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A Study On Impact Of Communication Gap In Bigfix, Chennai

Ms.Booma.S¹, Mr. Ajaikumar J², Mr. Anto Jerbinshsion³, Mr Abin A F⁴

⁽¹⁾Assistant Professor, Department of Management Studies, Loyola Institute of Technology,

^(2to4)Student, MBA, Loyola Institute of Technology

ABSTRACT

Communication gaps in organizational processes can lead to significant inefficiencies and challenges, particularly in complex systems like BigFix. These gaps often arise due to misaligned messaging, unclear roles, and inadequate feedback loops between different teams and departments. This abstract examines the effects of communication breakdowns, highlighting how they can delay decision-making, reduce productivity, and increase the risk of security breaches and compliance failures. Additionally, the lack of streamlined communication can lead to duplicated efforts and wasted resources. To mitigate these issues, organizations must prioritize clearer communication strategies, foster interdepartmental collaboration, and establish transparent processes. Improving communication can enhance operational efficiency and ensure a more secure, compliant, and responsive IT infrastructure.

KEY WORDS

Communication Gaps, BigFix, Endpoint Management, Organizational Efficiency, Productivity.

INTRODUCTION

Effective communication is crucial in BigFix, an endpoint management platform, for maintaining security, compliance, and efficiency in large IT infrastructures. Communication gaps due to misaligned messaging, unclear roles, and poor coordination can delay important actions like patch deployment and vulnerability resolution, exposing the organization to risks. Addressing these gaps requires clear processes, defined roles, and consistent collaboration among IT, security, and management teams to maximize the platform's benefits and maintain a secure, compliant environment. Proper communication helps ensure timely responses to vulnerabilities and efficient system management.

NEED FOR THE STUDY

1. The study aims to identify specific communication barriers among stakeholders that hinder effective management of endpoint security and compliance issues.
2. Understanding how communication gaps affect user engagement and satisfaction is crucial for ensuring effective use of BigFix by all users.
3. The research seeks to improve coordination among IT, security, and compliance teams, which is vital for developing cohesive strategies and responding swiftly to threats.

4. Effective communication is key to enhancing training and support for users, mitigating risks associated with delayed responses to vulnerabilities.
5. The study addresses the need for better change management strategies as organizations adopt new technologies or updates to BigFix.
6. Focusing on these areas, the research supports continuous improvement initiatives, informed decision-making, and enhances the operational efficiency and effectiveness of BigFix in maintaining IT security and compliance.

OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE:

The objective of the research is to find Impact of Communication gap between Employee's in BigFix.

SECONDARY OBJECTIVE:

- To identify the factors that affects the communication.
- Identify the way to eliminate the communication gap.
- To evaluate the effectiveness of existing communication channels used within the organization.
- To develop actionable recommendations for improving communication processes.

SCOPE OF THE STUDY

1. Leads to misunderstandings, reduced productivity, and conflict among team members, resulting in inefficiency.
2. Misinterpreted tasks, missed deadlines, and overlooked information can cause significant operational disruptions.
3. Creates emotional distance, fosters resentment, and causes misunderstandings that strain trust and intimacy.
4. Perpetuates misinformation, hinders collaboration, and exacerbates divisions, making conflict resolution and achieving common goals difficult.
5. Effective communication is crucial for maintaining clarity, understanding, and cooperation, while gaps disrupt these elements and lead to negative outcomes.

LIMITATIONS OF THE STUDY

1. The time duration for this study is only one month, because of which a detailed study could not done.
2. Limited sample size may not fully represent the entire organization.
3. External factors influence communication gap may not be fully explored.
4. Subjectivity in responses can lead to biased interpretation of the communication gap.

REVIEW OF LITERATURE

- **Weick (1979):** Emphasized communication as central to organizing processes, arguing that communication gaps can disrupt coordination and hinder the achievement of organizational goals.
- **Barnard (1938):** Discussed the necessity of effective communication for maintaining cooperative systems within organizations, highlighting how communication gaps lead to misunderstandings and workplace inefficiencies.

- **Clampitt & Downs (1993):** Found that unclear or inconsistent communication results in a lack of direction and motivation among employees, negatively impacting job performance and organizational productivity.
- **Lauring (2011):** Studied cultural and language differences in multinational companies, identifying language barriers and cultural misunderstandings as major contributors to communication breakdowns and workplace conflicts.
- **Tasevski & Chudoba (2000):** Explored communication practices in virtual teams, noting that digital communication often leads to misunderstandings due to the absence of non-verbal cues, which can slow team dynamics and increase errors.

RESEARCH METHODOLOGY

RESEARCH DESIGN

Research design is the preparation of the design of the research. The approach adopted in this research is descriptive research or also known as survey research.

DESCRIPTIVE RESEARCH

Descriptive research design is a type of research methodology that focuses on providing a detailed and accurate description of a phenomenon, situation, or subject of study. It is often used when the researcher's goal is to understand and present facts and characteristics of a given population or phenomenon, without manipulating or intervening in any way.

