

**UNIVERSITI TEKNOLOGI MARA**

**GENDER DIFFERENCES IN COMPUTER-  
MEDIATED COMMUNICATION ENVIRONMENT:  
A STUDY ON UPM STUDENTS' RESPONSES IN AN  
ONLINE WRITING FORUM**

**NURAMIRA ANUAR**

Dissertation submitted in partial fulfillment of the requirements  
for the degree of  
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## **Declaration**

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This topic has not been submitted to any academic institution or non-academic institution for any other degree or qualification.

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Name of Candidate : **Nuramira Anuar**  
Candidate's ID No : **2008329711**  
Programme : **M. Ed (TESL)**  
Faculty : **Faculty of Education**  
Thesis Title : **Gender Differences in Computer Mediated  
Communication Environment: A Study on UPM  
Students' Responses in an Online Writing Forum**

Signature of Candidate :   
Date : **15 JUNE 2011**

## **Abstract**

The technology has greatly benefited our lives in many ways. In education, computer-mediated communication is now integrated in teaching and learning. The purpose of this study is to examine the differences of the linguistic and autographic features used between male and female students of Universiti Putra Malaysia (UPM) in the Online Writing Forum. The instrumentation used to facilitate the present study is UPM Online Writing Forum. The students' writings in the forum were analyzed and discussed and further compared to previous research. The results of the research revealed that females tend to use more pronouns that show relationship with the readers than males. Females also tend to use boosters more in their writings rather than males. In contrast, males tend to hedge slightly more than females in their writings. For autographic feature differences, females tend to make more mistakes in the use of upper and lower cases in their writings, and they also use more emoticons in their posts in the Online Writing Forum. These findings could be useful to language instructors and curriculum implementers in understanding the language and autographic features differences between males and females in computer-mediated-communication environment. Further studies should be carried out to investigate other linguistic and autographic features differences between males and females when interacting in Online Writing Forums.

## Abstrak

Kecanggihan teknologi dapat mempermudah kehidupan seharian kita zaman kini. Di dalam bidang pelajaran, komunikasi melalui komputer telah mula diperlaksanakn di dalam pengajaran dan pembelajaran. Tujuan kajian ini dilakukan adalah untuk mengetahui perbezaan ciri-ciri linguistik dan autografik di antara pelajar lelaki dan perempuan Universiti Putra Malaysia (UPM) di dalam Forum Penulisan Online. Instrumen yang telah digunakan untuk tujuan kajian ini adalah Forum Penulisan Online tersebut. Penulisan para pelajar telah dianalisa, diperbincangkan, dan diperbandingkan dengan kajian-kajian sebelum ini. Penemuan kajian ini telah menunjukkan bahawa pelajar perempuan lebih cenderung menggunakan kata nama yang menunjukkan perhubungan dengan pelajar-pelajar lain. Kedua, pelajar perempuan lebih cenderung menggunakan strategi mengelak kelangsungan di dalam penulisan jika dibandingkan dengan pelajar lelaki. Sebaliknya, pelajar lelaki pula sedikit cenderung menggunakan strategi penguat kata di dalam penulisan mereka jika dibandingkan dengan pelajar perempuan. Dari segi perbezaan ciri autografik, pelajar perempuan didapati lebih cenderung melakukan kesalahan huruf besar dan huruf kecil jika dibandingkan dengan pelajar lelaki. Selain itu, pelajar perempuan juga lebih cenderung menggunakan emotikon di dalam Forum Penulisan Online. Penemuan-penemuan kajian ini dapat memberikan manfaat kepada para pengajar dan pelaksana kurikulum dalam memahami perbezaan ciri-ciri linguistic dan autografik di dalam penulisan pelajar lelaki dan perempuan. Kajian seterusnya harus dilakukan di dalam memahami perbezaan-perbezaan lain yang wujud mengenai cirri-ciri linguistic dan autografik di antara lelai dan perempuan apabila berinteraksi di dalalam Forum Penulisan Online.

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