Language Barriers

        Language barriers refer to differences in language, dialect, or vocabulary that can lead to misunderstandings. When people speak different languages or use unfamiliar terminology, it can be challenging to communicate effectively. This barrier can be particularly significant in multicultural or multilingual settings.

(ii)   Cultural Barriers

        Cultural barriers arise from differences in cultural values, norms, and communication styles. People from different cultural backgrounds may have varying expectations, customs, and ways of expressing themselves. For instance, some cultures may place a high value on direct communication, while others may prefer more indirect approaches. Understanding and respecting these cultural differences is essential for effective communication.

(iii)   Emotional Barriers

        Emotional barriers refer to the strong emotions that can impede effective communication. When individuals are experiencing intense emotions such as anger, fear, or sadness, it can be challenging to communicate effectively. Emotional barriers can lead to defensiveness, misinterpretation, and conflict.

(iv)   Perceptual Barriers

        Perceptual barriers arise from differences in perception, perspective, or biases. People may have preconceived notions, stereotypes, or assumptions that influence how they interpret messages. These biases can lead to misinterpretation, misunderstandings, and conflict.

(v)   Physical Barriers

Physical barriers refer to environmental factors that can hinder communication. Noise, distance, physical disabilities, or technological issues can all impact the effectiveness of communication. For example, a noisy environment can make it difficult to hear or focus on the message.

(vi)   Psychological Barriers

Psychological barriers refer to personal issues that can affect communication. Stress, anxiety, low self-esteem, or other psychological factors can impact an individual's ability to communicate effectively. These barriers can lead to defensiveness, misinterpretation, or avoidance of communication.

(vii)   Semantic Barriers

Semantic barriers arise from misunderstandings due to ambiguous or unclear language. Words or phrases can have different meanings to different people, leading to confusion and misinterpretation. Using clear, concise language and defining terms can help overcome semantic barriers.

(viii)   Technological Barriers

Technological barriers refer to the misuse or limitations of technology that can hinder effective communication. Technical issues, such as poor internet connectivity or equipment malfunctions, can disrupt communication. Additionally, overreliance on technology can lead to misunderstandings or misinterpretations.

(iv)   Interpersonal Barriers

Interpersonal barriers refer to the personal dynamics between individuals that can affect communication. Personality conflicts, biases, or past experiences can influence how people interact and communicate. Building rapport, empathy, and trust can help overcome interpersonal barriers.

(x)   Lack of Feedback

Lack of feedback or unclear feedback can lead to misunderstandings and misinterpretation. Feedback is essential for ensuring that messages are understood correctly and for clarifying any misunderstandings. Encouraging open and honest feedback can help overcome this barrier.

2.9   How to Improve Interpersonal Communication in the Workplace

You don't have to be a leader or manager to help encourage improved communication with your colleagues. The more effective you are at communicating, the more successful you will all be. If there's room for improvement, there are a few things you can do to overcome those weaknesses and better the situation:

(i)   Know your audience: Not everyone communicates the same, and not everyone can be communicated to in the same way. For example, some team members may be very direct, while others may be timider. Some focus on relationships and culture, while others are focused on outcomes and goals. It's important that your message is understood, so knowing how to share that message with those on your team can ensure its effectively shared.

(ii)   Check your body language: When you're having a conversation, the receiver is likely watching your face and body language. This is especially true on video conferencing when you can only see the person's face. Sit or stand with good posture, uncross your arms, and make eye contact. While someone is speaking, occasionally nod your head to show you're engaged and listening.

(iii)   Meet: Meeting with your team on a regular basis can help ensure transparency and foster a culture where employees feel they can openly communicate with each other and with you. You should also meet 1:1 with others when possible to give them an opportunity to speak with you.

(iv)   Give feedback: When possible, give positive feedback (both verbally and written) to your team. Encourage them when they are doing well and meeting goals. And when providing criticism or negative feedback, do so in a constructive way. When possible, make it a private conversation. Do not criticize, but instead offer suggestions for how to improve next time.

(v)   Take notes and send recaps: When in meetings or talking with someone else, take notes on what was discussed. Be sure to include next steps and timelines or deadlines when possible. Then, share this information via email so it's documented and all parties involved have the same information.

