

PRE-PRESENTATION QUESTIONNAIRE

The purpose of this questionnaire is to obtain data for my research. I would appreciate it very much if you could give an honest response. All the information obtained from this questionnaire will be CONFIDENTIAL. Thank you for your cooperation.

Name: _____ Sex: M/F
Age: _____ Place of origin: _____

Please circle the answer most relevant to you.

I: Participants' self-rated English proficiency

1. How well do you speak English?
Very well Well Okay Not well Badly
2. How well do you read English?
Very well Well Okay Not well Badly
3. How well do you understand other people speaking English to you?
Very well Well Okay Not well Badly
4. How well do you write English?
Very well Well Okay Not well Badly

II: Participants' feelings before the speaking test (presentation)

5. I am well-prepared for the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
6. I don't feel anxious about the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
7. I don't worry about making mistakes during the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
8. It doesn't embarrass me to speak in front of my peers or classmates.
Strongly agree Agree Neutral Disagree Strongly disagree
9. I don't feel very self-conscious about speaking English and being evaluated in front of other students.
Strongly agree Agree Neutral Disagree Strongly disagree
10. I'm not worried about my friends laughing at me when I make mistakes during the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
11. I'm not worried about the consequences of failing the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree

12. I like to speak in front of an audience.
Strongly agree Agree Neutral Disagree Strongly disagree
13. I'm not worried about being speechless during the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
14. I'm confident that I will not tremble during the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
15. It doesn't worry me if the audience does not understand what I say.
Strongly agree Agree Neutral Disagree Strongly disagree
16. The presence of the evaluator / examiner will not make me feel nervous.
Strongly agree Agree Neutral Disagree Strongly disagree
17. I'm not worried when my presentation is evaluated.
Strongly agree Agree Neutral Disagree Strongly disagree

POST-PRESENTATION QUESTIONNAIRE

The purpose of this questionnaire is to obtain data for my research. I would appreciate it very much if you could give an honest response. All the information obtained from this questionnaire will be **CONFIDENTIAL**. Thank you for your cooperation.

Name: _____ Sex: M/F
Age: _____ Place of origin: _____

Please circle the answer most relevant to you.

I: Participants' feelings after the speaking test (presentation)

Section A: Self-confidence

1. I am satisfied with my performance in the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
2. I didn't feel nervous throughout the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
3. I am not worried about my grades.
Strongly agree Agree Neutral Disagree Strongly disagree
4. I did well in the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
5. Even though I made mistakes, I didn't feel nervous during the presentation.
Strongly agree Agree Neutral Disagree Strongly disagree
6. The more I talked, the more confident I became.
Strongly agree Agree Neutral Disagree Strongly disagree
7. I maintained good eye contact with the audience.
Strongly agree Agree Neutral Disagree Strongly disagree
8. The response from the audience was encouraging.
Strongly agree Agree Neutral Disagree Strongly disagree

LOW PROFICIENCY SUBJECTS

SUBJECT 1 (S1)

- S1: My name is S1.
- I: All right. My first question is, are you a person who gets nervous easily?
- S1: Yes, very easy.
- I: Why?
- S1: I'm afraid err when I need to talk to in front of others, like a presentations. It's hard for me to portray.
- I: Ok. So are you, are you nervous to speak in public?
- S1: Err, certain times lah.
- I: At certain times? Not all the time?
- S1: Aa, not all the time but err with just friends, in the rooms, it's ok for me. But certain, certain time aa when we need to present to others with Madam, students...
- I: But with friends, it's ok?
- S1: Yes.
- I: Why? Why do you feel nervous?
- S1: I don't know. Err macam sometimes I afraid if I using the wrong grammar, vocabulary (giggle).
- I: So you're worried about grammar?
- S1: Yup.
- I: That's why you're nervous?
- S1: Ya. I'm very worried about that.
- I: Ok. Does the presence of the examiner assessing your speaking presentation make you feel nervous? Like when you did your presentation the other day, there was an examiner assessing whatever that you have presented. So does the examiner, having the examiner in there make you feel nervous?
- S1: (Long pause). I'm not sure about that.
- I: Do you understand my question? Ok, bila ada err, like Madam Liza kan, dia yang was the one evaluating your presentation kan? Dia ada kat situ buat you rasa nervous tak?
- S1: Hmm, no.
- I: Tak? Tak langsung?
- S1: Not really arr, but emm, ok when I speak, and then he take my mark right? Then, sometime, I think I'm using the wrong, wrong grammar, so it makes me nervous.
- I: So you're constantly thinking about your grammar?
- S1: Ya.
- I: ...when you present something? So the examiner, you tak, tak kisah la? If she's there or not there, it doesn't really make any ...

S1: Ha, it's ok for me actually.

I: Ok. Right. Err, what are the problems you face other than grammar when you present?

S1: Emm, sometime emm (long pause) my method aa. Sometime if I, if I use like mahjong, I think it's not interesting, too interesting.

I: You mean your audio visual aids?

S1: Aa.

I: You think that's not interesting? Other than that?

S1: Emm...

I: You're not worried about your audience or anything like that?

S1: Audience...sometime, I don't care about them.

I: You don't care?

S1: I don't care about them sometime (giggle). What I want is to tell you, to tell them what I want to tell.

I: Ok, so does it help to reduce your anxiety knowing that the examiner is familiar to you?

S1: Err what?

I: Your anxiety level, turun tak bila you tau yang you kenal examiner tu sapa?

S1: Hmm, tak faham.

I: Macam Madam Liza kan, you tau dia kan, you kenal dia as your teacher. Does it help dengan dia ada kat situ, turunkan you punya nervous tu tak?

S1: Emm, maybe aaa.

I: Ya? Why?

S1: Entah, err, err cos err Madam, Madam Liza tu camne, is friendly kan. Can talk to anyone...ok aar.

I: So she makes you feel comfortable?

S1: Emm.

I: Ok. What is or what are your major concerns when your presentation is evaluated? Apa yang you risaukan bila you punya presentation tu, err diassess?

S1: My grammar.

I: Aha ok.

S1: And then, visual aid. Lepas tu...

I: What about your visual aid aa? You think that your visual aid is not attractive or something like that?

S1: Not, because that time kan I have a problem. When I come back from here, emm come back to my kampung, my cousin was passed away. I didn't have enough time to prepare.

I: Oo, ok.

S1: So it effect, effect my presentation.

I: So, other than grammar and visual aid?

