

WORKPLACE COMMUNICATION AND CONFLICT
RESOLUTION IN AN EDUCATION CONSULTANCY
ENVIRONMENT BANGLADESH



GLOBAL PATHWAY EXPERTS LIMITED

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Acknowledgment

At first, I would like to thank the Almighty Allah for everything. I am especially grateful to my supervisor, Md. Imran Hossain, Assistant Professor, School of Business, for his attentive guidance and support in this regard. I also extend my gratitude to my organization supervisor as a motivating mentor during my internship. I am grateful to my colleagues for their help in my tasks and their encouragement. Without their willingness to help, this report would not have been completed. Furthermore, I would like to thank the University of Liberal Arts Bangladesh for incorporating such an opportunity into our academic curriculum. This experience has been very helpful in connecting real business exposure with what we learned at university.

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Part-A

Chapter One

The reason why I chose to dive into the internship program is that I am extremely interested in having practical experience beyond the confines of my lecture halls. I would like to observe how business environments actually operate, how individuals converse, cooperate, and solve issues within the work environment. The primary purpose of undertaking this internship will be to enhance my people skills, improve my Excel and PowerPoint skills, and most importantly, to have practical experience that will land me a job in HR after I graduate.

I had begun searching an internship in August 2025, which was going to suit my interests and my educational background. I visited job advertisements, visited professional communities on Facebook, and searched on Linked In to find an opportunity I can apply, get interviews, and become an employee.

I succeeded in locating Global Pathway Experts Limited (GPEL), a Dhaka educational consultancy in Gulshan after a couple of weeks of hunting. I found their emphasis on teamwork, communication and excellent service to be very appealing in the first place. It was an appropriate place to study on actual HR practices, observe how effective communication contributes to success, etc. I had applied to the position of HR Intern and was delighted to receive an offer of employment after a spirited interview in early September 2024.

Working at GPEL as an HR Intern, I assisted in organizing recruitment events, maintaining records of employees, and solving daily HR-related problems, as well as being at the frontline to observe communication in the office. I also saw the HR professionals resolve the issues in the office, establish group spirit, and reconcile interpersonal conflicts among colleagues.

My experience at Global Pathway Experts Limited has been the opening of my eyes. It is professional and friendly, thus promoting collaboration. I was taught to work in a team for similar objectives. In cases of mix-ups or misunderstandings, the HR department did this very patiently and thinkingly and thus taught me the importance of good communication in a healthy working environment.

Throughout the internship, my supervisors and teammates continued to make me feel supported and encouraged me to ask questions and raise issues. This has increased confidence in me as well as problem-solving skills. I also became more time-conscious, doing several tasks within a limited time.

Having built professional relationships with my colleagues was one of the most striking moments of this internship. My everyday communication and team meetings and collaborative projects provided an invaluable learning environment for me where I exercised effective communication, active listening, and acceptance of constructive criticism.

Looking back, I must say that a decision to do an internship at Global Pathway Experts Limited was one of the most well-informed choices I have ever made throughout my university years. It made me understand how the HR department works within a service-based company and the importance of effective communication as a way of ensuring a peaceful working environment. The experience did not only sharpen my skills but also helped me become more confident, resilient, and focused toward my future career

Chapter Two

About the Internship

My interest to undertake my internship experience in Global Pathway Experts Limited was influenced by the fact that the company enjoys a good reputation in the area of educational consulting and its focus on taking students to the path of academic achievement. The fact that GPEL prioritizes professional and individualized services to students who wish to study abroad was actually a way of pointing to the well-organized and vibrant workplace culture. Since I am interested in people, communication and management within the workplace, this would be the perfect environment to explore the actual working environment of a Human Resources based on a service based arrangement.

The difference between GPEL and other types of professionalism is that it has a balance between professionalism and empathy. The company collaborates with students as well as universities, thus, it needs not just administrative expertise, but good interpersonal communication. I particularly liked the fact that the company creates harmony among its employees and provides excellent service with the help of team spirit and collaboration. All this was very well-timed with my interest of understanding the role of HR policies, communication strategies and employee engagement in organizational success.

The primary responsibilities that I had as an HR Intern were to aid the HR team in day to day tasks that included recruiting, maintenance of employee records, monitoring of attendance and communication within the company. I also participated in the organization of office meetings, keeping of documents, and monitoring the actions of the HR department in addressing the concerns raised by employees and ensuring the adoption of good working culture. Those experiences made me realize that HR does not only deal with paperwork, but with people, challenges, and working together throughout the company.

GPEL has been a good experience. The atmosphere is dynamic and customer-centered, and thus the collaboration and effective communication are necessary. My line of duty necessitated a keen mind to memorize the minutest details, be adaptable and multi-task. Here, I observed the role of the HR personnel as the representative between the management and employees to ensure that they

are all motivated and taken care of. This assisted me in understanding the role of HR in promoting organizational stability and also enhancing the productivity of employees.

Workplace communication was among other lessons that I learned at GPEL. Since I was inducted to day-to-day internal notices, each conversation involved in it taught me that clarity, respect and consistency is what keeps all in line. I also attained practical experiences in conflict resolving whereby I learned that even a small misunderstanding can be dealt with in the early stages before it becomes bigger and may disrupt work or relationships.

The internship also supported the required soft skills such as time management, teamwork, and professionalism. All the assignments, both simple and complex, led to my increased confidence and ability to succeed in a corporate, organized environment. The process of working together with other departments in other projects made me realize how the various functions come together in order to accomplish organizational objectives.

