

Appendix 1

Recording #1 (Staff Room)

- 1 ZJ: These boys' ah / you know, I've been
2 going after them for their projects /
they don't want to pass up / fed up *lah!*
- 3 SK: Which class? / 3R again?
- 4 ZJ: 3R *lah...*
- 5 SK: \ Not surprised...
- 6 ZJ: \ I have to call their parents...\
- 7 SK: I will send them to Z if I were you.
- 8 SV: Yeah...
- 9 SM: You think the parents will bother...\
- 10 ZJ: I have threatened ... but still...\
- 11 SM: [never pass up]
- 12 ZR: Give their names to our *HEM lah*.
- 13 SV: \ Yeah, your work is done.
- 14 ZJ: Actually it's their attitude / *tidak apa...*\
- 15 AZ: Yeah, don't care...\
- 16 SK: Must be firm with them...\
- 17 AZ: Don't give face / they are scared of Z what...
- 18 SK: [Because he carries a *rotan*.]
- 19 SV: And he uses it!
- 20 SK: But we are not allowed to use the cane...

21 SM: He is the discipline teacher / allowed.

22 Anyway he says he will end up in *Tanjung*
Rambutan if he doesn't.

23 SK: I don't agree with the use of cane *lah*...\

24 SV: {<Agree>}

25 AZ: {<Right>}

26 SK: There are other ways of correcting a child *lah*.

27 SM: So, spare the what and spoil the kid...

28 AZ: Rod /

29 SM: What?

30 AZ: R-O-D, Spare the rod and spoil the child.

31 SM: Oh, rod.

32 ZJ: *Tak adalah*, got other ways of controlling
the class.

33 SM: Compare with those days...

34 ZJ: Yeah *lah* but ...

35 ZR: {But those days different O.K}

36 AZ: {Parents also different those days}

37 SV: @ @ yeah...

38 ZJ: [now they will sue you if you touch their kids!]

39 ZR: That is why the kids nowadays are out of
control.

40 AZ: They don't respect the teachers.

41 SV: @ See what happened to C!

42 SV: {@ @ hmm}

43 ZR: {@ @ yeah}

44 ZJ: {@ @ ya lah}

45 SM: Just because she scolded CT for not handing
 46 in the work, he hit the table and shouted
 back at her...\

47 AZ: \said her salary so low want to talk too
 much.

48 SK: {Really...\}

49 ZR: {<yeah told her, his father's car tyres cost
 more than her salary.>}

50 SK: Really?

51 ZR: <Yeah>

52 ZJ: @ so the government should increase our
 salary.

53 SM: <Yeah.> //

54 ZJ: Hey, so stuffy lah here!

55 SM: No ventilation.

56 AZ: Kalau ada air-con kan bagus!

57 ZR: Yeah / to work...\

58 AZ: mark books...\

59 SV: do our work in peace.

60 AZ: <Yeah lah> cannot do any work in this heat.

61 SM: Can't wait to go home!

62 ZJ: We teachers are treated badly *lah*.

63 ZR: Actually it will make a lot of difference if there
is air-con ah?

64 AZ: {<Yeah *lah*>}

65 SM: {<Yeah>}

66 SV: Hey, ZJ you should ask our PIBG, / you are our
rep. right?

67 ZJ: We already asked what.

68 SV: Then ...

69 ZJ: No funds, *duit tak ada @*

70 SM: As usual...

71 ZJ: Shh Shhh sensitive issue @

72 ZR: OK OK let's not talk about it, sensitive issue @

73 SK: What I heard was that the wiring in this
74 building is really old, / can't support the
system...

75 SM: \ stories *lah*.

76 ZR: Remember during one of our annual PIBG
meeting, one parent...

77 SV: {@ yeah}

78 SM: {@ @ ...heard about it.}

79 SK: What happened?

80 ZR: We asked for air-con, the President brought
it up at the AGM, one parent opposed it.\

81 SM: The parent stood up and said angrily,
82 asked why the teachers need air-con
when they don't do anything!

83 SK: So mean!

84 ZR: Yeah, we come to school and shake legs and
his son gets educated by remote control.

85 SM: Yeah, what we do it seems...

86 SK: I can't believe that he actually said that.
87 And then what happened?

88 ZR: All went quiet / then they just went on with
the agenda.

89 SK: Just like that?

90 SM: {Yeah}

91 ZR: {Yeap, yeah}

92 ZJ: That's how it is *lah*, people don't respect us
anymore, we are nobody...

93 AZ: *Kasihan...@*

94 ZR: Look at SK, still in shock! Hello, don't be
so sad *lah!* @

95 SM: What is wrong with you, you are OK *ah?*

96 SK: *Aiya*, nothing wrong with me *lah!* Was just
97 thinking of the wiring, if there is an overload
98 we will all be fried. So, it is the same with

99 the library *lah*, / that is why we can't have
 computers there.