- S1: Emm (long pause). My speaking so bad, I feel not erm, I'm not prepare, prepare tu. I'm not prepare for my presentation. So what I want to talk with other, err I not prepare anything.
- I: Ok. Err, which gives you more anxiety? Between public speaking in general, public speaking without being evaluated and assessed or evaluated presentation? Which gives you more anxiety?
- S1: Hmm, without...
- I: Ha? No assessment? That gives you more anxiety? You lagi nervous bila takde orang assess you ke?
- S1: Like emm...(long pause)
- I: Mana? Err, ok. I cakap Melayu ya. Mana yang buat you rasa lebih nervous bila you buat public speaking as in like presentation yang biasa yang takde teachers give you marks or presentation yang ada teachers bagi marks? Mana yang lagi nervous?
- S1: Bagi marks.
- I: Bagi marks? Marks more nervous? Why?
- S1: Because err...(giggle). Emm, macam effect for my, for my marks for English.
- I: You're worried about your grades lah?
- S1: Aa ya.
- I: Ok. Right, do you have any techniques to reduce your anxiety level?
- S1: I don't know. Maybe emm, one thing maybe because I'm not prepare carefully kot for my presentation. And then, if I prepare carefully, I think I can reduce my nervous lah.
- I: So basically the technique is to be prepared for your presentation?
- S1: Emm.

SUBJECT 2 (S2)

- S2: My name is S2.
- I: You are doing what course eh?
- S2: Physical Science.
- I: Ok, my first question. Are you a person who gets nervous easily?
- S2: Emm, I think...
- I: Sometimes? In what situations do you get nervous?
- S2: Erm...presentations, (long pause). Presentation.
- I: Only presentations. So are you nervous to speak in public?
- S2: Yes.
- I: Very?
- S2: Yes.
- I: Why?
- S2: Emm, I don't know. But sometimes arr, I think I prepare well, but when I come in front, what I remember, I forgot what I remember.
- I: So you are like lost for words when you're in front or when you have to speak in public?
- S2: Before that I very confident...
- I: Erm, but once you stand in front of everyone, you tend to like lose everything.
- S2: Aa.
- I: All right. Does the presence of the examiner, does the presence of the examiner assessing your speaking presentation make you feel nervous?
- S2: I think no.
- I: No? So you don't mind having an examiner evaluating your performance?
- S2: No.
- I: Why not eh? Why, why don't you feel nervous?
- S2: Emm, I think examiner is like...err because of when erm the practice presentation also I feel nervous.
- I: So it doesn't make any difference lah? Having the examiner or not? What are the problems you face when you're doing a presentation?
- S2: (Long pause)...
- I: What makes you feel nervous when you present something? Because just now, like your friend, one of the reasons, one of the problems is grammar problem.
- S2: Ya, grammar problem and maybe err...(long pause) when I'm err stand in front, then I erm, my friend, all my friend look at me. So...
- I: You feel very conscious?
- S2: Aa.
- I: Rasa macam semua orang tengok kat you and tak tengok tempat lain.

S2: Ya.

I: Ok. Emm, does it help to reduce your anxiety knowing that the examiner is familiar to you?

S2: Emm...

I: Turun tak you punya anxiety level bila you kenal sapa dia punya examiner?

S2: Erm, yes.

I: It helps?

S2: Yes.

I: Why does it help?

S2: Emm, last, err last sem. aa, we all...Madam err last sem. err, I...when practise, practise speaking erm, she teach me how to eye contact. And then, when the, the the test, I feel confident. I don't know.

I: Hmm.

S2: Err, maybe err depend when lecturer sporting, I err, like err friendly. So I can control my nervous.

I: Ok. Does your anxiety level affect your presentation?

S2: Yes.

I: It does? What happens? How does it affect your performance?

S2: Err...my nervous?

I: Aah.

S2: Hmm, my, when I, err, when I speak, macam gagap.

I: Kiranya tak fluent lah?

S2: Aa. What I practise is not same as what I ...

I: Hmm. Ok. So what you have planned, it doesn't go as what you have planned? Ok. What factors cause your anxiety level to increase? Apa yang menaikkan you punya nervous tu?

S2: Hmm, maybe friend.

I: Friends? Why friends?

S2: Maybe erm when...I erm a shy person, so I think all friends are...sometimes I feel when I talk err my...I think my pronounce or my grammar is err incorrect. So...

I: Your friends will laugh?

S2: Emm...

I: So you're worried about your friends laughing? Ok. What is or what are your major concerns when your speaking presentation is evaluated? Apa yang you risaukan bila you punya presentation is being assessed?

S2: Err, my intonasi...

I: Intonation?

S2: And then err eyes contact. And then, err sometimes err when I speak err, err, aa itu.

- I: Oo, ok. Fillers. Ok. Which gives you more anxiety, public speaking in general, meaning not evaluated, the normal public speaking that you have to do in class or assessed or evaluated presentation? Mana lagi give more anxiety?
- S2: Err, assessed la.
- I: Assessed? Why?
- S2: Because arr, for practice in class, maybe it more relax. So I just not prepare well. So when err have err examiner, madam, so it make me prepare.
- I: Are you worried about your grades?
- S2: Yes.
- I: ...if you're stuck or something like that? Do you have any techniques to reduce your anxiety level?
- S2: No.
- I: No? Nothing? So nervous tu macam tu je la? It doesn't go away?
- S2: Emm, when my turn to speaking, I just stand and then erm take err one minute and then I see all my friend. And then I start my speaking.
- I: So it helps to reduce your anxiety?
- S2: Hmm, sikit.
- I: Sikit je la? Ok. About the questionnaire. Why is there inconsistent result? This one high anxiety and this one low. Why is that? Before, it shows that you have high anxiety. You're very worried.
- S2: Maybe excited kot.
- I: Excited ke? Is it?
- S2: Before, before I'm confident I can do the presentation but when the err I do, then the speaking I, is not what I...
- I: What you have expected? Tapi yang ini nampak yang sebelum it shows that you nervous, sangat nervous. After, tak. It's the opposite. How is that? Is it because after you're done with the presentation, you feel very relieved? Dah lega dah. That's why your anxiety level goes down.
- S2: Yes.