This internship was a major personal enrichment experience, in addition to technical skills. My daily working experience with co-workers and managers helped me develop confidence in sharing ideas and responding and providing feedback and building professional relationships. The mentorship I experienced at GPEL also gave me motivation to keep on enhancing my Human Resource Management expertise. The given report seeks to introspect the learning curve and the way my experiences agree with HR theories and practices. It provides information about the organizational structure, HR operations, issues, and views of the employees that influence the working environment. The influence of communication, engagement, and conflict management on productivity and workplace culture are also looked at, thus the report is a holistic scholarly record of my internship, which incorporates practical exposure with a theoretical insight into HR functions within a real-life context. It has really been an eye opener and life changing at Global Pathway Experts Limited where I have spent my time. It has further enlightened me on how the HR promotes the mission of an organization through the establishment of a favorable, effective and cooperative work culture. Keeping this in mind, I am going to pursue my professional life in GPEL, a firm that upholds excellence and the philosophy of people first. This experience has enhanced my values in the fact that proper HR is the foundation of any successful organization where communication, respect, and teamwork are the core foundations of long-term success.

Chapter Three

Self-Reflection

I was assigned responsibilities that were beyond being an intern at the Global Pathway Experts Limited Human Resources Department. I chose to work at GPEL because it provides a conducive, professional workplace that values teamwork and effective communication throughout the company.

The management that encouraged every member of the staff, including interns, to contribute their ideas and feel valued cultivated the culture of inclusiveness, transparency, and development. My primary responsibilities included employee recruitment, keeping of employee records, and attendance keeping; this involved drafting job description, sorting of resumes, arranging interviews, and updating databases. I also noticed the HR team communication and conflict management with the employees and got the lesson that good HR should not be a matter of rule; it should be a good working environment.

Another highlight was the organization of team-building and training exercises that helped me understand the values of detail, planning and teamwork which are all important skills of an HR professional. My job in a dynamic office also revealed the human aspect of management, including training new employees and addressing their daily issues, which demonstrated to me that the HR functions as a connector between the management and the employees to preserve the level of trust and clear communication.

In my internship, I acquired the necessary skills with regard to communication, time management, problem-solving, and teamwork, as well as improved my skills on how to use Microsoft Excel when preparing reports and documents. Looking back on the entire experience, my internship at GPEL proved to be a very impactful learning exercise, which has improved my perceptions toward the role of the Human Resource department, which is considered the heart of an establishment, determining the entire workforce.

The acquired lessons and skills have changed my view of the HR management concept and made me even more thankful to the inclusive workplace and determined to work in the chosen sphere with a new passion.

Chapter Four

Personal Development Plan

Pursuing a Master's in Business Administration (MBA), with a specialization in Human Resource Management, is one of my primary goals now that I have acquired my internship experience with Global Pathway Experts Limited (GPEL). This has been a learning experience for me, which has revealed the need for knowledge in organizational behavior, leadership, and strategic organizational decision-making, as a means to develop a positive workplace environment that is a result of a sound workforce management policy.

The hands-on learning experience that I acquired during my internship has encouraged me to pursue a deeper learning of HR-related theories via an MBA program. I am of the opinion that an MBA program will equip me with a learning platform that will enhance my skills in the areas of communication, employee association, and leadership development. Additionally, I will be capable of merging my theoretical knowledge with a learning platform that provides solutions to complex workplace issues.

In parallel with my academic objectives, I would also aim to further develop my professional interests within the realm of Human Resource Management. The learning experiences within the environment of GPEL, particularly with regard to learning from the way HR personnel manage issues such as communication, motivation, and conflict, have motivated me to look for opportunities to apply my skills in career spheres that would help me develop a positive work environment. The HR department at GPEL has taught me that human resources are more than just the administrative tasks that need to be performed; it is all about relating with people, developing synergies, and developing the growth of the organization as well as the individuals. This has emboldened me to pursue my career in the human resource department.

Moving ahead, my aim is to leverage my learnings from GPEL, along with what I learn from pursuing an MBA, to make a more rounded professional in the area of human resources. I look to use my learnings from here onwards to develop useful strategies in human resources, to make a positive impact on the wellbeing of people, as well as to bring success to organizations in an everchanging business environment.

Executive Summary

The report how workplace communication systems together with conflict resolution methods affect employee connections and team performance and organizational productivity at Global Pathway Experts Limited (GPEL) which operates as a top education consultancy in Bangladesh. I observed the daily activities of Human Resources department staff during my internship which showed me how team members handled their work challenges through their communication methods in the busy service-oriented workplace. The organization gained knowledge about its communication weaknesses and conflict resolution methods through both actual workplace situations and employee feedback and survey results.

The research design of this study uses descriptive methods to collect both qualitative and quantitative data. The research team collected primary data by observing the workplace during their internship and through their conversations with team colleagues and employee responses to an internet-based survey. The research team obtained secondary data through GPEL's website and social media platforms and academic papers and human resources industry journals. The research aimed to identify how communication methods enable team collaboration and what causes conflicts to emerge and how well current conflict resolution methods work.

Findings from the study show that communication plays a crucial role in maintaining a smooth workflow in an education consultancy. The staff needs to work together as a team while maintaining quick information exchange and following specific task instructions to help students and handle international application processes. The survey shows that GPEL members maintain cooperative communication but they face obstacles because of their heavy workloads and their inability to understand each other and their varying professional approaches. The present conflict resolution system operates through employee dialogues and supervisor involvement and HR direction but requires betterment through defined policies together with improved communication infrastructure.

The research results show that organizations which achieve excellent internal communication and share information freely and establish conflict resolution systems will get their employees to perform at their best while also achieving higher workplace satisfaction. The recommendations propose scheduled team gatherings and training sessions which teach employees how to communicate effectively and handle conflicts to establish an environment where staff members can work together effectively.

