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Applied Research Project

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

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THE DECLARATION FORM

Declaration

We hereby declare that the work contained in this research report is original and our own expect those accordingly identified and recognised. If we later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.


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CHAPTER

1

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.

1.2 PROBLEM STATEMENT

In today's global world, the importance of English cannot be denied and ignore since English is the most common language spoken everywhere. With the help of developing technology, English has been playing a major role in many sectors including medicine, engineering, and education. However, there is still many occurrence of resistance to communicate in English.

Reluctance on using English in communication. Nowadays, we faced difficulties to encourage public servant to communicate in English. As we all know, English is the language where connecting us globally. The reluctance of English usage in communication may give trouble for the public servant itself as they might face problems in communicating with the customer and also affecting their career development. It is especially for those who in customer service department. In a 2005 report in Malaysia Today entitled "Malaysia has 60,000 Graduates Unemployed", the Economic Planning Unit of the Prime Minister's Department found that around 60,000 Malaysian graduates are unemployed due to lack of certain skills such as communication skill, poor command of English and lack of work experience (Nurita, 2007). Here we can see that as people who have been employed by the government should not be refuse to communicate in English as English communication is one of the criteria of recruitment in government department.

Low self-confidence in English communication. Low self-confidence to speak in English especially for Bumiputera workers. This is due to the uses of language from family background. We usually will stick to only one language rather than including English as one of them. According to the previous research from Japan, there is reliability and variance

between the anxiety and confident level for English learner to be confidence to speak English. It is stated that 72.2 percent of variance between anxiety and confidence of oneself to speak English(H.Sook Park and Adam, 2004). From the statement we can see that people who are non-native English speaker do have self-confidence to speak English.

English is become dominant language in the world. There are many types of English but somehow, each and every state regards is a communication language internationally. This is because English is spoken as a second or foreign language by an estimated 950 million people worldwide (Saville-Troike, 2006). In addition, that is why teaching and studying English is very important.

1.3 RESEARCH QUESTIONS

1.3.1 What are the factors contribute to the reluctance of the public servants in Sarawak to communicate in English?

1.3.2 What are the potential ways to improve English standard of Public servants in Sarawak?

1.3.3 What are the implications if public servants in Sarawak are not able to speak in English?

1.4 OBJECTIVE OF THE STUDY

1.4.1 To identify the reasons why Public servants lacking of using English in their communication.

1.4.2 To determine the potential ways to improve standard of English among Public servants in Sarawak.

1.4.3 To study on the implications if Public servants are not able to communicate in English.

1.5 SIGNIFICANCE OF THE STUDY

This study is significance for the Public Servants to know their level of English. Public Servant must have ability in speaking English especially during this technology globalization world. As we can easily connect to international, we have to prepare ourselves in the only dominant language. That is why Public Servant should know their level or English and then aware on the importance of English Language.

This study is significance for the government so that they know the level of English standard among the Public Servant in Kuching, Sarawak. It important for the government to come out with any action to helps the Public Servant in order to upgrade their level of English. The government as well as employers should consider the causes of their reluctance and then make any recommendation to solve the problems. The government will also able to take any steps to improve the English communication skills among the Public servants perhaps empowering the training of English communication.

This study also significance to give information to the Human Resource Department on the consequences recruiting Public Servant who is reluctance communicates in English. Human Resource Department should know what the consequences are when recruiting workers who are refuse to practice English communication. The organization will face trouble in term of interacting with international organization.

1.6 SCOPE OF THE STUDY

In order to conduct this research, we have targeted some group which we are choose to be our respondents. The group that we have chooses were severalPublic Servants in Bangunan Sultan Iskandar,Simpang 3, Kuching, Sarawak. The reason we are choosing this group of people is because we would like to know the factors that influence them reluctance to communicate in English. We are required to get ready a 150 to 200 booklet of questionnaires where these questionnaires will be distribute to those group of people that we have choose as our respondents.

Furthermore, we have decided to choose our respondents who are ages from 20 to 50 years old and above regardless their gender. This means, either male or female from age 20 to 50 years old and above will be our respondents. We are targeted this group of people is because we know the ability of them to answer our research question where we know during age 20 to 50 and above, human are exposed with the issue that we research for. Besides that, we know that they have more experience regarding our issue because they are the Public servant that we look for.

1.7 DEFINITION OF TERMS

In this study, we have found several terms and concepts that are difficult to be understood. This is due to the reluctance of using those terms and we are not familiar with that particular terms and concepts.

First term is **dominant**. The word dominant will be frequently use in our study. This is because we are focusing to make people accept that English is become a dominant language around the world. Dominant means ruling, governing and controlling. This means, we regard English as a dominant language as English able to rule, govern, and control around the world.

Second term is **multilingual**. Multilingual means using or able to speak several or many languages with some facility. Multilingual is referred to people who are able to speak and understand more than one language. Each and every country will have their owned official language, when we states English is a dominant language, automatically we add up English as another language to be spoken and it is multilingual.

Third term is **fluently**. Fluently is referred to ability to speak smoothly. When a person able to speak one language smoothly, it is called fluent. In this study, we are encouraging public servants to be fluent in speaking English. This is not necessary but it is also not impossible for public servant that has that kind of ability.

Fourth term is **diplomacy**. Diplomacy is a conduct by the government officials of negotiation and other relations between nations. It is a relationship between nations to another based on the negotiation of both government officials. In our study, English is only regard as a second language but our government still controls the official language of Bahasa Malaysia.

1.8 LIMITATION OF THE STUDY

In order to conduct this study, there will be several limitation will come out. Where we have to be aware on these limitation and try to face these limitations of study.

First limitation is **lack of sources of information**. As to complete this study, we will have to find out as many information as we can in order to be put in our literature review, but somehow, we are lacking of information regarding retail therapy because the term of retail therapy is not well known as others.

Second limitation is **difficulties of certain terms and concepts**. There are many terms that we have difficulties to understand certain terms and concept. Which is the words being used were not familiar with our daily environment. We need to make more effort in understanding the terms and concepts.

Third limitation is **respondents refuse to participate**. In order to collect the data of our study, we are needed to distribute questionnaire to our respondent. Some of the respondents might refuse to participate in answering the questionnaire.

Fourth limitation is **respondent not sincere in answering questionnaire**. The most common limitation in searching for the data, the respondent might be not sincere in answering the question. This is because they think that it is not important as what we think of.

Fifth limitation is **questions might not be understood by the respondents**. As we explain that we are facing difficulties in understanding of terms and concepts, it is most probably that our respondent will not understand the question that we ask and this cause them to answer roughly.