(vi)   Train: If you can, schedule communication training sessions. Bring in an expert to help your team learn how to communicate effectively and improve their skills.

2.10   Interpersonal Communication and Organizational Goals

Interpersonal Communication can be an effective tool for motivating employees of the organization involved in various activities. Appropriate communications provide employees with feedback and reinforcement during the effective organizational change Peterson, et (2016). The effective organizational change, for increasing organizational affectivity, enables employees to make better decisions and prepares them for the advantages and disadvantages of change Saunders, R. (2019). Employee involvement in various organizational activity increases employees input into decisions which affects organizational performance. Long-term study of Fortune 1000 firms shows positive trends in use of employee involvement programs within these organizations, along with increasing number of employee participation in employee involvement programs.

The key point of interpersonal communication is assertion, thus the most critical tactics in effective interpersonal communication are assertion strategies. These are the means that support employees to maintain their respect, satisfy their needs, and defend their rights without manipulating, dominating, abusing, or controlling others. It is important for organization to make their employees familiar with these strategies in demand to develop their skills and attitude in effective interpersonal communication. Effective interpersonal communication requires other employees to do something, perhaps to change their own behavior or to ask them to do things for others. Because of this, a dedication among employees comes from high degree of self-esteem and an acceptance of oneself. As everyone is not able to assert herself or herself and get the other to do something. American Public Human Service Association (2014)

Appropriate interpersonal communication thus is making explicit what organizational employees think about other employees of the organizations. It recognizes their rights as specific and the rights of other employees also. When it requires, an employee expert in interpersonal communication can stand up for their rights, disagree and present another point of view without being unsettled or putting the other employees depressed. In contrast, an employee weak in interpersonal communication feels threatened in such situations and behaves with aggressive rather than with assertive behavior.

Interpersonal communication plays a vital role in achieving organizational goals. It is the foundation upon which successful organizations are built. Effective interpersonal communication enables employees to work together efficiently, build strong relationships, and achieve common objectives.

Interpersonal communication supports organizational goals in this ways:

(i)   Clarifies Expectations: interpersonal communication helps to clarify expectations, roles, and responsibilities, ensuring everyone is working towards the same objectives.

(ii)   Facilitates Collaboration: interpersonal communication enables employees to share ideas, expertise, and resources, leading to better decision-making and problem-solving.

(iii)   Builds Trust: Interpersonal communication helps to build trust among employees, which is essential for effective teamwork, collaboration, and achieving organizational goals.

(iv)   Resolves Conflicts: Interpersonal communication helps to resolve conflicts and misunderstandings, ensuring that employees can work together effectively.

(v)   Motivates Employees: Interpersonal communication helps to motivate employees by recognizing their achievements, providing feedback, and encouraging open communication.

(vi)   Enhances Creativity: Interpersonal communication enables employees to share ideas and expertise, leading to increased creativity and innovation.

(vii)   Improves Decision-Making: Interpersonal communication ensures that employees have access to accurate and timely information, enabling them to make informed decisions.

CHAPTER THREE

METHODOLOGY

The research methodology for this study involved the collection of all necessary data and information that will make the research work, authentic and reliable.

3.1 Instrument Used

The questionnaire tagged, "Relevance of Interpersonal Communication to the Accomplishment of the Goal of the Organization" was used because the researcher believed that it would afford the researcher the opportunity to obtained facts from a large number of people which could facilitate analysis. The items in the questionnaire are placed in four rating scale of "SA – Strongly Agree 4, A = Agree 3, D = Disagree 2, and SD = Strongly Disagree 1" respectively.

3.2 Population of the Study

The population for this study was staff of Tuyil Pharmaceutical Limited, Ilorin and National Directorate for Employment, Ilorin. The number of selected staffs in Tuyil Pharmaceutical Limited, Ilorin are 15 while the number of selected staffs in National Directorate for Employment, Ilorin were 15 in number.

3.3 Sample and Sampling Techniques

Sampling is made for the sample composition together with procedures. The researcher used all the total population as sample size. The total number of populations is sizeable to manage for the study.

