



FACULTY OF BUSINESS ADMINISTRATION
UNIVERSITI TEKNOLOGI MARA
MARCH '14 – JULY '14

ENGLISH LANGUAGE PROFICIENCY AMONG GOVERNMENT SERVANTS

PREPARED BY:

FARRAH HUDA BINTI KHALID
(2011237612)

NUR AMALINA BINTI KHAIRUL ANWAR
(2011424778)

PREPARED FOR:
SIR ZAKIMI

TABLE OF CONTENT

TOPIC	PAGE
1.0 INTRODUCTION	1
1.1 Background of the Study	2
1.2 Problem Statement	3
1.3 Research Question	4
1.4 Objective of the Study	4
1.5 Theoretical Framework	5
1.5.1 Education Level	6
1.5.2 Demography	6
1.5.3 Social	6
1.5.4 Motivation	6
1.6 Scope of the Study	7
1.7 Significance of the Study	7
2.0 LITERATURE REVIEW	8
2.1 Education Level	8
2.2 Demography	9
2.3 Social	9-10
2.4 Motivation	10
3.0 RESEARCH METHODOLOGY	11
3.1 Data Collection Method	11
3.1.1 Primary Data	11-12
3.1.2 Secondary Data	12
3.2 Data Sampling Method	13
3.3 Data Processing Method	13
3.4 Data Analysis Method	13
3.4.1 Frequency Distribution Analysis	13
3.4.2 Reliability Analysis	14

TABLE OF CONTENT

TOPIC	PAGE
3.4.3 Correlation	14
3.4.4 Multiple Regression Analysis	14-15
3.4.5 Coefficient of Determination	
4.0 FINDINGS AND ANALYSIS	16
4.1 Frequencies	
4.1.1 Background Frequencies	16
4.1.1.1 Age	17
4.1.1.2 Working Experience	18
4.1.1.3 Gender	19
4.1.1.4 Marital Status	20
4.1.1.5 Educational Level	21
4.1.1.6 Race	22
4.1.1.7 Job Position	23
4.1.2 English Language Proficiency Frequency	24
4.1.3 Education Level Frequency	25
4.1.4 Demography Frequency	28
4.1.5 Social Frequency	31
4.1.6 Motivation Frequency	34
4.2 Reliability Analysis	37
4.2.1 English Language Proficiency Reliability	37
4.2.2 Education Level Reliability	38
4.2.3 Demography Reliability	38
4.2.4 Social Reliability	39
4.2.5 Motivation reliability	39
4.3 Correlation	40
4.4 Coefficient Of Determination Analysis	42
4.5 Coefficient Of Beta	43

CHAPTER 1

1.0 INTRODUCTION

This study is aimed to find out whether the employees from the government sector have the right standard of English language proficiency in order to improve their job performance. Apart from that, this study will identify whether the education background gained from the employees will provide adequate English communication skills among the employees. The focus is to find out whether lack of English communication skills will contribute to poor job standard of qualifications in the government sector and it is hoped that the findings would help the ministry in modifying the proper standard in the workforce of the government sector. It is hoped that this feedback will be useful for the policy planners and the government job requirements in coming up with skillful government servants communicating in English.

The speedy blooming of Information Technology and globalization has made English proficiency as a crucial element in most countries in the world especially the developing countries. Foreign investors appear to prefer English speaking countries for business purposes. Malaysia is known as one of the developing countries that produces many natural resources such as rubber, tin and petroleum. In response to these advantages, the government sector especially in the area of agriculture, industrial, import and export control and tourism should emphasized on the improvement of English communication skills among the employees to cater the foreigners who have come to visit or migrating in the country.

Globalization has put all nations on a competitive level and the organizations especially from the government sectors need to become more competent in hiring fluent English skilled employees. Therefore this study focuses on whether the government employees with low English fluency level are able to deliver the tasks according to the required standard.

(Jerrens, 2006) said that the lack of English proficiency has many drawbacks including occupational segregation. It is the fact that poor English proficiency may have affected the employment prospect.

1.1 BACKGROUND OF THE STUDY.

The government or also known as the public sector plays a huge role in managing the resources for the country, especially towards the public. Thus, the government servants often deal with many clients and customers especially from locals and in some cases, the foreigners. These government servants deal with the foreign clients especially when they are working in the overseas, or at the emigration offices, ports and also at the export and import control centers. However, most of the Malaysian government servants are lack of English communication skills and this will result to having communication especially when dealing with the foreign clients.

Many organizations are unaware about the importance of hiring employees with excellent English communication skills. The organizations which emphasizes of high English proficiency level are usually from the Multinational Companies (MNC) which are from the private sectors. Other than that, the local government is yet to come with this awareness.

With the rising numbers of people in the world trying to gain more experiences and explorations, they will give their best to migrate and work in the different countries. Soon, these expatriates will extend their stay and decide to settle down in the foreign countries in a decided period of time. Other than becoming expatriates, some will come to visit as a short vacation. This is where tourism plays a major importance for having highly capable local citizens to be able to communicate with foreigners fluently in English. These citizens mostly involved the government servants especially those who work at the airport and at the emigration offices.