Part-B Chapter One

Introduction

Research Title

Workplace Communication and Conflict Resolution in an Education Consultancy Environment

Background of the Study

Human Resource Management is not a small thing in regards to the way schools recruit, educate, and retain personnel. The staff in the education consultancy industry effectively links the firm to the learners they serve. Therefore, good HR practices will ensure that things are running well, provide quality service, and that workers are satisfied. According to Armstrong and Taylor (2020), sound HR systems allow companies to play their game by creating a motivated and able crew. Education consultancy firms thrive on effective communication, counseling, and gaining trust with kids and parents. It is that the HR teams should identify the appropriate people, assist them to settle down in the job, and retain them. Dessler (2021) notes that the conventional HR activities that focus on recruitment and employee engagement are core since they literally define the way people behave and how they perform within their positions.

Besides those, there is a massive HR burden in terms of handling conflict in the workplace. In service jobs where people work under a lot of pressure such as a education consultancy, you will notice the emergence of some misunderstandings due to workload pressure, lack of effective communication, or due to duplication of responsibilities. Robbins and Judge (2019) do not forget to remind us that conflict is a natural thing, but the way we approach it will determine whether it will be a growth opportunity or a problem. Best HR practices will prevent small problems to escalate, maintain healthy communication, and ensure employees feel listened to and supported. Such tools of conflict-management as mediation, quick feedback, and open communication are necessary to ensure that the vibe is always positive.

Global Pathway Experts is a developing education consultancy firm in Bangladesh providing academic counseling, admission services and visa services to students. As the business expands, it goes without saying that more professional HR activity is required. Through my internship, I observed that the HR functions such as coordination of hiring, paperwork, attendance keeping, internal communication, and conflict management were recurrent in my day to day routine.

Observing how friction-induced by confusion over tasks or communication gaffes were addressed demonstrated how the HR intervened to the extent of resettling the employee relationship and maintaining the harmony of the company.

This paper is interested in understanding how the HR practices really operate in an actual organization, exploring the challenges that HR has on a daily basis, and how the practice assists the consultancy to operate smoothly. This study demonstrates that HR is a motivational factor that can prompt organizational performance, enhanced communication, reduced conflict, and general wellness of employees.

Research Objectives

1. To analyze the vital HR practices adopted by Global Pathway Experts, such as hiring, induction, and employee communication.
2. The purposes of this research are to examine how the role of the human resource department is useful within a daily operating environment such as an
3. To recognize the challenges that exist in various HR tasks such as candidate sourcing, documentation, attendance, and employee engagement.
4. In order to assess perceptions of employees on the effectiveness of existing practices within the Human Resource Department.
5. To provide suggestions that might increase the efficiency of the HR department's practices and make the employee experience even better.
6. How commonly are disputes observed within the workforce or between the workforce and management at Global Pathway Experts?
7. What are the common sources of conflict at work in the organization?
8. Are the conflict resolution mechanisms in use by the HR department really effective?
9. In how comfortable a manner are employees reporting conflicts/disagreements to the human resource department?
10. What changes need to be made in relation to conflict and communication?

Research Questions

1. What are the major HR practices currently used at Global Pathway Experts?
2. How do these HR practices support the workflow and service delivery of the organization?
3. What are the challenges in recruitment, onboarding, and employee management?
4. How are the prevailing HR activities perceived by the employees in terms of effectiveness?
5. What steps can be taken to enhance the HR processes, which will be direct relevance to the better efficiency and satisfaction of the employees?
6. To understand the nature of conflicts and how frequent they are in Global Pathway Experts' workplace.
7. To find the major roots of conflict among employees and between employees and management.
8. To evaluate the efficiency of current practices of conflict resolution within the human resources department.
9. Assess the comfort level of employees in reporting conflicts or concerns to HR.
10. It can be used to identify strategies to enhance conflict management and improve organizational communication.

Chapter Two Methodology

Research Objective

Most of those I interviewed said the most preferred method of receiving a message is through email. It is the place to be of a majority of the people. We also attend to WhatsApp or other team chats, but that is not that big. It depicts that human beings still rely on the informal channels when it comes to important things.

This winning use of the email feature shows that we men like good pieces of writing and knowing just what really happened, hence leaving everything on paper.

Research Design

The research is established by collecting primary and secondary information in order to have a complete picture.

Primary Data

- The experience and observations that I gained during my internship with Global Pathway Experts Limited (GPEL).
- Interviews and discussions with the employees, supervisors, and managers in a hurry.
- An online questionnaire, requiring employees to answer the question regarding the effectiveness of communication and the way of conflicts management in the company.

Secondary Data

- Data obtained on the official site of GPEL and its pages on social media.
- Articles, research papers and journals about communication and conflict management in the work place.
- The current reports and HR books discussing organizational behaviour and management of communication.

Objective of the Survey

The primary aim of this survey is to investigate how well communicated teams transforms the teamwork and conflict resolution within an education consultancy context. The survey will seek to find the information that will enable us to observe whether:

- The internal communication at GPEL is believed useful by employees.
- What are the common sources of conflict that occur at work and ways of resolving them.
- The way HR facilitates open discussions and corrects misunderstandings.
- What can be done to enhance employee relations and general harmony in the organization.

Data Collection Method

Online Questionnaire Survey: 30 participants, who were employees and interns at GPEL, were surveyed.

Pattern of Questionnaire

1. Multiple-choice questions to gather quantitative data regarding the communication habits, as well as the frequency of the conflicts appearing.
2. Open-ended questions to obtain the qualitative information about personal experiences and ideas on the improvement.

Literature Review

Communication is a vital component of Human Resource Management in that communication promotes the performance of employees, motivation, and the general working conditions. Communication assists the employees to know what to do and the organizational objectives. According to Robbins and Judge (2019), communication is the lifeline of an organization since it helps to unite people and minimize confusion.