CHAPTER

2

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

to another country, either for business or leisure purpose, you are sure to land yourself into great trouble, in case you are not conversant with the native language” (Azrin, 2011). In such circumstances, English comes to your rescue as it is a global language spoken by more than 900 million people across the globe, either as native language or second language. Familiarity to English can get you to communicate with anyone and everyone where you travel, thereby easily handling the situation. “For many people, the benefits of learning English include broadening their employment opportunities, since it is used so commonly in business. People who speak two or more languages are often ideal candidates for jobs in travel, international business, or translation. Many government agencies and employers that offer work with the general public, such as positions in law enforcement or healthcare, often look for multilingual candidates (B. Miller, 2003).

2.2 DECLINING STANDARD OF ENGLISH

As we all know, English is the second language that is important beside Malay language. It was also known as dominant language of global business and diplomacy. The declining standard of English in the country has been much multilingual in the past decade or so. There are several factors that contribute to the declining standard of English such as replacing English for Malay as the medium of instruction in national schools, lack of resources, declining quality of English teachers and so on. “Based on the English First report, Malaysia’s high score is certainly surprisingly considering the much talked about decline of English proficiency among Malaysians and the issue of reverting to Malay from English language as a medium of instruction in schools”(Christopher, 2011). Because of this factor, the children or students will get the bad effects if the English is decline. This also will lead to low self-confident for them to speak in English when they work in after they finish study. To overcome this problem, Minister of Education has plan many ways in order to encourage students to learn English language. Besides that, they have done many program relate with English education in order to improve the English language among the students.

2.3 IMPORTANCE OF TEACHING ENGLISH

In the global world today, the importance of English cannot be denied and ignored since the language is the most common used by people. English is the important language that people should learn beside Malay language. Nowadays, English has been used by the people especially in listening, reading, speaking and writing. Employers prefer more to use English to communicate with their employee in the interview session, meeting and speech. Therefore, the applicants that apply the job must be able to speak or communicate well in English in order to be easy for them to understand what their employers ask them to do. Besides that, “English has been playing a major role in many sectors including medicine, engineering and education which is the most important arena where English is needed” (Kasim, 2008). Hence, it is very important for the teachers to teach and encourage students to learn English language. Parents also should play their role in order to encourage their children to be able to speak in English fluently. Besides that, there are many benefits children will get in the future by teaching them English language. They will be able to communicate with other people which use English as their language.

2.4 ENGLISH IS A MEDIUM OF COMMUNICATION IN UNIVERSITY

In the era of globalization, English must be learned by people if they want to survive in the world that has many competitive environments. Now, we can see there are many higher education institutions are adopting English as the medium of instruction and communication for parts of their education. For example UiTM, this university has been use English as the medium of communication between the Lecturer and students in their lecture time. In order to be proficient in English, students have no choice but to learn in the hard way where they need to do to constantly and consistently. They need to read extensively and improve their writing. There are many opportunities that available for the students such as internet and library facilities which they can get many information and books. In order to speak fluently in English, students have to motivate themselves to improve their English where the English is a medium of communication in university. Besides that, the reason of English should be the medium of instruction and communication in universities is the students able to find a high quality job. “Nowadays, high quality jobs nee good understanding ability and speaking in English. Therefore, companies can easily open out to other countries and employ graduates whose can speak English fluently” (Kasim, 2008).

2.5 EASY COMMUNICATION WITH THE INTERNATIONAL

It is important for the public servants to speak and communicate in English language in order to enable them to communicate with the international world. If they like to speak English it will enable them to communicate with international people easily especially with foreign clients. Most of the businesses engaged in dealing with international clients and suppliers prefer using English as the primary source of communication. While people have their own native languages, English serves as the most common and user-friendly language to interpret, translate and communicate with English-speaking customers and professionals. Hence, to make the best out of the available opportunities, one has to be highly fluent in English. Besides that, Public servants should nurture their interest on communicating in English language with the world because it will make it easy to communicate with foreign people. "In order to prevent them from lacking to speak in English, Public servants can use some specific hardware and software of computers with their English to communicate others. For example Internet which is the largest source in the world which give them necessary sources and information" (Kasim, 2008). Therefore, it was very important for the Public servants to nurture their interest to speak English in order easier for themselves to communicate with international people.

2.6 HAVE A WIDER RELATION AND RECEPTIVE TO INTERNATIONAL INFORMATION

Nowadays, English language is also important to be used besides Malay language. As we know, English is the international language that is very important to connect with other people, both with local communities and with the outside world. Although Malay language is the official language and the national language but English is important for the country's progress. As the public servants, they should be able to communicate in English so that easier for them to connect and get information from with local communities and foreign communities. If they not able to dominate the English language, difficult for them to understand the information they receive from people. "The use of English allows communities and countries have a wider and receptive to international information communities and countries have a wider and receptive to international information" (Pendidikan Jarak Jauh Malaysia, 2011). This is not directly accelerating the development of the country. In addition, progress is achieved more quickly if communication in English is progressing well with the developed countries. With this, the brilliance of an individual depends on the level of English language proficiency. Thus, English is very important language in knowledge, communications, technology and business.

2.7 SOCIAL NETWORKING AND RELATIONSHIPS

Many people see the ability to communicate and talk with others as one of the major benefits of learning English. Even outside of a professional environment, people often like to be able to talk to individuals from around the world. “Many people find great social and cultural benefits in having pen pals from other countries, and the Internet makes such communication fast and easy” (B. Miller, 2003). Knowing English can broaden the types of people you can speak to, whether it’s via email or on an online discussion forum. A tremendous number of websites are available primarily in English, and anyone who does not understand the language may have difficulty using them. For anyone interested in travelling to countries in which English is the primary or common language, it is often essential to understand and speak it. One of the most important benefits of learning English is the ability to explore these regions and more easily communicate with locals to learn about places and events that might otherwise remain unknown. Many people in European countries learn English in school, so knowing it can also be of benefit when travelling in locations even where it's not the native tongue.

2.8 WHY PEOPLE DIFFICULT TO COMMUNICATE IN ENGLISH?

People live in the world of communication. Communication is the act of conveying information from one person to another person for the purpose of creating a shared understanding. It's something that humans do every day. It is the process of expressing ideas and feelings or of giving people information. The importance of communication can be found within the context of a human existing as a social being. As a human being manages his or her life in the course of the interaction between other members of the entire society, communication is inevitable. The importance of spoken performance of a language is becoming more prominent over the written performance capability. It is because the ability to speak a language reflects a person's personality, self-image, knowledge of the world, ability to reason, skill to express thoughts in real-time (Luoma, 2004). These days, due to the global trend of internationalisation, the ability to communicate in English is needed as an essential skill. However, it is not always an easy task for people who use English as a second language to be able to speak to the level of a native speaker. This is because of they have low self-confident to speak in English and lack of exposure. When they cannot able to dominate English language, they will feel not confidence to use the language. They also feel other people will mocking and laughing at them. Because of these factors, it also provides miscommunication problems.