Observation: Descriptive research involves observing and measuring aspects of a subject without influencing them. Methods include surveys, questionnaires, interviews, content analysis, and direct observations.

Quantitative Data: This research primarily collects quantitative data, focusing on numbers and statistics. It aims to quantify characteristics, frequencies, and distributions within the studied subject.

Descriptive Statistics: Descriptive research uses statistical tools to summarize and present data. These include measures of central tendency (mean, median, mode), dispersion (range, variance, standard deviation), and graphical representations (histograms, bar charts, pie charts).

DATA ANALYSIS AND INTERPRETATION

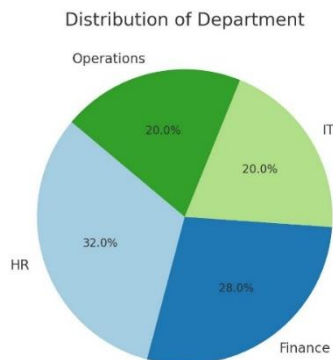
TOOL FOR ANALYSIS

1. Simple percentage analysis
2. Chi-Square test
3. Weighted Average

1. What is your department? - Showing the distribution of department

| PARTICULARS | NO. OF RESPONDENTS | PERCENTAGE (%) |
|-------------|--------------------|----------------|
| operation | 10 | 20% |
| IT | 10 | 20% |
| HR | 16 | 32% |
| Finance | 14 | 28% |

Showing the percentage representation for department



INTERPRETATION:

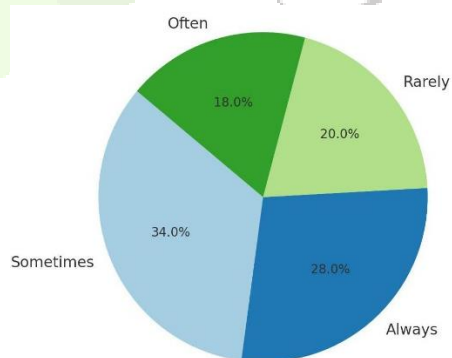
The age group distribution reveals that 32% of respondents fall in the 36-45 years range, making it the largest group. The 46+ group accounts for 26%, followed by 18-25 years at 22% and 26-35 years at 20%. This shows a diverse age range, with a slight preference for middle-aged respondents.

2. Have communication issues led to conflicts in your team?

Showing the distribution of responses on management support.

| PARTICULARS | NO. OF RESPONDENTS | PERCENTAGE (%) |
|-------------|--------------------|----------------|
| Often | 19 | 18 % |
| Sometimes | 11 | 34 % |
| Always | 10 | 28% |
| Rarely | 10 | 20% |
| Total | 50 | 100 |

Showing the percentage representation for communication issues led to conflicts in your team



INTERPRETATION:

The responses indicate that 58% of respondents feel management supports improvements in the transportation system, while 42% disagree. This suggests that a majority of the workforce perceives positive support from management for enhancing transportation operations, although there remains a significant portion with concerns.

FINDINGS

- Delayed Issue Resolution: Poor communication delays the relay of information about vulnerabilities, hindering timely patching and remediation efforts.
- Misunderstanding of Responsibilities: Lack of clear communication leads to role confusion, resulting in duplicated or overlooked tasks and unresolved critical issues.
- Inconsistent Implementation of Fixes: Communication gaps cause inconsistent application of patches, increasing the risk of unaddressed vulnerabilities and weakened system security.
- Increased Risk of Non-Compliance: Failure to communicate effectively can result in missed regulatory deadlines, fines, and reputational damage due to non-compliance.
- Lack of Feedback Loops: Insufficient communication of feedback prevents process optimization, leaving technical or operational barriers unaddressed, and hindering effective use of BigFix.

SUGGESTIONS

To enhance the effectiveness of communication within an organization, it's crucial to implement several key strategies. Firstly, establishing unified communication channels ensures that all team members have a central point of access for important information. Defining roles and responsibilities clearly helps prevent misunderstandings and ensures that everyone knows their specific tasks. Regular team meetings foster consistent communication and collaboration, allowing for updates and discussions on ongoing projects. Automating notifications and reporting streamlines the flow of information, ensuring that updates and alerts are timely and accurately delivered. Lastly, offering training and providing comprehensive documentation equips employees with the necessary skills and knowledge to use communication tools effectively and understand protocols, thereby minimizing gaps and enhancing overall efficiency.

CONCLUSIONS

In conclusion, a communication gap among employees in the context of BigFix operations can lead to serious challenges, including delays in resolving vulnerabilities, inconsistent patch management, increased security risks, and operational inefficiencies. These gaps may also result in regulatory non-compliance and wasted resources, ultimately exposing the organization to cyber threats and reputational damage.

To mitigate these risks, organizations must prioritize clear communication channels, define roles and responsibilities, leverage automation for notifications, and foster a culture of collaboration and accountability. By addressing communication barriers, teams can maximize the effectiveness of BigFix and strengthen the organization's overall security posture.

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