

THE RELATIONSHIP BETWEEN THE LEVELS OF COMMUNICATION
SATISFACTION AND JOB SATISFACTION AMONG NON-ACADEMIC
STAFF AT UiTM CAMPUS 2 KOTA SAMARAHAN, SARAWAK

Prepared for:
MRS. SUSANA WILLIAM JALIL

Prepared by:
NURUL HAFIZAH BINTI HANG TUAH
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)
FACULTY OF BUSINESS MANAGEMENT

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I, NURUL HAFIZAH BINTI HANG TUAH (920415135612)

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ABSTRACT

The objective for this study was to investigate the relationship between levels of communication satisfaction and job satisfaction among non-academic staff at UiTM Campus 2, Kota Samarahan, Sarawak. There were 103 respondents for this study. Correlation analysis were conducted to investigate the association between variables and to understand the relationship between levels of communication satisfaction and job satisfaction among non-academic staff at UiTM Campus 2. Based on the study findings, it is recommended that staff has more the levels of communication satisfaction among of non-academic staff at UiTM Campus 2, Kota Samarahan during their working hours. The staff also has their own perceptions about the levels of communication satisfaction and job satisfaction.

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CHAPTER 1

INTRODUCTION

This chapter provides the introduction of this study and includes sections such as background of the study, statement of problem, research objectives and research questions. This chapter will also discuss the significance of the study and the definition of terms.

Background of the Study

In today's work environment, job satisfaction has become an important outcome to determine employee's job efficiency. Employees need to enhance their skills and knowledge from in order for them to be a competitive and knowledgeable worker. This will eventually increase their performance in organization as well as to excel in doing their work. According to Keyton (2011), communication satisfaction is a global communication dimension, which was influenced by different variables. Job satisfaction is an enjoyable or positive emotional expression that results from the employee's or job experience (Gratto, 2001).