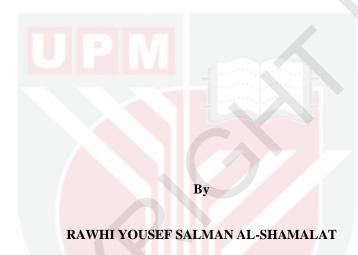


USE OF CONJUNCTIONS AS COHESIVE DEVICES IN ARGUMENTATIVE WRITING OF JORDANIAN EFL LEARNERS



Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia, in Fulfilment of the Requirements for the Degree of Doctor of Philosophy

December 2022

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DEDICATION

This Thesis is Dedicated to the Memory of My Late Father,

Yousef Salman Al-shamalat.

May his Soul Forever Rest in Peace,

Comfort and Blessing

He was the Best Father Ever.

&

To My Mother

For her Advice, her Patience, and her Faith because she always Understood

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfilment of the requirement for the degree of Doctor of Philosophy

USE OF CONJUNCTIONS AS COHESIVE DEVICES IN ARGUMENTATIVE WRITING OF JORDANIAN EFL LEARNERS

By

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December 2022

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Cohesive devices are one of the components of conjunction devices that tie the elements of a written text together and make it cohesive. Effective use of cohesive devices will produce cohesion in the text. English as foreign language learners face some challenges in the use of cohesive devices effectively in their writing. Previous studies showed that Jordanian EFL students face difficulties in the use of cohesive devices which prevents them creating a cohesive text. The present research draws upon Halliday and Hassan's (1976) Taxonomy of Cohesive Devices. It examines the types of conjunctions, the correlation between undergraduates' correct use of conjunctions and their proficiency, the correlation between correct use of conjunctions and overall quality of writing, the most common conjunction errors in argumentative essays written by EFL undergraduates, and finally EFL teachers' perceptions on how using conjunctions can improve undergraduates' argumentative writing quality. This mixed-method study included sixty (n=60) undergraduates at the Dept. of English Language and Literature at Mu'tah University in Jordan. The participants of the study were selected purposively. The study used text and thematic analysis of learners' essays to see how cohesively learners write argumentative essays. The data were analysed using a variety of analysis in SPSS such as Frequency test, Chi-square, Pearson's correlation test and thematic analysis. The density and accuracy of cohesive devices and related ideas such as text unity, content, logical order, content, and the writer's background knowledge were examined. The research was mainly qualitative, but it correspondingly entailed a quantitative component. It used the triangulation of varied sources of data: participants' groups (teachers and students) and two research instruments including semi-structured interviews and text analysis. The findings of this study showed that Jordanian EFL undergraduates frequently used the following types of conjunctions, respectively: additive, adversative, causal and temporal in which additives are the most used. In addition, the findings revealed that the presence and absence of conjunctions affected the overall cohesion of the written essays that relates to a considerable number of errors including semantic misuse, syntactic misuse, stylistic misuse, mechanical misuse, redundancy, omission, unnecessary addition, and positional misuse of conjunctions. The findings showed that there is a need for developing and enhancing their undergraduates' writing quality where most of the chosen writing samples entailed different kinds of syntactic misuse and conjunctions' underuse. The research provides a detailed discussion of its results concerning its context and the main body of research in the field. It emphasizes investigating cohesion and understanding its accuracy in argumentative essays. The results of this study provide some significant pedagogical implications for the teaching of English as a foreign language. The study will help the curriculum designers, mainly authors of writing materials and English language textbooks in EFL settings, to present such cohesive devices/ conjunctions in teaching materials more effectively for classroom purposes. Finally, this study provides some significant recommendations that notify practice, decision-making, and further investigations.



Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Doktor Falsafah

PENGGUNAAN KATA PENGHUBUNG SEBAGAI PERANTI KOHESI DALAM KARANGAN ARGUMENTATIF OLEH PELAJAR EFL DI JORDAN

Oleh

RAWHI YOUSEF AL-SHAMALAT

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Peranti kohesi adalah salah satu komponen penanda kata hubung yang menghubung elemen-elemen penulisan dalam teks supaya ia saling berkait antara satu sama lain. Teknik ini penting bagi penulis, terutamanya dalam penulisan bahasa Inggeris sebagai bahasa asing di dalam konteks akademik. Pelajar bahasa Inggeris sebagai bahasa asing menghadapi beberapa cabaran mengguna peranti kohesi secara teliti dan berkesan dalam penulisan mereka. Kajian lampau menunjukkan pelajar EFL Jordan menghadapi masalah mengguna peranti kohesi yang betul; dan ini menyebabkan mereka gagal menghasilkan teks yang kohesif. Berdasarkan Taksonomi Peranti Kohesi oleh Halliday dan Hassan (1976), kajian ini mengkaji jenis kata hubung; hubung kait antara penggunaan kata hubung yang tepat dan kecekapan bahasa pelajar; hubung kait antara penggunaan kata hubung yang tepat dan kualiti keseluruhan penulisan; kesalahan kata hubung dalam penulisan argumentatif yang paling kerap dilakukan oleh pelajar EFL; dan akhir sekali mengkaji persepi guru EFL terhadap penggunaan kata dan kualiti penulisan argumentatif pelajar. Kajian kaedah campuran ini melibatkan enam puluh (n=60) pelajar dari Jabatan Bahasa Inggeris dan Kesusasteraan, Universiti Mu'tah, Jordan. Peserta kajian dipilih secara bertujuan. Kajian ini mengguna kaedah analisis teks dan tematik untuk menganalisa penggunaan peranti kohesi dalam karangan argumentatif peserta. Data dianalisis mengguna empat kaedah dalam SPSS iaitu : Frequency Test, Chi-square, Pearson's Correlation Test dan Thematic Analysis. Kajian ini mengkaji ketumpatan dan ketepatan peranti kohesi, dan idea yang berkaitan seperti kesatuan teks, isi kandungan, susunan logik, dan pengetahuan penulis. Kajian ini adalah bersifat kualitatif dan kuantitatif. Ia mengguna triangulasi pelbagai sumber data: kumpulan peserta (guru dan pelajar); dua instrumen kajian iaitu temu bual separa berstruktur; dan teks penulisan. Dapatan kajian menunjukkan pelajar sering mengguna jenis kata hubung berikut: kata hubung tambahan, kata hubung lawanan, serta kata hubung sebab dan waktu. Kata hubung tambahan didapati paling kerap digunakan. Selain itu, dapatan juga turut menunjukkan kewujudan dan ketiadaan kata hubung yang mempengaruhi kesepaduan keseluruhan karangan bertulis yang berkait seperti penyalahgunaan semantik; penyalahgunaan sintaksis; penyalahgunaan gaya; penyalahgunaan mekanikal; kelewahan; ketinggalan; penambahan takperlu; dan penyalahgunaan kedudukan kata hubung. Seterusnya, dapatan kajian menunjukkan terdapat keperluan untuk mengembang dan memperbaiki kualiti penulisan pelajar di mana sebilangan besar sampel penulisan yang dipilih mengandungi pelbagai jenis penyalahgunaan sintaksis dan kekurangan penggunaan kata hubung. Kajian ini juga mengupas secara terperinci dapatan yang berkait dengan konteks dan bidang utama kajian. Hujahan kajian ini menekankan kepada kajian kohesi dan pemahaman mengenai ketepatan penggunaan kohesi di dalam karangan argumentatif. Dapatan kajian ini mempunyai beberapa implikasi pedagogi penting terhadap pengajaran bahasa Inggeris sebagai bahasa asing. Ia dapat membantu perancang kurikulum, terutamanya penulis bahan penulisan dan buku teks bahasa Inggeris dalam konteks EFL untuk menyampaikan peranti kohesi / kata hubung dalam bahan pengajaran dengan lebih berkesan di dalam bilik darjah. Akhir sekali, kajian ini memberi beberapa cadangan penting untuk menambahbaik amalan praktis dan untuk kajian lanjutan.

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LIST OF ABBREVIATIONS

ELS English as a Second Language

EFL English as a Foreign Language

L1 First Language

L2 Second Language

EF Errors-Free

EL Errors-Laden

DCS Discourse Connectors

DMS Discourse Markers

CD Cohesive Device

CDS Conjunction Devices

LCS Logical Connectors

NNS Non-Native Speakers

NS Native Speaker

SLA Second Language Acquisition

NL Native Language

TL Target Language

IL Interlingual

EA Errors Analysis

OPT Oxford Placement Test

CEFR Common European Framework of Reference for Languages

MCQ Multiple Choice Questions Format

SPSS Statistical Package for Social Sciences

T Text

L Low

H High

SI Sentence Initial Position

SM Sentence Medial Position

SF Sentence Final Position



CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter discusses the study's background, the problem statement, the study's objectives, the research questions, the conceptual framework, the scope of study, and the study's significance. This is followed by an operational definition and summary of the chapter.