Internal Communication and Organizational Performance:

Good internal communication is a source of trust and enhances employee engagement. According to *Men (2014)*, transparent and clear communication on the part of the management brings about employee satisfaction and commitment. This becomes particularly crucial in service based organisations in which the workers require proper information to assist clients or students. *Mishra, Boynton, and Mishra (2014)* discovered that, good internal communication enhances quality of the service as employees become confident and well informed.

HR in Communication Management: it is the duty of the Human Resource department to develop communication structures that facilitate teamwork and information sharing as well. As *Armstrong (2020)* describes, an HR employee is noteworthy when it comes to establishing a communication framework within the organization in which employees feel informed and encouraged. In consultancy based organizations, employees require prompt information about the needs of the clients, applications of students or policy changes. *Dessler (2020)* indicates that employees are able to organize their work more efficiently when HR makes sure that there is a proper communication.

Communication Channels in the Contemporary Workplaces: There is a large number of various communication channels that are used in the modern organizations: email, messaging applications, and regular meetings are among them. *Baker (2015)* notes that online communication tools assist workers to react in a quicker manner and delay. Email has remained to be among the most preferred channels due to its formality and its ease of tracking. By contrast, other platforms like WhatsApp, or team chats allow easier, quicker conversations and contribute to the enhancement of teamwork. According to *Leonardi, Huysman and Steinfield (2013)*, there is a healthy communication system in the use of both formal and informal channels.

Frequency and Effectiveness of Communication: Communication format to the employees also influences their performance. Constant communication reduces the level of uncertainty, and it enhances trust in the decisions taken by organizations. According to *Clampitt (2017)*, the employees like to be updated on time as it allows them to finish jobs with reduced errors. The information in fast-moving industries is dynamic and therefore frequent communication will be required. *Quirke (2017)* is also working on the concept that employees feel more connected when updated in time, which enhances motivation and job satisfaction.

Conflict in Organizational Settings: Organizational conflict is an inevitable aspect of organizational life, and in most cases, it occurs when employees are at odds over goals, expectations, or styles of communication between employees and management. *Robbins and Judge (2019)* state that a conflict occurs when a party feels that another party has adversely impacted an object of its concern. Conflict is related intimately with lack of communication, ambiguity of roles, and individual differences in values in most organizations. This concept is similar to *Rahim (2017)*, who clarifies that when employees lack access to information in a timely and correct manner, conflict frequently occurs, and misunderstanding arises that interrupts the working process and relations. Conflicts need to be managed effectively to have a healthy working environment. According to *Jehn and Mannix (2001)*, not every conflict is damaging. They observe that relationship conflict tends to reduce productivity, and, with good management, task-related conflict can generate creativity. The aspect of Human Resource department, thus, becomes very critical. The HR specialists assist in resolving conflicts, promoting open communication, and developing policies that do not allow conflicts to develop. According to *De Dreu and Gelfand (2008)*, constructive conflict resolution enhances cooperation and builds trust in teams.

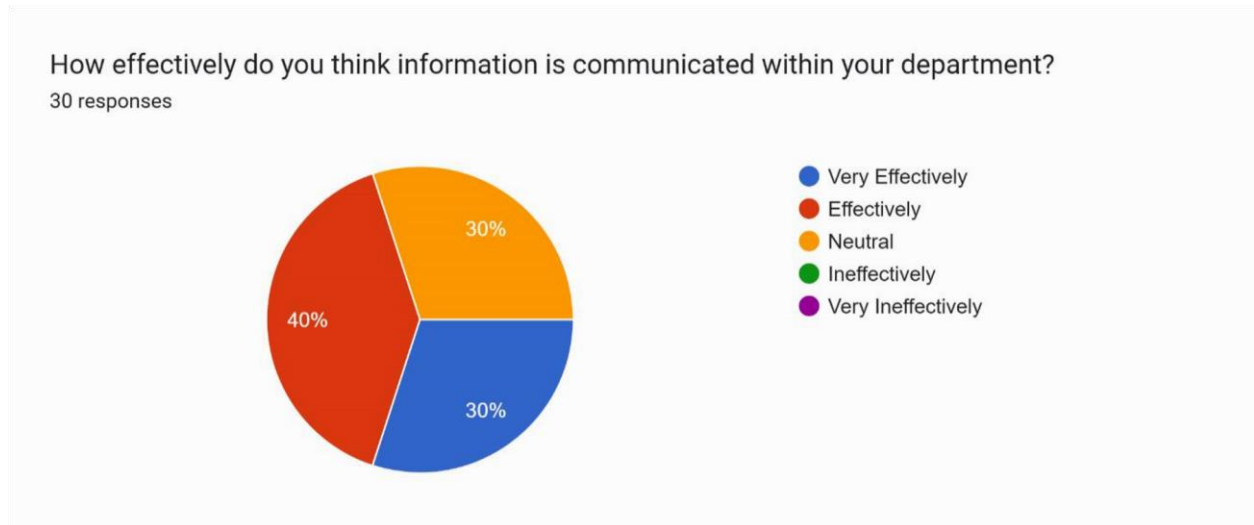
Employee Perception and Organization Culture: The perception of communication by employees is significant in the development of organizational culture. According to *Schein (2017)*, open communication is used to create a favorable environment so that individuals are not afraid to share ideas. Employees feel appreciated and honored when they are communicated with. This is critical to HR as knowledge on perception among employees can be used in determining the areas of communication gaps that can influence performance. When the communication culture is positive, teamwork is enhanced and it minimizes conflicts.

