

**UNIVERSITI TEKNOLOGI MARA**

**INVESTIGATION ON THE CAUSES OF SPEAKING  
ANXIETY AMONG PTPL COLLEGE STUDENTS**

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Thesis submitted in fulfillment of the requirements for the degree of  
**Master in Teaching as a Second Language (TESL)**

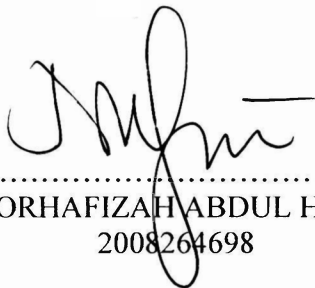
**Faculty of Education**

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## DECLARATION

I hereby declare that the work in this thesis is my own except for the quotation and summaries, which I have been duly knowledge

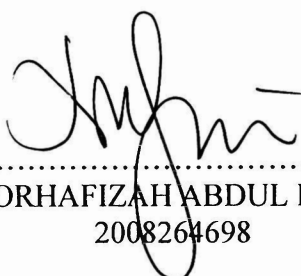
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## PENGAKUAN

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**In the name of ALLAH S.W.T., The Most Gracious, The Most Merciful**

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## ABSTRACT

Speaking anxiety is not a new phenomenon that needs to be faced by second language learners. The feelings of nervous, stress and uneasiness to speak using a language that is different from their mother tongue has somehow trigger their anxiety and affect their perceptions towards learning the language, in fact it is a nature part of life (Woodrow, 2006). English is not a new language need to be learned by Malaysian students. It has become the second official language after Malay Language. Therefore the demand to the need of knowing to use the language especially in communication is very high. Students managed to get excellent results in examination but fail to demonstrate the knowledge they have through speaking skills. It is believed the factors that may cause the anxiety rooted from their experience learning the language in the classroom. Previous research (Choy & Troudi, 2006) agreed with the fact that classroom is a place that could trigger most anxious feelings out of the students. The purposes of this study are to investigate the factors that cause speaking anxiety in the English classroom and to observe variation of anxieties that each schools in the institution might have. Coping strategies are recommended to overcome the issue. This study is participated by two hundreds of students from PTPL College, Shah Alam. The findings from this study show that students are concerned on the tasks and activities related to speaking, the application of grammar and their self-beliefs in learning English. Students from School of Business Management & Professional (SBMP) have been identified to experience speaking anxiety the most compared to other three schools. A very useful and practical recommendation for teachers to help students to overcome speaking anxiety was obtained. It was suggested that for futher studies on this issue, teachers' perspectives should be put into consideration.

## ABSTRAK

Kegusaran untuk bercakap di kalangan pelajar bahasa kedua bukanlah satu fenomena yang baru. Perasaan takut, tertekan dan tidak selesa untuk bercakap menggunakan bahasa kedua telah memberi kesan terhadap pandangan pelajar untuk mempelajari bahasa tersebut, lebih-lebih lagi bahasa kedua adalah berbeza dengan bahasa pertama mereka. Malahan ianya adalah sifat semulajadi manusia untuk mempelajari bahasa kedua (Woodrow, 2006). Bahasa Inggeris bukan bahasa baru yang perlu dipelajari di kalangan pelajar di Malaysia. Oleh sebab itu, pelajar-pelajar haruslah menguasai bahasa Inggeris atas keperluan yang tinggi terhadap penggunaan bahasa tersebut. Pelajar selalunya memperolehi markah yang cemerlang di dalam peperiksaan atau ujian bertulis tetapi gagal dalam mempamerkan penggunaan bahasa yang bagus. Adalah dipercayai bahawa kesan kegusaran ini datang dari pengalaman mereka belajar bahasa Inggeris di dalam bilik darjah. Penyelidikan terdahulu juga (Choy & Troudi, 2006) membuktikan bilik darjah adalah tempat yang membuatkan pelajar-pelajar akan berasa takut dan tidak selesa. Tujuan penyelidikan ini dijalankan adalah untuk mengetahui faktor-faktor yang menyebabkan para pelajar takut untuk bercakap menggunakan bahasa Inggeris. Beberapa strategi untuk mengatasi masalah ini telah dicadangkan. Penyelidikan ini telah disertai oleh dua ratus pelajar Kolej PTPL Shah Alam, Selangor. Keputusan menunjukkan bahawa para pelajar merasa risau sekiranya aktiviti dan tugas yang berasaskan percakapan dalam Bahasa Inggeris. Mereka juga takut dengan penggunaan tatabahasa Bahasa Inggeris dan perkara ini berkait juga dengan kepercayaan dan keyakinan mereka dalam mempelajari bahasa Inggeris. Pelajar-pelajar yang dikenalpasti mengalami kegusaran untuk bercakap dalam Bahasa Inggeris kebanyakannya dari *School of Business Management & Professional (SBMP)*. Beberapa cadangan telah dikemukakan dan diharapkan dapat digunakan oleh guru-guru untuk membantu pelajar mengatasi masalah ini. Adalah dicadangkan untuk penyelidikan pada masa depan, pandangan guru juga perlu diambil kira dalam menyelidik masalah penggunaan Bahasa Inggeris di kalangan para pelajar di Malaysia.