



اَوْنِفُوْرَسِيْتِيْ بِاَتِيْكَوْلُوْ كِيْ مَارَا
UNIVERSITI
TEKNOLOGI
MARA

**FACTORS AFFECTING THE COMMUNICATION BARRIER AMONG SELECTED
EXPATRIATES IN MALAYSIA**

NUR IZZATI BINTI ROSLAN

2016448606

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

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DECLARATION OF ORIGINAL WORK



**BAHCELOS OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

I, Nur Izzati Binti Roslan, (I/c Number: 970321-02-5098)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or oversea, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: _____

LETTER OF SUBMISSION

Madam Nurul Azrin Binti Ariffin
Lecturer of UiTM Melaka, City Campus
Faculty of Business Management
Universiti Teknologi MARA
110, Off Jalan Hang Tuah
75300 Melaka.

Dear Madam,

SUBMISSION OF PROJECT PAPER (IBM 672)

Enclosed here is the project paper entitled "Factors Affecting The Communication Barrier Among Selected Expatriates in Malaysia" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

Nur Izzati Binti Roslan

2016448606

ABSTRACT

The purpose of this research is to examine the factors affecting communication barrier among expatriates at workplace. This study consist of three (3) independent variables that are culture differences, organizational structure and communication style. This research is focusing on selected expatriates in Malaysia, specifically in Selangor. 70 sets of questionnaires was distributed to the selected expatriates in Selangor. The questionnaires are using 7 point Likert Scale as instrument. Besides that, this study was analyzed using Statistic Package for Social Science (SPSS) with Descriptive Analysis, Reliability Analysis, Correlation Analysis and Multiple Regression Analysis as data analysis. Based on the result, the two (2) independent variables which are culture differences and organizational structure have a significant relationship with the dependent variable that is barrier of communication among expatriates at workplace. However, there is no significant relationship between communication style and barrier of communication among expatriates at workplace.

Keywords: Barriers of Communication Among Expatriates, Culture Differences, Organizational Structure, Communication Style

TABLE OF CONTENT

	PAGE
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENT	vi – x
LIST OF FIGURES	xi
LIST OF TABLES	xi - xii
CHAPTER 1 INTRODUCTION	
1.1 Introduction	1
1.2 Background of Study	1 – 3
1.3 Problem Statement	3 – 6
1.4 Research Objectives	7
1.5 Research Questions	7
1.6 Significance of Study	
1.6.1 The Multinational Company	8
1.6.2 The Expatriates	8
1.6.3 The Future Researcher	8
1.7 Scope of Study	9
1.8 Limitations of The Study	