

THE RELATIONSHIP BETWEEN COMMUNICATION SKILL AND
JOB PERFORMANCE AMONG OFFICE WORKERS AT JABATAN
PENDIDIKAN NEGERI SARAWAK

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ABSTRACT

This study aimed to investigate the relationship between communication skills (understanding verbal messages, regulating skill to emotion, listening skill, insight into communication process and decisively communication skill) and work performance among office workers at the Jabatan Pendidikan Negeri Sarawak. Communication skill is very important to ensure the organization produces quality job performance. There were 165 respondents involved in this study. Correlation analysis was performed to determine the relationship between different variables to understand the effect of communication skills and work performance among office workers. Understand oral messages skills, skills to control emotions, listening skills, insights into the process of communication and decisively communication skills were correlated with the job performance of workers. Based on the study's findings, the results showed that there was a significant correlation between communication skills and job performance. All workers from three sectors at Jabatan Pendidikan Negeri Sarawak which were middle management, administrative staff, support staff and have to understand the communication skills to increase their job performance.

Keyword: Communication Skills, Job Performance, Office Workers, Jabatan Pendidikan Negeri Sarawak.

TABLE OF CONTENTS

	Page
AUTHOR’S DECLARATION.....	ii
ABSTRACT.....	iv
ACKNOWLEDGEMENT.....	v
TABLE OF CONTENTS.....	vi
LIST OF TABLES.....	ix
LIST OF FIGURES.....	x
LIST OF APPENDICES.....	xi
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Objective.....	4
Research Questions.....	4
Significance of the Study.....	5
Limitations of the Study.....	6
Definition of Terms.....	6
CHAPTER 2	
LITERATURE REVIEW.....	8
Introduction.....	8
Communication Skill.....	8
Understanding Verbal Message Skill.....	10
Regulating Skill to Emotion.....	10

CHAPTER 1

INTRODUCTION

This chapter provides the introduction of this study and consists other sections which are the background of the study, a statement of the problem, research objective and research question. This chapter also discusses the significance and limitations of the study and the definition of terms.

Background of the Study

Nowadays, employers want employees to have soft skills and the ability to communicate well with other employees in the workplace (Megan, 2015). According to Karin (2015), when an individual communicates well, people will tend to respect, value, admire, and be a good listener. However, good communication does not come in naturally. As it requires particular skills you unfortunately, most people did not learn the skill. It takes time for an individual to learn communication skills such as listening and asking questions correctly, it is a worthwhile investment that can grow and give nourishment to your interpersonal relationship.

According to Niyatimcms, (2012), communication is important in our society and personal life. Denis McQuail, one of the expert scholars in areas of mass communication, stated that “communication is sending the message from each other”. According to Harold, communication can make people easy to value, where the channel is a dynamic process that involved a series of action and feedback with a view to achieve an objective. Good communication is an important tool to achieve