Chapter Three

Findings and Discussions

Findings and Analysis

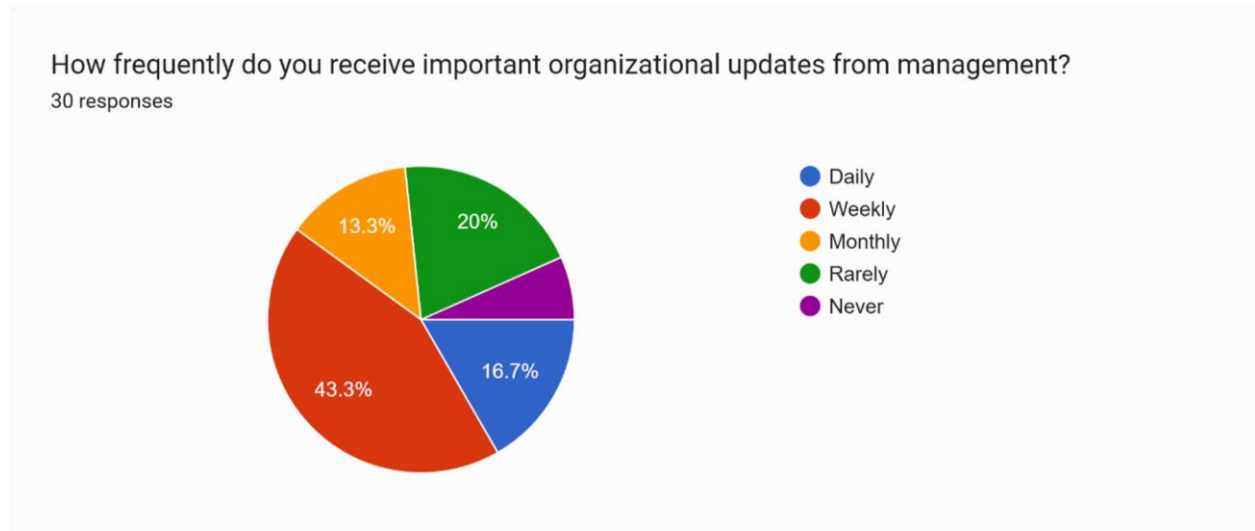
1. Effectiveness of Communication within Departments



According to the survey, the majority of the respondents believe that the information in their department is being communicated effectively or very effectively with most respondents selecting the two options. More of them selected the neutral option, whereas a minimal number of them selected inefficient communication.

It informs me that the employees usually feel informed and it appears that the internal communication system is functioning fairly well with most of the departments. But the fact that there are neutral answers also shows that there might still be a few inconsistencies- perhaps due to differences in departmental practices, or individual expectations.

2. Frequency of Receiving Organizational Updates from Management



In my survey, the predominant response showed that we get the updates once a week, with some individuals receiving these updates more frequently than once a week, which seems to be daily. Then we have the group of us which only receives updates once in a month, or nearly never at all.

Well, then, it is obvious that there is no uniformity in communication of the management throughout the entire crew.

Although the weekly updates are a standard, seeing how some of us are not even getting them at all or hardly once, is indicative of the existence of loopholes that might be tampering with transparency and the progress of all the stakeholders maintaining the same pace.

3. Most Effective Communication Channel at GPEL

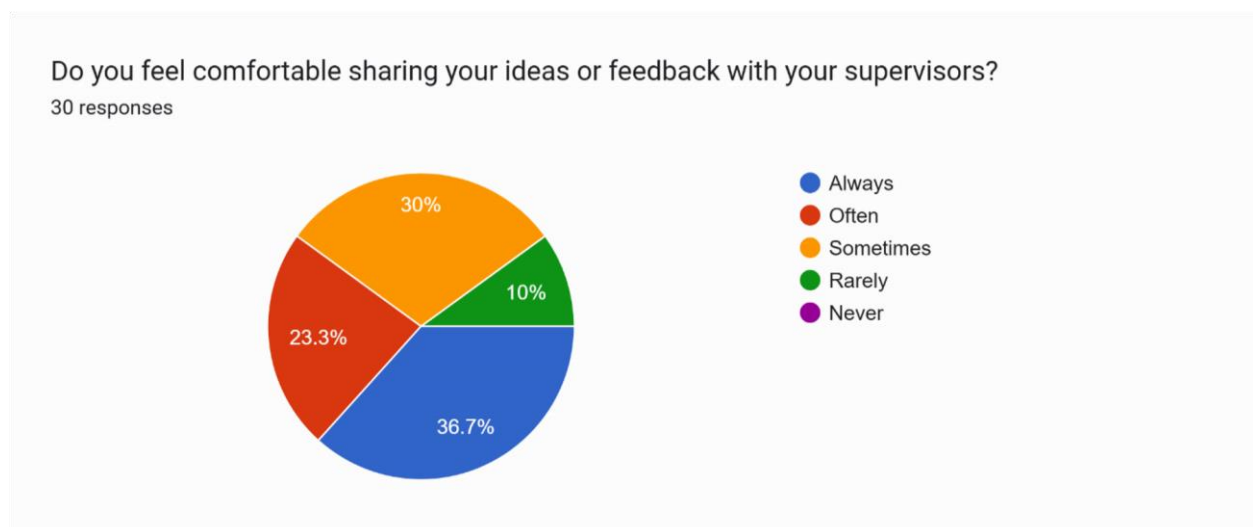


Most of the individuals I interviewed reported that the most preferred mode of receiving a message is through email. It is the place to be of majority of people.

We are also attending to WhatsApp or other team chats, but that is not that big. It depicts that human beings still rely on the informal channels when it comes to the important things.

The winning use of email feature reveals that we men are fond of well-written documents and being aware of what actually took place, which is why we leave everything in writing.

