

**UNIVERSITI TEKNOLOGI MARA**

**THE EFFECT OF TEACHER DIRECT WRITTEN  
CORRECTIVE FEEDBACK ON WRITING OF SEGI  
UNIVERSITY DIPLOMA IN HOSPITALITY AND  
MANAGEMENT STUDENTS: A CASE STUDY**

**SITI UMMAIZAH BT MEOR MUSA**

Dissertation submitted in partial fulfillment of the requirements

for the degree of

**Master of Education in TESL**


Faculty of Education

June 2013

## CANDIDATE'S DECLARATION

I declare that the work in this dissertation 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 dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Candidate : Siti Ummaizah binti Meor Musa  
Candidate's ID No. : 2010904737  
Programme : Master of Education TESL (ED770)  
Faculty : Faculty of Education  
Thesis Title : The Effect of Teacher Direct Written Corrective Feedback on Writing of SEGi University Diploma in Hospitality and Management Students : A Case Study  
Signature of Candidate :   
Date : 2<sup>nd</sup> August 2013

## ACKNOWLEDGEMENT

In the name of ALLAH, the most Gracious and the most Compassionate

Thank ALLAH, the Almighty, to whom we depend for guidance and sustenance. Without His blessing, I won't be able to complete my dissertation.

First of all, I would like to thank my supervisor, Dr. Lee Lai Fong for her guidance in helping me to complete this dissertation. She has been a great supervisor who supports and helps me to complete this dissertation. Without her support and guidance, I won't be able to finish my research. I really appreciated her time, efforts, patience and advice in guiding me to finish this dissertation. I have learned a lot from her for the past few months. I admired her vast knowledge and experiences in English language teaching. She inspired me to be as knowledgeable and good as her in English language teaching. She is a great person and I am lucky to have her as my supervisor.

Next, I would like to thank my family, especially my mother, Che Pun bt Sharuddin and my aunty, Rusnani bt Sharuddin for their supports and prayers. Their love, continuous prayers and supports give me strength when I was about to give up. I appreciated all that they had done for me. Not to forget, my friends, especially Marina Mohamed Zahidi, Rubini Devi and Muhammad Zunnun Nodion that were always there for me, encouraging me to complete this dissertation and helping me with my doubts and questions. Nonetheless, thanks to those who have involved indirectly to the completion of this dissertation.

I appreciated all your helps and support. Thank you very much and may God bless all of you.

## ABSTRACT

This study was aimed at investigating how teacher direct written corrective feedback impacted students' grammatical accuracy in their writing. Besides that, it also looked into how teacher direct written corrective feedback affecting students' usage of grammatical forms in their writing. Furthermore, the study also aimed at finding the students' perception towards teacher direct written corrective feedback in their writing. The study employed quasi-experimental research design and the data was obtained from a set of pre-test and post-test and also interview. As indicated from the findings from twenty semester one Diploma in Hospitality and Management students from SEGi University, the results of the study showed that the students of this study benefitted from teacher direct written corrective feedback and showed improvement in the usage of some grammatical forms which were articles, conjunction and pronoun. The findings also showed that the majority of the students of this study perceived teacher direct written corrective feedback as useful and helpful in helping them in improving their grammatical accuracy in their writing and they want the teacher to continue providing direct written corrective feedback in their writing. The findings were hoped to shed light in the importance of the practice of giving feedback to students' writing.

## ABSTRAK

Tujuan kajian ini dijalankan adalah untuk menyiasat keberkesanan maklumbalas pembetulan bertulis secara jelas oleh guru ke atas ketepatan tatabahasa pelajar di dalam penulisan mereka. Selain itu, kajian ini juga bertujuan untuk mengkaji peningkatan aspek tatabahasa yang pelajar guna di dalam penulisan mereka selepas mereka menerima maklumbalas daripada guru mereka. Tujuan terakhir kajian ini dijalankan adalah untuk mengetahui persepsi pelajar terhadap maklumbalas yang mereka terima daripada guru mereka. Kajian ini menggunakan pendekatan quasi-eksperimental dan data diperolehi daripada satu set pre-test dan post-test dan juga temuduga dengan pelajar. Daripada hasil penemuan kajian ini yang dilakukan ke atas dua puluh orang pelajar semester satu Diploma Hospitaliti dan Pengurusan dari Universiti SEGi, ia boleh diputuskan yang para pelajar mendapat manfaat daripada maklumbalas yang diberikan oleh guru mereka di dalam penulisan mereka. Selain itu, penggunaan sesetengah aspek tatabahasa juga dapat ditingkatkan selepas para pelajar menerima maklumbalas dari guru mereka di dalam penulisan mereka. Bukan itu sahaja, kebanyakan para pelajar juga mempunyai persepsi positif terhadap maklumbalas yang diberikan oleh guru mereka. Mereka menyatakan bahawa maklumbalas yang diberi oleh guru mereka adalah membantu dan berguna untuk mereka meningkatkan prestasi mereka di dalam penulisan mereka. Para pelajar juga mahu guru mereka untuk terus memberi maklumbalas ke atas penulisan mereka. Hasil kajian ini diharapkan dalam memberi penjelasan terhadap kepentingan memberi maklum balas terhadap penulisan pelajar oleh para guru.