1.2 Background of Study

Writing, as one of the productive skills in English, is a challenging task for English as a Foreign Language (EFL) learners (Siddiqui, 2020). The difficulty stems from its tricky and multi-dimensional processing in the English language (Klimova and Hubackova, 2014). In fact, writing involves planning, constructing ideas, writing content, and employing various lexical and syntactical structures (Mohamed, 2016). When writing in English as a foreign language, the challenge increases due to the inference of other social and cultural elements that should be taken into consideration by the learners (Aryadoust and Liu, 2015). This requires EFL learners to develop knowledge and awareness of the context of the foreign language.

In fact, EFL learners have little exposure to the context of the foreign language, and the only source of learning the foreign language is the classroom, which adds to the complexity of learning to write (Darweesh and Kadhim, 2016). In a traditional EFL classroom, writing is not given enough attention and is usually presented as an expansion of other language skills (Asassfeh, 2015). In these classes, the focus is on grammatical rules and accuracy, while fluency, coherence, and cohesion receive little attention (Coker et al., 2018). For a piece of writing to be considered successful and effective, besides having level accuracy, it also needs to be well organised (Calkin, 2018). Reportedly, EFL learners' writing lacks the cohesion needed to produce meaningful messages that are directed to a specific audience (Kim and Crossley, 2018). These learners produce written texts without establishing logically ordered sentences (Aminovna, 2022). He (2020) maintained that EFL learners' writing lacks coherence devices, which confuse readers and create misunderstanding. These issues require conducting further research in order to find the best solution that helps EFL learners overcome their problems in writing.

EFL learners' problems that began in schools continue onto the tertiary level, where writing academically becomes a must for these learners to pass their academic assignments or research projects. Students at this advanced stage of learning need to write argumentative essays in which they can express and defend their personal opinions and present general and scientific facts (Farhadi et al., 2016). Writing argumentative essays is also important in obtaining a new understanding of the students' areas of

research (Coker et al., 2018). Due to this importance, writing argumentative essays is considered to be one of the most significant issues that university EFL learners face and need to cope with, regardless of their main fields (Zhang, 2018).

This issue has been discussed from various perspectives, such as the classroom environment, goals of writing beyond the teaching space, learners' experience, the teacher's motivation, the students' social background, and interference of the mother tongue as presented in writing (Zhang, 2018). The roles of culture and students' background knowledge and experiences in the context of writing have also been focused upon (Kamil, 2011; Al Khotaba, 2010). These efforts brought focus to the issue, but the fundamental issue expressed by the use of language in argumentative essays among university students needs to be given further attention.

Speaking of the linguistic issues in writing academic argumentative essays among university students, one is the absence or misuse of cohesion devices (Kim and Crossley, 2018). Research on cohesion emphasised the fact that EFL learners have to write cohesively in order to produce logical and interrelated written texts (Muftah, 2014). The research also stressed that writing in general and argumentative writing in particular are challenging tasks for university students compared to speaking because these students are not familiar with the techniques that can be followed to produce a cohesive piece of text (Al Amro, 2019). Harrington, Morrison, and Pascual-Leone (2018) found that the tertiary-level writing lacks syntactic quality at the sentence level. Cohesion in the whole text, which contributes to the quality of argumentative texts, still needs to be further analysed.

Writing coherently is a challenge for Arab EFL students (Darweesh and Kadhim, 2016). Undergraduate Jordanian Arab students are no exception. These students struggle in their argumentative writing as they produce low-quality argumentative essays (Al Jeradaat, 2008) that mainly suffer from a lack of organisation and cohesion (Al Natsheh, 2007). For this reason, there has been a strong and growing interest in argumentative writing, especially in the university setting (Al-Jarrah et al., 2018). One of the solutions that has been proposed is through specifying extra teaching hours to develop students' argumentative writing in tertiary education in Jordan (Al-Jarrah et al., 2018). Although this proposed solution can be a starting point, it needs to be built on solid research findings that guide a practical and effective plan to overcome the students' issues in writing argumentative essays, motivate teachers to support the efforts, and propose inferences for practice, policy, and research in this area.

