



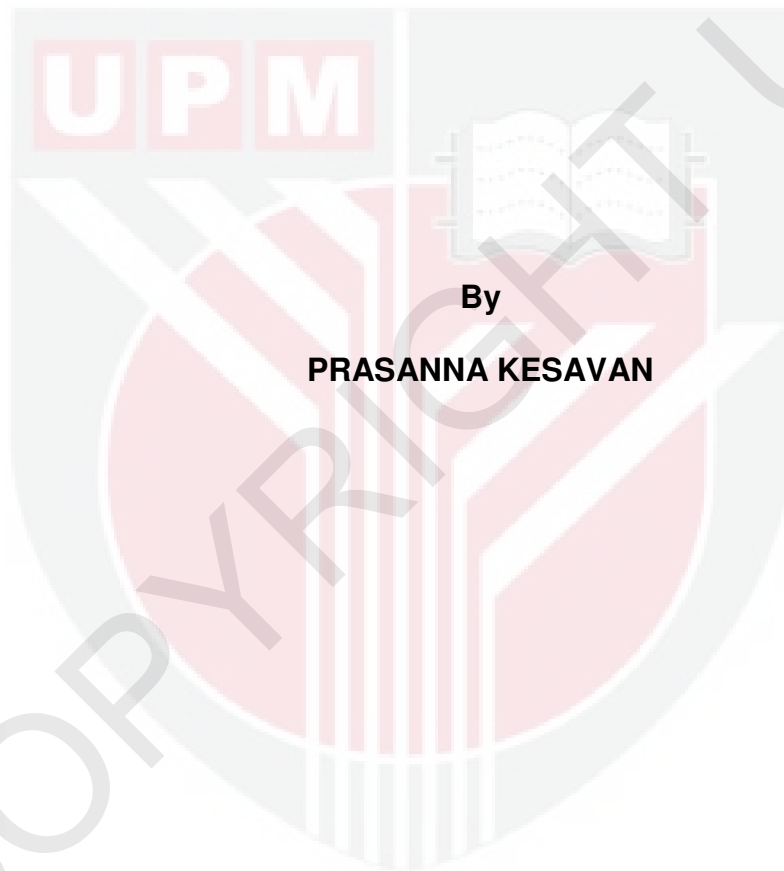
**UNIVERSITI PUTRA MALAYSIA**

**EFFECTS OF DIFFERENT TYPES OF TASK ON LEARNERS' CHOICE OF  
COMMUNICATION STRATEGIES TO ENHANCE SPEAKING ABILITY  
AT A MALAYSIAN POLYTECHNIC**

**PRASANNA KESAVAN**

**FPP 2011 18**

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COMMUNICATION STRATEGIES TO ENHANCE SPEAKING ABILITY  
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By

**PRASANNA KESAVAN**

**Thesis Submitted to the School of Graduate Studies, Universiti Putra  
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Doctor of Philosophy**

**July 2011**

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

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**July 2011**

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. Second and foreign language learners often find themselves in circumstances where they have to express themselves in a target language. However, they usually lack the linguistics means to do so. These inadequacies or gaps may be in the form of a word, a phrase or a sentence. In such situations, some learners more often refrain from continuing their conversations while others normally rephrase their sentences in order for the interlocutor to understand them. These efforts are called oral communication strategies. The main aim of this study is to explore the effects of communicative task types on the students' choice of communication strategies following strategy teaching in a Tourism Management classroom at a Malaysian polytechnic. It is envisaged that learners' speaking ability would improve through this method.

An intact class of 30 Diploma in Tourism Management students participated in this study. The research design employed in this study is quasi-experimental method using a time series design. In this design, repeated measures are taken before intervention and the scores are compared with the repeated measures taken after strategy teaching is carried out. Participants were taught four strategies (pauses, fillers and hesitations devices; appeal for assistance, circumlocution and approximation). Data were compiled through self-report strategy use questionnaire, pre and post speaking tests and open-ended feedback questionnaire. Data were analysed through content analysis, t-test and multiple linear regression.

The findings of this study reveal that learners of English in Tourism Management course have shown positive changes in their speaking ability. The selection and use of communicative strategies are closely related to the type of tasks that the participants have to perform. Pre and post results from self-report strategy use questionnaire revealed that the frequency of strategy use has increased after strategy teaching. Strategy teaching has also contributed towards enhancing these learners speaking ability based on the results from pre and post speaking tasks. Feedback questionnaire revealed that learners found using communicative strategies helped them to stay in interaction with their peers.

The implications of the findings in this study are essential in planning the English language syllabus in Malaysian polytechnics and in developing classroom materials for second language learners.

Abstrak tesis untuk dibentangkan kepada Senat Universiti Putra Malaysia sebagai memenuhi syarat Ijazah Doktor Falsafah.

**KESAN PERBEZAAN JENIS TUGASAN KEATAS PEMILIHAN STRATEGI KOMUNIKASI LISAN DALAM MEMPERTINGKATKAN KEUPAYAAN PERTUTURAN DI SEBUAH POLITEKNIK MALAYSIA**

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Pelajar-pelajar yang mempelajari bahasa kedua dan bahasa asing sering berhadapan dengan masalah berkomunikasi secara lisan akibat kurangnya kosa kata dalam kedua dua bahasa tersebut. Mereka yang mempunyai kelemahan ini enggan bertutur dalam bahasa sasaran itu atau cuba mengubah struktur ayat tersebut supaya dapat difahami oleh orang lain. Kesemua tindak tanduk ini dikenali sebagai strategi komunikasi lisan.

