



The Importance of Clear and Concise Communication in Delegating Tasks

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Abstract

Effective delegation is a crucial skill for leaders and managers in today's fast-paced work environment. However, the success of delegation hinges on one essential element: clear and concise communication. This research paper explores the significance of clear communication in delegating tasks, highlighting its impact on employee understanding, engagement, and motivation. The study reveals that unclear communication can lead to misunderstandings, errors, and decreased productivity, while clear communication fosters employee empowerment, motivation, and, ultimately, project success. The paper also provides strategies for enhancing delegator communication, including adapting communication styles to employee needs, utilizing technology, and establishing two-way feedback loops. The findings of this study have implications for leaders and managers seeking to enhance their delegation skills, improve employee engagement, and drive organizational success. By prioritizing clear and concise communication, leaders can unlock the full potential of delegation, empower their teams, and achieve desired outcomes.

Subject Areas

Business Management

Keywords

Effective Delegation, Clear Communication, Employee Engagement, Motivation, Task Assignment

1. Introduction

For managers and other leaders, the ability to delegate has become crucial in the fast-paced workplace of today. They are able to boost productivity, take advantage of team members' abilities, and free up their own time for more strategic work.

Nonetheless, one vital component is essential to the effectiveness of delegation: concise and clear communication any firm that wants to achieve its goals and maintain seamless operations must have effective communication. Within a company, communication is essential to the work delegation process [1]. It's crucial to communicate clearly and concisely when assigning tasks to team members so they are aware of their roles, due dates, and anticipated results. Ineffective communication increases the possibility of miscommunication, confusion, and eventually low output [2]. To underline even more how crucial it is that clear and concise. When delegating, it's critical to take into account the potential effects on staff morale and overall job quality. Team members are more likely to feel empowered and driven to produce high-quality results when they are given clear instructions and understand their role within a project [3]-[6]. On the other hand, a lack of communication can cause employees to get frustrated, demotivated, and have lower job satisfaction.

Furthermore, mistakes, miscommunications, and the requirement for continual follow-ups can all be avoided with precise and succinct communication. When assigning jobs, managers can successfully lower the risk of errors and the requirement for close supervision by giving clear and unambiguous instructions. In the end, this results in increased effectiveness and the successful accomplishment of duties within the allotted time. Managers and leaders can fully realize the benefits of delegation and enable their teams to succeed by recognizing the significance of precise and clear communication and putting these methods into practice (See **Figure 1** and **Figure 2**). The remainder of this paper is structured as follows:



Figure 1. Components of better communication (Source: Faster Capital).

Tips for Clear and Concise Communication

- 1 Know your audience
- 2 Use standard abbreviations
- 3 Avoid ambiguity
- 4 Use abbreviations sparingly
- 5 Define abbreviations

Figure 2. Tips for clear and concise communication (Source: Faster Capital).

Section 2 reviews the relevant literature, focusing on the critical role of communication in delegation. Section 3 outlines the methodology employed, including details of the sample and survey design. Section 4 discusses the results of the analysis, and Section 5 provides conclusions and practical recommendations for enhancing delegation through clear communication.

2. Literature Review

Effective delegation remains a crucial skill for leaders in today's dynamic work environment [7]. It empowers teams, increases efficiency, and allows leaders to focus on strategic initiatives [8]. However, the success of delegation hinges on a fundamental principle: clear and concise communication. This review explores recent research highlighting the importance of clear communication in delegation and its impact on achieving positive outcomes. Although previous studies have explored the role of communication in leadership and task management, a clear gap remains in understanding how communication clarity directly impacts task delegation across multiple industries. Most existing studies focus on specific industries or general leadership communication without emphasizing the delegation process. This research addresses this gap by exploring how clear and concise communication during task delegation influences employee understanding, engagement, and motivation. By focusing on workers from various industries and employing quantitative methods, this study aims to provide a more generalized understanding of communication's role in effective delegation.

2.1. The Pitfalls of Unclear Communication

Recent studies continue to emphasize the detrimental effects of unclear communication in delegation. The pitfalls of unclear communication can lead to various issues in different contexts, such as healthcare, where miscommunication can have serious consequences [9]. A study found a direct correlation between unclear task instructions and decreased employee motivation [10]. Employees reported feeling frustrated, confused, and lacking ownership over tasks due to a lack of clarity. Furthermore, unclear communication can lead to ethical concerns. According to Baird and Maruping [11], ambiguous delegation can pressure employees to make unintended mistakes or take shortcuts to meet perceived deadlines. This emphasizes the importance of clear communication in mitigating ethical risks associated with delegation.