3.4   Distribution and Collection of Data

The questionnaires designed were distributed by hand personally by the researcher. Fifteen (15) copies of the questionnaire were distributed to the Staffs at Tuyil Pharmaceutical Limited, Ilorin and fifteen (15) copies were distributed at staffs in National Directorate for Employment, Ilorin. The researcher went back after one week to retrieve all the questionnaire.

3.5   Reliability

The researcher first tested the instrument in order to make sure the instrument elicited the desired responses from the respondents. The instrument used in this research work is reliable, as the question method will reveal information from the case study.

3.6   Validity

Questionnaire is the main instrument for gathering information in this research work. The questionnaire was given to two lecturers in the department of Office Technology and Management Department who critically assesses the questionnaire to ensure that it measures what it purports to measure and fit for collection of data.

3.7   Method of Data Analysis

Questionnaire collected were manually analyze. The analysis comprises of tables in which the detailed information was presented. The table shows the percentage of responses indicated to make the analysis cleared to the reader. The consensus of the respondents was determined by the responses that carried the highest percentage.

CHAPTER FOUR

DATA ANALYSIS

41. **Introduction**

This chapter deals with the presentation and analysis of the research data and discussion of findings.

4.2 **Results**

Table 4.1: **Interpersonal communication helps the efficiency of an employee in an organization**

Options	No. of Respondents	Percentage (%)
Strongly agree	20	67
Agree	10	33
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.1 above showed that 20 (67%) of the respondents strongly agreed that interpersonal communication helps the efficiency of an employee in an organization, while 10 (33%) of the respondent agreed also, while none disagreed or strongly disagreed with statement.

This implied that interpersonal communication helps the efficiency of an employee in an organization.

Table 4.2:   **Interpretation communication is very important for an employee to perform optimally**

Options	No. of Respondents	Percentage (%)
Strongly agree	14	47
Agree	10	34
Disagree	04	12
Strongly disagree	02	7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the above table 4.2, it showed that 14 (47%) of the respondents strongly agreed, 10 (34%) of the respondents agreed, while 4 (12%) and 2 (7%) disagreed and strongly disagreed respectively.

It could therefore be interpreted that, interpersonal communication is important for an employee to perform optimally.

Table 4.3: **Interpersonal communication has positive impact on the performance of an employee in an organization**

Options	No. of Respondents	Percentage (%)
Strongly agree	18	60
Agree	12	40
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.3 above depicted that 8 (40%) of the respondents strongly agreed that interpersonal communication has positive impact on the performance of an employee in an organization, while 12 (60%) of the respondent agreed also, while none disagreed or strongly disagreed with the notion.

This implied that interpersonal communication has positive impact on the performance of an employee in an organization.

Table 4.4: **Interpersonal communication has negative impact on the performance of an employee in an organization**

Options	No. of Respondents	Percentage (%)
Strongly agree	04	13
Agree	03	10
Disagree	15	50
Strongly disagree	08	27
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.4 above depicted that 4 (13%) and 3 (10%) of the respondents strongly agreed and agreed that interpersonal communication has negative impact on the performance of an employee in an organization, while 15 (50%) and 8 (27%) of the respondent disagreed and strongly disagreed with the statement.

This implied that interpersonal communication didn't have negative impact on the performance of an employee in an organization.

Table 4.5:   **Interpersonal communication enhances productivity of an employee in an organization.**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	09	30
Disagree	04	13
Strongly disagree	02	7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.5 above indicated that 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed that interpersonal communication enhances productivity of an employee in an organization, while 4 (13%) and 2 (7%) of the respondent disagreed and strongly disagreed with the statement.

This implied that interpersonal communication enhances productivity of an employee in an organization.

Table 4.6:   **Effective display of interpersonal communication enhances the effectiveness of an employee.**

Options	No. of Respondents	Percentage (%)
Strongly agree	27	90
Agree	02	7
Disagree	01	3
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

The above table showed that 27 (90%) of the respondents strongly agreed, 2 (7%) agreed while 1 (3%) disagreed, that effective display of interpersonal communication enhances the effectiveness of an employee.

It could therefore be concluded that effective display of interpersonal communication enhances the effectiveness of an employee.

