**DATA COUNTING**

|  |
| --- |
| Communication barriers limiting successful project execution during construction at a selected site in the Cape Metropolis. |

**SECTION A: PERSONAL INFORMATION**

**Please tick the applicable boxes**

1. **What is your position in the organization?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Administrator** | **Electrician** | **Plumber** | **Bricklayer** |

|  |  |
| --- | --- |
| **Administrator** | **25** |
| **Electrician** | **18** |
| **Plumber** | **17** |
| **Bricklayer** | **30** |

1. **How many years have you been in this position?**

|  |  |  |  |
| --- | --- | --- | --- |
| **0 – 2 Years** | **3 – 5 Years** | **6 – 8 Years** | **9 + Years**  |

|  |  |
| --- | --- |
| **0 – 2 Years** | **60** |
| **3 – 5 Years** | **15** |
| **6 – 8 Years** | **10** |
| **9 + Years** | **5** |

1. **Which communication medium do you find extremely effective/useful?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Email Message** | **Verbal Communication** | **Telephonic Calls** | **Web discussion forum** |

|  |  |
| --- | --- |
| **Email Message** | **15** |
| **Verbal Communication** | **69** |
| **Telephonic Calls** | **5** |
| **Web discussion forum** | **1** |

1. **Who is responsible for scheduling meetings and announcements?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Administrator** | **Electrician** | **Plumber** | **Bricklayer** |

|  |  |
| --- | --- |
| **Administrator** | **74** |
| **Electrician** | **10** |
| **Plumber** | **2** |
| **Bricklayer** | **3** |

**SECTION B**

**KEY**: Please rank the importance by ticking the most applicable.

1 = Strongly Disagree || 2 = Disagree || 3 = Neutral || 4 = Agree || 5 = Strongly Agree

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **General communication layout in the organization** | **Strongly disagree** | **Disagree** | **Neutral** | **Agree** | **Strongly agree** |
| **1** | There is an open-door procedure for communication in this organization. | 0 | 0 | 9 | 18 | 63 |
| **2** | In the organization, there are programs aimed at addressing language barriers. | 0 | 18 | 0 | 18 | 54 |
| **3** | There are opportunities available to me to express my ideas and concerns. | 9 | 22 | 0 | 45 | 14 |
| **4** | English is the most used language in the organization. | 9 | 9 | 9 | 9 | 54 |
| **5** | Conflict in the workspace is a major contributing factor is communication barriers. | 58 | 14 | 0 | 9 | 9 |
| **6** | You are satisfied with the ways of communication across the organization | 14 | 40 | 0 | 23 | 13 |
| **7** | There is good communication between people in different areas of the company | 5 | 9 | 14 | 31 | 31 |
| **8** | I am kept well informed about company plans and progress | 5 | 9 | 0 | 22 | 54 |
|  | **IDENTIFYING THE MOST PRODUCTIVE COMMUNICATION MEDIUM** | 0 | 0 | 0 | 0 | 0 |
| **9** | Verbal communication is not necessary; I know what to do | 45 | 22 | 0 | 14 | 9 |
| **10** | Email is the best communication medium, which does not possess barriers. | 45 | 22 | 0 | 14 | 9 |
| **11** | I personally prefer to express myself in my home language when explaining complex scenarios. | 0 | 0 | 0 | 14 | 76 |
| **12** | Proper communication allows team members to contribute and suggest the best solutions | 0 | 0 | 0 | 23 | 67 |
| **13** | Meetings are generally useless to me | 31 | 13 | 0 | 13 | 31 |
| **14** | Lack of transparency and trust is a major communication barrier. | 0 | 5 | 9 | 13 | 63 |
|  | **PROJECT TEAM MEMBERS COMMUNICATION** | 0 | 0 | 0 | 0 | 0 |
| **15** | Allowing team members to share their ideas freely is a crucial part of good communication | 0 | 9 | 0 | 13 | 68 |
| **16** | Our projects require limited communication and more action. | 18 | 18 | 9 | 18 | 27 |
| **17** | General support and care (translation, explaining further etc.) of one another is key to delivering a successful project. | 9 | 13 | 9 | 14 | 45 |
| **18** | Communication starts at the top and filters through the rest of the project team. | 5 | 9 | 9 | 13 | 54 |
| **19** | I hardly ever receive unreliable information from my manager/supervisor | 13 | 23 | 0 | 27 | 27 |
| **20** | I am kept well-informed about my work group’s plans and progress | 27 | 19 | 0 | 22 | 22 |
| **21** | WhatsApp Messenger is one social network that makes communication easier and fast | 31 | 18 | 0 | 10 | 31 |
| **22** | Cultural differences and language are the major contributing factors in communication. | 9 | 27 | 0 | 18 | 36 |

**SECTION C**

**Open-ended questions**

1. **Suggest ways that your organization could do to address and eliminate communication barriers within the organization and mainly projects team,**

|  |  |
| --- | --- |
| NO | PARICIPANTS RESPONSES |
| 65 | Most of the respondents indicated that workshops would work and assist them in developing their communication. |
| 25 | Secondly, others suggested a neutral messaging channel for the company like Slack. |

1. **Suggest the communication channels that have the very least communication barriers.**

|  |  |
| --- | --- |
| NO | PARICIPANTS RESPONSES |
| 60 | A number of respondents suggested a face-to-face meeting. |
| 30 | Writtencommunique |

1. **Suggest how the project team should communicate to ensure that they deliver the desired goal effectively**

|  |  |
| --- | --- |
| NO | PARICIPANTS RESPONSES |
| 60 | Face-to-face meeting |
| 30 | A few more respondents suggested that a meeting whether it is online or not. The host should ask around everyone in the meeting if they understand what is needed from their end. |

1. **Please make an example of how you once felt like you are being left out simply because you could not understand the communication.**

|  |  |
| --- | --- |
| NO | PARICIPANTS RESPONSES |
| 34 | Respondents advised that they were dismissed a lot of times. |
| 56 | In important meetings – some respondents advised that they were not included |