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

By
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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**

Oleh

**PRASANNA KESAVAN**

**Julai 2011**

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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 tugasana 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 tugasan lisan dan soal selidik maklumbalas berbentuk open ended. Dapatan kajian diuji melalui content analysis, t-test dan multiple linear regression.


Kajian ini mempunyai implikasi ke atas pengubalan silibus Bahasa Inggeris di peringkat politeknik Malaysia. Ia juga mempunyai implikasi ke atas penyedian bahan pengajaran untuk para pelajar yang mempelajari Bahasa Inggeris sebagai bahasa kedua.
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THERE ARE THREE THINGS THAT NEVER FAIL

Faith in God
Trust in yourself
Strong determination
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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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.

_________________________________
PRASANNA KESAVAN

Date: 15 July 2011
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