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ENGLISH PROFICIENCY AMONG PUBLIC SERVANTS

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THE DECLARATION

Declaration

I hereby declare that the work contained in this research ~~proposal~~ is our own work except for those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other form of academic dishonesty, action can be taken against us under the Academic Regulation of UiTM's.

Signed



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Abstract

English language is important as it is an international lingua franca. English proficiency is needed in communication, task completion, to respond and to inform, and used for self-development. Public sector is commonly known for not using English language in providing public services. Public sector uses national language, which is Bahasa Melayu. However, public servants are still in need of high English proficiency in completing their tasks. This is because public servants serve major amount of the public. This research is to study the English proficiency among the public servants in four selected organizations; Kementerian Pertanian dan Industri Makanan, UTC, JKR, and Likas Hospital. These organizations were chosen because they mainly deal with the public at large. The method that has been used to collect data is self-developed questionnaire prepared by the researchers. It is a self-evaluate questionnaires that have to be answered by the public servants in the four selected organizations. The questionnaires were distributed to 136 respondents. The result of this research shows that the English proficiency level among the public servants is slightly below average, which the mean is 4.83 out of 10. This study also has answered the research questions and objectives, which the results have shown the public servants' level of English proficiency and their use of the English language in task completion. Thus, the English usage of the respondents in task completion is associated with their English proficiency level.

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