100 SM: Yeah, yeah.

101 ZJ: Our school building is very old *lah*.

102 But I thought our library had computers
 what.

103 ZR: Yeah, how many times we bought
 104 computers for the library, but yeah *lah*
 where are they / don't see them.

105 ZJ: Somewhere over the rainbow...@

106 SM: The computers are not there anymore,
 107 David Copperfield took it!

108 AZ: What? @

109 SM: I don't know, I'm in charge but no one tells
 110 me if they want to take it from the
 111 library... they just do as they wish...

112 ZJ: [OK OK sensitive issue / censor / censor@]

113 SV: { @ @ OK OK }

114 SM: Yeah, yeah the walls have ears...

115 SK: @

116 SV: \ the chairs too.

117 SK: Oh yeah, before I forget, SM could you get
 some MUET books for the library?

118 SM: <Uhhmm> / tell me which are the books
and I will order them for you.

119 SK: I have already written them down, I will
120 pass the list o you. When can you expect
them? Take long *ah*? The students are weak *lah*.

121 AZ: Yeah, we need it quite badly. The students
122 need a lot of practice *lah*. They are so weak.
123 They hardly read you know, so it is quite
124 difficult for us. They don't have any general
knowledge.

125 SK: We have been sourcing materials but it is
not enough.

126 SM: I will call Mr. Yap tomorrow. Ask him to
127 bring it fast. He is a pleasant guy, sure
no problem *lah*.

128 ZJ: Is it difficult to teach MUET *ah*? I really
129 don't know the exam format.
130 What is it all about?

131 AZ: We have to teach them the four skills,
listening, speaking, reading and
132 writing. Actually it is much simpler than

- 133 SPM English but I don't understand these
 kids, they just don't want to speak in
 English.
- 134 ZJ: *Matilah* teach like that @
- 135 SK: @ yeah, have to find creative ways to make
 them speak English!
- 136 AZ: They only speak when we say the magic
 word.../
- 137 ZJ: Which is.../
- 138 AZ: You will get marks for this...*kiasu*...so they
 will at least try to speak..
- 139 SK: ...yeah, otherwise they will behave like as
 though there is gold in their mouth @
- 140 ZJ: @ @

(The bell goes and one by one the teachers leave for their
classrooms)

Appendix 2

Recording # 2 (School Hall)

- 141 ZR: What time is the meeting *ah*?
142 SK: 2.30 I think.
143 KG: Yeah / it's at 2.30 .
144 ZR: Why can't it be immediately after school?
145 SK: Pengetua has another meeting...\
146 A: Where?
147 KG: in *Jabatan*...\
148 SK: \ She will be here only at 2.30.
149 ZR: So hot *lah* / the fans are all so
150 old / magine our students doing their
exams here.
151 KG: Yeah *lah* / so uncomfortable.
152 F: Why are you all here so early?
153 KG: Because we are dedicated and punctual
teachers @
154 F: So, you all had lunch or not?
155 A: Will go back home and have *lah*.
156 F: I heard the meeting will be for long you
know!
157 SK: Oh dear, I have an appointment today!
158 ZR: Usual story what, there has never been a
short meeting in this school.
159 KG: What is it about *ah*?
160 A: *Gotong Royong*, I think...

161 H: \ Also about the inspectorate's last visit.
 162 A: What about it?
 163 ZR: Yeah *lah*, they were not happy with the
 164 files / safety of the school...\ they also told
 something about the Form 6 students.
 165 SK: What about them?
 166 A: They were very rude towards them and
 167 also the teachers, they don't greet the
 teachers when they meet them.
 168 ZR: One boy actually / bumped into the
 169 Inspectorate / then just walked
 away without saying sorry!
 170 A: Didn't say sorry?
 171 ZR: Yeah *lah* / so rude!\
 172 F: Yeah *lah* they think they are in Form
 6...*kepala besar*.
 173 KG: They are so big already, how to teach
 174 manners. It is their parents' job.
 175 Expect us to do everything possible!
 176 ZR: Yeah , we have to teach, do office work,
 clean, be a nurse, a *jaga*, police,
 counselor...\
 177 H: That's why it is so stressful being a
 teacher...
 178 F: Relax...take it easy...\
 179 KG: Of course you can relax, you go back you
 180 don't have work to do. I have to clean and
 cook some more.
 181 A: \Also have papers to mark.

