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THE RELATIONSHIP BETWEEN MANAGERIAL
COMMUNICATIONS AND EMPLOYEE'S
PERFORMANCE AMONG GRADE 17 EMPLOYEES
IN UiTM TERENGGANU, DUNGUN CAMPUS

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among Grade 17 Employees in UiTM
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IN UITM TERENGGANU, DUNGUN CAMPUS**

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ABSTRACT

This research was conducted to study the Relationship between Managerial Communications and Employees' Performance among Grade 17 Employees in UiTM Terengganu, Dungun Campus. The objective for this research is to identify the relationship between managerial communications in terms of speaking, listening, reading and writing towards employees' performance. This study was also conducted to identify which elements in managerial communications that is crucial towards employees' performance. The researchers have distributed the questionnaire among 100 employees that hold Grade 17 position in all departments in UiTM Terengganu, Dungun Campus. After the data was collected and analyzed, the result showed that there is a relationship between four variables and employees' performance. The finding also showed that the most important skills that influenced employees' performance are employer's listening skills. By conducting this research, the researchers hope that in future, the employer in all

departments in UiTM Terengganu, Dungun Campus should improve their speaking, reading and writing skills.

Keywords: Speaking, Listening, Reading, Writing, Employees' Performance

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