

**Universiti Teknologi MARA**

**THE PERCEPTION OF COMPANIES  
PERTAINING TO THE ENGLISH  
ADEQUACY OF NEWLY EMPLOYED  
GRADUATES IN KEMAMAN,  
TERENGGANU**

**- A SURVEY AMONG GLC's AND PRIVATE SECTOR**

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Thesis submitted in partial fulfillment of the  
requirements  
for the degree of  
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Language)**  
**Faculty of Education**

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## Candidate's Declaration

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

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

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## ABSTRACT

This survey investigated the perception of two government linked companies and two private sector companies pertaining to the English proficiency of the newly employed graduates. More specifically, the study investigated the work sectors perception of the adequacy of the listening, speaking, reading, writing and social skills of the newly employed graduates and based on this, the score for the overall English adequacy was computed. The population is the private sector and GLC's in Kemaman. Stratified sampling was employed and a sample of 115 respondents was selected comprising 45 from GLC's and 70 from the private sector. The sample comprised those from the supervisory level, executive level and up to the management. There were seven sections in the questionnaire and the individual sections were found to be reliable. Overall, the questionnaire has a high reliability level with a Cronbach's Alpha of 0.94. An analysis of the descriptive statistics showed that the English skills of the newly employed graduates were not adequate for the working needs pertaining to the following areas; listening, speaking, writing and socializing as the benchmark score of 70% was not achieved. According to the definition in this study, the English proficiency is considered adequate to the working need when a score of at least 70% is achieved. However, the sample indicated that the reading skills of the new graduates are adequate for the working need because the mean score obtained for reading was 72.3%. A t-test indicated that there was no significant difference between the overall English proficiency of the newly employed male and female staff at the workplace. A t-test value of 0.72 was obtained and since it exceeds 0.025, it is clear that there is no significant difference between the overall English proficiency of the newly employed male and female staff.

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 Introduction**

Historically, the use of the English Language in Malaysia, then Malaya, dates back to the Colonial times. During the British Colonial period, main stream education was carried out in English while vernacular and religious schools were allowed. Students from Chinese, Malay and Tamil medium schools still had to continue their education in English either at Form One level or the Form Six level. This shows there has been a legacy of English usage in the nation.

A commitment was made in the Razak Report (1956) to gradually replace English with the Malay Language as the medium of instruction. By 1980, education until Form Five level was entirely in the National Language. While this was essential for nation building, it also leads to a steady decline in the English proficiency level of populace.

Recently, in view of globalization and increasing competition among nations in the world, there has been a renewed emphasis on the importance of English. Various measures were taken to arrest the decline of the standard of English. Among the measures is the introduction of English literature into the English Language syllabus in schools. Before this, a number of other reading programmes had been introduced but had shown discouraging responses.

In the year 2000, the Ministry of Education has finally decided to make literature as part of Penilaian Menengah Rendah (PMR) and Sijil Pelajaran Malaysia (SPM)