- 182 F: The *gotong royong* is on Sunday.
- 183 KG: *Alamak*, Sunday, die *lah*, that is the only day we can rest.
- 184 SK: But look at the condition of the school / it definitely needs...\
- 185 A: sprucing up.
- 186 F: I go to church on Sunday, I definitely can't come *lah* ...\
- 187 ZR: Come after church...
- 188 KG: Z said , they have divided us into groups.
- 189 The uniform body will also be there to help us.
- 190 A: Next day off or not?
- 191 SK: In your dreams *lah*. @
- 192 ZR: Don't ask for the impossible. But then ah, it will be so tiring./
- 193 A: and also very hot...must remember to bring a hat!
- 194 KG: The *PIBG* members will be there to help.
- 195 H: Help or see us working ...@ @
- 196 F: Our parents are OK *lah*, they are quite helpful.
- 197 KG: Yeah *lah*, they are actually very helpful...
- 198 A: They actually live around here and they
- 199 also keep an eye on the school you know, especially during the school holidays.
- 200 SK: Oh yeah...
- 201 H: Actually they should be involved.

202 ZR: You see like now, we don't have a *JAGA*,
 203 we can ask them to form a team.

204 A: Yeah, do shifts, be the *JAGA* in school .

205 F: Will also help to form a relationship with
 them because they will come to school
 more often.

206 KG: Yeah, easier for us to deal with them if
 there any problems with their children.
 207 We will sort of know them personally.

208 A: Yeap, and they won't be so defensive or
 aggressive.

209 SK: I agree.

210 H: You think they'll be interested ah? Far
 from it...

211 F: We won't know if we don't try. If we try
 and they turn us down then it is a
 212 is a different story. But on the other hand
 they might agree.

213 A: {Yeah}

214 ZR: {Uhhh / exactly}

215 SK: Help to take the burden off the teachers.

216 H: Yeah *lah* / now the teachers get blamed
 217 for everything. Students don't do well...
 218 it's the teachers / if they are caught
 219 loitering / again the teachers are to be
 blamed...\

220 A: They take drugs...\

221 H: Come blame the teachers...\

222 ZR: Students get molested in the toilet...\

223 H: What were the teachers doing? They

224 should be in school earlier than the students.

225 ZR: {Like as if we don't have a family! }

226 H: {So, that's why *lah* parents must help ...don't blame the teachers only.}

227 ZR: O.K before I forget, these are the teachers who will be in charge of the drama this year.

228 SK: Me again!

229 H: Yeah, because you are hardworking, you are single, you have a lot of time...\

230 A: so she is supposed to have no life.

231 F: That is the unwritten rule in school, the more hardworking you are ...\
232 H: The more work you get!

233 SK: Well, that's not fair...\

234 KG: So pretend you don't know anything, everything *tak tahu*...\

235 A: Feign ignorance...@

236 F: So people won't touch you.

237 A: Yeah, the more you do, the more you will be 'pressured'.

238 ZR: Anyway the competition is in three weeks time.

239 SK: What?

240 ZR: No choice *lah* and *Pengetua* insists that we send a team...

- 241 SK: But they should have notified us earlier.
- 242 KG: Actually this is nothing new. They do this
every year...they notify us last minute.
- 243 A: Then expect us to perform miracles...\
- 244 SK: Hmm // what am I going to do...\
- 245 H: You can manage *lah*. You have been
producing good work.
- 246 F: {Yeah}
- 247 SK: {Very funny} / there's a lot to do in such
short time.
- 248 ZR: Don't worry, you have A to help you.
- 249 A: It is the time...so short\
- 250 ZR: But if we don't send a team / they will
ask why \
- 251 A: I don't understand / who...?
- 252 ZR: People in the *Jabatan lah*.
- 253 F: Maybe, can try lah \
- 254 A: They should understand what\
- 255 F: Who understand what?
- 256 A: If little time is given and we don't
257 produce...don't know what to say...
258 will be difficult...you know...the
students...\
- 259 SK: Hmm...
- 260 F: What are you talking about?
- 261 ZR: I also don't know...she is rambling on...