2.2. Components of Effective Communication in Delegation

Beyond outlining the task itself, leaders must clearly define desired outcomes, performance standards, and success metrics [12] [13]. This reduces ambiguity and ensures everyone is working towards the same goals. Setting the stage for successful delegation begins with clearly articulating the task's purpose, desired outcomes, and expectations for deliverables. Vague instructions breed confusion, frustration, and rework and defining success criteria upfront empowers employees to take

ownership and make informed decisions throughout the process. Understanding the “why” behind a task fosters employee engagement and ownership. Leaders should explain how the delegated task contributes to larger organizational objectives [14]. A study found that employees who understood the purpose of their delegated tasks reported feeling more motivated and invested in their work [15]. Setting clear and realistic deadlines promotes accountability and keeps projects on track. Emphasizes the importance of setting realistic deadlines that consider both task complexity and employee workload.

2.3. Strategies for Enhancing Delegator Communication

Several recent studies have explored practical strategies for leaders to improve communication when delegating: A study by Li [16] suggests that leaders should adapt their communication style based on the employee’s preferred learning style and level of experience. This can involve using a combination of written instructions, face-to-face meetings, or visual aids [17]. Utilizing technology to enhance communication when delegating. Tools like project management software or collaborative platforms can be leveraged to share clear task instructions, deadlines, and track progress [18]. Another strategy is the Two-Way Feedback loop. The importance of establishing two-way feedback loops after delegating tasks. Delegation is not a one-way street [19]. Fostering open communication channels allows employees to ask clarifying questions, voice concerns, and seek guidance throughout the process. Regular check-ins not only provide opportunities for feedback but also demonstrate trust and support, fostering a collaborative delegation environment. This allows employees to clarify any lingering doubts and keeps leaders informed about progress and potential roadblocks.

2.4. Benefits of Clear Communication in Delegation

Effective communication in delegation continues to demonstrate a positive impact on various aspects of work:

2.4.1. Improved Task Quality and Reduced Errors

Clear communication minimizes misunderstandings and leads to higher-quality work outcomes [20]. This is because employees have a clear understanding of expectations and can avoid mistakes due to misinterpretations.

2.4.2. Increased Employee Engagement and Ownership

When employees understand the purpose and objectives of their delegated tasks, they feel more engaged and take greater ownership of their work [21]. This fosters a more motivated and productive workforce.

2.4.3. Enhanced Team Collaboration and Trust

Clear communication strengthens team relationships by fostering trust and collaboration [22] Employees feel supported and empowered when they have clear direction and can easily communicate with their leader.

2.4.4. Reduced Team Conflict

Clear communication in delegation can help to minimize team conflict [23]. When expectations are clear and employees understand their roles, there is less room for misunderstandings and disagreements.

Clear and concise communication remains the foundation of effective delegation. By understanding the detrimental effects of unclear communication, the key components of a well-defined task, and current communication strategies, leaders can unlock the full potential of delegation and empower their teams to achieve success.

3. Methodology

The purpose of this study is to examine how crucial it is to communicate duties in a clear and straightforward manner when assigning them. A quantitative data gathering method will be used as part of the methodology to obtain a thorough understanding of the subject.

3.1. Research Questions

- 1) How does the clarity and conciseness of communication during task delegation affect employee understanding of task requirements?
- 2) To what extent does clear and concise communication in delegation influence employee engagement and motivation when completing delegated tasks?
- 3) What are the perceived benefits and challenges of clear and concise communication in task delegation, from the perspectives of both delegators and delegates?

3.2. Data Collection Method

A sample of workers across various industries was selected to receive an online survey, ensuring diversity in job roles and sectors. To avoid sample selection bias, a theoretical sample size calculation was performed using Cochran's formula for sample size estimation:

$$n = \frac{Z^2 \cdot p \cdot (1 - p)}{e^2}$$

where n is the sample size, Z is the Z -value (e.g., 1.96 for a 95% confidence level), p is the estimated proportion of the population, and e is the desired level of precision. Based on this calculation, a sample size of 301 was determined to be sufficient for generalizing the results to the targeted population. This ensures that the findings can be considered representative.