SUBJECT 3 (S3)

- S3: My name is S3.
- I: Are you a person who gets nervous easily?
- S3: Yes.
- I: Ok. So are you nervous to speak in public then?
- S3: Emm, in public sometimes lah.
- I: Why? Why sometimes?
- S3: Because err if I familiar with them, err, it's err ok ah. But if I not familiar, erm so nervous.
- I: Ok. So having familiar audience, ok? If not familiar, not ok?
- S3: Ya.
- I: Right. Err, why, why is it like that?
- S3: Because erm, if I familiar with them, I can err do it, err do mistake and they can consider as what I say kan. But if err I not familiar with them, maybe they erm, emm, emm can err kutuk I (giggle). And then, and then, they, they, they do not err how I, sejauh mana I punya BI kan? So err, I lebih consider pada yang familiar lah.
- I: Emm. Ok. Does the presence of the examiner assessing your presentation make you feel nervous?
- S3: Yup.
- I: It makes you feel nervous? Why?
- S3: Emm...because err examiner give all, give I mark right? So, err all the mark depends on examiner. If examiner not comfortable with me, err, it can give err bad impact. And then, err so first step I must attract erm examiner.
- I: Then, the rest of the audience?
- S3: Aa, the rest of the audience.
- I: Ok. What are the problems you face when you present?
- S3: My face err look nervous and when I'm talking if mistake, err err audience can detect easily. Err so if I lie, err lie also, they can see I lie (giggle).
- I: So you're not a good liar? Ok. And does it help to reduce your anxiety knowing that the examiner is familiar to you?
- S3: Emm, ya.
- I: It helps? Ok. Does your anxiety level affect your presentation?
- S3: Emm, maybe.
- I: How?
- S3: How? Err (giggle). Err, can you repeat?
- I: Err you punya nervous tu, dia mengganggu tak you punya presentation?
- S3: Err of course because if I nervous, I can speak err faster.
- I: Ya?
- S3: And then aa, and then err audience can ha? Ha? So like macam err...

I: Why, why do you speak faster when you're nervous?

S3: Because err what I think err it can my, my blood can, can hard. And then I can faster.

I: Ok. It comes out without stopping or whatever?

S3: Aah.

I: All right. So what factors cause your anxiety level to increase?

S3: Emm, what cause?

I: What factors, the factors that cause your anxiety level to increase? Apa yang menyebabkan you punya nervous tu makin naik?

S3: Aa, first err if audience err, err look at me, look at me aha. And then if I err examiner like look like boring, then it can aah what and how? So it can, how, how I want attract lecturer, I think. Then, err sometimes I'm lost my point.

I: Emm.

S3: Aa, it can nervous.

I: So that can cause your anxiety level to increase. So what is or what are your major concerns when your presentation is evaluated?

S3: Is evaluated? Emm...

I: Tak paham?

S3: Tak.

I: Ok. Kalau, apa, apa yang merisaukan you bila you punya presentation tu is being assessed by, by someone?

S3: Apa yang merisaukan kalau tu?

I: Yang assessed punya lah. Kalau tak assessed, takde lah.

S3: Oo, kalau err if erm I mean presentation, we use Powerpoint right? So if Powerpoint err, err not connect with I say, I can aah, err so nervous, and then erm terus jump to another point when I, I lost my point. Like that ah.

I: So that means when it's evaluated, you have Powerpoint presentation?

S3: Ya.

I: Ok. Which gives you more anxiety, public speaking in general, no evaluation or evaluated presentation?

S3: Emm, public.

I: Why?

S3: Don't know.

I: If it's evaluated, you're not nervous?

S3: Ya.

I: Yeah? If teachers give you marks, you don't feel more nervous?

S3: If teacher?

I: ...give you marks, you don't feel more nervous?

S3: Emm, no.

I: So general public speaking is more nervous for you?

S3: Ya.

I: Why is that?

S3: Because err public do not aah me. Err saya lebih utamakan pandangan orang ramai.

I: Then the examiner?

S3: Ya. So for public, I can pengaruh err examiner.

I: Right.

S3: Sebab err my Madam say if public not interested what you do, err so it can effect your mark with lecturer. So err, sebab kita talking right, presentation. So kita nak attract, sampaikan sesuatu pada orang ramai. Sebab yang penting orang ramai tu faham apa yang kita cakap, then err know what I'm talking about.

I: Ok. Do you have any techniques to reduce your anxiety level?

S3: Aiya. (Giggle). First, err attract student, err, err public. Then, erm, erm...

I: How do you attract?

S3: To first err give question, give question for...

I: At the beginning?

S3: Aa ya. At the beginning err, err...and then erm try making a erm presentation like Powerpoint, err the interesting err picture, video and then attract emm lecturer, attract lecturer like err to err (giggle) try to err see err her eyes and give err give voice, err out voice and then erm, erm...That's all.

I: That's all you do? Ok. My last question is why is it that there is an inconsistency between pre and post answers? Here, high anxiety, here, not so high, moderate.

S3: Entah.

I: Why is one high and the other is not?

S3: Erm, because before I present, err, I, I have so many err presentation another class and so, so many assignment. And then I'm so stressed err but Madam err, Madam tu pun, Madam Liza also know I'm so stressed, I cry with her (giggle). And then after presentation, then Madam err Liza send sms to motivate myself, then I can do err she said I can do it. So err I try to do it and err, err understand what I'm doing, what I want say. And then after presentation, I do better and Madam Liza also say I do better, very hard. So err I tawakkal and I try the best.

I: So this is like before, your confidence level tu was quite low la? After the presentation, confidence level naik?

S3: Ya.

SUBJECT 4 (S4)

- S4: My name is S4.
- I: Are you a person who gets nervous easily?
- S4: Aa, yes.
- I: Why?
- S4: I don't know. Aa, sometimes maybe I want to be someone...erm look at me because I'm, I'm so nervous when, when people look at me.
- I: Ok. All right, are you nervous to speak in public?
- S4: Speak in public? Of course.
- I: Why?
- S4: Because...
- I: Ok, just now you said because people look at you. Do you have any other reasons?
- S4: Mm, maybe arr I make some mistakes when I speak. So err I err afraid when people laugh at me.
- I: You worry about that also?
- S4: Yes.
- I: Does the presence of the examiner, having the examiner assessing your presentation make you feel nervous?
- S4: Emm...
- I: Do you understand my question?
- S4: No. Can you repeat?
- I: Ok. I can translate for you. Kalau ada err examiner evaluating your presentation, you rasa nervous tak?
- S4: Yes.
- I: Why?
- S4: Because emm macam tak err afraid la yang keadaan macam tu kan, tak biasa kan macam tu...
- I: Tak biasa dengan ada examiner macam the presentation that you did last week?
- S4: Aa...I must, macam I must err do err more better than err the others...saya macam terasa macam tertekan nak buat yang lebih baik la.
- I: Ok. You wanna do your best?
- S4: Yes.
- I: What are the problems you face when you have to speak in public?
- S4: I think emm when I talk because err I'm...when I'm nervous, when I speak, I think err my voice also eerr (shaky) aah...
- I: Shaky ya? Shaky voice? Ok. So? That's the only problem?
- S4: Aa...
- I: Does it help to reduce your anxiety...

S4: Anxiety?

I: You punya nervous tu lah...knowing that the examiner is familiar to you?

S4: Err...macam...

I: You understand or not?

S4: Aa...

I: Turun tak you punya nervous kalau err bila examiner tu you kenal or you are familiar with?

S4: Aa yes.

I: Yes? Why?

S4: Because err macam biasa dia...because aa maybe she or he know about me. So err ada macam saya tak perlu terlalu risau sebab dia sudah tau, dah tau apa yang saya mampu buat.