2.9 THEORETICAL FRAMEWORK

INDEPENDENT VARIABLES

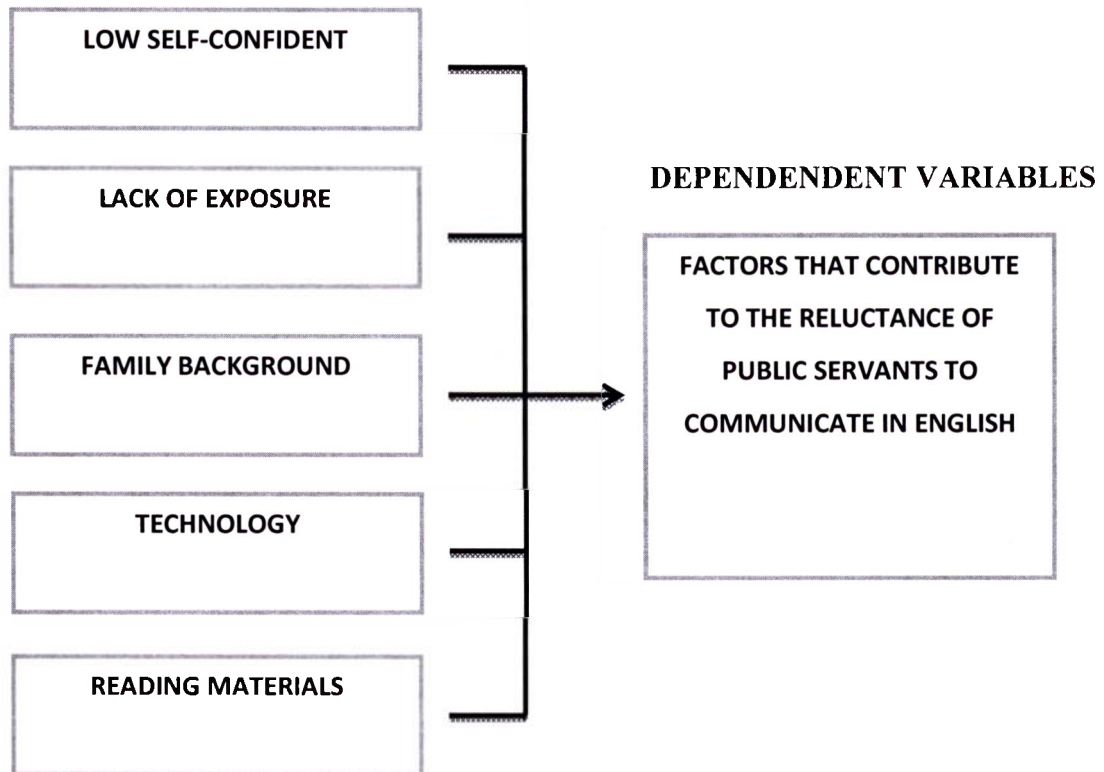


Figure 2.1: Conceptual Framework of the Factor That Contribute the Reluctance of Public Servants to Communicate in English

2.9.1 INDEPENDENT VARIABLE

Independent variable is the variable that is varied or manipulated by the researcher. It is the presumed cause and antecedent. In our research, the independent variable is referring to the low self-confidence, lack of exposure, family background, technology, and reading materials.

2.9.1.1 Low Self- Confidence.

Self- confidence is usually define it in relation to what we want to do, but feel too anxious, nervous or worried about. It also means the confidence one has in oneself, one's knowledge, and one's abilities. It is the one thing that is much more important than many other abilities and traits. If people do not have self-confidence, what they want to do will never become real at all. Same goes with the public servants that have low self-confidence to communicate in English. As public servants that deal with the foreign clients and other client who use English as a language to communicate, they should have high self-confidence to use the language. If they know and able to use the language, they will able to understand what the clients needed and the information have send to them.

2.9.1.2 Lack of Exposure

Exposure means an act of subjecting or an instance of being subjected to an action or an influence. Lack of exposure means people are not fully expose or influence by entertainment that use English language. People are influenced more by Malay Language rather than English language. Because of this, people are more prefer or like to use Malay language compared to English language. In order to encourage people to use English as a communication language, they should be exposing and influence by entertainment that use English and good for them to learn.

2.1.9.3 Family Background

Family background factors also the causes of people reluctant to communicate in English. This is because, much family has use Malay language as a language to communicate among them compared to English. This has causes people are more prefer to use Malay Language in communication. They feel confidence to use the language rather than English. In order to enable people to communicate in English, family should play their role. They should use English Language too besides Malay language. By using English, the kids will able to learn it.

2.9.1.4 Technology

Technology also plays the important role to encourage people to use English in communication. With the available technology that have nowadays, it can help and encourage people to communicate in English. For example is social networking such as blogs, email, Face book and Twitter. All of these social network able to help and encourage people to use English language. They will use English to communicate with their friend in the social network. Therefore, with this technology, it helps people to feel confidence and encourage them to use English language.

2.9.1.5 Reading Materials

In order to be a fluent English language, people also should motivate themselves to read English materials rather than Malay language. The teenager is more prefer to read Malay books rather than English book. This is because they understand what has been explained in the book. Parent should play their role by encourage the children to read and learn English from their kids. When they grow up they will like to read English book or newspapers.

2.9.2 Dependent Variable

A dependent variable is the factor which is observed and measured to determine the effect of the independent variable, that is, that factor that appears, disappears, or varies as the experimenter introduces, removes, or varies the independent variable. The dependent variable is the participant's response. The dependent variable is the outcome of experiment. The dependent variable of our research is factors that contribute the reluctance of the public servants in Sarawak to communicate in English. Furthermore, our research is concern on factors that contribute to the reluctance of public servants to communicate in English because any of their responses can give guideline or picture to us the barriers that can cause them reluctance to speak or communicate in English.

CHAPTER

3

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

document and records from local and ventral government, travellers etc (Cosley and Cury 1987:65)

The advantages of case study are to gain information and have genuine reasons to carry out the study.

Throughout the history of social research, case studies have been regarded in a variety ways which is as particular kind of research design, involving the use of particular kinds of research methods, usually qualitative and as being a method of selecting the source of data.

We are doing research about factors that contribute to the reluctance of public servants to communicate in English. We do this research because we want to know whether there are many Public servants reluctant to communicate in English. Besides that, we also want to identify and analysed the factors that contribute Public Servants reluctant to communicate in English. We will gain the information from the Public Servants in Bangunan Sultan Iskandar by distribute the questionnaires.

