

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 INTRODUCTION**

In the new era of globalization, communication is very important in daily life especially in occupation. In a job, communication associated with internal communications and external communications. Internal communications is a communications organization that directs to a group of employees and external communication is the communication addressed to the person in the job environment. In addition, Notes Desk (2009) had defined that the communication as a process of exchanging information, thoughts, ideas, feelings and emotions through speech, writing, or behavior. Besides that, communication process leads to the sender and the receiver, is the encoder and the item will be sent the information using a medium to the receiver. The feedback information submitted will be using the medium sender information after process information.

In this part, it is describes the basis of research topics including research background. This will promote several issues involved in effective communication barriers in the construction industry in Malaysia, especially communication between migrant workers and supervisors. The objective of the study and research questions of the issues contained in this chapter. In addition, the introduction to the scope of the study and

research interests include the investigation and this is the final chapter with the desired results with a conclusion.

## 1.2 PROBLEM BACKGROUND

Furthermore, kind of communication barrier is the language barrier. These barriers have been mixed by stakeholders in the construction industry in Malaysia. This is because many workers at a construction site workers are foreigners who come from countries with economic downturn. In addition, migrant workers on construction sites such as Indonesia, Nepal, Bangladesh, Myanmar and the like will be paid with lower wage rates compared to local workers. According to another example of cases in the West (2010), none of the employees of the East Sun Building Pty Ltd has been talk in English and supervisors are required to translate all kinds of directions given to construction projects.

Based on Loosemore and Andonakis (2007), the existing language problem among foreign workers, where it affects any activity that involved compliance with work safety and health. In addition, language is a problem factor to communicate among them in industry construction. According to Trajkovski and Loosemore's research (2006), construction industry in Australia revealed that the language factor have contributed towards the high accidents rate to 85.7% of the foreign workers as they use a language other than English at the work place.

Industry construction is a branch of trade and act based on buildings, maintenance and repair the structure. It is also include the design and implementation of infrastructure that must be taken into account for the zone, environmental impact, scheduling, budgeting, construction site safety at construction sites and transport trucks, and bulldozers.

Foreign worker in industry construction used communication to connect or communicate among each other in work site. Without understanding communication

among them, it is very complicated to make any kind of work and understanding the hazard board in construction site between them. Based on Keyton(2011), explain that communication can be defined as the process of transmitting information and common understanding from one person to another. So, understanding the language communication is important among foreign worker in site construction.

### **1.3 PROBLEM STATEMENT**

Communication is very important thing that used in industry construction or work site. Without understanding language in communicated, it will being some difficult to communicated among foreign worker or other people, for example supervisor. According to the Emmerson(1962), Higgin and Jessop(1965), Latham(1994), DETR (1998) had explains that the most important topics in the construction industry is communication, it is also similar to that reported in the literature. In addition, they also said that communication problems often referred to as a problem in the construction. This problem will effected organization and another people in site work.

This research aims to study the problem of communication between foreign workers in focusing more on the construction industry. Started by analyzing the communication problems in the construction industry between foreign workers and seek solutions through effective method to avoid another foreign workers can understand the language used to each other. In addition, Quirke(1996) had said in his journal that many managers do not bother to know and not properly assess the level of communication.

Among the factors that promote communication problems among foreign workers is that they do not use language that can be understood by all workers in the construction industry. Furthermore, failure in communication between foreign workers may result in management in the construction industry to be slow and difficult to manage. This is because migrant workers do not understand each other on different factors nation. It can be said that a small problem but can cause significant impact on the construction industry in Malaysia. In addition, the construction industry that puts many foreign workers of