I: Ok, I get what you mean. All right, does your anxiety level affect your presentation?

S4: Yes I think. Because when I err nervous, like what you say shaky voice, so maybe the, the, apa err orang yang tengok tu mungkin tak paham, don't understand what I want, what I want to talk, what I want to talk. So...

I: Ok. Right, what factors cause your anxiety level to increase?

S4: Emm...

I: Apa yang buat you punya err nervous tu, rasa nervous tu makin naik?

S4: Emm...when err when waiting for giliran tu...

I: Waiting for your turn?

S4: Aa yes. So makin dekat lagi la tu, lagi nervous.

I: But, let's say you don't know when your turn is?

S4: Aa itu lagi la more nervous.

I: That is more nerve-wrecking? Ok, any other causes? Any other factors?

S4: Mm, no. Mungkin err sebab kalau kurang persediaan, aa mungkin nervous la.

I: During the presentation itself?

S4: During the presentation, I think my presentation, saya macam nervous tu, saya macam tak tau jugak macam mana tahap nervous tu. Tapi yang saya tau nak cakap je, nak cakap je. Tapi mungkin semasa sebelum, sebelum presentation, maybe err nervous tu tinggi aa berbanding dengan semasa presentation.

I: Oo ok, it's before ya?

S4: Ya.

I: During, not so bad?

S4: Aah.

I: Ok. What is or what are your major concerns when your presentation is evaluated? Apa yang you risau bila you punya presentation tu, you get marks for your presentation?

S4: Risau macam mana? Tonton?

- I: Err, it could be anything. Sebab there would be a difference ya between when your presentation is evaluated and not evaluated kan? So for this one, it's evaluated. What do you worry about? Do you worry about the grades that you will get? Do you worry about whether your message...
- S4: Oo, I'm worry about my message la. Message err like...if people don't understand what I'm talking about, what I want to talk. So, erm beside that I'm worry about err about err people who to look at me, err they laugh at me, so I'm very nervous when they do like that.
- I: Hmm, so you're not worried so much about your grades?
- S4: Err, I think I don't know because I'm try my best when presentation...
- I: Ok. Which gives you more anxiety, public speaking in general, meaning that it's not evaluated, or evaluated presentation?
- S4: Emm, public speaking in general because not worry about the grade, about the...
- I: That gives you more anxiety?
- S4: Anxiety?
- I: Aa, lagi, lagi you get more nervous?
- S4: Oo, I think lagi satu.
- I: Aa, evaluated presentation. Why?
- S4: Because grade.
- I: Grade ke?
- S4: Aah and maybe err the examiner (giggle), more he want, she want best from me. So he try to mark. So I'm nervous. My nervous maybe increase.
- I: Ok. Do you have any techniques to reduce your anxiety?
- S4: Emm, err I think when I try erm mungkin, saya senyum aa. Senyum dengan tu saya boleh kurangkan nervous saya, nervous tu.
- I: How does it help ya? It gives you more confidence, is it?
- S4: Aa it's like macam penonton fikir macam saya boleh buat kan? So kalau saya senyum, rasa lebih confident la.
- I: Ok. About your questionnaire result. Why is it that for pre questions, your anxiety is high and for post, it's low? Why is that?
- S4: Aa, sebab semasa, masa ni kan, tu macam aa sebelum presentation ni, benda yang kita nak sampaikan tu belum, belum lagi buat kan? Lepas tu, Madam yang nak gred kita pun nak tengok kita pun belum lagi, nak tunggu giliran lagi.
- I: So you have like all sorts of things in your mind lah at that time? Err, after?
- S4: Err, after tu apa benda yang kita nak cakap tu, semua all of thing what I want to talk tu dah lepas semua. Err, saya rasa macam apa yang tak puas hati tu pun, tak dapat nak...kira macam tak dapat lah. Jadi semua yang selepas presentation ni, semua habis semua. Dalam kepala pun takde fikir apa benda pun.
- I: So it's a relief lah. Lega dah habis. Ok.

SUBJECT 5 (S5)

- S5: My name is S5.
- I: Ok my first question is are you a person who gets nervous easily?
- S5: Emm...(mumble), yes.
- I: Are you nervous now?
- S5: Yes.
- I: So are you nervous to speak in public?
- S5: Yes of course since err since I in primary school. I err apa encourage to speak in err in front of people, I mean audience.
- I: But, still nervous?
- S5: Hmm.
- I: Since primary school you've been doing it until today, nervous is still the same?
- S5: Err, when I come here err, it's, it's less, like more, more confidence.
- I: Because you're used to it?
- S5: Emm.
- I: Ok. Does the presence of the examiner, ok having the examiner assessing your presentation make you feel nervous? Can you understand my question? Bila ada examiner, assessing whatever that you're presenting, make you feel nervous?
- S5: Mm, yes.
- I: Why?
- S5: Err because I always worry about marks I get...
- I: So you're worried about the marks?
- S5: Emm.
- I: Ok. What are the problems you face when you're doing your presentation?
- S5: Emm, unconfident.
- I: Not confident?
- S5: Not confident.
- I: That's the problem?
- S5: Yes.
- I: Do you have any other problems?
- S5: Emm, nervous.
- I: Nervous tu lah. What makes you feel nervous tu?
- S5: Hmm...not enough aa prepare, preparations.
- I: Ok. All right, does it help to reduce your anxiety knowing that the examiner is familiar to you? Do you understand?
- S5: Not really.

I: When the examiner is familiar, familiar to you, does it help to turunkan you punya nervous tu bila you kenal you punya examiner?

S5: Emm, yes, yes.

I: Why?

S5: Because I know err what she already want from me.

I: So you, you can do la?

S5: Aa, I can do.

I: Emm, ok. Does your anxiety level, your nervous tu, does it affect your presentation or your performance?

S5: Emm, yes.

I: How?

S5: Because aa, aa nervous...

I: Macam mana dia affect? You tak boleh nak bercakap ke?

S5: Aa ya, cannot speak and my voice not very err become low.

I: Aa, you mean like now?

S5: Aha, like now. Err then, I always worry about the audience, the perceptions, their perceptions.

I: So the audience also plays a role. Ok. What factors cause your anxiety level to increase? What makes your, the feeling of nervousness go up?

S5: Emm (long pause)...

I: Ok. Just now you've mentioned your audience can increase your anxiety right? Any other causes or other factors?

S5: Emm...

I: Only audience?

S5: Audience.

I: Right. What is or are your major concerns when your presentation is evaluated? What do you worry about when your presentation, you get marks for your presentation? What do you worry about?

S5: Worry about my grammar, about...I don't know. I don't know what to say.

I: Do you understand my question or not?

S5: I understand.

I: So you only worry about your grammar...?

S5: Hmm.

I: ...when it's evaluated?

S5: Haa. Grammar and then, marks.