Table 4.7:   **The introduction of interpersonal communication will make workers spend less time on their job.**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	13	43
Disagree	02	7
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.7 above depicted that 15 (50%) of the respondents strongly agreed that introduction of interpersonal communication will make workers spend less time on their job, while 13 (43%) of the respondent agreed, and 2 (7%) disagreed with the statement.

This implied that introduction of interpersonal communication make workers spend less time on their job.

Table 4.8: **Workers encountered some challenges when engaging in interpersonal communication in an organization**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	10	33
Disagree	05	17
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.8 above depicted that 15 (50%) of the respondents strongly agreed that workers encountered some challenges when engaging in interpersonal communication in an organization, while 10 (33%) of the respondent agreed, and 7 (17%) disagreed with the statement that workers encountered challenges when engaging in interpersonal communication in an organization.

This implied that workers encountered challenges when engaging in interpersonal communication in an organization.

Table 4.9: **The integration of interpersonal communication into organization is capable of accomplishing link with little or no human intervention.**

Options	No. of Respondents	Percentage (%)
Strongly agree	13	43
Agree	09	30
Disagree	05	17
Strongly disagree	03	10
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.9 above showed that 13 (43%) and 9 (30%) of the respondents strongly agreed and agreed that the integration of interpersonal communication into organization is capable of accomplishing link with little or no human intervention, while 5 (17%) and 3 (10%) of the respondent disagreed and strongly disagreed with the notion.

This implied that the integration of interpersonal communication into organization is capable of accomplishing link with little or no human intervention.

Table 4.10: **The implementation of interpersonal communication helps an employee to improve their skills.**

Options	No. of Respondents	Percentage (%)
Strongly agree	20	67
Agree	10	33
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.10 above showed that 20 (67%) of the respondents strongly agreed that the implementation of interpersonal communication helps an employee to improve their skills, while 10 (33%) of the respondent agreed, and none of the respondent disagreed and strongly disagreed with the notion.

This implied that implementation of interpersonal communication improves employee skills.

Table 4.11: The use of interpersonal communication helps in motivating workers in the organization to carry out their duties.

Options	No. of Respondents	Percentage (%)
Strongly agree	18	60
Agree	10	33
Disagree	02	7
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.11 above depicted that 18 (60%) of the respondents strongly agreed that the use of interpersonal communication helps in motivating workers in the organization to carry out their duties, while 10 (33%) agreed, and 2 (7%) pf the respondent disagreed with the statement. This implied that use of interpersonal communication motivates workers to carry out their duties.

Table 4.12: **The driving force in changing organizational structure is interpersonal communication.**

Options	No. of Respondents	Percentage (%)
Strongly agree	19	63
Agree	08	27
Disagree	03	10
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.12 above showed that 19 (63%) of the respondents strongly agreed that the driving force in changing organizational structure is interpersonal communication, 8 (27%) of the respondent agreed, while 3 (10%) of the respondent disagreed with the notion.

This implied that interpersonal communication is the changing driving force of organizational structure.

Table 4.13: **The negative impacts of interpersonal communication can be minimized**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	09	30
Disagree	03	10
Strongly disagree	03	10
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.13 above showed that 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed that the negative impacts of interpersonal communication can be minimize, while 3 (10%) and 3 (10%) of the respondent disagreed and strongly disagreed with the statement.

This implied that negative impact of interpersonal communication can be minimized.

Table 4.14: **Interpersonal communication creates a cordial relationship between workers and the management.**

Options	No. of Respondents	Percentage (%)
Strongly agree	17	57
Agree	13	43
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.14 above depicted that 17 (57%) of the respondents strongly agreed that interpersonal communication create a cordial relationship between workers and the management, while 13 (43%) of the respondent agreed, and none of the respondent disagreed and strongly disagreed with the notion.

This implied that interpersonal communication creates a cordial relationship between workers and management.

Table 4.15: **Interpersonal communication is the best method needed by an organization to enhance its productivity.**

Options	No. of Respondents	Percentage (%)
Strongly agree	21	70
Agree	09	30
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.15 above indicated that 21 (70%) of the respondents strongly agreed that interpersonal communication is the best method needed by an organization to enhance its productivity, while 9 (30%) agreed, and none of the respondent disagreed and strongly disagreed with the statement.

