



THE RELATIONSHIP BETWEEN COMMUNICATION STYLES  
TOWARDS JOB PERFORMANCE IN JABATAN TANAH & UKUR  
KOTA SAMARAHAN, SARAWAK

MOHAMAD HUZAIR BIN ABU

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

2016

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS)



**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)  
FACULTY OF BUSINESS MANAGEMENT**

**“DECLARATION OF ORIGINAL WORK”**

I, MOHAMAD HUZAIR BIN ABU, (I/C: 930719-01-5723)

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- 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.
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## **ABSTRACT**

This study was an attempt to find out the relationship between communication style towards job performance of employee in Jabatan Tanah & Ukur Kota Samarahan. The main objective of this study was to identify the communication styles among employee in Jabatan Tanah & Ukur Kota Samarahan. This study was based on 97 staffs from various department in Jabatan Tanah & Ukur Kota Samarahan that selected to be a respondent . To collect the primary data, researcher was used questionnaires. When the data collected from questionnaires, then it will analyzed using SPSS version 22. Pearson's correlation was conducted to determine the degree of association between variables in this study. The result supports that, there are positive strong correlation and significant between assertive communication and employee's performance. For future research, the data collection need to include various type of employees and organization.

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# **CHAPTER 1**

## **INTRODUCTION**

### **Background of the Study**

This study is look into the communication style with the employee's performance in Jabatan Tanah & Ukur Kota Samarahan, Sarawak.

According to 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 and Ismail, 2007)