

THE RELATIONSHIP BETWEEN INTERPERSONAL
COMMUNICATION SKILLS AND EMPLOYEES' SATISFACTION
TOWARDS PRACTICAL TRAINEES AT INSTITUT PENDIDIKAN
GURU TUN ABDUL RAZAK CAMPUS (IPGKTAR), KOTA
SAMARAHAN, SARAWAK.

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ABSTRACT

Interpersonal communication is a skill where someone can respond to staff's need positively, encouragement a non-discriminatory work environment. The objective of this study was to determine the relationship between interpersonal communication skills and employees' satisfaction towards practical trainees at Institut Pendidikan Guru Kampus Tun Abdul Razak (IPGKTAR), Kota Samarahan, while practical students included student from all institutions. This research was focused on employee's satisfaction towards students' interpersonal communication skills. There have three elements which is sending message, listening and providing feedback. Based on the findings done at Institut Pendidikan Guru Tun Abdul Razak (IPGKTAR), Kota Samarahan, the strong relationship occurs between interpersonal communication skills and employees' satisfaction.

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CHAPTER 1

INTRODUCTION

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

Background of the Study

The number of students graduated in Malaysia in 2010 was 239 303 graduates which is included students graduated from polytechnics, university colleges, universities and community colleges were lower than in 2009 which was 250 836 students. This statistic has been publish by Ministry of Higher Education (Noor, 2011). As of Bernama, Graduates unemployed (2010), Ministry of Higher Education pointed out that the factors that caused unemployment of these graduates were low in problem solving skill, job hopping and poor communication skill (Noor, 2011). Deputy Ministry of Human Resources said low demand for the discipline and low communication skills were also the factors graduate students were unemployed, it publish on (Bernama, Parliament graduates, 2010).