Tujuan utama kajian ini adalah untuk mengenalpasti samada perbezaan jenis tugas mempengaruhi pemilihan jenis strategi komunikasi lisan setelah pelajar melalui sesi pengajaran strategik di dalam kelas Pengurusan Pelancongan di salah sebuah politeknik di Malaysia. Adalah diharapkan keupayaan bertutur pelajar akan diperkukuhkan selepas pengajaran ini.

Sekumpulan 30 orang pelajar Diploma Pengurusan Pelancongan telah mengambil bahagian dalam kajian ini. Kajian quasi-experimental dengan

menggunakan time series design telah digunakan untuk memperolehi dapatan kajian. Dalam kajian sebegini, beberapa ujian dijalankan sebelum pengajaran dijalankan. Selepas pengajaran selama lapan minggu, beberapa lagi ujian dijalankan untuk melihat samada terdapat peningkatan dalam pencapaian pelajar. Para pelajar diajar empat jenis strategi komunikasi lisan (pauses, fillers and hesitations devices; appeal for assistance, circumlocution and approximation). Data diperolehi melalui soal selidik self-report strategy use, transkripsi tugas lisan dan soal selidik maklumbalas berbentuk open ended. Dapatan kajian diuji melalui content analysis, t-test dan multiple linear regression.

Dapatan kajian menunjukkan bahawa pelajar yang mempelajari Bahasa Inggeris dari jurusan ini telah menunjukkan peningkatan dalam keupayaan bertutur. Pemilihan dan penggunaan strategi komunikasi lisan ini berkait rapat dengan jenis tugas lisan. Keputusan pra dan pasca dari soal selidik self-report strategy use menunjukkan terdapatnya peningkatan penggunaan selepas sesi pengajaran. Melalui dapatan pra dan pasca tugas lisan, didapati terdapat peningkatan dalam keupayaan bertutur. Akhir sekali, dapatan soal selidik maklum balas menunjukkan bahawa pelajar dapat berbual dengan lebih selesa dalam Bahasa Inggeris dengan menggunakan strategi komunikasi lisan.

Kajian ini mempunyai implikasi ke atas pengubalan silibus Bahasa Inggeris di peringkat politeknik Malaysia. Ia juga mempunyai implikasi ke atas penyediaan bahan pengajaran untuk para pelajar yang mempelajari Bahasa Inggeris sebagai bahasa kedua.

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Lastly, thank you God for giving me the strength to wake up every morning and continue with my task for four years.

*Blessings to all*

**THERE ARE THREE THINGS THAT NEVER FAIL**

*FAITH IN GOD*

*TRUST IN YOURSELF*

*STRONG DETERMINATION*





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This thesis was submitted to the Senate of Universiti Putra Malaysia and has been accepted as fulfilment of the requirement for the degree of Doctor of Philosophy. The members of Supervisory committee were as follows:

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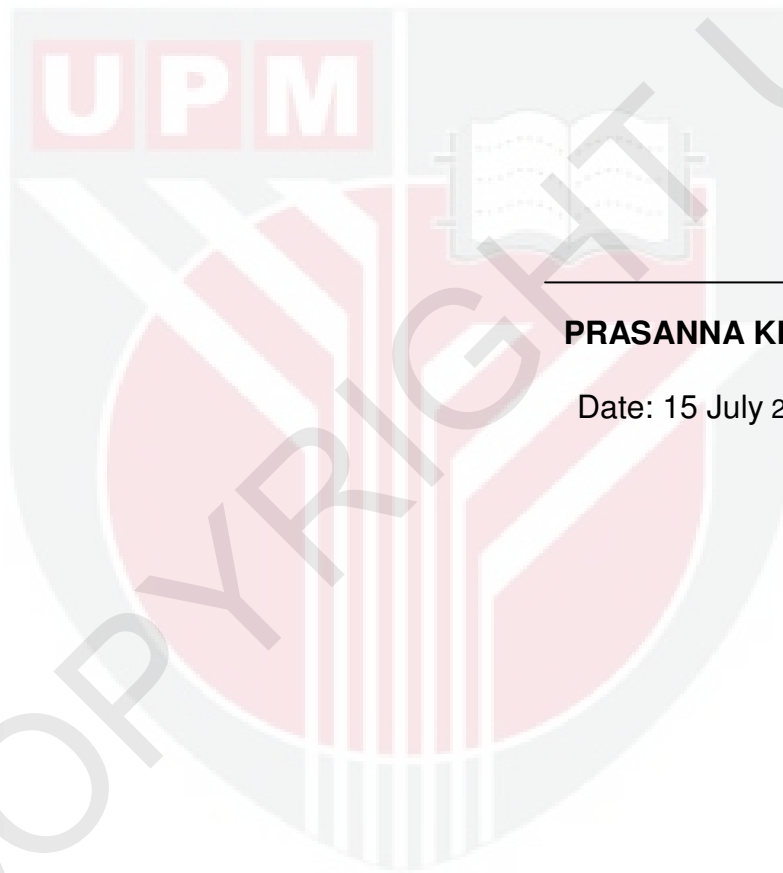
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Date: 20 December 2011

## DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously, and it is not concurrently, submitted for any other degree at Universiti Putra Malaysia or at any institutions.



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**PRASANNA KESAVAN**

Date: 15 July 2011



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