Appendix 1

Recording #1  (Staff Room)

1  ZJ:  These boys’ ah / you know, I’ve been
go after them for their projects /
they don’t want to pass up / fed up lah!

2  SK:  Which class? / 3R again?

3  ZJ:  3R lah…

4  SK:  \ Not surprised…

5  ZJ:  \ I have to call their parents…\

6  SK:  I will send them to Z if I were you.

7  SV:  Yeah…

8  SM:  You think the parents will bother…\

9  ZJ:  I have threatened … but still…\

10  SM:  [never pass up]

11  ZR:  Give their names to our HEM lah.

12  SV:  \ Yeah, your work is done.

13  ZJ:  Actually it’s their attitude / tidak apa…\

14  AZ:  Yeah, don’t care…\

15  SK:  Must be firm with them…\

16  AZ:  Don’t give face / they are scared of Z what…

17  SK:  [Because he carries a rotan.]

18  SV:  And he uses it!

19  SK:  But we are not allowed to use the cane…
He is the discipline teacher / allowed.

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

I don’t agree with the use of cane *lah*...

There are other ways of correcting a child *lah*.

So, spare the what and spoil the kid…

Rod /

What?

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

Oh, rod.

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

Compare with those days…

Yeah *lah* but …

But those days different O.K}

{Parents also different those days}

@ @ yeah…

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

That is why the kids nowadays are out of control.

They don’t respect the teachers.

@ See what happened to C!
SV:  {@@ hmm}

ZR:  {@@ yeah}

ZJ:  {@@ ya lah}

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

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

SK:  {Really...\}

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

SK:  Really?

ZR:  <Yeah>

ZJ:  @ so the government should increase our
      salary.

SM:  <Yeah.> //

ZJ:  Hey, so stuffy lah here!

SM:  No ventilation.

AZ:  Kalau ada air-con kan bagus!

ZR:  Yeah / to work...

AZ:  mark books...

SV:  do our work in peace.

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

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

SK: So mean!

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

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

SK: I can’t believe that he actually said that.

And then what happened?

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

SK: Just like that?

SM: {Yeah}

ZR: {Yeap, yeah}

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

AZ: Kasihan...@

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

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

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

108 AZ: What? @

109 SM: I don’t know, I’m in charge but no one tells me if they want to take it from the 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: <Uhmm> / tell me which are the books and I will order them for you.

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

121 AZ: Yeah, we need it quite badly. The students need a lot of practice *lah*. They are so weak.

123 They hardly read you know, so it is quite 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 bring it fast. He is a pleasant guy, sure no problem *lah*.

128 ZJ: Is it difficult to teach MUET *ah*? I really 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 writing. Actually it is much simpler than
SPM English but I don’t understand these kids, they just don’t want to speak in English.

ZJ: *Matilah teach like that @

SK: @ yeah, have to find creative ways to make them speak English!

AZ: They only speak when we say the magic word.../

ZJ: Which is.../

AZ: You will get marks for this...*kiasu*...so they will at least try to speak..

SK: ...yeah, otherwise they will behave like as though there is gold in their mouth @

ZJ: @ @

(The bell goes and one by one the teachers leave for their classrooms)
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 / imagine 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...
Also about the inspectorate’s last visit.

Also about it?

Yeah lah, they were not happy with the
files / safety of the school... they also told
something about the Form 6 students.

What about them?

They were very rude towards them and
also the teachers, they don’t greet the
teachers when they meet them.

One boy actually / bumped into the
Inspectorate / then just walked
away without saying sorry!

Didn’t say sorry?

Yeah lah / so rude!!

Yeah lah they think they are in Form
6... kepala besar.

They are so big already, how to teach
manners. It is their parents’ job.

Expect us to do everything possible!

Yeah, we have to teach, do office work,
clean, be a nurse, a jaga, police,
counselor...

That’s why it is so stressful being a
teacher...

Relax... take it easy...

Of course you can relax, you go back you
don’t have work to do. I have to clean and
cook some more.

Also have papers to mark.
The *gotong royong* is on Sunday.

*Alamak*, Sunday, *die lah*, that is the only day we can rest.

But look at the condition of the school / it definitely needs...

sprucing up.

I go to church on Sunday, I definitely can’t come *lah* ...

Come after church...

Z said, they have divided us into groups.

The uniform body will also be there to help us.

Next day off or not?

In your dreams *lah*.

Don’t ask for the impossible. But then ah, it will be so tiring.

and also very hot...must remember to bring a hat!

The *PIBG* members will be there to help.

Help or see us working ...@ @

Our parents are OK *lah*, they are quite helpful.

Yeah *lah*, they are actually very helpful...

They actually live around here and they also keep an eye on the school you know, especially during the school holidays.

Oh yeah...

Actually they should be involved.
ZR: You see like now, we don’t have a *JAGA*, we can ask them to form a team.

