

ABSTRACT

The purpose of this thesis was to study on the perception of subordinate toward communication behavior of their supervisors and its effects to effective teamwork.

The study was assumed that the communication of supervisors would lead to their effectiveness . The research would be find out what was the perception of subordinate when they look into the way of their supervisors communicate with them and also to find out the perception on effectiveness of their teamwork. Lighting Co.,Ltd.

was selected to study. The questionnaires were distributed to all employees in 3 different area. The return questionnaires were 110sets which was 74.82% of total employee.

The research found that Lighting's employees rated favorably agreed on communication behavior of their supervisors. They believed that their supervisors communicate well with them. However, they rated their perception doubtfully on communication process which could be considered as a problem area.

The results on test of hypothesis on difference in communication behavior among different of demo graphic profile was that male & female were though in a different way on communication channel/direction. The results shown that male were more accepting on communication channel/direction of their supervisors than female. Because of nature of male & female are differently so, they are thinking in different way. Male more

concern on action much more than details so, they perceived more accepted on communication channel/direction of their supervisors than female. People in different education level perceived differently in communication climate the lower education are more accepted on communication climate with their supervisors than higher education level. People in different position also had a different perception on leadership style. People who work in a higher position are more accepted on leadership style than who work at lower position. The results of hypothesis on difference in effective teamwork showed that people in different age perceived different on Sense of direction of team. The test on correlation showed that there are correlation between communication behavior and effective teamwork. The two highest correlated was between Communication Channel & Reasonable and efficient operating procedure and between Communication Climate & Reasonable and efficient operating procedure.

Finally, The results of the finding and comment from respondents on the open-ended question was summarized and made a conclusion and presented to management of Lighting Co.,Ltd.. The recommendation were that the company should have orientation for the new employees to make them more understand the company background and the goals. The activities between each department are need to make them have a chance to participation. Training also need to provided to all employees as well as team building. How to make them work as a team. Identify the problem and try to change a bit by bit till they can change their mind to think as "All for one"