

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

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“DECLARATION OF ORIGINAL WORK”

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ABSTRACT

Communication skills are the process where the information is changing each other by individual and its need to understanding the system of symbol, such as language and mathematics. The scope of this study is to investigate what is the relationship between communication skills and job performance among office workers in Jabatan Pendidikan Negeri Sarawak. The sampling technique that was used in this study was probability sampling which was convenience sampling technique. Any office workers to be the respondents when using a convenience sampling technique. The questionnaire was given to the respondents who were conveniently available. The findings of this research are presented in five parts and finally the discussion of the results. The five parts are response rate, reliability analysis, demographic background, bivariate analysis and correlation. This research consists of the summary of findings of every research question obtained from the questionnaires. The researcher also includes suggestions and recommendation for communication skills and job performances for future researchers who are interested to conduct their studies in the same area. The office workers should apply appropriate communication skills as well as improving their performance in the workplace. Moreover, the suggestion for future researcher is, the location of the study should not be conducted only at Jabatan Pendidikan Negeri Sarawak and should be expended to other location.

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

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CHAPTER 1

INTRODUCTION

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

Background of the Study

Employers want office workers to have soft skills and they want you to communicate well with other office workers 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 into 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), nowadays, communication is important in our society and is important in business and personally life. Denis McQuail, one of the expert scholars in areas of mass communication, stated that “communication is