



**THE LEVEL OF COMMUNICATION SKILL AMONG
EMPLOYEES AT KASTAM DIRAJA MALAYSIA,
JOHOR BAHRU, JOHOR**

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ABSTRACT

The purpose of this study was to determine the level of communication skill among employees at Kastam Diraja Malaysia, Johor Bahru, Johor. This study is also hoped to help Kastam Diraja Malaysia, Johor Bahru, Johor improve their operation that includes all criteria in order to satisfy the level of communication skill among employees.

In order to obtain the information, a questionnaire was used as the main instrument. Other than that, information was obtained from primary and secondary data. 60 questionnaires were distributed to the employees at Kastam Diraja Malaysia, Johor Bahru, Johor. The return rates of the questionnaires are 57 (95%). But only 50 (83.33%) results can be used.

Based on the findings, the respondents were motivated to improve their knowledge as influenced by the environment in the office. The researchers found that work environment also influence the employees' communication. 70% of the respondents have a high confidence level in their communication because they are frequently communicating with each other in the organization especially about current issues.

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TABLE OF CONTENTS

	Page
ABSTRACT	i
ACKNOWLEDGEMENT	ii
LIST OF TABLES	iii
LIST OF FIGURE	iv
CHAPTER 1	
INTRODUCTION.....	1
1.0 Background of the Study.....	1
1.1 Statement of the Problem.....	2
1.2 Research Objectives.....	2
1.3 Research Questions.....	2
1.4 Significance of the Study.....	3
1.5 Limitations of the Study.....	3
1.5.1 Time Constraints.....	3
1.5.2 Lack of Cooperation.....	4
1.5.3 Financial Constraints.....	4
1.6 Definition of Terms.....	5
CHAPTER 2	
LITERATURE REVIEW.....	6
2.0 Introduction.....	6
2.1 Demographic Profile.....	6
2.2 Personality Attitude.....	8
2.3 Knowledge and Skills.....	8
2.4 Experience.....	9
2.5 Conceptual Framework.....	10-11
CHAPTER 3	
METHODOLOGY.....	12
3.0 Introduction.....	12
3.1 Research Design.....	12
3.2 Sampling Frame.....	13
3.3 Population.....	13
3.4 Sampling Technique.....	13
3.5 Sample Size.....	14
3.6 Unit of Analysis.....	14
3.7 Data Collection Procedures.....	14
3.8 Instrument.....	14
3.8.1 Primary Data.....	14
3.8.2 Secondary Data.....	15
3.9 Validity of Instrument.....	15
3.10 Plan of Data Analysis.....	15

CHAPTER 1

INTRODUCTION

1. Background of Study

Communication is about knowing effective communication skills which include active listening and appropriate use of feedback. Communication is described by interaction between two people or more include message, sender, feedback and receiver. The main key to achieve successful communication is the ability to respond within a conversation, great attention, concentration ability, received message clearly and the information will be achieved successfully. “Leaders who ignore the feelings of others can create distance between themselves and their employees” (Jay, 2005).

“Dozens of studies support the fact that communication skills are essential in a number of areas. Strong communication skills continue to be of great importance in the building of trust and confidence in organization” (Emmanuel, 2005).