3.3 UNIT OF ANALYSIS

This study identified the factor that contribute to the reluctance of Public Servants to communicate in English, thus the unit of analysis will be individual. With this, we knew specifically which are the reasons of Public Servants lacking using English in communication, the potential ways to improve standard of English among Public Servants and implication of lacking using English language.

3.4 POPULATION AND SAMPLE

The population for the study is 200 including of employers and employees from VARIOUS departments in Bangunan Sultan Iskandar, Kuching involved in this research. We randomly chose the number of respondent from department such as **Department of Electoral Commission** (Suruhanjaya Pilihan Raya), **Defense Ministry** (Kementerian Pertahanan), **Department of Statistics** (Jabatan Perangkaan), **Department of Labor** (Jabatan Tenaga Kerja) and also includes other departments in the building to help us distribute and fill in the questionnaire.

3.5 INSTRUMENTATION

This empirical study relies heavily on primary data solicited directly from the targeted respondents. The main survey instrument used in conducting this research is through the questionnaires. The researchers developed the questionnaires themselves supported by previous studies found through literature review.

Basically, the questionnaire developed for this study was divided into three sections:

Section A, Section B and Section C.

Questionnaire Design:

Section A- Respondents Profile

This section comprise of the data regarding the respondent's particulars such as gender, age, race, education level, departments in Bangunan Sultan Iskandar. The key informant is the Public servants from any department as they are in the right position to provide the information.

Section B - The Reason, Ways and Implication

This section was answered by the respondents to identify their opinion on the reason, ways and implication for factor that contribute to the reluctance of public servants in Sarawak to communicate in English. Under this section, the respondent's feedbacks are measured using the Likert Scale as follow:

- i. Strongly disagree
- ii. Disagree
- iii. Neither agree/Disagree
- iv. Agree
- v. Strongly agree

Section C - Opinion and Suggestion

This section was answered by the respondents to identify their opinion and suggestion to encourage the Public servants to speak in English.

3.6 DATA COLLECTION

3.6.1 Primary Data

Questionnaires

We choose questionnaires as our type of survey because it is easier for us to conduct it and it is more efficient to collect in order to measure the variables of interest. We distributed 200 questionnaires to the respondents to answer it.

3.6.2 Secondary Data

Internet and Books

Some of the information that we need for our research was obtained from the internet and books. By doing this, we can acquire more data about our research. Then we can make the use of all the information that we get from internet and books. Thus, it can make our research successful because we can get more accurate data and being able to give relevant questions to the respondents.

3.7 SAMPLING TECHNIQUE

For the purpose of this research, a purposive technique is chosen. By using purposive sampling, the survey was conducted on several employees of Bangunan Sultan Iskandar, Kuching, Sarawak. Purposive sampling is a type of convenience sampling procedure. However, in purposive sampling there is reason for deliberately selecting the units. Purposive sampling is chosen for our research, the respondents are expected to be around 200 people and it will be suitable for our research which is Factors that contribute to the reluctance of the Public Servants in Sarawak to communicate in English.

3.7 DATA PREPARATION

This study requires a through step to be undertaken, started with the research proposal which has been properly edited and analysed to minimize biased findings and incorrect interpretation. The process began by vividly checking the questionnaire to minimize error. All the data were then edited to eliminate any ambiguous, incomplete, inconsistent and illegible responses. The entire questions in the questionnaire were coded which represents specific response to a specific question. The preparation of the data was further advanced to include conducting of various statistical tests before they were interpreted to generate meaningful findings.

3.8 DATA ANALYSIS STRATEGY

To analyse the data, Statistical Programming Software System (SPSS) version 16 was used. By using this software, the finding of the study can be obtained precisely. As to analyse our objectives, we are using **simple descriptive analysis** of mean to find out the reasons of our first objective, potential ways of our second objective, and implication of our third objective.

CHAPTER

4

CHAPTER 4

ANALYSIS AND FINDING

4. INTRODUCTION

This chapter explains the analysis of data following by a discussion of the research findings. The findings relate to the research objectives in which will guide the study that we had analyzed. Data were analyzed to identify the factors that contribute the reluctance of Public Servants to communicate in English.

Data were obtained from questionnaires that being distributed in the Department of Electoral Commission (Suruhanjaya Pilihan Raya), Defense Ministry (Kementerian Pertahanan), Department of Statistics (Jabatan Perangkaan), Department of Labor (Jabatan Tenaga Kerja) and also includes other department by 160 respondents. A total of 200 questionnaires were distributed, however only 160 questionnaires were usable for the purpose for the purpose of this study. The other 28 questionnaires were not returning back to us and 12 unusable due to lack of cooperation from the respondents from various organizations that we had distributed.

4.2 RESPONDENTS' PROFILE

The profile of the respondents shows that there are 53.1% of the respondents are male in the average age group between 31 and 40 (48.8%) with the largest race are Malay (81.9%), Chinese (10.0%), Indian (0%) and others (8.1%). It also shows that 35.6% of respondents are single, 62.5% of respondents are married highest from respondents that divorce with 1.9%. In education level, the percentage of respondent in SPM is 16.9%, Diploma is 43.8%, Degree is 38.1% and for others is 1.2%. Meanwhile in department, percentage of respondent who works in Suruhanjaya Pilihan Raya is 21.1%, Kementerian Pertahanan is 18.1%, Jabatan Perangkaan is 19.4%, Jabatan Tenaga Kerja is 18.8% and for Others department is 22.5%.

Table 4.1 Respondents' Profile (n=160)

Variable	Frequencies	Percentage (%)
Age		
20-30	52	32.5
31-40	78	48.8
41-50	21	13.1
50 >	9	5.6
Gender		
Male	85	53.1
Female	75	46.9
Race		
Malay	131	81.9
Chinese	16	10.0
India	0	0
Others	13	8.1

Status		
Single	57	35.6
Married	100	62.5
Divorce	3	1.9
Education level		
SPM	27	16.9
Diploma	70	43.8
Degree	61	38.1
Others	2	1.2

Department		
SPR	34	21.2
Kementerian Pertahanan	29	18.1
Jabatan Perangkaan	31	19.4
Jabatan Tenaga Kerja	30	18.8
Others	36	22.5

4.3 FINDING BY OBJECTIVE

4.3.1 Objective 1

- ✓ To identify the reasons why Public servants lacking of using English in their communication

Table 4.2 Frequency and Percentage (n=160)