I: The two important things are your marks and your grammar? That's all?

S5: Hmm.

I: Ok. Right, which gives you more anxiety, mana yang you lagi rasa nervous, public speaking in general, meaning that it's not evaluated or evaluated presentation?

S5: Emm, evaluated presentation.

I: Because of?

S5: Marks.

I: Marks again? Basically you're concerned about the marks?

S5: Yes.

I: Do you have any techniques to reduce your anxiety level?

S5: Hmm, first I do emm take something else err to put in my hand like pen (giggle).

I: Oh, you have to hold something?

S5: Aa, hold something.

I: So that can help to reduce...?

S5: Aah.

I: Any other things that you do other than holding something?

S5: No.

I: That's the only technique you can think of? All right, my last question is the result that I got from your questionnaire shows inconsistency between pre and post questions. For pre, your anxiety is high, but for post, the result is the opposite. Why is that?

S5: Because, after, of course less, already done...

I: So you don't think about it anymore?

S5: But I think about, about my marks la.

I: You think about your marks but the anxiety has gone down so much lah?

S5: Emm...

I: Dah lega la basically? Is it?

S5: Ya.

SUBJECT 6 (S6)

- S6: My name is S6.
- I: First question. Are you a person who gets nervous easily?
- S6: Ya.
- I: Ok. So are you nervous to speak in public?
- S6: Emm, actually aa if, if I speak in English, very nervous but in Malay, ok.
- I: Even though it's in public? So if you speak in Malay, in front of an audience, you're not nervous?
- S6: Not nervous. Aa (long pause). Sometimes nervous.
- I: But not as nervous as when you have to speak in English?
- S6: No.
- I: Speaking English makes you nervous? Ok. Does the presence of the examiner assessing your speaking presentation make you feel nervous?
- S6: Can you repeat?
- I: Ok. Having the examiner, in the room or in the classroom assessing or evaluating your presentation make you feel nervous or not?
- S6: Err, (long pause). Actually err during the presentation, err examiner evaluate my presentation, very nervous. Aa very nervous.
- I: So having the examiner makes you nervous lah?
- S6: Ehm.
- I: Ok. Why is that?
- S6: Why? Hmm, err presentation make me nervous.
- I: Any presentation?
- S6: Yup.
- I: Whether it's evaluated or not evaluated?
- S6: Mm.
- I: Ok. What other problems do you face in the presentation?
- S6: Err. Problem? Err, that err I can't speak English very well. So that's a big problem.
- I: Any other problems, other than that?
- S6: Emm (long pause). I think that's all.
- I: That's the main one? The big problem. Ok. Does it help to reduce your anxiety knowing that the examiner is familiar to you? If you're familiar with your examiner, for example you had Madam Liza right when you presented, does it help to reduce you punya nervous tu? Or is it still the same?
- S6: Emm (long pause). I think no.
- I: Same?
- S6: Same, just aa actually aa, whether the audience or examiner, I, I need to present err my presentation. Then...

I: Whenever you have to present, you're nervous? Doesn't matter who your audience is. Ok then. Does your anxiety level affect your presentation or your performance?

S6: Of course effect.

I: How does it affect?

S6: Mm (long pause). Err I can't, maybe err speak very well. Err not fluent and err like that la.

I: You cannot speak very well? Ok. What factors cause your anxiety level to increase?

S6: Preparation. Emm...

I: Your, your preparation?

S6: No. Aa ya preparation.

I: Ok. What makes your anxiety level increase, go up? You punya nervous tu, apa yang menyebabkan dia naik?

S6: Hmm (long pause). Audience, maybe aa the, the audience. Err, err and then, if I do not have enough preparation.

I: Hmm. So that can cause your anxiety level to increase? Ok. All right, what is or what are your major concerns when your presentation is evaluated? What do you worry about when your presentation is evaluated?

S6: Err, worried err when I speak, err I just err, the audience understand what I have said or not. Err, it's err important for me.

I: What about your marks? Do you worry about it? Because this is evaluated...

S6: Ya.

I: Worry?

S6: Worry.

I: But more important is your audience?

S6: Cos erm, when we just talk and said about something, and then err, the other one, err the important is erm, reaction, erm, erm from audience. Then when I give question or ask question, then not have any err reaction, then I, think they are not understand what I said.

I: Hmm, ok.

S6: Err maybe err examiner also not understand what I have said.

I: Ha if your audience does not understand, there's a possibility that your examiner doesn't understand. Ok. Which gives you more anxiety, public speaking in general, without evaluation, or evaluated presentation?

S6: Of course evaluated.

I: Why?

S6: Why? Emm (long pause). Because emm my presentation evaluated (giggle).

I: So you're more worried about that because you said just now any type of presentation makes you feel nervous right?

S6: Emm.

I: So this is between the normal presentation and evaluated. Higher anxiety?

S6: Err evaluated presentation.

I: Reason?

S6: Because aa mark, the mark. Emm, err...because the mark aa.

I: Hmm. You're afraid that it would affect your grades?

S6: Hmm, hmm.

I: Ok. Do you have any techniques to reduce your anxiety level?

S6: Ok arr for me, when I have, I should to speak in front audience, I need to hold marker pen.

I: Oh? Marker? Or anything?

S6: Err, actually anything tapi I, I prefer to marker because big and...

I: You feel more confident when you have that?

S6: Mm.

I: Interesting. Ok, last question. I just wanna find out from you, before the presentation, what I have gathered is that your anxiety level is high. And after that, not so high la. Quite moderate already. Why is that?

S6: Err, why my nervous level decrease after the presentation? Mm, because I have finish my task maybe. Err kalau err for speaking test, err I have err finish my speaking test individual.

I: Do you feel not worried about your marks or anything after your presentation? You feel like "Ok, I'm done with it. I don't wanna think about it anymore".

S6: Sometime worried, but it's err just happened. So just leave it.

I: So you leave it to God now? So you've done your part.

S6: Aa.

SUBJECT 7 (S7)

- S7: My name is S7.
- I: First question. Are you a person who gets nervous easily?
- S7: Yes.
- I: Are you nervous to speak in public?
- S7: Hmm.
- I: Why?
- S7: Err, err because when I speak in public, I lose my word.
- I: Lose your words? You don't know what to say?
- S7: Aa ya.
- I: Ok. Does having the examiner assessing your presentation make you feel nervous? If there is an examiner, assessing whatever that you're presenting, make you feel nervous?
- S7: Mm yeah.
- I: Why?
- S7: Err, err because I err I err (giggle), takut dapat markah rendah ke. Takut macam err macam tak puas hati apa yang saya cakap.
- I: So you risau lah orang yang bagi marks tu? Ok. What are the problems you face when you do a presentation? Any problems?
- S7: Err, err eye contact.
- I: You cannot maintain your eye contact, is it? What, where do you look?
- S7: Aa Madam.
- I: You only look at the examiner?
- S7: Yes. Lepas tu voice.
- I: Why? What's wrong with your voice?
- S7: It's slow.
- I: Not loud enough?
- S7: Ya.
- I: Anymore?
- S7: No.
- I: Ok. Does it help to reduce your anxiety, turun tak you punya rasa nervous tu bila you rasa you punya examiner tu familiar? You kenal your examiner.
- S7: No.
- I: Doesn't? Not at all?
- S7: No.
- I: Sama je?
- S7: Sama.

