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The Relationship between
Communication styles
and Job performance
Among Employees at
Jabatan Kemajuan
Masyarakat (KEMAS)
KOTA SAMARAHAN,
SARAWAK



BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)

FACULTY OF BUSINESS MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

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ABSTRACT

The aims of this study were to find out the communication styles were practiced among employees in Jabatan Kemajuan Masyarakat (KEMAS), Kota Samarahan Sarawak and to identify whether there is a relationship between communication style and job performance in the organization. Correlation method was used during this research meanwhile the whole population was used for questionnaire distribution with the total number of questionnaires 108 but only 99 questionnaires were able to be collected. The data was analyzed using SPSS version 20.0.

All in all, Jabatan Kemajuan Masyarakat (KEMAS) Kota Samarahan practices assertive communication within the organization. The reason for this, because assertive communication has a significant relationship with job performance in the organization. Meanwhile, the passive communication was the lowest communication style used in the organization because passive communication has a negative significant relationship with job performance in the organization.

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CHAPTER 1

Introduction

Background of the Study

This study sets out to investigate the communication styles among the employees at Jabatan Kemajuan Masyarakat (KEMAS) in Kota Samarahan, Sarawak. According to Manola and Cecilia (2013), communication is the trade of signals which is to inform, train or persuade, in view of the presence of shared implications adapted by the connection of relations between the individuals who impart social setting subordinate. Communication can be transferred in two ways, namely, verbally and non-verbally (Pipas and Jaradat, 2010). Verbal communication can be defined as the art of communication to receive and send the message by words like speaking, exchanging information with others and communicating (Roberts at al., 2012). Non-verbal communication, on the other hand is communication without using words. According to Benbenishty and Hannink (2015), non-verbal communications have many components such as body posture, facial expression, body language, mimic, gesture and feelings. Communication styles can be defined as the collective perception of others and the perception of employees between other workers (Kearney, 1980). According to Norton (1978), communication style is the individual's habitual pattern (style) of communication with one another, and this varying style has a large effect on the manner in which an individual