Item	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	P (%)	F	P (%)	F	P (%)	F	P (%)	F	P (%)
I feel not confident when communicate in English	30	20	55	34	37	23	25	15	10	6
I am lack of exposure in English materials	23	14	81	50	26	16	25	15	5	3
My family background can be a cause of my unwillingness/ reluctance to communicate in English	20	12	51	31	57	35	29	18	3	1
I prefer to read Malay reading materials rather than English	6	3	32	20	81	50	36	22	5	3
People in rural areas are lack of English technology	13	8	47	29	54	33	40	25	6	3
English reading material usually more expensive compared to Malay material	11	6	9	5	44	24	78	48	18	11
We have limited number of staffs who are willing to speak in English in the office	4	2	14	8	96	60	29	24	7	4

Table 4.3 Mean

		I feel not confident when communicate in English	I am lack of exposure in English materials	My family background can be a cause of my unwillingness/ reluctance to communicate in English	I prefer to read Malay reading materials rather than English	People in rural areas are lack of English technology	English reading material usually more expensive compared to Malay material	We have limited number of staffs who are willing to speak in English in the office
N	Valid	160	160	160	160	160	160	160
	Missing	0	0	0	0	0	0	0
Mean		2.5250	2.4250	2.6500	3.0125	2.8688	3.5188	3.1938

Table 4.2 shows that the highest percentage for strongly disagree is 20% for the item of ‘I feel not confident when communicate in English’ compared to the lowest which is only 2% for item ‘we have limited number of staffs who are willing to speak in English in the office’. For the disagree, the highest percentage is 50% for the item ‘I am lack of exposure in English materials’ compared to the lowest item which is ‘English reading material usually more expensive compared to Malay material’ that only 5%. As for the Neutral, the highest percentage is 60% for the item ‘we have limited number of staffs who are willing to speak in English in the office’ compared to the lowest that only 16% for item, ‘I am lack of exposure in English materials’. As for the agree, the highest percentage is 48% for the item ‘English reading material usually more expensive compared to Malay material’ compared to the lowest that only 15% for the item which is ‘I feel not confident when communicate in English’ and ‘I am lack of exposure in English materials’. The highest percentage for strongly agree is 11% for the item ‘we have limited number of staffs who are willing to speak in English in the office’ compared to the lowest percentage of strongly agree which is only 1% for the item ‘my family background can be a cause of my unwillingness/ reluctance to communicate in English’. Therefore, **Table 4.3** shows

that the highest mean for reasons why Public servants lacking of using English in their communication is English reading material usually more expensive compared to Malay material based on mean score (3.5188) among others.

Based on the **Table 4.2**, the highest percentage of strongly disagree is 20% refer to people are strongly disagree that they are not confident when communicate in English. According to Jodde, when you appear confident speaking English, your communication is vastly more effective. People find you more likable and persuasive when you communicate in a positive and self-assured way. Even if you don't feel confident on the inside, you can learn how to appear confident. Confidence problem exists because of a bad experience in an English-speaking environment. Besides that, if you feel nervous when speaking English, the people to whom you speak will be aware of your confidence problem. Your lack of confidence will be observed either consciously or unconsciously and in both instances, your perceived lack of confidence will affect how other people choose to interact with you. Meanwhile, the lowest percentage of strongly disagree is only 2% for the item we have limited number of staffs who are willing to speak in English in the office. This shows that respondents confident that in the office, all of the staffs or colleagues are willing to speak in English. As for the strongly agree, the highest percentage is 11% refer to English reading material usually more expensive compared to Malay material. Respondents agree that English reading materials that sold in the bookstore are expensive compared to the Malay material. Because of these problems it causes the people are more prefer to buy Malay reading material. According to United Nations Educational, Scientific and Cultural, when faced with the problem of insufficient funding to meet the demand for learning materials, many governments tried to solve the problem by reducing the cost of book provision. This was done either through developing domestic facilities for the production of

learning materials in an attempt to eliminate the profit element or by importing low-cost materials from abroad. Meanwhile, the lowest percentage of strongly agree is 1% which is my family background can be a cause of my unwillingness/ reluctance to communicate in English. This shows that, fewer respondents agree with this statement because nowadays there are some families are also using English language in communication compared to Malay language to communicate with each other. For them, it is not barriers for them to unwilling or reluctance to using in English language if families are using Malay language. According to Administrative for Children and Families, when using both of language it provide opportunities for all families to share customs and traditions that are important to them. Remember that all families, not just those who speak languages other than English, have aspects that make them unique and special.

4.3.2 Objective 2

- ✓ To determine the potential ways to improve standard of English among Public servants in Sarawak.

Table 4.4 Frequency and Percentage (n=160)

Item	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	P (%)	F	P (%)	F	P (%)	F	P (%)	F	P (%)
Social network may contribute to the improvement of English communication	4	2	3	1	18	11	95	59	39	24
We should gain confident to speak English since we are kids (young)	1	0.6	3	1	18	11	82	51	56	35
We must expose ourselves in English entertainment programs more frequently	2	1	2	1	25	15	98	61	33	20
Parents should play their role which trains their kids to speak English	-	-	5	3	9	5	110	68	36	22

Table 4.5 Mean

		Social network may contribute to the improvement of English communication	We should gain confident to speak English since we are kids (young)	We must expose ourselves in English entertainment programs more frequently	Parents should play their role which trains their kids to speak English
N	Valid	160	160	160	160
	Missing	0	0	0	0
Mean		4.0375	4.1812	3.9875	4.1062

Table 4.4 shows that the highest for strongly disagree is 2% for the item of ‘social network may contribute to the improvement of English communication’ compared to the lowest percentage which is 0.6% for item ‘we should gain confident to speak English since we are kids (young)’. For the disagree, the highest percentage is 3% for the item ‘parents should play their role which trains their kids to speak English’ compared to the lowest percentage for the item which is ‘social network may contribute to the improvement of English communication’, ‘we should gain confident to speak English since we are kids (young)’ and ‘we must expose ourselves in English entertainment programs more frequently’ that only 1%. As for Neutral, the highest percentage is 15% for the item ‘we must expose ourselves in English entertainment programs more frequently’ compared to the lowest percentage that only 5% for item, ‘parents should play their role which trains their kids to speak English’. As for agree, the highest percentage is 68% for the item ‘parents should play their role which trains their kids to speak English’ compared to the lowest percentage that only 51% for the item which is ‘we should gain confident to speak English since we are kids (young)’. The highest percentage for strongly agree is 35% for the item ‘we should gain confident to speak English since we are kids (young)’ compared to the lowest percentage which is 20% for the item ‘we must expose ourselves in English entertainment programs more frequently’. Therefore, **Table 4.5** shows that the highest mean for potential ways to improve

standard of English among Public Servants is we should gain confident to speak English since we are kids (young) based on mean score (4.1812) among others.

