

UNIVERSITI TEKNOLOGI MARA

**ISSUES AND CHALLENGES IN ENHANCING THE
ENGLISH LANGUAGE PERFORMANCE AMONG
LEVEL 2 STUDENTS AT SELECTED PRIMARY
SCHOOL: A CASE STUDY**

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AUTHOR'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 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.


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ABSTRACT

This case study is about issues and challenges in enhancing the English language performance among level 2 students at a selected primary school. It is to find out what are the factors that contribute to the students' inability to excel in English language subject and to examine strategies that teachers can engage in to improve the English performance at level 2. The case study was carried out at SK Jengka Pusat 2, Maran, Pahang Darul Makmur. It involved 175 students of level 2 at the respective school. There were 93 male students and 82 female students who participated in this case study. Besides that, there were 15 English language teachers involved in this case study including 2 native speakers. The native speakers are The English Mentors who are involved in "Program Penutur Jati" or Teaching English Language Literacy Program under the MBMMBI Policy or Uphold The National Language and Strengthen The English Language Policy. This is a qualitative case study where data of this study comes from surveys, interviews, observations and document analysis. The students and the English teachers participated in the surveys, the interviews and the observations. The document analysis is the data from the examination results of Level 2 students from the recent year and from the previous year. The findings of this case study have showed that, the strategies that organized by the school have contributed to improve the performance of English language subject. Cooperation, support and hard work from parents, school administrators and teachers, are the right move to overcome the problem.

ABSTRAK

Kajian kes ini adalah berkenaan dengan isu dan cabaran yang dihadapi dalam meningkatkan prestasi mata pelajaran Bahasa Inggeris di kalangan murid Tahap 2 di sekolah di mana kajian kes ini dijalankan. Kajian kes ini tertumpu kepada mengenal pasti faktor-faktor yang menyumbang kepada ketidakbolehan murid-murid mendapat prestasi cemerlang di dalam mata pelajaran Bahasa Inggeris. Selain itu juga, ia bertujuan mengenal pasti strategi-strategi yang boleh diguna pakai untuk meningkatkan prestasi mata pelajaran Bahasa Inggeris di kalangan murid-murid Tahap 2. Kajian kes ini dijalankan di SK Jengka Pusat 2, Maran, Pahang Darul Makmur. Ia melibatkan 175 orang murid Tahap 2 dimana 93 daripadanya adalah murid-murid lelaki dan 82 daripadanya adalah murid perempuan. Selain daripada itu, seramai 15 orang guru Bahasa Inggeris terlibat dalam kajian kes ini termasuklah 2 orang penutur jati. Kedua-dua penutur jati ini adalah tenaga pengajar dari luar negara yang terlibat di dalam Program Penutur Jati di bawah polisi MBMMBI. Kajian kes ini menggunakan kaedah kualitatif yang mana data diperolehi melalui kaji selidik, temu ramah, pemantauan yang dibuat ke atas murid-murid Tahap 2 dan guru-guru Bahasa Inggeris yang terlibat. Data juga diperolehi dari keputusan analisa data peperiksaan yang telah dibukukan yang mengandungi semua analisa kesemua peperiksaan yang telah diduduki oleh murid-murid yang terlibat. Hasil dari kajian kes ini telah menunjukkan bahawa strategi-strategi yang dirancang dan dilaksanakan telah membantu meningkatkan prestasi mata pelajaran Bahasa Inggeris di kalangan murid-murid Tahap 2 di sekolah di mana kajian ini dijalankan.

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