Writing cohesively and using conjunctions appropriately might be affected by a number of factors, such as students' exposure to using these devices in real-life situations and, most importantly, the students' proficiency level and academic background (Ghasemi, 2013). Muftah (2014) emphasises that EFL learners have many difficulties effectively applying cohesive devices in written essays due to their lack of familiarity with these devices and exposure to using these devices prior to beginning their higher education. Furthermore, EFL students tend to limit their efforts to a small number of a specific cohesive device such as "and," "but," "besides," and "next" in a sentence. Furthermore, learners are more interested in using cohesive devices that they believe are easily

acquired due to their widespread use and exposure. This includes the additive "and" and the adversative "but." Thus, learners who are not aware of cohesive devices might create grammatically incorrect sentences and, consequently, incoherent text (Park, 2013). Following the suggestions of other researchers, such as Greer and Harris (2018) and Han and Hiver (2018), this study distinguishes itself from other studies that investigated cohesion in terms of errors and unity at the sentence level by investigating cohesion created by the use of conjunction devices at the whole text level.

To this end, the intent of the present study is to examine the use of conjunctions as cohesive devices in argumentative writing among Jordanian EFL university students. The focus of the study is on the types of conjunctions used by the students in writing cohesive argumentative essays and the correlation between the use of conjunctions and the students' proficiency level. It will also look at the correlation between the use of conjunctions and the overall quality of the students' writing, the most common conjunction errors in the students' argumentative essays, and finally, the perceptions of EFL teachers towards the role of conjunctions in improving the undergraduates' argumentative writing quality.

1.3 Statement of Problem

Mastering argumentative essays plays a necessary role in achieving students' academic assignments in a university setting. Such kinds of writing have developed to be one of the most significant issues that EFL university learners face and need to cope with, regardless of their main fields (Zhang, 2018). Previous research has tackled this issue from various perspectives, such as the classroom environment, goals of writing beyond the teaching space, learners' experience, teacher's motivation, students' social background, and interference of the mother tongue as presented in writing (Zhang, 2018). Other studies (e.g., Kamil, 2011; Al Khotaba, 2010) focused on the role of culture and students' background knowledge and experience of the context of writing. Despite these research efforts, investigating argumentative essay writing among university students by focusing on the linguistic elements still needs to be addressed and given further attention.

In the case of Jordanian EFL students, writing English argumentative essays has made a great contribution to the development of these students in all academic institutions, including colleges and universities (Al Natsheh, 2007). However, mastering this type of writing is an issue for these students, as they lack the skill to compose, organise, and connect the elements of their written text appropriately and in a cohesive manner (Al-Jarrah et al., 2018). To address this issue in the students' writing in general, and of argumentative essay writing in particular, efforts have been made in Jordan's tertiary education over the past years to allocate extra teaching hours to develop students' argumentative writing. However, the proposed solutions are not based on solid research findings (Al-Jarrah et al., 2018). Furthermore, the available studies (e.g., Al-Jarrah et al., 2018; Al Khotaba, 2010) tackled the problem of student writing performance without going deeply into the real problems in the students' argumentative writing. These gaps are filled in the present study by addressing the students' issues in writing argumentative essays, investigating the students' understanding of argumentative essays through

analysing their writing, and determining their teachers' perceptions of teaching argumentative writing. Investigating these students' understanding of argumentative writing would provide a clear understanding of their actual problems in writing their argumentative essays. Examining the perceptions of the teachers would also support the efforts and propose inferences for practice, policy, and research in this area.

In terms of conjunctions, these cohesive devices play significant roles in establishing unity at both the sentence level and the text as a whole. Inadequate use of conjunctions might create confusion on the part of the reader. Darweesh and Kadhim (2016) maintained that EFL learners tend to overuse or misuse conjunctions. In addition, it was recognised that learners use conjunctions more frequently than native speakers do, particularly in sentence-initial positions (Muddhi and Hussein, 2014). Furthermore, the usage of conjunctions has been described as challenging for non-native speakers (Heino, 2010; Ong, 2011). Hamed (2014) argues that the use of conjunctions might cause problems for learners as the proper use of conjunctions requires correct identification of context, type, style, and register, which is complicated for EFL students to achieve. Besides, EFL learners' usage of conjunctions to achieve texts' cohesion in English is completely different from that of English native speakers. They commonly face problems generating well-developed logical ideas. Regardless of their English language expertise levels and their writing abilities, learners appear to struggle, to some extent, with their writing cohesion. Speaking of the Jordanian EFL learners, using conjunctions as cohesive devices and establishing coherent text forms is a challenge (Asassfeh et al., 2013). Nevertheless, the linguistic study of writing argumentative essays has generally focused on syntactical errors. For instance, Harrington, Morrison, and Pascual-Leone (2018) focused their investigation of tertiary-level writing on quality errors and syntactic characteristics at the sentence level. Other related features of texts that go beyond the sentence level, such as text cohesion, which contributes to the quality of argumentative texts, were not given enough attention. It is therefore necessary to go beyond the analysis of sentence cohesion to explore the EFL university students' problems in producing text cohesion while writing an argumentative essay.

