
ACROSS BORDERS

AN OVERVIEW OF ISSUES IN
MANAGEMENT & BUSINESS / SCIENCE & TECHNOLOGY
/ SOCIAL SCIENCE & HUMANITIES
2009-2011

PROJECT TEAM

Dr. Roaimah Hj. Omar
Dr. David Loh Er Fu
Nor Raihan Abu Bakar
Siti Zuraina Gafar@Abd Ghaffar
Muhamad Hanapi Khamis
Siti Nurshahidah Sah Allam

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**Division of Research, Industrial Linkages & Alumni
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Cawangan Melaka**

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PREFACE

Across Borders is designed for use in knowledge development in various disciplines. It is written to accommodate the interest of academicians and industry. The compilation of research abstracts from different fields provides valuable information to assist the expansion of knowledge and development. It also serves as a reference for Universiti Teknologi MARA (UiTM) Melaka Campus and the Division of Research, Industrial Linkages & Alumni.

The compilation of proceeding abstracts includes 83 research abstracts that are divided into 3 sections according to their respective disciplines; Management and Business, Science and Technology, and Social Science and Humanities.

It is hoped that this book would inspire its readers to undertake further research in the specific fields or disciplines.

ACKNOWLEDGEMENT

The project team of this Across Borders would like to express their deepest appreciation to all the researchers from the various faculties for their participation. Without their on-going contributions the book would not be possible. We are indebted to the Rector of Universiti Teknologi MARA (UiTM) Melaka Campus and the Division of Research, Industrial Linkages & Alumni for mooted the idea of having this book and getting the project started.

We would like to sincerely thank all our friends, colleagues, and acquaintances for their roles, direct and indirect contributions and invaluable support in the compilation of the 83 proceeding abstracts.

RAPPORT BUILDING: A PIVOTAL ART OF ACADEMIC DISCOURSE

Misyana Susanti Husin
Aini Andria Shirin Anuarudin
Lee Geok Imm.

ABSTRACT

Currently there is a surge of international students studying in Malaysian public universities who often face the challenges of adapting to social and cultural changes. The need for belongingness in class may be one of the anxiety-causing factors that might impede learning from taking place in the classroom especially for these foreign language (EFL) learners. Unfortunately, instructors seem to focus more on instructional strategies rather than establishing and maintaining rapport with their students. This study aims to investigate how rapport was constructed in EFL classrooms and the outcomes of the instructor-student rapport in class. The methods used consist of observations, audio recordings and semi-structured interviews with the instructors and students. Findings show that different strategies were used to establish rapport and there was a significant link between rapport and students' learning behaviours and the enhancement of their receptivity to what was taught. Such impactful corollaries indeed warrant instructors' mastery of the art of establishing rapport with students. Other strategies for establishing instructor-student rapport are also discussed apart from the identified approaches

KEYWORDS

Instructor-student rapport, belongingness, receptivity