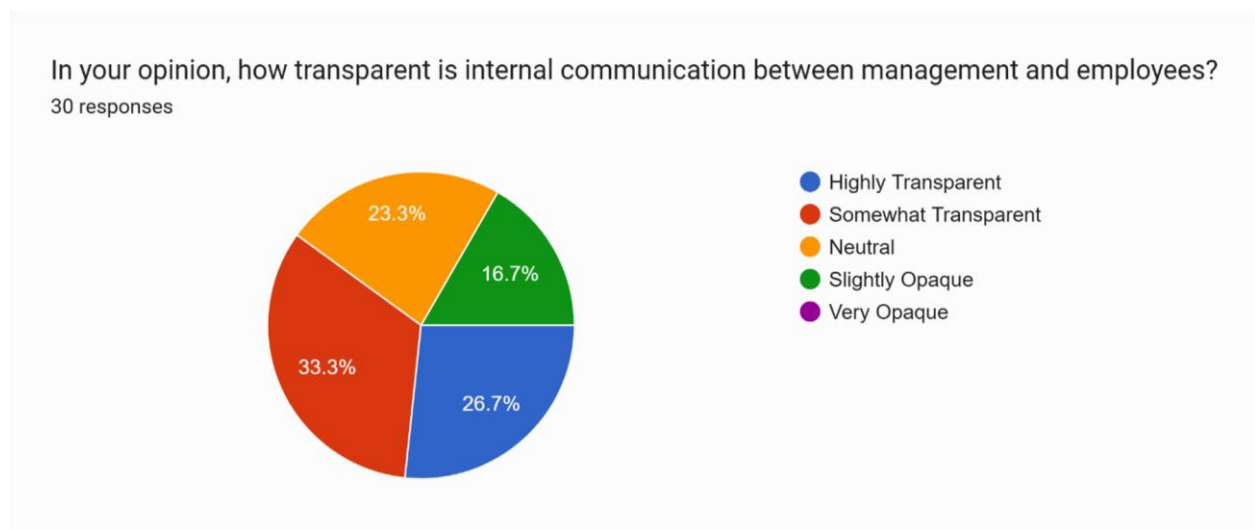
4. Comfort in Sharing Ideas or Feedback with Supervisors



According to survey responses, the majority of the classmates are always comfortable in giving feedback, and some respondents reported that they were often or sometimes comfortable. Only a few of them said that they felt somewhat stuck or restricted in their comfort level.

This implies an atmosphere that is open and friendly to the greatest extent that classmates have no doubts about talking to their professors. Nevertheless, the respondents who responded with a yes sometimes are suggesting that not every professor might be as approachable and uniformity in teaching methods might be desirable.

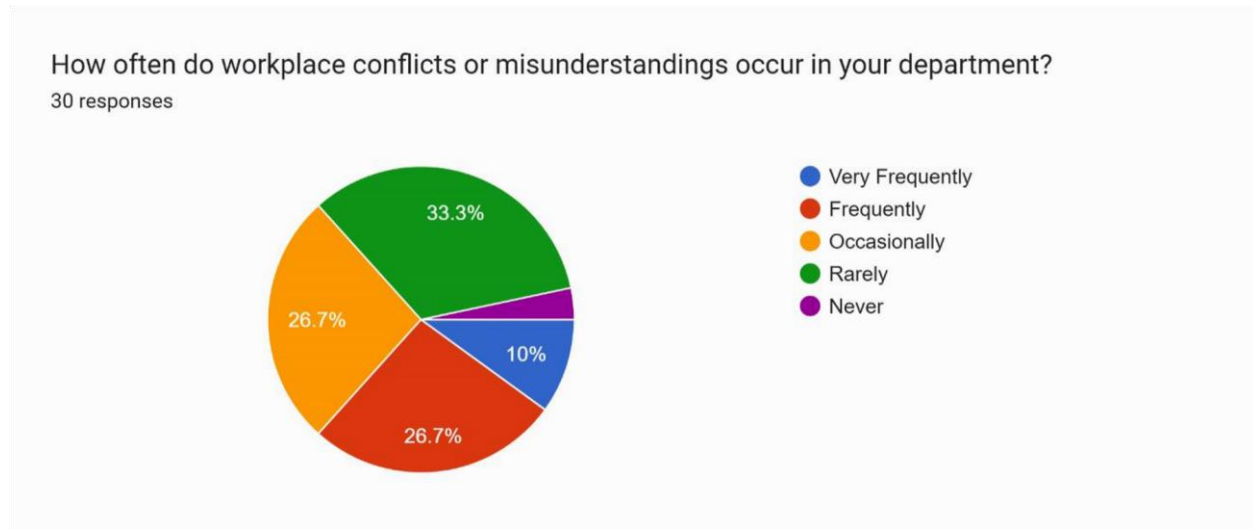
5. Perceived Transparency of Internal Communication



Most respondents rated internal communication as highly transparent or somewhat transparent. A smaller group selected “neutral,” and only a few considered communication opaque. This suggests that employees feel the organization maintains honesty and clarity in its communication.

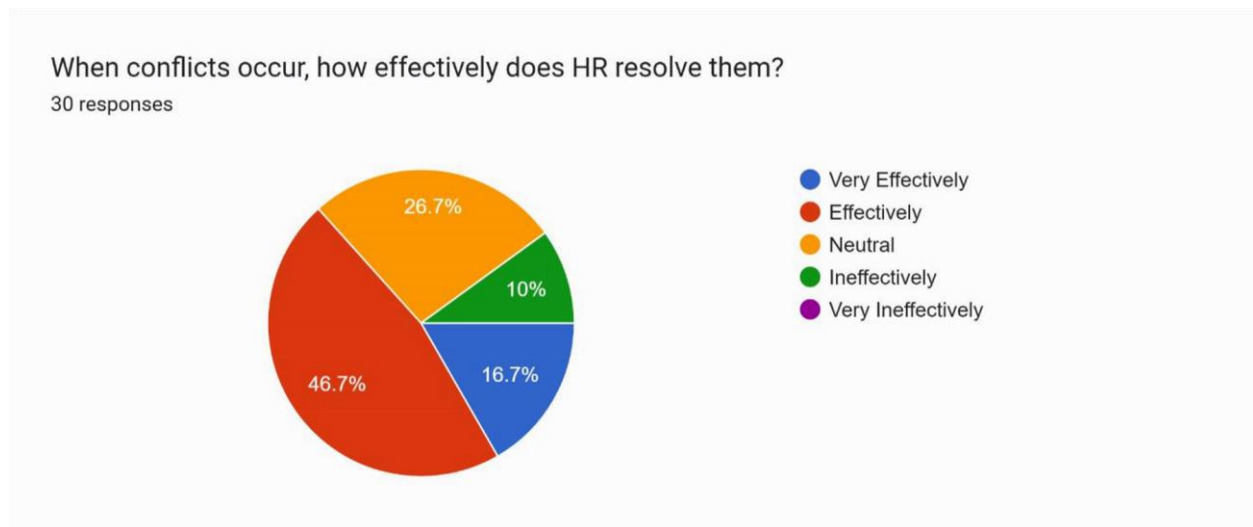
The neutral and opaque responses indicate that some employees may not always receive information promptly or clearly, which could be an area to refine.

