



THE RELATIONSHIP BETWEEN INTERPERSONAL
COMMUNICATION SKILLS AND JOB PERFORMANCE
AMONG PRACTICAL TRAINEES AT UITM SARAWAK

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2016

ABSTRACT

The objective of this study was to investigate relationship between interpersonal communication skills and job performance among practical training at UiTM Sarawak. The study was to examine the climate of practical training in selected organizations. Correlation analyses were conducted to examine the associations of trainees' interpersonal communication skills and job performance. 140 out of 156 trainees responded to the questionnaires provided. This study was able to help trainees in improving their interpersonal communications skills in order to achieve better job performance in workplaces.

Keywords: Trainees, practical training, interpersonal communication skills, job performance

ACKNOWLEDGEMENT

First and foremost, I am glad and thankful to God for His abundant blessing on me while I was doing the study. I would also like to express my gratitude and appreciation to those who assisted in any circumstances in order to complete my research study. A very big thank you for the help of those who involved in the study until my final project accomplished. Special thanks to my parents, who were always motivate and help in whatever and whenever I need support during my study. Next, a big applause and thanks to my final year project supervisor, Madam Susana William Jalil whose helped, encouraged, stimulating suggestions and assisted in coordinate project requirements. On the other hand, I would like to appreciate guidance and critics by the panels especially in improving my project presentation skills and knowledge on conducting research study. Thanks to all lecturers that taught me since my first semester in UiTM Sarawak until I managed to finish my study here. Last but not least, thanks to all my classmates and friends who were willing to share knowledge and support during my journey as a student here. May all the efforts work.

June 2016
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TABLE OF CONTENTS

	Page
AUTHOR’S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENT.....	v
LIST OF TABLES.....	viii
LIST OF FIGURE.....	ix
LIST OF APPENDICES.....	x
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Objectives.....	4
Research Questions.....	4
Significance of the Study.....	4
Limitations of the Study.....	5
Definition of Terms.....	5
CHAPTER 2.....	9
LITERATURE REVIEW.....	9
Definition of Interpersonal Communication.....	9
Definition of Job Performance.....	13
Conceptual Framework.....	15

CHAPTER 1

INTRODUCTION

This chapter provide the introduction of this study and it consist other sections, which are background of the study, statement of the problem, research objective, research questions, hypothesis, significant of the study, limitations of the study and definitions of terms.

Background of the Study

This study attempt is to investigate the relationship between interpersonal communication skills and job performance among practical trainees at Universiti Teknologi MARA (UiTM) Sarawak. Practical trainees who are the students of Bachelor Degree in Administration Science and Policy (Hons.) programme, AM 228 in Universiti Teknologi MARA Campus 2, Samarahan were chosen to be the sample of this study. Industrial internship is an important part of an academic curriculum in higher education institutions. Hurst and Good (2010): Carl P. Maertz Jr, Philipp A. Stoeberl, Jill Marks, (2014) stated that internships are a phenomenon which, it is, have been in existence for thousands of years (mainly in the form of apprenticeships). Alhashemi (2012) stated that without personal communication skills, interpersonal relationships cannot be developed.