



**Universiti Teknologi Mara**

**Faculty of Administrative Science and Policy Studies**

**Bachelor in Administrative Science (AM228)**

**ADS 555**

**Applied Research Project**

**“Factors That Contribute To the Reluctance of Public Servants in Sarawak to Communicate in English”**

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 BACKGROUND OF THE STUDY**

This chapter focuses on the introduction of research topic that has been chosen. The topic of our research is factor's that contribute to the reluctance of the public servants in Sarawak to communicate in English. English is spoken as a second or foreign language by an estimated 950 million people worldwide (Saville-Troike, 2006). This is in addition to the 427 million native speakers of English. By these statements we can say that English is become a dominant language around the world. English is also regard as a language which connects one nation to another.

Other than that, this chapter provides the information regarding the study that need to be done. This chapter will explained more about the objectives, problem statement, research questions, and significance of the study and also scope of the study.

## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 INTRODUCTION

Literature review is the documentation of a comprehensive review of the published and unpublished work from secondary resources of data in the area of specific interest to the researcher. In this research, the sources of data and information collected from books, articles, journal, and news and also other sources from internet regarding the factor that contribute to the unwillingness to speak in English among students. From this data and information collected, summaries are made. The purpose of having literature review is to ensure that the important variable that has in the past been found repeatedly and being ignored.

English is the dominant language or in some instances even the required international language of communications, science information, technology, business and also entertainment. A working knowledge of English has become requirement in a number of fields, occupations and professions such as medicine and computing as a consequence over a billion people speak in English to at least a basic level. English is also important to be used by people especially for public servants that deal with their clients or customers. They should able communicate and speak in English fluently so that they able to connect with people and deliver and receive information. When the individual able to dominate the English language, they will able to communicate easily and understand the information delivered by the foreign clients. Besides that, when you are travelling, the individual must use English language so that, the people can understand them. Thus, “if you happen to travel

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.1 INTRODUCTION**

This chapter discusses the methodology of research and describing the research design, the population and ample. It also explains how the instrument used in the study was constructed and how data was collected and analyzed.

#### **3.2 RESEARCH DESIGN**

The purpose of research design is to identify the factors that contribute the reluctance of Public Servants to communicate in English. This study employs the survey methodology namely questionnaires, cross-sectional, because responses of the respondents are needed in order to determine the potential ways to improve standard of English among Public Servants. The survey research is the most appropriate methodology to collect data from the population and to make some form of generalization of ideas and views.

##### **3.2.1 Case Study**

The case study uses a mixture of method which is personal observation whereby some for some periods of events may develop into participation. The use of informant for current and historical data, straight forward interviewing and study of relevant