6. Frequency of Workplace Conflicts or Misunderstandings



The majority of the respondents rated internal communication pretty or somewhat transparent. Fewer percentage ticked on neutral and only a few believed it was opaque. This means that the employees believe that the organization is also truthful and transparent in conveying messages. The neutral and non-transparent responses imply that not all the employees may receive info in time and in a clear manner, which may be something to work on.

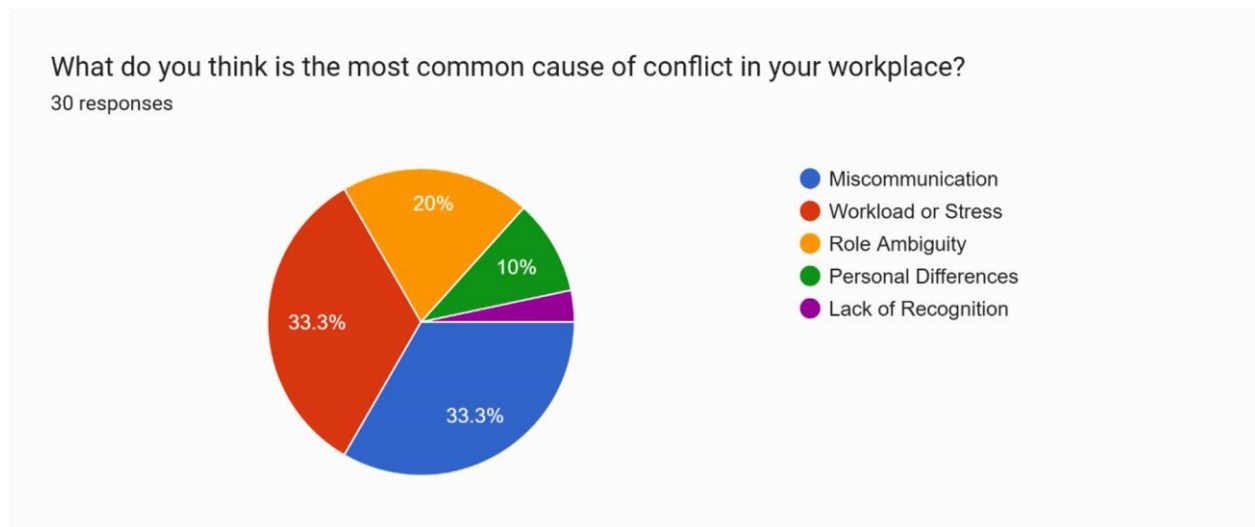
7. Effectiveness of HR in Resolving Conflicts



Most respondents believe that HR resolves conflicts effectively, and some answered very effectively. A smaller group selected neutral or ineffective.

This indicates that employees generally trust HR's ability to solve workplace issues. Neutral or ineffective responses imply that some cases may take longer to resolve, or some employees may feel their concerns are not fully addressed.

8. Most Common Cause of Conflict in the Workplace



The majority of respondents identified miscommunication as the primary cause of conflict. Other factors include workload stress and personal differences but at much lower percentages. This highlights that clarity in communication, timely information sharing, and clear role definitions are essential areas for improvement. Miscommunication being the leading cause aligns with earlier findings showing that some employees still feel inconsistencies in how information is disseminated.

9. Suggested Improvements to Enhance Communication and Reduce Conflict

Common suggestions include:

- Clearer communication channels
- Defined roles and responsibilities
- Timely dissemination of information
- More informal conversations
- Team-building activities

Survey Discussions

The survey of the employees in GPEL offers a fairly good glimpse into the way communication in the organization and conflict management are going. Essentially, the majority of individuals declare their department communication to be highly effective, and they tend to receive important updates on a weekly schedule - one individual even stated that they receive information on a daily basis. Email and team chat applications such as WhatsApp become the preferred medium to use, demonstrating that people use formal email messages and ping lines of the chat to keep up with the trends. There was also no hesitation to leave ideas and feedback to their superiors, which is a strong indicator of an open and tolerant work culture.

First of all, the fact that there were a lot of respondents who rated communication as very effective or effective proves that the organization tends to have a healthy flow of information within departments. That is in line with the culture of transparency and teamwork- which are crucial in an education- consultancy environment where employee coordination and explicit directions are vital factors. The choice of email and team chat (WhatsApp or other) as the communication channels of choice, is indicative of the fact that employees required formal documentation, as well as quick and scalable communication. This two-way strategy appears to meet the needs of various people, formal announcements via email and less formal or instant coordination via chat.

The other employees also indicated that they have no problem sharing ideas or feedback with the supervisors, which implies that the management creates an open and friendly atmosphere. The latter probably contributes to the satisfaction of the employees and prevents the minor issues to evolve into the major ones. Feeling listened to, the staff will be keener to speak up early enough, providing the HR and the management an opportunity to respond in advance.