This implied that interpersonal communication is needed in an organization to enhance productivity.

Table 4.16: **Interpersonal communication is suitable for all organization irrespective of their job description**

Options	No. of Respondents	Percentage (%)
Strongly agree	16	53
Agree	14	47
Disagree	00	0.00
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.16 above depicted 16 (53%) of the respondents strongly agreed that Interpersonal communication is suitable for all organization irrespective of their job description, and 14 (470) of the respondent agreed, and none of the respondent disagreed or strongly disagreed with the notion.

This implied that interpersonal communication is suitable for organization irrespective of their job description.

Table 4.17: **Interpersonal communication should be neglected total in an organization.**

Options	No. of Respondents	Percentage (%)
Strongly agree	03	10
Agree	02	7
Disagree	15	50
Strongly disagree	10	33
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.17 above depicted that 3 (10%) and 2 (7%) of the respondent strongly agreed and agreed that interpersonal communication should be neglected total in an organization, while 15 (50%) and 10 (33%) of the respondent disagreed and strongly disagreed with the statement.

This implied that interpersonal communication cannot be totally neglected in an organization.

Table 4.18: **Workers should be trained frequently on how to use interpersonal communication effectively by the organization on quarterly basis.**

Options	No. of Respondents	Percentage (%)
Strongly agree	15	50
Agree	09	30
Disagree	06	20
Strongly disagree	00	0.00
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the table 4.18 above indicated that 15 (50%) and 9 (30%) of the respondents strongly agreed and agreed that workers should be trained frequently on how to use interpersonal communication effectively by the organization on quarterly basis, while 6 (20%) of the respondent disagreed with the notion.

This implied that workers should be trained frequently on how to use interpersonal communication effectively by the organization on quarterly basis.

Table 4.19: Oral communication seems the most effective means of interacting in an organization.

Options	No. of Respondents	Percentage %
Strongly agree	15	50
Agree	08	27
Disagree	04	13
Strongly disagree	03	10
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

It is stated in the above table 19 showed that 15 (50%) and 8 (27%) of the respondents strongly agreed and agreed that, oral communication seems the most effective means of interacting while 4 (13%) and 3 (10%) of the respondent disagreed and strongly disagreed with the statement.

This implied that oral communication is the most effective means of interacting in an organization.

Table 4.20:   Taking consideration, the perception profile of the person enhances the communication process.

Options	No. of Respondents	Percentage %
Strongly agree	28	93
Agree	00	0.00
Disagree	00	0.00
Strongly disagree	02	7
Total	**30**	**100**

Source: Researcher's fieldwork, 2025

From the above table, 28 (93%) strongly agreed, 2 (7%) strongly disagreed that taking consideration, the perception profile of the person enhances the communication process, there were no response for the agreed and disagreed options.

It can be concluded that taking consideration of perception profile of the person enhances the communication process.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1   Summary

The research project presents the detail explanation about the Relevance of Interpersonal Communication to the Accomplishment of the Goal of the Organization.

The main success or failure achieved by many organizations have been implicated to be entrenched by the nature of interpersonal communication that exit between the organization staff to customers, staff to staff and staff to management committee with the organization. Findings from the study also revealed the following:

i.   Interpersonal communication is essential for achieving organizational goals

ii.   Effective communication builds trust, resolves conflicts, motivates employees, and ensures that employees, managers and stakeholders are aligned and working towards common objectives.

iii.   Barriers to effective interpersonal communication include language barriers, cultural barriers, personal biases, and technological barriers.

iv.   Organization staff needs to undergo training and retraining on a regular basis.

v.   Organization employee should ensure to treat customers and all external relations with strict kindness.

More so, it should be noted that the nature of interpersonal communication that exist in an organization is the chief image maker through which the organization external community view such company. This is the main reason why many organizations nowadays are passionately employing the services of Relation marketers for their products or services.

5.2   Conclusion

Based on the findings of the researcher the following conclusions were reached. Interpersonal communications have been effective so as to increase productivity through the provision of good means of communication in an organization and also help secretary in their daily activities.