(The school principal walks in and the meeting begins)

Appendix 3

Recording # 3 (School Canteen)

- 262 AA: *Eh* , Hari Guru we celebrate in P.D lah this time.
- 263 We all go *lah*, it'll be nice...\
- 264 SS: {Go to Taman Negara nicer}
- 265 WAK: {Yeah Taman Negara is fantastic}
- 266 AA: P.D is nearer...\
- 267 SS: Taman Negara, you can do many things you
know...\
- 268 WAK: {Rapid shooting, jungle trekking, canopy walk}
- 269 SS: {Go on the boat upstream}
- 270 HTY: With family, leceh lah... / kids and all.
- 271 SS: No, it's OK.
- 272 AA: I thought if we book the bungalow in P.D...\
- 273 WAK: Aiya, same predictable thing / Taman Negara will
be different\
- 274 AA: we can have barbeque at night, play beach
volleyball...

275 SS: Ask all the teachers, then we can come to an
agreement!

276 SM: What about the annual dinner?

277 SS: Which hotel?

278 PS: Last year it was at Legend Hotel, the year
before Pan Pacific...\

279 IR: The year before it was in Swiss Garden, not Pan
Pacific\

280 PS: Pan Pacific *lah*.

281 SS: Yeah / Pan Pacific.

282 PS: The food at Legend was superb, quite a good
{spread.}

283 SCR: {wide variety}

284 WAK: But it was so crowded...

285 AA: That's because we didn't have a room for
ourselves.

286 IR: walk in diners..\

287 WAK: [Yeah / no privacy.]

288 AA: {Messy also *lah*.}

(SM walks in...)

289 SM: Hey, want to see my brother's wedding photograph
or not . It's still in the car... \

290 SS: [O.K, O.K bring *lah*...]

291 WAK: [Let me see also...]

292 SM: Wait... wait, I'll bring it over.

293 SCK: You should have seen AA yesterday. Glamour
habis!

294 SS: Yes , ah?

295 AA: Once in a while must dress up *lah*... @

296 HTY: Yeah *lah*, teachers where can glamour, only outside
lah... \

297 WAK: Who said / here also we can glamour what...

298 SCK: Where can? Wear your high slits and walk pass the
boys and see. You can see what happens...

299 ALL: @ @

300 AA: But of course you can't come '*selekeh*' to school...
must be nice also... \

301 WAK: Uhhh... of course, but different kind of nice, not
the glamour kind of nice... \

302 SM: *Wah*... you all laugh, ah, can hear until the foyer.

303 There / my brother's wedding album...

- 304 ALL: {See... see}
- 305 AA: Eh, you Indians also like the Malays... carry the
dulang ah...
- 306 SS: Actually it is an Indian custom, but the Malays
followed it, even the '*sirih junjung*'...
- 307 SCK: Yeah... yeah similarity in the culture...
- 308 AA: ...so colourful *ah!*
- 309 SS: Indian wedding what... what do you expect?
- 310 AA: [Look at the sarees, striking *lah*. Eh, '*cantiknya*' ...
must be very expensive...]
- 311 SCK: [Look at the embroidery... that's why...]
- 312 SS: Its's very intricate.
- 313 SCK: Yeah... who is this?
- 314 SM: My brother / last time handsome *lah* but now / he
is under stress, he is not well...
- 315 SCK: Eh, handsome what still!
- 316 AA: All these real-gold ah?
- 317 SM: Of course *lah*. The bride's mother must have
collected all these for her daughter... only daughter
so she can afford it...

- 318 AA: We Malays also use *lah* but not so much,
sometimes / especially now, we tend to use 'fake'
jewellery...
- 319 SS: Imitation...
- 320 AA: Yeah...yeah imitation...scared *lah kena rompak*.
- 321 SM: That means you must start collecting now for your
wedding *lah @*
- 322 SS: Collect already, matter of waiting...@
- 323 SCK: *Eh*, this girl looks like a model...
- 324 SM: Oh / that one mixed parentage...I think...
- 325 SS: No wonder *lah*, look at her hair.
- 326 AA: This one your mother, is it?
- 327 SM: Yeah, yeah. The one beside her is my husband.
- 328 AA: Which one, which one...
- 329 SM: Not handsome *lah* my husband...
- 330 AA: Ala / show *lah*, we'll judge!
- 331 SM: SS knows him, ask her *lah*...he is actually a very
good man / you'll like him.
- 332 AA: This one is a proposed marriage or what?
- 333 SM: This time and age ...where got proposed...
- 334 AA: Tell that to SS, she is waiting for her mom to find
one for her...
- 335 SM: You better not wait, then you will miss the boat!

