

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS)



THE RELATIONSHIP BETWEEN COMMUNICATION
STYLES TOWARDS EMPLOYEE'S PERFORMANCE
AMONG NON EXECUTIVE STAFF AT IBU PEJABAT
POLIS DAERAH KOTA SAMARAHAN

MOHAMMAD ASHRAF BIN SABIRIN

BACHELOR IN OFFICE SYSTEM
MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA (SARAWAK)

2016



BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)

FACULTY OF BUSINESS MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, Mohammad Ashraf Bin Sabirin, (I/C: 940925015037)

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: _____

ABSTRACT

This study was an attempt to find out the relationship between Communication Style towards employee's performance among non executive staff working in administrative management of Ibu Pejabat Polis Daerah Kota Samarahan. The main objective of this study was to identify the Communicaton Styles among non executive staff in administrative management at Ibu Pejabat Polis Daerah Kota Samarahan. This study was based on 95 staffs from Ibu Pejabat Polis Daerah Kota Samarahan that selected from non executive in administrative management's staff. To collect the primary data, researcher was used questionnaires. When the data collected from questionnaires, then it will analyzed using (SPSS) version 21. (SPSS) version 21 was used to tabulate all the data that had been gathered from respondents based on Pearson correlation value. The result supports that, there are positive strong correlation and significant between passive and employee's performance. For future research, the data collection need to include various type of employees.

TABLE OF CONTENTS

DECLARATION OF ORIGINAL WORK	i
ABSTRACT.....	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS.....	iv
LIST OF TABLE	vii
LIST OF FIGURES	viii
LIST OF APPENDICES.....	ix
CHAPTER 1	1
Background of the study	1
Problem Statement	3
Research Objectives.....	4
Research Questions	4
Significance of the study.....	5
Limitations of the study	6
Definition of terms.....	6
CHAPTER 2	9
Literature Review.....	9
Communication style	9
Assertive communication style	9

CHAPTER 1

Background of the study

This study is look into the communication style with the employee's performance among non executive staff in administrative management at Ibu Pejabat Polis Daerah Kota Samarahan. This organization is maybe different with other public organization because of their highly confidential, private organization and different in environment. According Manola & Cecilia (2013), communication is a 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 into two ways which are verbally and non-verbally (Pipas and Jaradat, 2010). Communication styles can be defined as collective perception of others and so perception of employees between other workers (Kearney-Knutson, 1980). According to Norton (1978), communication style is the individuals have habitual pattern(style) of communication with one and another, varying style have a large effect on the manner in which individual are perceived in their communication environment. Within this communication style, there is 3 form of different types of style that is the passive communication, assertive communication and aggressive communication (Ibrahim & Ismail, 2007). The one who use passive communication style tends to avoid express their needs, feeling and feels shy to protect their rights even sometime causing