Based on **Table 4.4**, it shows that the highest for strongly disagree is 2% for the item of social network may contribute to the improvement of English communication. This shows that they are do not believe social network are the potential ways to help them improve their English communication. According to Parent Further, social networking has many benefits such as use social networking to augment real-world relationships, helping them learn to communicate in many different ways. Social networking is becoming an increasingly important method of communicating in schools and the workplace, so it's good for us and children to be prepared to communicate through sites like Facebook and LinkedIn. Besides that, it can help us to always keep in touch with family members that live far away can become much easier through the use of online social networking. By sharing updates, photos, videos, and messages, family members can stay connected even if the live across the country or the world. Meanwhile, the lowest percentage for strongly disagree is 0.6% for item we should gain confident to speak English since we are kids (young). The respondents are not agree that we should gain confident to speak English since we are kids. This is because they feel it is not important to speak English. However, it is important to gain confident to speak English since we are kids because it can help us able to understand and communicate in English fluently. According to Dr Priscilla Clarke, early childhood professionals need to work persistently to establish the predictable routines and behavioural expectations for the learners. These include greeting the children on arrival, using routine language to assist children to choose activities, using simple English to help children understand the routines and expectations of the program and providing good models for the learners. An important strategy to assist in the learning of the second language is the use of

repetition. Saying the same thing more than once gives a child more than one chance to understand what is being said. The children's level of confidence will affect the degree to which they are willing to take risks in the use of English. A child who is confident to try new vocabulary or to take part in conversations will appear to be more competent than a child who is shy or worries about making mistakes. This shows that, the learners should have a good skill in order to help kids gain confident to speak in English. As for strongly agree, the highest percentage is 35% for the item we should gain confident to speak English since we are kids (young). The respondents agree that we should gain confident to speak in English since we are kids as the potential ways to improve standard of English because it gives us benefit when we grow up. In order to gain confident, the learners must have a good skills to teach and encourage the children to speak in English. According to Dr Priscilla Clarke, early childhood professionals need to work persistently to establish the predictable routines and behavioural expectations for the learners. These include greeting the children on arrival, using routine language to assist children to choose activities, using simple English to help children understand the routines and expectations of the program and providing good models for the learners. An important strategy to assist in the learning of the second language is the use of repetition. Saying the same thing more than once gives a child more than one chance to understand what is being said. The children's level of confidence will affect the degree to which they are willing to take risks in the use of English. A child who is confident to try new vocabulary or to take part in conversations will appear to be more competent than a child who is shy or worries about making mistakes. Meanwhile for the lowest percentage of strongly agree is 20% for the item we must expose ourselves in English entertainment programs more frequently. There are many English entertainment programs has been show in the television such as Oh My English!, discovery

channel, the history channel, food network etc. All of English entertainment programs can be considered as potential ways to improve standard of English. By watching these programs it can help to improve standard of English among people even Public Servants.

4.3.3 Objective 3

- ✓ To study on the implications if Public servants are not able to communicate in English.

Table 4.6 Frequency and Percentage (n=160)

Item	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	P (%)	F	P (%)	F	P (%)	F	P (%)	F	P (%)
It may cause trouble when I am not able to speak English during communicate with my customer	6	3	14	8	37	23	78	48	25	15
It is difficult for me to communicate with other organizations which are mainly communicate in English	17	10	53	33	39	24	46	28	5	3
Sometimes difficult for me to communicate with foreign people	17	10	41	25	76	47	18	11	8	5

Table 4.7 Mean

		It may cause trouble when i am not able to speak English during communicate with my customer	It is difficult for me to communicate with other organizations which are mainly communicate in English	Sometimes difficult for me to communicate with foreign people
N	Valid	160	160	160
	Missing	0	0	0
Mean		3.6375	2.8062	2.7438

Table 4.6 shows that the highest for strongly disagree is 10% for the item ‘it is difficult for me to communicate with other organizations which are mainly communicate in English’ and ‘sometimes difficult for me to communicate with foreign people’ compared to the lowest percentage which is 3% for item ‘it may cause trouble when I am not able to speak English during communicate with my customer’. For the disagree, the highest percentage is 33% for the item ‘it is difficult for me to communicate with other organizations which are mainly communicate in English’ compared to the lowest percentage for item which is ‘it may cause trouble when I am not able to speak English during communicate with my customer’ that only 8%. As for Neutral, the highest percentage is 47% for the item ‘sometimes difficult for me to communicate with foreign people’ compared to the lowest percentage that only 23% for item, ‘it may cause trouble when I am not able to speak English during communicate with my customer’. As for agree, the highest percentage is 48% for the item ‘it may cause trouble when i am not able to speak English during communicate with my customer’ compared to the lowest percentage

which is 11% for the item 'sometimes difficult for me to communicate with foreign people'. The highest percentage for strongly agree is 15% for the item 'it may cause trouble when I am not able to speak English during communicate with my customer' compared to the lowest percentage that only 3% for the item 'it is difficult for me to communicate with other organizations which are mainly communicate in English'. Therefore, **Table 4.7** shows that the highest mean of implications if Public servants are not able to communicate in English is it may cause trouble when i am not able to speak English during communicate with my customer based on mean score (3.6375) among others.

Based on **Table 4.6**, it shows that the highest for strongly disagree is 10% for the item it is difficult for me to communicate with other organizations which are mainly communicate in English and sometimes difficult for me to communicate with foreign people. This show the respondents are not agree that difficult to communicate with other organizations that fully using English and difficult to communicate with foreign people are the implications if Public Servants not able to communicate in English. This is because they can speak English fluently and able to use other language to communicate with foreign people. It is important for the employers to recruit new staffs that able to communicate in English. According to Mark Thomas, an organisation that have a team of staff all of whom are good communicators is one of the most important ways to ensure a productive and creative work force, as well as to avoid complications and mishaps and to ensure the optimum performance in a range of skills. With this, we knew that English can help us to communicate with organization that fully using English and also communicate with foreign people. As for the lowest percentage of strongly disagree is 3% which is it may cause trouble when I am not able to speak English during communicate with my customer. There are fewer respondent disagree that it may cause trouble when not able to speak

English during communicate with customer are the implication of Public Servants if not able to speak in English. Meanwhile, the highest percentage of strongly agree is 15% for the item it may cause trouble when I am not able to speak English during communicate with my customer. The respondent are agree that the implication if not able to speak English is it can cause trouble during communicate with customer. It is important for the organization to have good workers that able to communicate or speak in English. According to Mark Thomas, staffs who work with clients and customers need even more to be able to communicate well. This is firstly because they will be representing the business and helping clients to form their opinions about the organisation, but also because they will need to be able to understand the customer in order to ensure that they get them what they want/need and can convey any problems or details that the client might need to know. As for the lowest percentage of strongly agree is 3% which is it is difficult for me to communicate with other organizations which are mainly communicate in English. This shows that the respondents are agree these item are the implication of Public Servants if not able to communicate in English. According to Mark Thomas, an organisation that have a team of staff all of whom are good communicators is one of the most important ways to ensure a productive and creative work force, as well as to avoid complications and mishaps and to ensure the optimum performance in a range of skills. With this, we knew that English can help us to communicate with organization that fully using English.