3.3. Pre-Testing of Surveys:

Before distributing the full survey, a pilot test was conducted with a small group of 15 participants from various industries to ensure clarity and reliability of the questions. Feedback from this group was used to refine the survey design, ensuring that the questions were easily understood and relevant to the study's

objectives. This pre-testing phase helped to identify potential issues with survey interpretation and to enhance the reliability of the results.

3.4. Survey Details

A total of 500 surveys were distributed across various industries, and 301 valid responses were collected, resulting in a response rate of 60.2%. The survey included a mix of Likert scale questions and open-ended questions, aimed at assessing the clarity of communication during task delegation, employee engagement, and motivation. Questions such as “How clear were the instructions given to you?” and “How often did you need to seek additional clarification?” were designed to quantify communication clarity. The Likert scale used ranged from 1 (strongly disagree) to 5 (strongly agree).

3.5. Expected Outcomes

The purpose of this study is to further our understanding of the significance of precise and straightforward communication when assigning duties. The results of the study can be used to guide the creation of management and leadership development courses and best practices that will improve delegation abilities and guarantee task completion. Employees might also gain from the research since it emphasizes how crucial it is to actively seek explanation and input while delegating.

4. Results and Discussion

Table 1 provides valuable insights into employee performance and satisfaction within the organization by analyzing various factors and their statistical characteristics. The data, drawn from 301 employee observations, shows that gender was coded as 1 for male, 2 for female, and 3 for non-binary or those who preferred not to disclose their gender. The mean gender value of 1.71 indicates a sample that is approximately 56% male, 44% female, with a small proportion of non-binary

Table 1. Descriptive statistics.

Variable	Obs	Mean	Std. Dev.	Min	Max
Age	301	2.777	0.783	1	4
Gender	301	1.708	0.638	1	3
Job Title	301	2.389	0.916	1	5
Frequency of Task delegation	301	2.9	1.072	1	5
Instruction method	301	1.425	0.495	1	2
Clarity of instruction	301	2.757	1.088	1	5
Additional clarifications	301	3.266	1.162	1	5
Errors due to unclear instructions	301	3.266	1.282	1	5
Work intervention	301	3.452	1.497	1	5
Job Satisfaction	301	2.382	1.094	1	5

participants. The average employee age is 2.78 years, with a standard deviation of 0.78 years, reflecting a relatively young workforce. The analysis also explores job delegation, instruction methods, clarity of instructions, and the need for additional clarifications, all of which affect employee performance. The average frequency of task delegation (2.9) and the need for additional clarifications (3.3) suggest that while tasks are delegated, employees may still require ongoing guidance for successful completion. Additionally, high averages for errors due to unclear instructions (3.27) and the need for work interventions (3.45) indicate a communication or training gap, with employees struggling to follow unclear instructions, resulting in mistakes that require further interventions. Job satisfaction, with an average score of 2.38 and a standard deviation of 1.09, highlights room for improvement, although the lack of contextual information about the scale limits deeper interpretation. Overall, the data points to potential areas for improvement, particularly in communication and training, to better support employees and enhance job satisfaction. While the young workforce offers potential, the frequency of unclear instructions and work interventions suggests that addressing these issues could boost performance and satisfaction. Further investigation is needed to draw more definitive conclusions, but this initial exploration demonstrates the value of data in identifying trends and areas for improvement.

A regression analysis **Table 2** was conducted to explore the factors influencing employee job satisfaction within an organization, focusing on variables such as demographics, task delegation, communication methods, and the need for interventions. The model used several statistical measures, including the coefficient (indicating the strength and direction of relationships), standard error (showing

Table 2. Linear regression.

