

**UNIVERSITI TEKNOLOGI MARA**

**INTERNET USAGE AMONG SECONDARY SCHOOL  
ENGLISH TEACHERS**

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for the degree of

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## **Candidate's Declaration**

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

In the event that my thesis be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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## ABSTRACT

Many issues have been brought up since the introduction of ICT into the school settings. The problems faced by teachers in relation to their Internet usage can be traced to four major barriers namely the lack of training, difficulty in understanding the technical language, difficulty in understanding the English language and lack of computers in school with Internet facilities. Therefore, this study investigated among the English teachers of selected secondary schools in Kuala Terengganu as to how much they know about the Internet, the skills they have, the problems they face and the measures that can be taken to further encourage Internet usage among the English teachers for professional development. This study adopted a survey design that employed both quantitative and qualitative approaches. The instrumentation involved the use of a set of questionnaire and semi-structured interview. The data collected involved a sample of 60 English teachers from nine secondary schools in Kuala Terengganu. Semi-structured interviews were conducted with 5 randomly selected English teachers. The findings of the study revealed that the English teachers surf the Internet mostly at home compared to the school environment and other places. Only 30% incorporated Internet in their teaching and learning. This could be related to the main problem faced which was lack of time. Majority of the teachers learned the Internet informally from friends and colleagues. They perceived the Internet as not difficult and are average skillful in using most of the Internet applications. Majority of respondents have been using the Internet for less than 5 years. As for suggestions to improve, the majority of the teachers suggested for more in-house training. All these findings reveal that the school authorities should look into the problems and try to overcome them so as to encourage more Internet usage among the teachers for professional development.

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## Chapter 1

### 1.0 Introduction

In 1966, Malaysia obtained its first computer. Since then, many efforts have been made to integrate ICT in our daily life including the education setting. This is because Malaysia wants to be a developed nation by the year 2020 and to do so we have to keep up with the latest advancement in ICT.

Malaysia's "Vision 2020", coined by the fourth Prime Minister, Tun Mahathir bin Mohamad, worked towards a knowledge-based society which includes ICT literacy and higher order thinking so that we can be global players of the 21<sup>st</sup>. century. This is in line with Malaysia's National Philosophy of Education that states "developing the potential of individuals in a holistic and integrated manner, so as to produce individuals who are intellectually, spiritually, emotionally and physically balanced and harmonic, based on a firm belief in and devotion to God" (MOE Malaysia 2001, pg. 16)

According to UNESCO Report in 2003, out of top 25 countries of Internet users, Malaysia ranked 17<sup>th</sup>. It was found that there was more than 50 per cent growth of ICT users in Malaysia which was from about 3.7 million to 5.7 million users. Compared to the total population of Malaysia then which was approximately 23,396,700 people, the number of Internet users was about 24 per cent. Indeed, Malaysia's rate was very much higher than other ASEAN countries like Indonesia (ranked 21<sup>st</sup>.) with only two per cent and Thailand (ranked 25<sup>th</sup>.) with only 5.7 per cent Internet users out of their national population. This remarkable increase in Malaysia would be most likely contributed by the fact that 66 per cent of Malaysian households were connected with fixed telephone lines. (Tian Belawati, 2003).

It was also reported that Malaysia had the second lowest dial-up Internet cost among ASEAN countries since 2001. However, Singapore ranked first because Internet service provider (ISP) subscription was free in the country. The International Telecommunication Union (ITU) stated that in Malaysia, the average cost for accessing