336 SS: It's OK , I will wait for the ocean liner.

337 SM: OK *lah* , OK *lah* don't harass her. Everything is
fated.

338 SCK: I finally see you here (pointing at the photograph) .
So lovely the saree.

339 SM: [...from India...]

340 SS: [...sure expensive...]

341 SM: OK *lah*

342 AA: Very elaborate also ah...

343 SS: Uhhh ...

344 AA: You all still practice the dowry system is it?

345 SM: Not really but I think certain people still do. My
brother did not take any dowry.

346 SCK: Like buying the groom ah...@

347 SS: It was practiced those days but now...\

348 SM: No *lah* still got...

349 SS: [Hmm...but still not so bad like last time...]\

350 WAK: [Love marriage no need *lah*.]

351 SM: Depends on the family...fussy in laws means you know ...*lah* @

352 WAK: What about you? You gave ah?

353 SM: No way!

354 All: @@

355 SS: I guess it is a vicious cycle...

356 WAK: Someone has to put a stop to it.

357 SS: Nowadays women are all educated what, so why
358 give dowry. Those days they don't bring income so
their parents had to give money, land and jewellery
so that they will live happily.

359 WAK: Educated and yet must pay dowry. Where got
meaning?

360 SS: I don't know about Malaysia but in India it still
practiced.

361 SCK: Yeah, they still burn the brides because of dowry!

362 WAK: [That's terrible.]

363 SCK: [Must stop that tradition you know.]

364 SM: Yeah.

365 WAK: So, will you give dowry?

366 SS: Definitely not! @ @

367 SCK: You think PS is waiting for a fat dowry ah?

368 SM: Do you think so?

369 AA: @ What do you all think?

370 SS: In his case he has to give the dowry...

371 All: @ @

372 HTY: Hey, you people have been here since just now ah?

373 SM: Free period *lah*.

374 HTY: So decided already?

375 SCK: About what?

376 HTY: Our dinner *lah*...\

377 SCK: Annual dinner...why? / which hotel...AA is in the
Club.

378 AA: Thanks to me, you can look forward to a star
studded night...

379 HTY: Why? / you are inviting the star ah @

380 AA: No *lah*, it will be a special night because I am
organizing it @

381 PS: There will be lucky draw or not?

382 SCK: As usual I will never win...

383 AA: Maybe this time you will be lucky.

384 SCK: Fat hopes...

385 PS: Power of visualization...@

386 SCK: Where will it be for heaven's sake?

387 AA: Where would you like it to be?

388 SCK: Swiss Garden is O.K.

389 All: {Sheraton...Legends...Ming Court...}

390 AA: Actually we might end up having it here.

391 SCK: What...no way...school canteen!

392 AA: No money *lah*, the staff fund is dry , too many
small gatherings, *jamuan*, transfers...

393 PS: Not a good idea...

394 AA: [...we'll try our best and see if something can be
done...still got time...]

395 SCK: [Do something, maybe we can get the teachers to
pay part of the amount...]

396 AA: Seems like a good idea but do you think they will
agree...\

397 SCK: Sure...can't have the cake and eat it too you know.
398 You want something , you must pay for it,
399 otherwise you don't get it. Things don't come free.
If free I also want...can just go , right or not.

400 AA: I don't know what you are blabbering about *lah*.
OK *lah* got class. @

401 SCK: OK , OK , see you.

APPENDIX 4

QUESTIONNAIRE

Either circle or write the answers in the given space

1. How often do you use verbal language to communicate?

A. Seldom

C. Never

B. Always

D. Sometimes

2. Which do you use more?

A. written language

B. verbal language

3. Do you speak spontaneously?

A. Yes

B. No

4. Do you follow a set of rules while speaking?

A. Yes

B. No

5. Do you always say more than you need to when you speak?
- A. Yes
 - B. No
 - C. Sometimes
6. In a conversation, do you _____
- A. always stay within the topic of discussion.
 - B. go according to the flow of conversation.
 - C. always agree with the other speakers
 - D. always have different views
7. What do you do if you disagree with the views of a speaker in a conversation?
- A. withdraw from the conversation
 - B. keep quiet but remain in the conversation
 - C. change the subject
 - D. argue with the speaker

8. For any of the answers to question 7, give a reason as to why you choose to do so.

9. Are you always able to communicate your ideas?

A. Yes

B. No

10. Do you always tell the truth when you speak?

A. Yes

B. No

C. Sometimes