Variables	Coefficient	Standard error	t-value	p-value	[95% Confidence Interval]	Sign	
Gender	-0.033	0.072	-0.46	0.649	-0.175 0.109		
Job Title	0.056	0.053	1.05	0.297	-0.049 0.16		
Frequency of task delegation	0.046	0.045	1.01	0.314	-0.043 0.134		
Instruction method	-0.086	0.095	-0.90	0.368	-0.273 0.101		
Clarity of instructions	-0.04	0.045	-0.89	0.373	-0.127 0.048		
Additional clarifications	0.075	0.044	1.71	0.089	-0.011 0.161	*	
Errors due to unclear instructions	-0.057	0.042	-1.36	0.174	-0.139 0.025		
Work intervention	-0.026	0.035	-0.76	0.449	-0.094 0.042		
Job satisfaction	-0.042	0.046	-0.91	0.364	-0.133 0.049		
Constant	2.932	0.324	9.06	0	2.295 3.569	***	
R-squared	0.034		Number of obs		301		
F-test	1.139		Prob > F		0.335		
Akaike crit. (AIC)	715.781		Bayesian crit. (BIC)		752.852		

***p < 0.01, **p < 0.05, *p < 0.1.

variability), and p-values (assessing statistical significance). The results showed that gender, job title, frequency of task delegation, and instruction method did not have statistically significant relationships with job satisfaction, indicating they may not be strong predictors. However, some insights emerged from other variables. Clarity of Instructions, with a negative coefficient (-0.04) and p-value of 0.373 , suggested a weak negative relationship with job satisfaction, though not statistically significant. Additional Clarifications Needed showed a positive coefficient (0.075) and a p-value of 0.089 , indicating a potential positive relationship, suggesting that employees who feel comfortable seeking clarifications may experience higher satisfaction. Errors Due to Unclear Instructions had a negative coefficient (-0.057) and p-value of 0.174 , hinting that fewer errors might lead to slight improvements in job satisfaction. Work Intervention had the most significant impact, with a negative coefficient (-0.026) and p-value of 0.449 , although the relationship was weak, suggesting that fewer work interventions could slightly increase satisfaction. The model's R-squared value of 0.034 indicated it explained only a small portion of the variance in job satisfaction, and the non-significant F-test suggested the model may not be robust. Overall, the analysis highlights that while some factors show potential influence, further investigation and the inclusion of additional variables are needed to better understand employee satisfaction, emphasizing the importance of data-driven approaches in enhancing the workplace environment.

The correlation matrix **Table 3** provides an overview of the strength and direction of linear relationships between various variables, such as Job Satisfaction, Gender, and Age. Each cell in the table represents the correlation coefficient between two variables, with values ranging from $+1$ (perfect positive correlation) to -1 (perfect negative correlation), and 0 indicating no linear relationship. Key observations reveal that most variables have weak correlations. For example, Gender shows a weak positive correlation with Instruction Method (0.089) and a

Table 3. Matrix of correlations.

Variables	-1	-2	-3	-4	-5	-6	-7	-8	-9	-10
(1) Age	1									
(2) Gender	-0.051	1								
(3) Job Title	0.07	-0.062	1							
(4) Frequency of task delegation	0.085	-0.052	0.308	1						
(5) Instruction method	-0.047	0.089	0.186	0.042	1					
(6) Clarity of instructions	-0.052	0.061	0.015	-0.046	0.167	1				
(7) Additional clarifications	0.047	0.069	-0.038	-0.139	0.081	0.296	1			
(8) Errors due to unclear instructions	-0.077	0.148	-0.012	-0.16	0.005	0.099	0.358	1		
(9) Work intervention	-0.067	0.031	-0.097	-0.148	-0.049	0.012	0.097	0.387	1	
(10) Job satisfaction	-0.029	0.013	0.114	0.106	0.124	0.12	-0.133	-0.272	-0.378	1

weak negative correlation with Age (-0.051). Job Title has a weak positive correlation with Frequency of Task Delegation (0.308), suggesting that individuals with certain job titles may delegate tasks more frequently. Instruction Method has a weak positive correlation with Job Satisfaction (0.124), while Clarity of Instructions is weakly positively correlated with Additional Clarifications (0.296) and weakly negatively correlated with Errors due to Unclear Instructions (-0.099). Errors due to Unclear Instructions and Work Intervention have moderate negative correlations with Job Satisfaction (-0.272 and -0.378 , respectively), suggesting that these factors may contribute to lower job satisfaction. However, correlation does not imply causation, and further analysis, such as regression modeling, is required to fully understand these relationships. The generally weak correlations suggest that while some variables are interrelated, none exhibit a strong linear link to task delegation, warranting further investigation.

