

THE LEADER'S COMMUNICATION STYLE AND ITS
EFFECT ON STAFF MORALE AND JOB SATISFACTION
IN TECHNICAL PAHANG MATRICULATION COLLEGE.

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ABSTRACT

The purpose of this study to analyse various communication practices by the leader towards staff behaviour. Besides that, this study was conducted to determine the relationship between the perceived communication style of the leader on staffs morale and job satisfaction. This study was conducted among staffs in Technical Pahang Matriculation College. The method used in this study was by distributing the questionnaires to all staffs in the college. The sampling technique used was convenience sampling. Finding of this study, all hypothesis were rejected. Hypothesis one, there is no linear relationship between the perceived communication style by the leader on staff morale. Hypothesis two, there is no significant correlation between the perceived communication style by the leader on staff job satisfaction. As a conclusion, there will be another element in style of communication by the leader that will affect staff morale and job satisfaction. Multi-generational workforce also does not show a significant with style of communication by the leader and staff morale and job satisfaction. For recommendation, this study can use stratified sampling technique in analysing the data because it is more specific and accurate. To strengthen the reliability of the instrument in this study, more cautious should be taken. Add more elements in style of communication use by the leader to see more related item to be analyse.

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