Study on the Relationship Between Communication and Job Performance

Yi-lei WEN and Zhao LI
The Hebei University of Economics in China

Keywords: Communication, Job performance, Management.

Abstract. This paper utilized the discovery of communications current situations and the role of lubricant to analyze the relationship between communication and job performance. Moreover, implications will be explored by the paper and practical suggestions will be offered to the employees and managers for their transfer from passive application to active changing.

Introduction

Background

In the face of fierce competition, workers from different profession need to withstand more and more pressure and then generate more and more conflicts. Good communication staff, job performance is relatively high. We can see that communication on job performance plays a very important impact. Moreover, the main body of social composition is man, and some people must have communication. Communication between people becomes an indisputable fact. According to Maslow's level of human needs, communication and communication came in third place, showing that management and communication are inherent needs of human beings. Therefore, this study does not limit the specific industries and research objects, but all employees as the research object. The research of this paper is based on the past scholars' review of literature related to communication and work performance, through the empirical analysis to study the communicative effect on the work performance, and finally puts forward the relevant conclusions and suggestions.

Research significance

Foreign scholar Hazen Downs (1997) for the first time proposed an eight-dimensional model of communication satisfaction, found that communication and organizational performance have a certain relationship. Therefore, this article takes the theory of mature abroad as a model and explores the relationship between the two case studies. Since the beginning of the 21st century, the overall operating environment of enterprises has been enhanced. However, there are problems in human resources management and communication is becoming more and more important. Effective communication to improve employee satisfaction, improve loyalty and improve job performance.

Review

Communication competence is setting to become a critical success factor for businesses in the future, but this requires a broad understanding of communications. All too often, corporate communications is still understood simply in terms of press releases and media relations, or staff presentation and negotiation skills.

Carol Ann Boyer (2003) points out that communication skills have a positive effect on job performance. As Robbins and Coultar (1996) put it, "Management refers to working with others through effective efforts by others to get the job done." Therefore, professional managers must effectively communicate and accomplish the task.

Yang Rong (2009) talked about “the Influence of Communication on the Target of Organizational Performance”. This article talks about the essence and function of communication, the main forms of communication, and then analyzes the positive influence of communication on work performance. Finally, from the perspective of enterprise culture Strategies to improve communication.
In his article "The Impact of Information Communication on Organizational Performance", Li Jianli (2011) introduced a platform for information communication from the meaning and function of communication to improve organizational performance. Based on the dynamic characteristics of the organization, from the heart and organizational culture perspective, establish communication awareness and create a communication environment.

Zhang Hong (2014) research on the Relationship between Employee Communication Satisfaction, Job Satisfaction and Job Performance indicates that job performance is improved by providing employee communication satisfaction. Combining with the actual situation of the state-owned enterprises in Bohai Sea, we use SPSS 19.0 statistical software to carry out the one-way difference analysis and correlation analysis on the valid data collected to get the positive correlation between communication and job performance.

Problems of Communication on the Job Performance

**Deviated Attitudes**

Chinese business managers often ignore the role of communication, do not analyze the performance results. And most managers lack of effective communication skills, used to communicate in their own way. Therefore, the work of communication is always negative. Just like recruiting meeting, if the managers do not communicate with interviews very well, they may miss the talents and waste money so that will cause the big loss of future job performance. Compulsive attitude is a code example. Leaders lack teamwork spirit, courage and resourcefulness, but force employees to fulfill their expected tasks, but they neglect to communicate with the lubricant and fail to reach a consistent agreement.

**Lack of Normative**

Communication goals are not clear and the lack of specific measures, then communication cannot improve the performance of the role. Many managers fall into misunderstandings, leaving only subordinates to play the role of listener, pay less attention to two-way communication. Communication should be a two-way communication of information and require staff's response and participation. In many enterprises, the so-called "performance communication" is only a human resource department to make a notification to the staff about the relevant goals, tasks and results of performance management Play a role of lubricant. Employees are only in a passive position and cannot be resolved even with doubt. If the views are inconsistent, unconditional acceptance of employees, increase staff exclusion and antagonism is not conducive to the expected performance of the work performance.

**Lack of Continuous Communication**

Managers are too concerned about the performance appraisal results and ignored the continuous communication. Some enterprises in the performance management began to set a goal when a performance communication, some at the end of a performance management cycle, the results of an assessment of the staff to conduct a guide, but few companies pay attention to communicate the role of lubricant, so that it runs through the entire process of performance management. Only summary work will make the performance management tasks cannot be completed effectively. Short-term interests are likely to ignore the long-term effects.

**Suggestions and Conclusions**

High performance is inseparable from the management of communication, companies must attach importance to performance management, change concepts, do a good job in every aspect of communication, improve organizational performance, improve competitiveness.

Clearly communicate the goal let he performance and work linked. Review related work, standardize communication skills and improve organizational performance. Meetings or other forms of two-way communication to improve employee satisfaction. Employees report to the higher level,
managers and staff communication analysis, correct mistakes and improve organizational performance.

Communication during performance implementation is used to ensure that employees follow the performance plan and correct deviations in time. After identifying and agreeing on the performance goals, employees start implementing performance plans. In the process of implementation, managers communicate with each other to understand the progress of employees and obstacles encountered, and provide necessary training and necessary resource support and technical assistance to staff to solve the staff's difficulties in personnel, technology and process, and ensure Achievements of employee performance goals smoothly. At the same time, with particular emphasis on the communication process should allow employees to analyze the reasons for the existence of the problem, describe how to overcome and improve the next step, at the same time put forward their own suggestions.

The daily management of enterprises cannot do without the communication, in a sense, the modern enterprise management is communication, communication and management create and enhance corporate culture and improve organizational performance. Good communication is conducive to the full flow of information within the organization and sharing, improve organizational efficiency, enhance pearl management, and promote the scientific decision-making. Effective organizational communication plays an active role in job performance.

Reference


