

RELATIONSHIP BETWEEN COMMUNICATION STYLES AND  
JOB PERFORMANCE AMONG NON-EXECUTIVE EMPLOYEES  
IN LEMBAGA PEMBANGUNAN DAN LINDUNGAN TANAH  
(PELITA) KUCHING, SARAWAK

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JULY 2016



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**“DECLARATION OF ORIGINAL WORK”**

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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.

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## ABSTRACT

This study aims were to find out the communication styles were practise toward non-executive employees in Lembaga Tanah dan Lindungan Tanah (PELITA), Kuching and to determine the relationship between communication styles and job performance in the organization. This researcher was conducted using correlation method. The population of the study consist of the convenience sampling from the population of study, so the researcher distributed questionnaire all respondents at nine departments at PELITA Holding Sdn. Bhd. the researcher was distributed 80 questionnaire to all the non-executive employees in PELITA Holding Sdn. Bhd. and recollect all the questionnaire. The respondents' rate (100%), data was analyzed using SPSS Version 23.

In this study, at PELITA Holding Sdh. Bhd., Kuching, the non-executive employees were practiced assertive communication in the organization. Besides that, communication styles also have relationship with the job performance and assertive communication has strong relationship with the job performance in the organization.

**Keyword:** communication styles, assertive communication, aggressive communication, passive communication, task performance and job performance.

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## ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful Alhamdulillah, all praises to Allah for the strengths and His blessing in completing this portfolio. I would like to express the gratitude to Allah Almighty for His grace because I was able to complete the entire tasks that have been giving.

On this occasion I would like to grab the opportunity and space for express and say a lots of thank toward University Technology Mara (UiTM) because give me the opportunity and valuable experience to conducting research entitled The Relationship between Communication Styles and Job Performance toward non- executive employees at Lembaga Tanah dan Lindungan Tanah (PELITA), Kuching.

Special appreciation goes to my research supervisor, Miss Nurfaizlina Binti Harris for her supervision and constant support. Her invaluable help of constructive comments and suggestions throughout the study have contributed to the success of this thesis. I know that there are still many lacks of arranging this research and thank to her because provide guidance for me in conducting this research.

Hereby I want to give my special thanks to all my family because they always give me moral support and provide the necessary things to complete this research. Lastly, a big thanks to all m friends especially Amin, Huzair and Ashraf also others for their kindness and teaching me to complete this study. Thanks for the friendship and memeories.

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