

A STUDY ON THE COMMUNICATION BARRIERS AMONG MID LEVEL  
STAFF AND SUPPORT STAF AT KUALA LUMPUR CITY HALL (DBKL)

Prepared for:  
PN NORLAILI BINTI HAJI HARUN

Prepared by:  
KHAIRIL AZHAR BIN AHMAD SHUKARI 2005358821  
AZLAN SHAH BIN MASROM 2005358814

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)  
UNIVERSITI TEKNOLOGI MARA CAWANGAN PAHANG  
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY  
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## ABSTRACT

Communication plays a major role in our everyday lives. Without communication it will be hard for people interact with others. In order to establish the meaningful and useful message, the efficiency in communication is essentials. Without the efficiency, will lead to creation of barriers to communication. This study tries to identify how far communication barrier among staff in Corporate Communication Unit, Department of Housing Management and Department of Wealth Management and Assessment at Dewan Bandaraya Kuala Lumpur has affected the performance of the staff in their work environment at the office. Previous works show there is a relationship between barriers to communication in work place and its effect to job performance. With the use of questionnaires as the research instrument, this study examines the effectiveness of using communication channels in workplace, identify the barriers to effective communication occurs in workplace in Kuala Lumpur City Council (DBKL) and to identify solution to communication problem occurs in workplace. This study found that there is a direct relationship between communications barriers, types of communication used, its effectiveness, skills related in using the communication channel and its affect on the job performance.