I: Ok. Does your anxiety level affect your presentation?

S7: Yes.

I: How?

S7: Err cos when I nervous, I don't know what to speak. Err, lepas tu (long pause)...

I: You selalu problem susah nak bercakap?

S7: Aa.

I: What factors cause your anxiety level to increase? Apa yang menyebabkan you punya rasa nervous tu makin naik?

S7: (Long pause). Emm, my...maybe, maybe examiner, err comment about...dia cakap, grammar, macam silap ke, lagi nervous.

I: So the comments given by the examiner lah make you feel nervous. Ok. What is or what are your major concerns when your presentation is evaluated? What makes you worry when your presentation is evaluated?

S7: Err pronunciation, grammar and my content.

I: Content? In your presentation what you would say? That makes you worry. Ok. Which gives you more anxiety, public speaking in general, meaning there's no evaluation or evaluated presentation?

S7: Err evaluated.

I: Evaluated meaning you get marks for it. Mana lagi nervous?

S7: Mm, evaluated.

I: Why?

S7: Because we have to...lebih bersedia, (long pause). Should prepare, prepare and have a good...or high mark.

I: Ok. Do you have any techniques to reduce your anxiety level?

S7: Mm (long pause). No.

I: No? no techniques at all? So you get nervous macam tu je lah? Nervous je? Tak tau macam mana nak calm yourself?

S7: Selalunya pegang something aa.

I: Pegang something? So you don't feel nervous? Something like what? Pen?

S7: Aa pen.

SUBJECT 8 (S8)

- S8: My name is S8.
- I: Ok. First question, are you a person who gets nervous easily?
- S8: Mm, not, not really. Err, it's depend on the situation.
- I: What kind of situation?
- S8: Err, like mm in, in for presentation, for English presentation. Emm, most of the, most of the audience is my classmate. So I will not feel so nervous, because I already know and recognize them.
- I: What kind of situation makes you nervous?
- S8: Emm, maybe for the err the audience that I didn't know or the audience is more older or more experience than me.
- I: So are you nervous to speak in public?
- S8: Mm, yes.
- I: So it doesn't matter who your audience is but you're still nervous?
- S8: A little bit.
- I: Ok. Why?
- S8: Why? Maybe I keep thinking of what people going to err, err going to evaluate err how I present, is it good or not aa.
- I: You think about what people say?
- S8: Yes (giggle).
- I: Ok. All right, does the presence of the examiner assessing your presentation make you feel nervous?
- S8: Yes, a little bit. Emm compare to, maybe for practice speaking test, emm I'm not feel nervous because it's err I think it's for practice. If err have examiner maybe, emm that I know, that I have to do the better, do the best. So maybe I have a little bit nervous.
- I: Ok. What are the problems you face when you have to do a presentation or public speaking?
- S8: Emm, maybe emm, if I, I erm have enough prepare, and I know what I'm going to say, I will not feel nervous for in that way. But if emm I'm, if erm I think that err is not, err the point is not good or not sure with the point, maybe emm it will affect, affected my presentation.
- I: That is the problem?
- S8: Yes.
- I: Does it help to reduce your anxiety knowing that the examiner is familiar to you?
- S8: Aa yeah.
- I: It will?
- S8: I know the examiner is my lecturer, maybe it's err, because I know what, what he err what he want the best, err what he want to, for me to achieve err good mark.
- I: You know your examiner's expectations basically?
- S8: Aa yes.

I: Does your anxiety level affect your presentation?

S8: Yeah.

I: How?

S8: Mm, if, if I feel anxiety, it's mean my presentation will not look confident. Err if I not err anxiety, it's mean I will more confident, it will look enthus, apa enthus?

I: Enthusiastic?

S8: Aa enthusiastic to give the presentation, and the example. It's mean I will be, the confident level is high la.

I: So if you have anxiety or if you're nervous, the confidence level becomes low? Ok. Right, what is or what are your major concerns when your presentation is evaluated?

S8: Emm, what, what do you mean?

I: What do you worry about when your presentation is evaluated?

S8: Oo, I worry about the content if, if is the content is right or not, or is it I, I, my presentation have many grammatical error.

I: Do you worry about your marks?

S8: Aa yes (giggle). So worry.

I: Ok. What factors cause your anxiety level to increase?

S8: Mm, just content only.

I: Your content?

S8: I think I answered wrongly. I think, I think maybe err (long pause), depend on what topic I get or if err macam, if the topic is like I, I didn't know how to err I didn't know where the topic, I didn't know err how, how the good example to present the topics. It's worried me, err more anxiety.

I: Ok, but if you have to present something, don't you think that you choose your own topic rather than your teacher gives you a topic?

S8: Emm my teacher err, give err a, some topic and we, we have to pick which one is we prefer for the presentation.

I: So you are still not confident of the content?

S8: Emm, for individual presentation, I confident with the content because I, I choose the topic. It's mean, err, I, I mean if the topic, the lecturer give the one topic.

I: Only one?

S8: Aa, give the one topic that, that no choices, that I worry.

I: Err any other factors that make your anxiety go up?

S8: If err have err many audience.

I: Aa, you don't like so many people looking at you? Ok, what's your limit for your audience?

S8: I'm not sure. Hmm...

I: You don't want like hundred people looking at you? Is that so?

S8: Yeah. I never talk to in front of too many people.

I: If it's a small, it's ok?

S8: Aa if a small group, it's ok. In the class, it's ok. But in the hall or...

I: Have you ever presented anything in the hall with so many people?

S8: Yes, aa in school I, I involved in public speaking.

I: Ok. So were you nervous then?

S8: Very nervous.

I: Ok. Which gives you more anxiety, public speaking in general or evaluated presentation?

S8: Hmm, public speaking in general.

I: Why? Not evaluated?

S8: If evaluated like err, like what we did in the level 6 and level 5, the audience in the classes, the audience that I recognise well. But in the public speaking in general, err the audience is err might be from emm many age, right?

I: You don't know them?

S8: Aa I don't know maybe they, they are erm from err professional people.

I: Ok. Do you have any techniques to reduce your anxiety level?

S8: Mm, no.

I: No? So that anxiety will always be there when you have to present or whatever?