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

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

KG: Yeah, easier for us to deal with them if there any problems with their children.

We will sort of know them personally.

A: Yeah, and they won’t be so defensive or aggressive.

SK: I agree.

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

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

A: {Yeah}

ZR: {Uhmm / exactly}

SK: Help to take the burden off the teachers.

H: Yeah *lah* / now the teachers get blamed for everything. Students don’t do well...

it’s the teachers / if they are caught

*loitering / again* the teachers are to be blamed...

A: They take drugs...

H: Come blame the teachers...
Students get molested in the toilet...

What were the teachers doing? They should be in school earlier than the students.

{Like as if we don’t have a family!}

{So, that’s why lah parents must help …don’t blame the teachers only.}

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

Me again!

Yeah, because you are hardworking, you are single, you have a lot of time…

so she is supposed to have no life.

That is the unwritten rule in school, the more hardworking you are …

The more work you get!

Well, that’s not fair…

So pretend you don’t know anything, everything tak tahu…

Feign ignorance…@

So people won’t touch you.

Yeah, the more you do, the more you will be ‘pressured’.

Anyway the competition is in three weeks time.

What?

No choice lah and Pengetua insists that we send a team…
SK: But they should have notified us earlier.

KG: Actually this is nothing new. They do this every year...they notify us last minute.

A: Then expect us to perform miracles...

SK: Hmm // what am I going to do...

H: You can manage lah. You have been producing good work.

F: {Yeah}

SK: {Very funny} / there’s a lot to do in such short time.

ZR: Don’t worry, you have A to help you.

A: It is the time...so short\n
ZR: But if we don’t send a team / they will ask why \n
A: I don’t understand / who...?

ZR: People in the Jabatan lah.

F: Maybe, can try lah \n
A: They should understand what\n
F: Who understand what?

A: If little time is given and we don’t produce...don’t know what to say...

will be difficult...you know...the students...\n
SK: Hmm...

F: What are you talking about?

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, lecch 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...)

120
SM: Hey, want to see my brother’s wedding photograph
or not. It’s still in the car...

SS: [O.K, O.K bring lah…]

WAK: [Let me see also…]

SM: Wait…wait, I’ll bring it over.

SCK: You should have seen AA yesterday. Glamour

habis!

SS: Yes, ah?

AA: Once in a while must dress up lah…@

HTY: Yeah lah, teachers where can glamour, only outside

lah…\

WAK: Who said / here also we can glamour what…

SCK: Where can? Wear your high slits and walk pass the

boys and see. You can see what happens…

ALL: @ @

AA: But of course you can’t come ‘selekeh’ to school…

must be nice also…\

WAK: Uhmm… of course, but different kind of nice, not

the glamour kind of nice…\

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

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!
It’s OK, I will wait for the ocean liner.

OK lah, OK lah don’t harass her. Everything is fated.

I finally see you here (pointing at the photograph).

So lovely the saree.

[...from India...]

[...sure expensive...]

OK lah

Very elaborate also ah...

Uhmm...

You all still practice the dowry system is it?

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

Like buying the groom ah...@

It was practiced those days but now...

No lah still got...

[Hmm...but still not so bad like last time...]

[Love marriage no need lah.]

Depends on the family...fussy in laws means you know ...lah @

What about you? You gave ah?

No way!

@ @

I guess it is a vicious cycle...
WAK: Someone has to put a stop to it.
SS: Nowadays women are all educated what, so why
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.
WAK: Educated and yet must pay dowry. Where got
meaning?
SS: I don’t know about Malaysia but in India it still
practiced.
SCK: Yeah, they still burn the brides because of dowry!
WAK: [That’s terrible.]
SCK: [Must stop that tradition you know.]
SM: Yeah.
WAK: So, will you give dowry?
SS: Definitely not! @ @
SCK: You think PS is waiting for a fat dowry ah?
SM: Do you think so?
AA: @ What do you all think?
SS: In his case he has to give the dowry...
All: @ @
HTY: Hey, you people have been here since just now ah?
SM: Free period lah.
HTY: So decided already?
SCK: About what?

HTY: Our dinner lah...

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

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

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

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

PS: There will be lucky draw or not?

SCK: As usual I will never win...

AA: Maybe this time you will be lucky.

SCK: Fat hopes...

PS: Power of visualization...@

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

AA: Where would you like it to be?

SCK: Swiss Garden is O.K.

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

AA: Actually we might end up having it here.

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

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

PS: Not a good idea...
AA:  [...]we’ll try our best and see if something can be done...still got time...]

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

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

SCK:  Sure...can’t have the cake and eat it too you know.

You want something, you must pay for it,

otherwise you don’t get it. Things don’t come free.

If free I also want...can just go, right or not.

AA:  I don’t know what you are blabbering about lah.

OK lah got class. @

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
   B. Always
   C. Never
   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