Unless, there are a few lackings and possible weaknesses in the survey. Rates of significant updates were not the same: there are people who get updated every day and those who update only once a week. The weekly updates may not be sufficient in a fast-paced environment, such as when you work with students who have deadlines to submit their application, or the business partner who wants you to provide weekly updates on the project. The news takes too long or is not delivered in a timely way and hence it may be confusing, particularly when a task depends on time.

The statistics further indicate that there are workplace conflicts or misunderstandings, although quite a number of conflicts are experienced by one of the respondents, others by occasional or

rarely. Though such conflicts are not very frequent, they serve as an indicator of certain hidden forces that could be the result of role ambiguities, changes in workload, or lack of a consistent communication. Secondly, all the respondents reported that HR manages to resolve conflicts effectively or very effectively, which is an indicator of responsiveness on the part of the HR team. Nevertheless, the underlying cause of its communication misinterpretation is still a common motif. This is an indication that conflict management is not sufficient and prevention is also compulsory.

In a bigger perspective, the results of the survey can be used to indicate that GPEL has a strong base with regard to HR practices and internal communication, but there is still the possibility to go more systematic and more proactive in HR management. Periodical and standardized updates, written communication procedures, job descriptions, and team-building events might assist in reducing conflicts, enhancing productivity, and increasing job satisfaction.

Finally, the discussion of the survey indicates that internal communication and HR support in GPEL is mostly efficient and well credible with employees, yet some tuning in the form of consistency, clarity, and interpersonal communication would help to achieve business harmony and productivity. The proposed changes may then convert those misunderstandings that appear every now and then into the possibilities of building stronger relationships and an organizational culture more driven by collaboration.

Most participant's perceived internal communication as very transparent but one participant reported it as not as transparent, indicating that there should be more consistent communication. Frequency of workplace conflict was also different with one reporting very frequently, another occasionally and one rarely. All the respondents responded that HR manages to resolve the conflicts or manage to resolve them quite well. The most prevalent cause of workplace conflict, as was found to correspond to the diverse accounts of experiences, was miscommunication.

Some of the recommendations that the participants made to improve the situation included proper communication channels, roles, sharing of information in a timely manner, and more informal discussions or team bonding events. These lessons emphasize the need to have structured communication and relationship development in reducing misunderstandings and enhancing general organizational harmony.

Recommendations

We checked out the survey, and it reveals that the department communication is more of a hit or miss situation than otherwise, in general it is merely okay. Others claim that the boss does this over regular email blast but others in our company complain that there are irregular information drop-outs and frequency. The go-to channels? Nobody likes to meet in person, every one of us likes to use digital stuff emails, Slack, etc. Most of the people are open with their supervisors when it comes to providing feedback and there are a few who remain behind. Transparency is a medium sensation, we believe we should have a more open line of communication and trust. Work conflict is a thing that occurs occasionally, and HR will perform their magic, but there are instances where they fail to resolve and thus better skills in conflict handling are needed.

This research essentially indicates that the atmosphere of an organization and particularly the culture is a direct influence on the quality of service offered; such as that of a restaurant. According to the literature, it is important to have an open communication where staff members can pitch in and a supportive office (or kitchen) to receive the best performance and service. The poll supports that, communications are good but still error-prone, there is average transparency, and it interferes with motivation and the confidence to perform great service. Individuals are amicable when it comes to feedback provision and at times, conflicts and unresolved issues are indicators of a lack of support. Bottom line: the only practice that will help one improve the quality of service is the establishment of an open chat, trust, and proactive resolver of conflict culture. By concentrating on these cultural values, the managers will increase morale of staff of the student type, simplify the flow of information and eventually serve the customers well.

Conclusion

It is demonstrated that the organization culture is important in terms of service quality in any sector. The primary drivers to employee engagement and performance are good communication, transparency, and supportive managers. It was established in the survey that communication within this department is not bad, but there are still some loopholes and unresolved disputes that require control. Enhanced open communication, trust, and conflict-resolution systems will raise the employee satisfaction and hence, improve the overall quality of services, which will result in improved customer experiences and success of the organization.

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APPENDIX

Survey Questionnaire: Communication and Conflict Resolution at GPEL

This survey aims to explore how effective communication influences teamwork and conflict resolution within Global Pathway Experts Limited (GPEL). The responses will remain confidential and will be used solely for academic and research purposes.

1. How effectively do you think information is communicated within your department?

- Very Effectively
- Effectively
- Neutral
- Ineffectively
- Very Ineffectively

2. How frequently do you receive important organizational updates from management?

- Daily
- Weekly
- Monthly
- Rarely
- Never

3. Which communication channel do you find most effective at GPEL?

- Email

- WhatsApp/Team Chat
- Meetings
- Memos/Notice Board
- Others (please specify): _____

4. Do you feel comfortable sharing your ideas or feedback with your supervisors?

- Always
- Often
- Sometimes
- Rarely
- Never

5. In your opinion, how transparent is internal communication between management and employees?

- Highly Transparent
- Somewhat Transparent
- Neutral
- Slightly Opaque
- Very Opaque

6. How often do workplace conflicts or misunderstandings occur in your department?

- Very Frequently
- Frequently

- Occasionally
- Rarely
- Never

7. When conflicts occur, how effectively does HR resolve them?

- Very Effectively
- Effectively
- Neutral
- Ineffectively
- Very Ineffectively

8. What do you think is the most common cause of conflict in your workplace?

- Miscommunication
- Workload or Stress
- Role Ambiguity
- Personal Differences
- Lack of Recognition

9. How would you rate the overall teamwork and collaboration among employees?

- Excellent
- Good
- Average

- Poor
- Very Poor

10. In your opinion, what improvements can be made to enhance communication and reduce conflict at GPEL?

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