



**A STUDY OF RELATIONSHIP BETWEEN MOTIVATION AND UNDERSTANDING
TOWARD COMMUNICATION IN
KOLEJ KEMAHIRAN TINGGI MARA LEDANG**

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MELAKA KAMPUS BANDARAYA**

JULY 2015

JULY 2015

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”**

I, Nur Ain Syuhada binti Mohd Salim, (I/C Number : 931210-01-5944)

Hereby, declare that :

- ✓ This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.

- ✓ This project – paper is the result of my independent work and investigation, except where otherwise stated.

- ✓ All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature :

Date : **3 July 2015**

LETTER OF SUBMISSION

3rd July 2015

Madam Wan Hasmat Wan Hassan
Bachelor of Business Administration (Hons)
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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**A STUDY OF RELATIONSHIP BETWEEN MOTIVATION AND UNDERSTANDING TOWARD COMMUNICATION AT KOLEJ KEMAHIRAN TINGGI MARA LEDANG**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Yours sincerely,

.....
(NUR AIN SYUHADA BINTI MOHD SALIM)
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ABSTRACT

Many companies develop difficulties within their organization due to communication issues. Companies need to be aware of potential barriers to communication. To improve the quality of communication, managers must understand how the process of communication works. The communication process begins when an individual or group has an idea or concept and wishes to make that information known to someone else. The primary components of communication process include the sender, the channel, the message, the receiver, feedback, and noise. In KKTM Ledang, the researcher found that, some important information are not received well either in verbal or nonverbal form among their staff. Many organisations adopted technology with gusto and equipped their employees with a range of technology to help them keep in touch. Same goes with KKTM Ledang, KKTM Ledang are using technologies as medium of communication it remains a good idea in principle, especially if it helps to reduce travelling to meetings, to the office or between offices. The technology takes over, people too often neglect to think about their audience, their message and what really needs to be said and use the functions of the technology to get them through. Staff of KKTM Ledang are rely on the technology too much. The research that researcher conduct is for to know the barriers to effective communication at KKTM Ledang. The barriers to communication may change with change in time because the needs of employees are often change with change in time. So continuous monitoring and close observation of barriers to effective communication is necessary to maintain a competent workforce. This research is important in order to understand how components of communication can be the barriers to effective communication and try to find ways to improve the communication among staff at KKTM Ledang.