

UNIVERSITI TEKNOLOGI MARA

**COPING WITH ENGLISH LANGUAGE
CHALLENGES IN AN M. Ed. TESL
PROGRAM: A CASE STUDY**

ILHAM ALIA BINTI MAT ISA

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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 or acknowledged as a reference 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, University Teknologi MARA, regulating the conduct of my study and research.

Name of Candidate : Ilham Alia binti Mat Isa

Candidate's ID No. : 2011296398

Programme : ED770- Master of Education in Teaching English as a
Second Language

Thesis Title : Coping with English Language Challenges in an M.
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Signature of Candidate : *Alia*

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ABSTRACT

Postgraduate studies have become a phenomenon nowadays. Despite the fact that the postgraduates are expected to be independent and autonomous adult learners, researches have proven that they face numerous challenges in learning. Hence, this study is conducted with the purpose of identifying one of the challenges faced by the postgraduates: English language challenges and the coping strategies employed in encountering the difficulties faced. All four vital language skills are studied, which are speaking, listening, reading and writing skills. This qualitative case study was conducted to four groups of respondents from different modes (part-time and full-time) and semesters (1st and 3rd semesters). In collecting the data, group interviews were conducted. Then, the recordings were transcribed and analysed. It was found that there are various language challenges faced by the respondents in speaking, listening, reading and writing. It was acknowledged that the language challenges encountered affect the postgraduates in their studies to some extent. Moreover, they have suggested varieties of coping strategies in dealing with all the language challenges mentioned. Interestingly, the coping strategies utilised have helped them in coping with the language challenges encountered. Undeniably, more researches need to be conducted in identifying the difficulties faced in utilising English in postgraduate studies and more possible solutions needed in dealing with the language difficulties. Hence it is highly recommended that the stakeholders, such as lecturers, the Institute of Postgraduate Studies, curriculum developer and the students take possible and practical action in identifying the challenges and solutions prevail in postgraduate studies.

Keywords: language challenges, coping strategies, postgraduates, M. Ed. TESL, case study

ABSTRAK

Pengajian pasca siswazah telah menjadi fenomena masa kini. Sungguhpun pelajar pascasiswazah dikehendaki menjadi pelajar dewasa yang berdikari and berautonomi, kajian-kajian yang telah dijalankan telah membuktikan bahawa pelajar-pelajar pascasiswazah menghadapi pelbagai cabaran dalam pembelajaran. Oleh yang demikian, kajian ini dijalankan bagi mengenalpasti salah satu cabaran yang dihadapi oleh pelajar pasca siswazah: cabaran dalam mempraktikkan bahasa Inggeris dan strategi yang digunakan dalam menangani cabaran yang dihadapi. Keempat-empat kemahiran penting, iaitu bercakap, mendengar, membaca dan menulis dalam Bahasa Inggeris dikaji. Kajian kes kualitatif telah dijalankan untuk empat kumpulan responden dari mod (separuh masa dan sepenuh masa) dan semester (semester pertama dan ketiga) yang berbeza. Dalam proses pengumpulan data, temu bual secara berkumpulan telah dijalankan. Kemudian, rakaman suara yang diperolehi telah ditranskripkan dan dianalisis. Didapati, terdapat pelbagai cabaran bahasa yang dihadapi oleh pelajar dalam bercakap, mendengar, membaca dan menulis dalam Bahasa Inggeris. Telah terbukti bahawa cabaran bahasa yang dihadapi mempengaruhi pengajian pelajar ijazah tinggi. Selain itu, mereka telah mencadangkan pelbagai strategi dalam menangani segala cabaran bahasa dihadapi. Lebih menarik lagi, strategi yang digunakan telah membantu pelajar dalam menghadapi dan mengatasi cabaran yang dihadapi. Tidak dapat dinafikan, lebih banyak kajian perlu dilakukan dalam mengenal pasti masalah yang dihadapi dalam menggunakan Bahasa Inggeris di peringkat pengajian pasca siswazah dan lebih banyak penyelesaian yang bersesuaian diperlukan dalam menangani masalah bahasa. Oleh itu, amat disyorkan bahawa pihak yang berkepentingan, seperti pensyarah, Institut Pengajian Siswazah, perancang kurikulum dan pelajar-pelajar mengambil tindakan yang tepat dan praktikal dalam mengenal pasti cabaran yang timbul dan penyelesaian yang bersesuaian dalam menghadapi cabaran dalam pengajian siswazah.

Kata kunci: *cabaran bahasa, strategi menangani masalah, pelajar pasca siswazah dan kajian kes*