



**THE EFFECTIVENESS OF COMMUNICATION BETWEEN  
STUDENTS OF BACHELOR IN OFFICE SYSTEMS  
MANAGEMENT (OM 221) AND LECTURERS OF FACULTY OF  
OFFICE MANAGEMENT AND TECHNOLOGY, UNIVERSITI  
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## **ABSTRACT**

The purpose of this research study was to investigate how students of Bachelor in Office Systems Management (OM 221) and lecturers at Faculty of Office Management and Technology (FOMT) communicate inside and outside the classroom. We found out there are problems and how to overcome problems in communication between OM 221 students and lecturers inside and outside the classroom. Therefore, in this study we want to find out what are the communication levels among OM 221 students and FOMT lecturers. The methodology in our research titled, The Effectiveness of Communication between Students and Lecturers in FOMT involved the experimental research. Thus, the research conducted in one-time. The sampling frame in this research study included the OM 221 students and the lecturers of FOMT at UiTM Seri Iskandar Campus. The data gathered from the students are through various techniques which are questionnaires, observations and interviews. From the findings, one of the problems occurs in when lecturers sometimes ask questions to students in the learning process. Other than that, students were also sometimes voluntarily answers lecturer questions. As conclusion we found that the problems encountered in the communication between students and lecturers, can be solved with good manners. Moreover, respondents also provide some suggestions to overcome problems in the communication between them and lecturers. The teaching strategy is the most important aspects by lecturers to impart their knowledge to students. In the learning process lecturers are able to know the techniques in the effectiveness of learning process.

## **CHAPTER 1**

### **INTRODUCTION**

#### Background of the Study

The purpose of this study was to investigate how students of Bachelor in Office System Management (OM 221) and lecturers of Faculty of Office Management and Technology (FOMT) communicate inside and outside the classroom. In addition, we want to find out problems towards effective communication and how to overcome problems between OM 221 students and lecturers inside and outside the classroom. Therefore, this study we hope to find the communication levels among OM 221 students and FOMT lecturers.

Communication refers to the process of using messages to generate meaning. Communication is considered a process because it is an activity and exchange or a set of behavior which is not an unchanging product. (Human Communication /Judy C. Pearson... 2<sup>nd</sup> ed). The samples that we will be using are OM 221 students and FOMT lecturers in Faculty of Office Management and Technology, University of Technology