

THE RELATIONSHIP BETWEEN THE LEVELS OF
COMMUNICATION SATISFACTION AND JOB
SATISFACTION AMONG PUBLIC SECTOR EMPLOYEES
AT SARAWAK TIMBER INDUSTRY DEVELOPMENT
CORPORATION (STIDC) KUCHING.

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JUNE 2017

ABSTRACT

The main purpose of the study is to investigate the levels of communication satisfaction among the employees towards their job satisfaction. A total of 113 questionnaires were circulated, out of which only 110 get back. The questionnaire used to interpret the communication pattern at the organization is based on Down and Hazen Theory (1977). The researcher only considered three dimensions of communication satisfaction levels namely Communication Climate, Relationship with supervisors and Organizational Integration based on Down and Hazen Theory (1977). The results show that the communication among the employees could only improve through integration between departments as it reduces uncertainty among the employees from various background and with varying knowledge. The levels of communication satisfaction of employees increase because they are communicating with every employee in the organization. In the nutshell, the aim of this study was to investigate the relationship between levels of communication satisfaction and job satisfaction among public sector employees at Sarawak Timber Industry Development Corporation (STIDC) Kuching, Sarawak. This study examines the relationship between levels of communication satisfaction of the employees toward their job. From the analysis, it showed that all the element which is communication climate, relationship with supervisor and organizational integration has strong relationship and positive correlation. It can be concluded that staff at STIDC feels satisfied with communication that occurs in their workplace.

There are several recommendations for organization, employees and future researcher in order to make them understand next move for improving their communication among themselves and also communication with their supervisor.

ACKNOWLEDGEMENT

Firstly, I would like to thank God with His Mercy that I am able to complete my final year project to fulfil the requirement of ASM662 (Academic Project). Secondly, I would like to express my gratitude to my supervisor, Madam Suzana William Jalil for her guideline, advice, suggestion and encouragement in order to complete this project. A million thanks to her for had given lots of information during the implementation of this research. Third, I would like to convey my gratitude to my family for supporting and understanding during the process of this research. Also, a million thanks to my friends who are helping me from start this research until the research are fully completed. Lastly, I would like to thanks to all who are direct or indirect helping me for completed this research. A million thank to you all.

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June 23, 2017
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CHAPTER 1

INTRODUCTION

This chapter provides the introduction of this study and includes sections such as background of the study, statement of problem, research objectives and research questions. This chapter will also discuss the significance of the study and the definition of terms.

Background of the Study

In today's work environment, job satisfaction has become an important outcome to determine employee's job efficiency. Employees need to enhance their skills and knowledge in order for them to be a competitive and knowledgeable worker. This will eventually increase their performance in organization as well as to excel in doing their work. In this challenging environment, many sectors have to compete to improve their performance in order to drive the country's productivity growth. At the same time, measurement of employees' job satisfaction has become very crucial to improve their productivity or service of work.

With proper communication, (Proctor, 2014) argued that the satisfaction level among of the employees in the organizations with their job satisfaction in the organization would improve their performance. According to Keyton (2011), communication satisfaction is a global communication dimension, which was influenced by different variables. Job satisfaction is an enjoyable or positive