

# IMPACT OF WORKPLACE COMMUNICATION CHANNELS ON TASK EFFICIENCY AT HYTEC POWER INC., NOVALICHES, QUEZON CITY

## ABSTRACT

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### DISCIPLINE

Business

### KEYWORDS

*hytec power inc; workplace  
communication;  
communication efficiency;  
communication channels;  
project management tools;  
internet connectivity*

### ARTICLE ID

AASGBCPJMR-B29806

In the modern workplace, effective communication channels are fundamental to achieving organizational success. Tools such as face-to-face meetings, email, instant messaging, and video conferencing play a vital role in coordinating tasks and meeting operational goals. At Hytec Power Incorporated, employees frequently face information overload, emphasizing the need for streamlined and efficient communication practices. This study sought to explore the impact of various communication channels on task efficiency, assessing how different modes—such as email, messaging apps, video calls, and in-person interactions—affect productivity and workflow within the company. This study used a quantitative research design. A total of 20 employees from the Administrative, Human Resources Management, and Bidding Departments of Hytec Power Inc.–Quezon City were selected as respondents through purposive sampling. This non-probability sampling technique allowed the researchers to choose participants based on their relevance to the objectives of the study. The collected data were analyzed using frequency, percentage, and weighted mean to interpret the responses. Furthermore, a t-test was applied to determine the correlation coefficient ( $r$ ), assessing the relationship between communication channels and task efficiency. The study indicated that most employees are young and primarily work in the Administrative Department. Their high performance ratings suggest effective workplace communication. However, many lack familiarity with project management tools, which may hinder task coordination. Face-to-face communication is associated with improved work quality, while chat applications sometimes lead to miscommunication. Instant messaging and video conferencing are the most commonly used platforms, though they can affect efficiency depending on usage. Age and familiarity with communication tools significantly influence task completion, whereas department, job role, and performance ratings do not. The study highlights the need for employee training on communication technologies. Common challenges identified include technical issues, miscommunication, delayed responses, and slow internet connectivity. To enhance communication efficiency in the workplace, organizations should implement targeted training on project management tools and encourage their regular use. Evaluating and optimizing underused communication channels can help streamline workflows. Guiding effective email and platform usage can minimize delays. Workshops and mentoring programs will assist older employees in adapting to modern tools. Furthermore, investing in reliable communication systems, offering strong technical support, ensuring regular updates, and establishing clear protocols for managing multiple platforms can significantly improve productivity. Enhancing internet connectivity and minimizing technical disruptions will further support seamless and effective communication.

## RECOMMENDED CITATION

Erecilla, S. M., Gravoso, B., Roda, A., Simacon, F., & Villar, S. (2025). Impact of Workplace Communication Channels on Task Efficiency at Hytec Power Inc., Novaliches, Quezon City. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 7(6), 14.