Writing cohesively and using conjunctions appropriately might be affected by a number of factors, such as students' exposure to using these devices in real-life situations, teachers' inclination to teach cohesive devices, and most importantly, the students' proficiency level and academic background (Ghasemi, 2013). Al Amro (2019) noted that Jordanian EFL school students lack an understanding of the inferences and meanings of conjunctions. Al-Khotaba (2015) believed that Jordanian EFL university students might face a range of cultural and linguistic problems when learning to write. Asassfeh et al. (2013) found that Jordanian college English textbooks include almost fewer than three types of conjunctions. Obeidat (2006) found that only 90 conjunctions had been presented to Jordanian EFL students at the higher education stage. These issues pose a challenge for teachers, who have found teaching conjunctions to students difficult in the presence of these issues (Asassfeh et al., 2013). These teachers need to familiarise the students with the importance of writing cohesively in order to adapt to future academic writing tasks in university setting. The present study is an attempt to determine the frequent issues and factors that hinder the appropriate use of conjunctions as cohesive devices by Jordanian EFL students and provide proper implications for students, teachers, and decision-makers in higher education in Jordan.

1.4 Research Objective

This study addresses gaps in the literature on the understanding of cohesion by examining the use of conjunctions as cohesive devices in argumentative writing by Jordanian EFL learners. It examines the most common cohesion types and explores whether its results comply with related past research. The study intends to achieve the following objectives:

- 1. To investigate types of conjunctions used by Jordanian EFL undergraduates in argumentative essays.
- 2. To determine if there is a correlation between undergraduates' correct use of conjunctions and their proficiency.
- 3. To investigate if there is a correlation between the correct use of conjunctions and the overall quality of writing.
- 4. To identify most common conjunction errors in argumentative essays written by EFL undergraduates.
- 5. To look into EFL teachers' perspectives on how using conjunctions can help undergraduates improve argumentative writing quality.

1.5 Research Questions

This research intends to answer the following research questions:

- 1. What are the types of conjunctions used in argumentative essays of Jordanian EFL undergraduates?
- 2. What is the correlation between undergraduates' correct use of conjunctions and their proficiency?
- 3. What is the correlation between the correct use of conjunctions and the overall quality of writing?
- 4. What are the most common conjunction errors in argumentative essays written by EFL undergraduates?
- 5. How do EFL teachers perceive the use of conjunctions as improving undergraduates' argumentative writing quality?

1.6 Research Hypotheses

- 1. Null hypothesis.
- 2. There is a correlation between undergraduates' correct use of conjunctions and their proficiency (positive hypothesis).
- 3. There is a correlation between the correct use of conjunctions and the overall quality of writing (positive hypothesis).

- 4. Null hypothesis.
- 5. Null hypothesis.

1.7 Conceptual Framework

This study can be conceptualised in the following diagram (Figure. 1.1).

Previous research has shown that proficiency level and argumentative writing quality increase students' performance based on the correct use of conjunctions (Alaro, 2020; Al Khotaba, 2022). The encouragement of students to use the correct conjunctions appeared to positively affect their proficiency level and argumentative writing quality.

Furthermore, using different types of conjunctions allows students to control their proficiency level and argumentative writing during writing assignments. It also shows that using different types of conjunctions helped students improve their writing quality. It enables students to practise a wide range of skills that are significant in the development of writing ability. Darweesh and Kadhim (2016), in their research on university students, found that there is a significant difference in the use of cohesive devices in writing.