S8: Err actually, I only think that what I say is right and I, the aware will reduce my anxiety.

I: So it's like you're increasing your self-confidence?

S8: Aa ya.

I: The last question is from the result here, before the presentation it shows that your anxiety level is high, you're nervous I think. But after you did the presentation, you have changed a bit, err not a bit actually. Quite obvious. You look more confident. Why is that?

S8: Mm because when err before we do, err before I do a presentation, it's mean like erm I didn't get the confident, the confident yet, how I'm going to do, how I'm going to talk. It's mean when aa after I did the presentation, mm that I know I can talk err, I can talk well, I can present the content, the topic err clearly. Err and as that, I already got the confident level.

I: After?

S8: Aa. Err, err not after, also during, during the presentation. It's mean at the beginning it's not, and after maybe err at the middle of the presentation. At the middle of the presentation I get the confident well. It's mean err, it's, it's like err I get a warm-up lah.

I: So after, that's why you have lower anxiety level la.

S8: Err, when in the middle of the presentation, I will feel err when I talk, I talk more, err more time, err I feel more confident to, to stay, to be stay in front of the people erm comparison to before.

SUBJECT 9 (S9)

- S9: My name is S9.
- I: Are you a person who gets nervous easily?
- S9: Emm, yes. I think yes.
- I: What kind of situations make you feel nervous?
- S9: Mm, when I have to talk in front of a lot of people and err person that I have never seen...
- I: Makes you feel nervous? All right, are you nervous to speak in public?
- S9: Mm yes.
- I: Why?
- S9: I don't know. Maybe because err I'm a person which is not err like to talk very much kan. Quiet and shy.
- I: Ok. Does the presence of the examiner assessing your presentation make you feel nervous? Having the examiner, evaluating your presentation make you feel nervous or not?
- S9: Yes.
- I: Yes? Why?
- S9: I think (giggle). I don't know.
- I: You can answer in Malay if you cannot think of the words.
- S9: Emm, sebab saya tak tau apa yang examiner fikir kan? Macam, takut la, takut dia bagi markah rendah.
- I: You want to impress the examiner?
- S9: Hmm.
- I: Ok. What are the problems you face when you have to do public speaking or presentation?
- S9: What?
- I: The problems.
- S9: Emm (pause). Eye contact.
- I: Meaning that you don't know how to maintain your eye contact or you don't have eye contact with your audience at all?
- S9: Err not maintain la.
- I: You don't maintain? Who do you normally look at?
- S9: Hmm?
- I: Who normally, who do you look at?
- S9: Err (giggle) at down.
- I: Oo ok. You don't look up at all?
- S9: No (giggle).
- I: All right, other than eye contact?
- S9: Mm, (pause), voice projection. Sometimes it's low. When I'm nervous, aa...

I: When you're nervous, your voice goes down, lower?

S9: Aah.

I: Ok. What else? Anymore?

S9: Mm, the flow of speaking.

I: So is it like it becomes slower or faster?

S9: Mm (pause), slower. When I stuck, err banyak tersangkut aa.

I: You mean like you are lost for words? You don't know what to say.

S9: Aha.

I: Does it help to reduce your anxiety when the examiner is familiar to you?

S9: Mm (long pause). Sikit la.

I: Ya? Why?

S9: Mm. Sebab kita dah rapat sikit kan, aa dah kenal err dia punya tu. So, tak risau sangat la kot.

I: Ok. Does your anxiety level affect your presentation?

S9: Yes.

I: How?

S9: It can err rasa nervous tu macam err benda-benda yang saya ingat, dah hafal kan, tiba-tiba macam lupa, hilang. Lepas tu, mm buat macam suara saya macam emm bergetar kot (giggle).

I: What factors cause your anxiety level to increase?

S9: Emm, when I have to talk with only to one person.

I: When you have to talk to only one person?

S9: Mm...I and the examiner.

I: But when you have a presentation like that you have your audience with you, right?

S9: Yup.

I: So that does not make you feel nervous?

S9: Err, that's because erm people kan known to me...

I: So you're not nervous?

S9: Nervous? Err, I mean like I and only the examiner. Ha that...

I: Ok. If, if the presentation like the one you did before, emm what made you nervous? The audience? Did they make you nervous?

S9: (Long pause). Aa yeah.

I: In what way did they make you nervous?

S9: I don't know.

I: Was it their response ke? Were they very attentive? Or were they asking a lot of questions? Or were they bored with your presentation? What, what did you see?

- S9: Mm (long pause)...mm, macam saya tak boleh cakap depan diorang. Saya rasa akan fikir pasal apa yang orang ingat kita. Fikir yang buruk-buruk pasal kita aa.
- I: What people think?
- S9: Aa.
- I: Ok. What is or what are your major concerns when your presentation is evaluated? What do you worry about when you know you'll be getting marks for your presentation?
- S9: Mm, risau (pause) takut tak dapat perform dengan baik lah. (Pause) tak dapat nak impress kan orang yang dengar tu, the examiner tu. Ha.
- I: Ok. Which gives you more anxiety, public speaking in general, meaning that no assessment, or evaluated presentation, you'll get marks. Between getting marks and not getting marks, which one gives you more anxiety?
- S9: (Long pause). Err when evaluated speaking la.
- I: Mm why?
- S9: Because mm (long pause), when, kalau macam biasa kan, macam biasa tu, kita cakap je macam tak payah kira point dia kan? Macam bagi je la apa yang kita fikir waktu tu. Tapi kalau macam evaluated ni kan macam ada tajuk dia kan, err kita tak tau macam kena tak dengan tajuk ke point tu.
- I: So you worry about the content of your presentation. Any other things?
- S9: Mm expression. Facial expression macam err selalunya macam kalau kita (pause) nak present tu, kena macam muka kita takut la kan. Susah nak kawal muka.
- I: Do you have any techniques to reduce your anxiety level?
- S9: (Giggle). Don't know.
- I: So when you're nervous, nervous lah throughout tu? Maksudnya takde la you buat apa-apa to reduce you punya...
- S9: Tarik nafas dalam-dalam dulu aa.
- I: Take a deep breath. And then?
- S9: Pastu...
- I: Just go on?
- S9: Aah.

