
ACROSS BORDERS

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

PROJECT TEAM

Dr. Roaimah Hj. Omar
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Nor Raihan Abu Bakar
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Muhamad Hanapi Khamis
Siti Nurshahidah Sah Allam

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**Division of Research, Industrial Linkages & Alumni
Universiti Teknologi MARA
Cawangan Melaka**

ISBN 978-967-11354-1-9

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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.

CONTRIBUTING FACTORS TO COMMUNICATION ANXIETY IN ENGLISH AMONG ESL LEARNERS AND THE EFFECTS ON COMMUNICATION STYLES AND PATTERNS

Kamisah Ariffin

Misyana Susanti Husin

Maizatulliza Muhammad

ABSTRACT

As teachers, we have observed that communication anxiety can affect learners' communication styles and patterns in the classroom. They may choose to take part in the classroom communication activities as minimal as they could, or may decide to withdraw totally. The development of anxiety scales to measure language anxiety such as Foreign Language Classroom Anxiety Scale (FLCAS) and the French Class Anxiety Scale have helped to identify the sources of anxiety among foreign language learners and offered suggestions to lower the learners' level of anxiety. This paper offers more detailed factors contributing to communication anxiety by using in-depth interview as a means of data collection. Interview data of 8 reticent learners highlight perceived low level of English Language competence, low vocabulary level, little background knowledge of the topics discussed, shyness and confidence level and fear of teachers as the major contributing factors to communication anxiety. In addition, the anxiety has also affected their language use and styles in communication. The findings call for teachers' attention not only in improving the students' linguistic skills but also their affective domains especially their self confidence so as to encourage them to communicate more in English.

KEYWORDS

Communication anxiety, language use, language styles