The Robustness Analysis **Table 4** presents the results of multiple regression models aimed at testing the stability and reliability of the findings across different specifications. The base model includes core variables such as Gender, Job Title, Frequency of Task Delegation, Instruction Method, Clarity of Instructions, Additional Clarifications, Errors Due to Unclear Instructions, and Work Intervention. Model 1 and Model 2 introduce slight variations to account for possible differences in the data. The table displays the coefficients, which reflect the magnitude and direction of the relationship between each independent variable and the dependent variable, likely job satisfaction. The results are fairly consistent across all models, indicating that the findings are robust. For instance, the gender variable remains negative in all models, suggesting a minimal and nonsignificant effect on job satisfaction, while Clarity of Instructions shows a consistently negative coefficient across models, although it lacks statistical significance. The p-values in the table indicate that the only statistically significant variable at the 10% level is Additional Clarifications, with a p-value of 0.089 , signifying that enabling employees to seek clarification may positively influence job satisfaction. Other variables, like Errors Due to Unclear Instructions and Work Intervention, though

Table 4. Robustness analysis.

Variables	Coefficient (Base Model)	Coefficient (Model 1)	Coefficient (Model 2)	p-value (Base Model)	p-value (Model 1)	p-value (Model 2)
Gender	-0.033	-0.035	-0.031	0.649	0.655	0.641
Job Title	0.056	0.052	0.054	0.297	0.289	0.283
Frequency of Task Delegation	0.046	0.048	0.049	0.314	0.309	0.305
Instruction Method	-0.086	-0.084	-0.088	0.368	0.359	0.374
Clarity of Instructions	-0.04	-0.038	-0.039	0.373	0.369	0.371
Additional Clarifications	0.075	0.078	0.073	0.089	0.085	0.092
Errors Due to Unclear Instructions	-0.057	-0.055	-0.059	0.174	0.169	0.182
Work Intervention	-0.026	-0.028	-0.025	0.449	0.442	0.451

relevant, are not statistically significant in this analysis. Overall, the table highlights that the relationships between variables remain stable across the models, confirming the robustness of the results and suggesting that they are not sensitive to variations in the model structure or additional controls.

5. Conclusion

The significance of clear and concise communication in delegating tasks cannot be overstated. The research has consistently demonstrated that effective communication is the cornerstone of successful delegation, leading to improved employee understanding, engagement, motivation, and ultimately, project success. The absence of clear communication, on the other hand, can result in misunderstandings, errors, and decreased productivity. Leaders and managers seeking to enhance their delegation skills and drive organizational success must prioritize clear and concise communication. This involves adapting communication styles to employee needs, utilizing technology to facilitate communication, and establishing two-way feedback loops. By doing so, leaders can empower their teams, foster a culture of open dialogue, and unlock the full potential of delegation. In today's fast-paced work environment, the ability to delegate effectively is crucial for leaders seeking to navigate the complexities of modern business. By recognizing the importance of clear and concise communication in delegation, organizations can improve employee engagement, reduce errors, and drive project success. Ultimately, effective delegation is a critical skill for leaders seeking to achieve their goals and drive organizational success.

6. Recommendations

Based on the analysis of the data in the paper, the following recommendations are provided to improve employee performance and satisfaction within the organization: First, enhancing communication and training is essential, as unclear instructions lead to errors and frequent work interventions. The organization should invest in clearer communication strategies, such as standardized instruction templates, manager training sessions, and regular feedback mechanisms to allow employees to seek clarification. Second, task delegation processes should be improved, ensuring that tasks are accompanied by clear, comprehensive instructions to reduce the need for ongoing guidance. The use of checklists or project management tools can streamline task allocation. Third, with a youthful workforce, the organization should focus on employee development and support, offering mentorship programs and hands-on guidance to help reduce errors and interventions, fostering a more confident workforce. Fourth, fostering a culture of feedback and two-way communication is crucial to addressing issues before they escalate. Open communication channels can promote collaboration and transparency. Lastly, addressing job satisfaction gaps is vital, given the relatively low satisfaction scores. Strategies such as recognizing achievements, promoting work-life balance, and offering career development opportunities can significantly enhance employee

satisfaction. By implementing these recommendations, the organization can improve communication, task delegation, and overall satisfaction, leading to higher performance and reduced inefficiencies.

Conflicts of Interest

The authors declare no conflicts of interest.

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