CHAPTER

5

CHAPTER 5

RECOMMENDATION AND CONCLUSION

5.0 INTRODUCTION

As English is become a dominant language to the world, it is clear that English language is important to the public sector. Even though we have our own national language but to be part as the advancement of globalization nowadays a dominant language such as English is very important. The importance of spoken performance of a language is becoming more prominent over the written performance capability. It is because the ability to speak a language reflects a person's personality, self-image, knowledge of the world, ability to reason, skill to express thoughts in real-time (Luoma, 2004).

These days, due to the global trend of internationalization, the ability to communicate in English is needed as an essential skill. , it is not always an easy task for people who use English as a second language to be able to speak to the level of a native speaker. This is because of they have low self-confident to speak in English and lack of exposure. When they cannot able to dominate English language, they will feel not confidence to use the language. There many reasons that we have identify throughout our implementation of this research. By distributed questionnaire that we have done indicates many percentages, frequencies and mean that have done by our respondents.

5.1 IMPLICATION OF THE STUDY

As we have done our research, we found that our research has given implication or impacts towards several groups of people. This is on how does our research give meaning to these people.

Firstly our research gives implication towards the public servant. As public servant was our respondents, it is automatically our research has given impact toward them. This is because, they able to give their reason on why does they are lacking of using English in their communication. In our questionnaire we have given about seven items (questions) that may relate to the reason on why they are lacking of using English in their communication. By providing such items or questions it help them in having some ideas regarding the reason of their lacking in using English in their communication. Perhaps, the ideas of such reason are not they think of before.

Secondly our research gives implication towards parents. Parents were a group of people who should play their role in the problems of reluctance in using English in communication. This is because as a human we should be doing something that difficult (such as English speaking) since our childhood time. This is why the exposure in English materials, entertainment and so on should be exposed since our childhood time. We talked about childhood time, the parents itself should help their children in exposing with such English materials, entertainment and etc. our research has found that there are also a number of our respondents agreed that parents should play their role in this issue. By having this research the parents will be more aware on how important English is. This is because the respondents

that respond to our questionnaire are primarily a group of parents. This is illustrating in our respondents profile stated that 62 percent are married. This has a potential that almost of our respondents were come from a group of parents.

Thirdly is our research give impacts toward Government and Non-Government Organization (NGO). As we have done this research the finding that we have states was the public servant will face a difficulty in communicate with the customers. The government was also having their own customer. The example of department communicate with customer was Suruhanjaya Pilihan Raya, Immigration Department and etc. the government should now aware that the lacking of using English in public servant's communication can cause difficulty when the public servant have to meet customer. As customer will be from those diverse of race, religion, and etc. the government will able to take action on this issue. As an addition, the NGO can also aware in this issue. For example when our respondent's states that the highest reason on why they are lacking in sing English in their communication was the expensive of English reading material. Perhaps those NGO's able to take any action on pressuring the government to take action on stabilizing the price of English reading materials. Maybe there is a subsidy for English reading material such as books, magazines and etc.

5.2 RECOMMENDATION OF THE STUDY

Based on the section C in our questionnaire there are many respondents contribute their suggestion on how to encourage public servant to communicate in English. it is about 98 percent respondents stating that Yes, it is important for public servant to be able to communicate well in English. However only 2 percent stating that NO, English communication is not important to the public servant. The suggestion given by our respondents are as follows.

5.2.1 English Courses

To encourage the public servant to communicate English the idea of English courses could be an acceptable idea. There is a lot of our respondents stating that we can gain the willingness of communicate in English toward the public servant by implementing a frequent English courses. As we are focusing on the public servant who is age between 20-60 years old, it should be the effort made by the organization itself. The organization could implement more English courses to their respective public servant. For example, each organization held an English course every 3 months of the year.

5.2.2 Read English material

It is suggested by our respondents that to encourage the public servant to communicate in English they have to read more English reading material. This is to improves their skills and confident to communicate in English. yes, we cannot ignore our national

language, but we have to try to stabilize between English and Malay reading material. As we have not well enough in English communication, we have to read more English material compared to Malay language that we have well enough. For example, when an organization provides newspaper to the office, they may have to provide more English newspaper so that their staff able to read English every day.

5.2.3 Training, talk and Seminar

Training programs, talks, and seminars may help the public servant encourage their English communication. Training means practicing. A frequent practice may help the public servant to encourage their effort to communicate in English. By having a suitable talk and seminar may also improve the willingness of the public servant to communicate in English. For example is by having a talk every month in every department. Each staff will have to train themselves to speak up in English.

5.3.4 Programs

Program is initiatives that may influence the willingness of the public servant to communicate in English. The programs that suggested by our respondents was “English Day” (one day in a week). “English day” programs may encourage the public servant to communicate in English. When an organization has such program, it will encourage all over the staff to communicate in English. Perhaps, the leader may give some credit to those shows effort to communicate in English. in addition, we could also encourage ourselves in English communication when we watch an interesting English entertainment programs such as “oh my English” program in Astro.

5.3 CONCLUSION

Based on the finding that we have computed in SPSS we have identify that the most appropriate reason for the reluctance of Public Servant in Sarawak to communicate in English is because of the expensive English reading materials. We have also identify that the most potential ways to improve English communication for public servant is parents should play their roles toward their children. Besides that we have also find out the implications that may exist when public servant are reluctance in using English in their communication. The finding that have been computed states that the implication of reluctance to communicate in English can cause difficulty in communicate with the customer of the organization.

5.3.1 To identify the reasons why public servants were lacking of using English in their communication.

As we are focusing on the reason why public servants were lacking in using English in their communication, we have find out that the most reason they are lacking in using English in their communication is the English reading material was too expensive.. In this item it is stated that 11 percent respondents strongly agreed that English reading material were expensive, 48 percent are agreed, 24 percent neutral, 5 percent disagreed and 6 percent are strongly disagreed. However the result of mean that we have collected was 3.5188 value of mean for the reason of English reading material were expensive. Which this item faces the highest mean compared to the others item. English reading material were seems to be more expensive compared to Malay reading material. The example of reading materials is such as newspapers, magazines, fiction and nonfiction story books, journals and etc. An English language magazines and or online guide to the movies, place, exhibition that are on in the city that week. Reading this in English is not only good value, but it could also guide you to places that English speakers are interested in where you might here some English spoken around you (Alex Case, 2008). Reading is something that can gain information, knowledge, ideas, opinions and etc. The more people read, the more they have knowledge. Including the knowledge of English, we cannot communicate well in English without reading. We have to read more in order to improve our level of English. However, many of

our respondents stated that the main reason of the lacking of using English to communicate is because the expensive of English reading materials. This means that when people read more English reading materials they will be more exposure in English then only they will able to use English to communicate.

