

**A STUDY ON PERCEPTION OF OFFICE SUPPORT
PERSONNEL'S ATTITUDE TOWARDS
COMMUNICATION STYLES, LEADERSHIP STYLES
AND PHYSICAL FACILITIES AT LAND AND
SURVERY DEPARTMENT, KUCHING**

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JAN 2013

ABSTRACT

For the purpose of this study, communication styles are considered important among the communication factors because of their vital roles in connecting employees and customers and in establishing customer trust and satisfaction (Webster, 2009) whereas a good communication style starts from the communication between employees in an organization. While, leadership styles refer to leader's attitude which may affect their teams (Crain, 2009). Besides that, physical facilities refer to one of the environmental factors which could influence the employees in the organization (Oyedum, 2011).

The purpose of this study is to identify whether communication styles, leadership styles and physical facilities contributes to the office support personnel's attitude and to identify the major factor that contributes to office support personnel's attitude at Land and Survey Department, Kuching. A set of questionnaires was developed for the purpose of data collection for the study. A total number of 100 questionnaires distributed to the respondents with a return rate of 78 percent.

Statistics Package for Social Science (SPSS) version 18.0 was used to analyze the data. In order to identify major factor that contributes to the office support personnel's attitude, mean and standard deviation were performed on the data.

The researchers recommended that Land and Survey Department, the management and the office support personnel at Land and Survey Department should implement better communication styles and leadership styles as well as to improve physical facilities for their own benefits. Besides, for future research, the study should be expanded to a bigger scale which aims to identify the major factor that contributes to the office support personnel's attitude from other organization.

ACKNOWLEDGEMENT

First and foremost, thanks to Allah S.W.T for His blessings, we managed to complete this final research. Greatest gratitude goes to our supervisor, Miss Angie Edward Daung, for her support, guidance and advice. Her positive support, guidance and advice are the reasons for us to keep on going to complete this final research. We really appreciate the time, patience and effort that she has given to us throughout the completion of our research.

We would also like to dedicate our appreciation to Associate Professor Dr. Halimaton bt Hj. Khalid, lecturer of Research Methodology (OSM601), for her guidance in the process of our research construction.

A million thanks to Madam Rafiza of the Public Relation Unit, Land and Survey Department, Kuching, for accepting us to distribute the questionnaires and providing necessary information needed for the completion of this research. Not forgetting, Mr. Dean Nelson and Madam Josephine Freni Affrin for their time and willingness for content and face validity. Thank you also to all the staff at Land and Survey Department, who participated in our study.

Last but not least, greatest appreciation to our family members and coursemates who have shared their knowledge, ideas and experiences in order to complete this final research.

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CHAPTER 1

INTRODUCTION

Background of the Study

According to Erchul (2012), a workplace environment is not only the physical aspects of an office or workspace, but it also involves relationships between management and employees, communication styles, employee expectations and office procedures. The physical environment may include individual offices and group work stations. Therefore, the design of the workplace gives a big impact on productivity, relations and comfort to employees.

Erchul (2012) further stated that if the atmosphere in the workplace is negative, the employees will then show negative attitude or unhappiness to complete their jobs. Therefore, it is important to have good attitude at work because it may reflect on what that person is doing and making them a more productive employee. However, each individual has different attitude and it is your choice to decide on how to deal with events in your life.

As per Boehlke (2010), your attitude is a form of expression of yourself whereby you can choose to be happy, hardworking, friendly and helpful in the workplace and a positive attitude may increase the employee productivity. As the productivity improves, employee may have better chances for promotion as well as being the role model to others within the department. Besides that, attitude can determine how well you get your jobs done and how others perceive you. In addition,