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# Organizational Communication: Perceptions of Staff Members' Level of Communication Satisfaction and Job Satisfaction

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# Organizational Communication: Perceptions of Staff Members' Level of Communication Satisfaction and Job Satisfaction

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**Metacognition Lab at Miles College  
Takes Peer Mentoring to a Higher Level**

**Tina Dorius**  
Miles College

**Emmanuel Chekwa**  
Miles College

**ABSTRACT**

Albert Einstein famously said, "I never teach my students. I only attempt to provide the conditions in which they can learn." At the Miles College Metacognition Lab, we follow a similar philosophy. In the Metacognition Lab, we teach our students to think about how they are thinking. We have created a system of student interactions that monitors and assesses student progress and concurrently teaches our students how to monitor and assess their own progress. To this end, we have four main focuses: 1) Creating meaningful relationships of trust based on honest communication 2) Emphasizing the importance of short term and long term goals 3) Teaching students the Study Cycle and how to do Intense Study Sessions and 3) Creating Action Plans that outline simple steps for the students to follow on their own.

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**rganizational Communication:  
Perceptions of Staff Members' Level of  
Communication Satisfaction and Job Satisfaction**

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**ABSTRACT**

The purpose of this research study was to explore the topic of organizational communication in higher education and examine staff members' perceptions about their level of communication and job satisfaction in their workplaces. This study was also designed to test the relationship between communication satisfaction and job satisfaction by analyzing the significance of different dimensions of Communication Satisfaction with the view that satisfaction is multifaceted.

The results of the study indicated that gender differences and the number of years in service do not seem to make a significant difference in the level of satisfaction among staff members, but the level of education and job classification seem to make a significant difference in the level of satisfaction among staff members. There were strong positive relationships found among all 8 dimensions of Communication Satisfaction Questionnaire (CSQ), which indicated that staff members when felt positive about 1 dimension of CSQ, also tended to feel positive about other dimensions of CSQ. A strong positive relationship and statistically significant correlation was found between overall communication satisfaction and job satisfaction scores, indicating that when staff members feel satisfied with communication in their workplace, they also tend to feel satisfied with their job in their workplace.