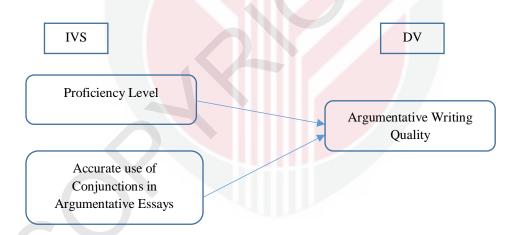


Figure 1.1: Conceptual Framework

According to the Conceptual Framework, the independent variables are proficiency level and argumentative writing quality, and the dependent variable is conjunction types. Various researchers suggested these variables because they demonstrate usefulness in enhancing writing skills among EFL learners (Yuksefire, 2017; Uzun, (2017).

1.8 Scope of Study

This research includes only Jordanian university third-year students. The age range of the participants is between 21 and 22 years. The analysis is confined to the usage of conjunctions in argumentative essays produced by 60 students at the university level. This study deals with problems of writing at the sentence level in written texts. It is limited to the problems of cohesion, particularly the use of cohesive devices; therefore, other errors are excluded.

Although there is a comparison in the use of conjunctions between essays among a group of Jordanian undergraduate writers in this study, it must be made clear that the goal of this study is not to build a Jordanian corpus of students' essays. Nevertheless, the effort of collecting these essays can be seen as an embryonic step toward the building of a potential Jordanian corpus of undergraduate writers' essays in the future.

1.9 Significance of Study

This study provided insightful knowledge on the use of conjunction devices among Jordanian EFL learners in argumentative writing. Writing teachers might gain a deeper understanding from the results and, therefore, be able to help students develop their writing skills, particularly using cohesive devices.

Thus, the study contributed to the basic issue in education as it described conjunctions applied in argumentative compositions produced by Jordanian EFL undergraduates. It is expected that the study might help define a link between the use of conjunctions and the quality of writing.

Understanding how students use conjunctions can aid in the development of suitable course materials for Jordanian English students. Therefore, this study is expected to shed more light on using conjunctions, which is occasionally overlooked by scholars, and offer a valuable understanding of the teaching of writing and conjunctions since not much research has examined students' writing at this level in Jordan. This research supported teachers in gaining some feedback on the learners' writing skills, which could be used in developing new and more effective techniques for teaching writing skills.

However, this investigation is essential for fostering the improvement of learners' writing quality. Finally, it laid a solid foundation for further future investigations. English is delivered in all academic stages in Jordan, including in schools, colleges, and universities (Al-Natsheh, 2007). Finally, it is hoped that the use of conjunctions may be successfully discussed. Knowing issues related to using cohesive devices in written texts at the tertiary level might appear helpful in building purposeful course materials that would fit the needs of learners' writing skills.

1.10 Operational Definitions

This part illustrates the concepts operationalized in this study. This includes coherence, cohesion, cohesive devices, conjunction, and argumentative writing.

- a. Cohesion refers to a relationship between elements that can be semantically joined together to form a semantic chain in the written text regardless of their structural status (Halliday and Hasan, 1976). It is the property of textual organisations contributes to overall text coherence (Winter, 1979; Philips, 1985; Hoey, 1991; Johnson and Johnson, 1998). For example, when cats are hungry, they rub on your leg and demand immediate attention. However, when they are satisfied, they find a quiet place and sleep.
- b. Cohesive Devices: represent linking words, linkers, connectors, discourse markers, or transitional words (Zemach and Rumisek, 2003: 78). Cohesive devices are words like "for example," "in conclusion," "however," and "moreover."
- c. Conjunction: refers to words that may be used within a text to connect sentences and paragraphs (Gerot & Wignel, 1994). Example: Salem wants to graduate, but somehow, he does not want to leave his university with all the good and bad memories.
- d. Argumentative writing: involves composing various elements, namely, statements, support, or evidence to back up those claims, and a logical link, that supports the link between the statements and evidence (Toulmin, 1958). Therefore, in writing argumentative essays, students need to clearly show the basic proposition, show suggestions and perceptions, practise official language and theoretical terminology, and be independent in presenting contrasting views. Further, it should be offered directly for argumentation to be considerable (Podis and Podis, 1996). In addition, the rationality of the argument should be observed (Raimes, 1999).

1.11 Chapter Summary

This chapter presented background of the study and statement of problem. It also stated the research objectives of study and research questions formulated to guide the study. The chapter discussed theoretical framework as well as a conceptual framework, which shows the relationship between variables in the study. The chapter illustrated the scope and significance of the study. Finally, it provided an overview of the operational definitions.

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