5.3.2 To determine the potential ways to improve standard of English among public servants

In the finding that we have computed, we have identified the potential ways to improve standard of English among public servants. Among the choices of potential ways that we have indicated in our questionnaire were the positive impacts of Social Networking, the more frequent exposure in English entertainment programs and the roles of parents in exposing English to their children from their childhood. We have found that our respondents are mostly agreed that self-confidence should be gained in order to improve the standard of English communication among the public servants. The amount stated about 35 percent respondents strongly agreed, 51 percent agreed, 11 percent neutral, 1 percent disagreed and 0.6 percent of them strongly disagreed that self-confidence should be gained since childhood time. Therefore, in our finding it is stated that the value of 4.1812 mean was supporting that the public servant can improve their English communication since we are kids (childhood time) can be potential ways to improve standard of English among public servant. Confidence is one basic parameter that is needed in every aspect of our life. If we have immense knowledge but we do not have the confidence of delivering it, it is considered that we do not know anything. Confidence is not only limited to Verbal thing but also confidence is seen in Non- Verbal communication like the manner in which one carries his or her own self. Our gestures and postures also give out messages of our confidence. When it comes to English Speaking, it carries immense confidence

with itself. One has to have a strong belief in his or her own self. As the saying goes that when a person has the confidence, he or she can attain any heights of success. The same applies with English Speaking (Neo Ease, 2011). This means that our respondents are mostly agreed that we should gain self-confidence in order to improve our English communication skills.

5.3.3 To study on the implications if public servants are not good in English communication

In our finding we have found out the implications if public servants are not good in English communication. In our questionnaire we have inserted 3 items that question our respondents on the implications if public servants are not good in English communication. Among the item is difficulty in communicating with customer/client/people. Second item is difficulty to communicate with other organization and third item is difficulty to communicate with foreigner. However, in our finding we have find out that the most implications or impact if the public servants are not good in English is will be difficulty to communicate with customer. The percentage of this item was 15 percent strongly agreed, 48 percent was agreed, 37 percent was neutral, 8 percent was disagreed and only 3 percent was strongly disagreed. The value of mean has computed 3.6375, which means the implication if public servant are not well in English communication is they will face difficulty in communicating with their customer. Having the ability to create a positive atmosphere, and seeing the value of being calm, patient, consistent and helpful, are important skills for any public servant (Government Employee Training, 2013). According to Government Employee Training's website it is a compulsory for the public servant have such positive behavior in order they have to communicate very frequent to the customer. Where customer would be a diverse group of people, so, in communicate well in English will help the public servants.

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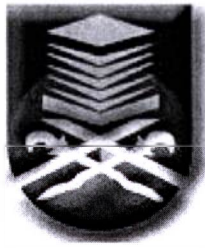
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GANTT CHART

NO	ACTIVITIES	JULAI				OCTOBER				NOVEMBER				DISEMBER			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1.	Group formation			■													
2.	Discuss research problem				■	■	■										
3.	Determine problem statement, objective, and Scope of Study					■	■	■									
4.	Determine Significance									■	■						
5.	Conduct a Literature Review										■	■					
6.	Determine Research Methodology											■	■				
7.	Update all Data & Prepare													■	■		
8.	Submission of Draft Research Proposal													■	■		
9.	Review of Research Proposal														■	■	
10.	Submission Final Drafting Research Proposal																■

NO	ACTIVITIES	JANUARY				FEBRUARY				MAC				APRIL			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
11.	Review Research Proposal		■														
12.	Distribute questionnaires			■	■												
13.	Collect Questionnaires Sets					■	■										
14.	Analysis Data							■	■								
15.	Prepare First Data									■	■						
16.	Review and amend Proposal											■	■				
17.	Final Draft													■	■		
18.	Submission of Thesis															■	■

APENDIXES



Universiti Teknologi Mara

Faculty of Administrative Science and Policy Studies

Bachelor in Administrative Science (AM228)

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

Dear Respondents,

We from Faculty of Administrative Science and Policy Study of UiTM are doing a research on the factors that contribute to the reluctance of public servants in Sarawak to communicate in English. We request you to respond the question frankly and honestly. Your respond will be treated as a confidential and only the member of the research team gain access to it.

Eda Suraya Binti Sahari (2011421506)

Nursyarfa Binti Ashari (2011694234)

Thank you very much for your time and cooperation. We greatly appreciate your help to complete our research.

Questionnaire

Section A

Please tick (✓) once in the space provided.

1. Age

20 - 30

31 - 40

41 - 50

50 and above

A1

1

2

3

4

2. Gender

Male

Female

A2

1

2

3. Race

Malay

Chinese

India

Others: _____

A3

1

2

3

4

4. Status

A4

Single

1

Married

2

Divorce

3

5. Education Level

A5

SPM

1

Diploma

2

Degree

3

Others: _____

4

6. Department

A6

Suruhanjaya Pilihan Raya

1

Kementerian Pertahanan

2

Jabatan Perangkaan

3

Jabatan Tenaga Kerja

4

Others: _____

5

Section B

This section is to identify our respondents opinion on the reason, ways and implication for factor that contribute to the reluctant to communicate in English.

Please indicate your feeling about the following items by (√) on the appropriate box

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I feel not confident when communicate in English.					
2. I am lack of exposure in English materials (English Movies, songs, etc).					
3. My family background can be a cause of my unwillingness / reluctance to communicate in English.					
4. I prefer to read Malay reading materials rather than English.					
5. People in rural areas are lack of English technology.					
6. English reading material usually more expensive compared to Malay material.					
7. Social network may contribute to the improvement of English communication.					
8. We should gain confident to speak English since we are kids (young).					

9. We must expose ourselves in English entertainment programs more frequently.					
10. Parents should play their role which trains their kids to speak English.					
11. It may cause trouble when I am not able to speak English during communicate with my customer or other people.					
12. We have limited number of staffs who are willing to speak in English in the office.					
13. It is difficult for me to communicate with other organizations which are mainly communicated in English language.					
14. My unwillingness to speak English lower than the perception of other towards our organization.					
15. Sometimes, difficult for me to communicate with foreign people.					

Section C

This section is for our respondents to give their opinions regarding our topic

Pease give your opinions in the space provided.

1. It is important for Public Servant to be able communicate well in English. Yes or NO? Why?

2. Any suggestion to encourage Public servant to communicate in English?
