

COMMUNICATIVE STRATEGIES USED BY BILINGUAL
COLLEGE STUDENTS

NORIZAH BINTI MOHD SAID

DISSERTATION SUBMITTED IN FULFILLMENT
OF THE REQUIREMENTS
FOR THE DEGREE OF MASTERS OF ENGLISH AS A SECOND
LANGUAGE

FACULTY OF LANGUAGES AND LINGUISTICS
UNIVERSITY OF MALAYA
KUALA LUMPUR

AUGUST 2004

Perpustakaan Universiti Malaya



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PERAKUAN TENTANG HASIL KERJA AKADEMIK

Dengan ini saya, Norizah binti Mohd Said, No. Pendaftaran TGB 99016 mengaku bahawa naskah Disertasi yang saya serah bertajuk : Communicative Strategies Used By Bilingual College Students merupakan hasil kerja akademik saya sendiri kecuali bahan-bahan/petikan yang telah dinyatakan sumber asalnya.

Sekian, dimaklumkan.

Yang benar,



Tandatangan

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Tarikh : Mac 2004

ABSTRAK

Komunikasi adalah difahamkan sebagai penyampaian mesej secara verbal dan tidak verbal. Di dalam konteks pengguna bahasa Inggeris sebagai bahasa kedua, banyak kajian telah dilakukan to mengenalpasti sebab-sebab mengapa pengguna-pengguna ini “code-switch” atau “code-mix” (menukar bahasa percakapan dari bahasa lain ke Bahasa Inggeris dan sebaliknya). Salah satu sebab yang telah dikenalpasti adalah untuk memastikan bahawa mesej yang disampaikan adalah jelas. Namun begitu, bolehkah pengguna Bahasa Inggeris yang mahir di Malaysia turut menggunakan cara “code switch” dan strategi-strategi komunikasi secara kreatif? Persoalan inilah yang ingin dikupas di dalam kajian ini, iaitu untuk memahami dengan lebih lanjut tentang penggunaan strategi-strategi komunikasi di kalangan sekumpulan pelajar yang telah mencapai satu tahap kecekapan Bahasa Inggeris di kolej swasta di Malaysia. Walaupun fokus kajian ini adalah penggunaan komunikasi di kalangan pelajar-pelajar yang boleh bertutur di dalam dua bahasa (*bilingual*) secara verbal, penggunaan komunikasi tidak verbal turut diperhatikan. Adalah penting untuk menekankan bahawa strategi “code switch” dilihat bukan secara berasingan tetapi sebagai salah satu strategi-strategi komunikasi yang digunakan. 26 pelajar telah dipilih untuk mencapai objektif kajian ini. Mereka terdiri dari pelajar-pelajar program Matrikulasi dan swasta Pusat Teknologi dan Pengurusan Lanjutan (PTPL) dan mereka telah mengikuti kelas-kelas kemahiran bertutur atau komunikasi. Untuk analisis data, sesi-sesi perbincangan telah direkod, ditranskripsi dan dibandingkan dengan model yang telah diadaptasi dari kajian Jamaliah (2000). Dari analisis tersebut, enam sub strategi tambahan telah dikenalpasti dan perbincangan-perbincangan di dalam kajian dilakukan berdasarkan transkripsi hasil dari perbincangan dan temuduga bersama pelajar yang terlibat.

ABSTRACT

Communication has been understood as relaying messages through both verbal and non-verbal communication. In the context of second language users of English, many studies have been done in order to identify the reasons why second language users of English code-switch and code-mix. One of the reasons identified was to ensure the message is clearly understood. Nonetheless, do the proficient Malaysian speakers of English also code-switch and use communicative strategies in a creative manner? This was the interest of the study, which is to understand more about the adoption of such communicative strategies used by a group of Malaysian private college students who had mastered a certain level of proficiency in the English language. Even though the focus of the study was on the bilingual students' use of verbal communication, the use of non-verbal communication or gestures was also observed. It is also important to emphasize that code-switching was viewed, not in isolation, but as one of the communicative strategies adopted. 26 students were selected in order to achieve this study's objectives. These students were both Advanced Technology and Management Centre (PTPL) college's matriculation and private programs' students and they had undergone speaking or communicative skills classes. For the analysis of data, the discussions sessions were tape-recorded, transcribed and compared against the model adapted from the study done by Jamaliah (2000). From the results, six additional sub-strategies were identified and discussions in the study were done based on the transcribed discussions and interviews with the students involved.

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And, baby Emil gets a big hug.

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