Interpersonal communications are social connections with others. They can be brief or enduring. We experience a variety of Interpersonal communication on a daily basis with family, friends, significant others and people at our workplace. Interpersonal communications at work serve a critical role in the development and maintenance of trust and positive feelings in an organization. Although the quality of Interpersonal communication alone is not enough to produce worker productivity, it can significantly contribute to it.

Finally, regular review of the entire interpersonal communication system helps to make communication effective and stimulate so as to increase in productivity.

5.3   Recommendations

Based on the findings of the researcher, the following recommendations are proffered

1.   Organization should establish clear communication policies and procedures to ensure that all stakeholders are aligned and working toward common objective.

2. Organization should prioritize interpersonal communication training for employees, managers, and leaders.

3. Organization should use technology to facilitate communication, but also recognize the importance of face-to-face communication.

4. Early release of the working schedule is also recommended and most of all should plan to communicate so as to make communication effective with a view to increasing productivity.

5. Also, the interpersonal communication should be monitored and evaluated.

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<center>**APPENDIX 1**</center>

<center>**KWARA STATE POLYTECHNIC ILORIN**
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY
DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT</center>

Dear respondent,

I am a student in the Department of Office Technology and Management, Institute of Information and Communication Technology, Kwara State Polytechnic, Ilorin. I am at present conducting a research and writing a project on **RELEVANCE OF INTERPERSONAL COMMUNICATION TO THE ACCOMPLISHMENT OF THE GOAL OF THE ORGANIZATION**

The exercise is important in partial fulfillment of the requirements for the award of Higher National Diploma in Office Technology and Management of the institution.

Rest assured that the researcher ethics of anonymity and confidentially will be strictly adhered to.

        Yours faithfully

        OLANREWAJU MARIAM ABIODUN
        HND/23/OTM/FT/0024

APPENDIX II

KWARA STATE POLYTECHNIC, ILORIN
INSTITUTE OF INFORMATION AND COMMUNICATION TECHNOLOGY
DEPARTMENT OF OFFICE TECHNOLOGY AND MANAGEMENT

Dear Sir/Madam

RESEARCH QUESTIONNAIRE

This questionnaire is designed to solicit information from you on **"Relevance of Interpersonal Communication to the Accomplishment of the Goal of the Organization"** kindly complete the questions below. Please you are assured that information supplied will be treated with utmost confidentiality.

Yours Faithfully

OLANREWAJU MARIAM ABIODUN
HND/23/OTM/FT/0024

QUESTIONNAIRE

1.   Interpersonal communication helps the efficiency of an employee in an organization,

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

2.   Interpretation communication is very important for an employee to perform optimally.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

3.   Interpersonal communication has positive impact on the performance of an employee in an organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

4.   Interpersonal communication has negative impact on the performance of an employee in an organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

5.   Interpersonal communication enhances productivity of an employee in an organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

6. Effective display of interpersonal communication enhances the effectiveness of an employee.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

7. The introduction of interpersonal communication will make workers spend less time on their job.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

8. Workers encountered some challenges when engaging in interpersonal communication in an organization.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

9. The integration of interpersonal communication into organization is capable of accomplishing link with little or no human intervention.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

10. The implementation of interpersonal communication helps an employee to improve their skills.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

11. The use of interpersonal communication helps in motivating workers in the organization to carry out their duties.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

12. The driving force in changing organizational structure is interpersonal communication.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

13. The negative impacts of interpersonal communication can be minimized.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

14. Interpersonal communication creates a cordial relationship between workers and the management.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

15. Interpersonal communication is the best method needed by an organization to enhance its productivity.

(a) Strongly Agree (   )   (b) Agree (   )

(c) Disagree (   )   (d) Strongly Disagree (   )

16. Interpersonal communication is suitable for all organization irrespective of their job description.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly Disagree ( )

17. Interpersonal communication should be neglected total in an organization.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly Disagree ( )

18. Workers should be trained frequently on how to use interpersonal communication effectively by the organization on quarterly basis.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly Disagree ( )

19. Oral communication seems the most effective means of interacting in an organization.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly Disagree ( )

20. Taking consideration, the perception profile of the person enhances the communication process.

(a) Strongly Agree ( )   (b) Agree ( )

(c) Disagree ( )   (d) Strongly Disagree ( )