HIGH PROFICIENCY SUBJECTS

SUBJECT 1 (S1)

- S1: My name is S1.
- I: All right, first question. Are you a person who gets nervous easily?
- S1: A bit ah.
- I: A bit?
- S1: Ya.
- I: When normally do you get nervous?
- S1: Presentation, talking in front of class...usually.
- I: Are you nervous to speak in public?
- S1: Ya.
- I: Why?
- S1: Err, cos I'm not a very good speaker. Ok, but not that good la.
- I: You're not confident?
- S1: Ya.
- I: Err, does the presence of the examiner assessing your presentation make you nervous?
- S1: Not really lah. Usually my colleagues or my friends around me...
- I: ...make you more nervous?...rather than the examiner?
- S1: Ya.
- I: Ok. Err, what are the problems you face when you do err public speaking or a presentation?
- S1: Err, nervous. Err, stage fright...err, in front of all people, right?
- I: Emm, that's all?
- S1: Ya.
- I: Does it help to reduce your anxiety knowing that the examiner is familiar to you?
- S1: Not really ah...because, mostly because other people are looking at me. I don't really care about the...
- I: ...examiner?
- S1: Ya, the examiner.
- I: ...even though when the examiner is giving you marks?
- S1: Ya.
- I: Ok. All right, does your anxiety level affect your presentation or your performance?
- S1: I think so lah because...

I: How? How does it affect?

S1: ...because err...when I become afraid or nervous, I can't really speak...err, loudly or clearly.

I: Your voice becomes like softer?

S1: Ya. So I can't...err I can't really tell what I'm talking about right?

I: Ok. Err...what factors cause your anxiety level to increase?

S1: Mostly nervous lah...nervous.

I: What makes you nervous? What are the things that make you feel nervous?...other than err having your friends in front of you? Any other things...that you worry about?

S1: Emm, nothing la...

I: No?

S1: Ya, mostly emm...

I: Your friends?

S1: Ya.

I: Ok, what is or what are your major concerns when your presentation is evaluated?

S1: What are?

I: ...your major concerns? What worries you when your presentation is evaluated?

S1: Emm...marks la.

I: Marks?

S1: Ya.

I: Only marks?

S1: Marks...emm, how my speech reflects on me, how the teacher thinks of me, whether she wants to put me back in the same, in the same level next, next sem. Am I right?

I: Oooh, you mean...it means that you worry if you have to repeat?

S1: Aa, ya.

I: Ok, which gives you more anxiety, public speaking in general or assessed or evaluated presentation?

S1: Public speaking.

I: Why?

S1: Because when you're evaluated, it shows how good am, am I. But at public, people hear if I'm wrong, they'll laugh or something like that.

I: So, for evaluated, it either shows you whether how good you are, how bad you are?

S1: Ya...with the teacher...arr, I'm not so worried ah...not so embarrassed about anything right? Cos it's just between the two of us. Nobody else know but public speaking...everybody can hear what I say, you know?

I: That is more worrying?

S1: Ya.

I: Ok. Right, do you have any techniques to reduce your anxiety level?

S1: Err, I think no ah...I don't know

I: No?

S1: Emm.

SUBJECT 2 (S2)

- S2: My name is S2.
- I: Are you a person who gets nervous easily?
- S2: Ya, kind of.
- I: Why?
- S2: Cos emm, I don't think my English is kinda perfect. So, I err...apa ni, emm afraid that other, other people think that I'm not good enough in English. So they will judge me in different way, right?
- I: Ok. So are you nervous to speak in public?
- S2: Public? Of course (laugh).
- I: Why? For the same reason?
- S2: Ya, the same reason.
- I: All right. Does the presence of the examiner assessing your speaking presentation make you feel nervous?
- S2: Erm...ya.
- I: Why?
- S2: The same, the same reason ah.
- I: Because people judging you?
- S2: Ya.
- I: So you are basically afraid of...
- S2: People...judging.
- I: People judging you? All right, what are the problems you face when you speak in public?
- S2: Sorry?
- I: What are the problems you face when you have to speak in public?
- S2: Err, I kind of lack of confidence...so, that's one of the factor why I'm anxious when...emm, I'm around public.
- I: Ok. Does it help to reduce your anxiety knowing that the examiner is familiar to you?
- S2: Ya.
- I: It helps?
- S2: Ya.
- I: Why?
- S2: Because...we already know how...err, the examiner's attitude or whatsoever. So...emm it's ok la.
- I: So, that is if you know the examiner right?
- S2: Ya.
- I: Ok. Does your anxiety level affect your presentation or performance?

S2: Yes.

I: How?

S2: Emm, when we feel anxious, all that, the things that we already err...we already remember...err, will just fade away.

I: You forget everything?

S2: Ya. Macam blur and blank.

I: Right. What factors cause your anxiety level to increase?

S2: Emm...I don't know (small laughter). Maybe I forgot certain words from what I've already remember. Then...all got stuck.

I: So, it becomes haywire from then on?

S2: Ya.

I: Ok. What is or what are your major concerns when your presentation is evaluated?

S2: Emm...my fluency kot.

I: ...in English? Influence you?

S2: ...emm, then my, apa ni, point...emm, what I'm trying to convey, I err...

I: ...your content?

S2: Ya, I want them to understand, but if they don't understand, that get me anxious ah...

I: Which gives you more anxiety? Public speaking in general or assessed presentation?

S2: Public speaking kot.

I: Why?

S2: Because all err...person who...considered as public are going to judge me right? So, same la all person judge...same.

I: But assessed it is...you get marks.

S2: Ya.

I: Public speaking you don't get marks.

S2: But all eyes on me. So...

I: It doesn't really have any difference?

S2: No.

I: Ok, so do you have any techniques to reduce your anxiety level?

S2: I, err, I, erm...I often move my hand...move my hand.

I: Your hand gestures?

S2: Err, ya.

I: You move a lot?

S2: Ya.

I: Without realising it or...?

S2: Aa, without realising it.

I: Ok. How do you reduce your anxiety level?

S2: Reduce? Aa, tu ah.

I: By moving your hands?

S2: By gestures...not, not only hands...maybe I just walk.

I: Walk?

S2: Aa, ya. Err, in front of...apa...stage performance kan is considered as...kan...so, move ah.

I: You move around the stage?

S2: Ya.

I: Ok. Just one last question. Before the test, or before the presentation, your anxiety level is quite high. However, err...it has become low in the post-presentation. Why is that?

S2: Because, I think I'm not good enough but after the presentation, all my friends said well done and well-said. So my anxious kind of reduce gradually.

I: So, you feel more confident?

S2: Aa, ya.

I: You don't worry about your marks?

S2: Aa, I don't worry about my marks after the presentation. But before the presentation, really high.

I: So, what is done is done, basically?

S2: Aa.

SUBJECT 3 (S3)

- S3: My name is S3.
- I: Are you a person who gets nervous easily?
- S3: Ya.
- I: Why?
- S3: Err, I don't know.
- I: What makes you nervous?
- S3: Err, I'm not sure.
- I: But, it comes naturally?
- S3: Ya, sometimes.
- I: So, are you nervous to speak in public?
- S3: Yes, sort of.
- I: Why? This is in public ya. Why?
- S3: Emm, aah. I...I can't explain.
- I: Emm...ok...it's just, it's in you?
- S3: Ya.
- I: All right, ok. Does the presence of the examiner assessing your presentation make you feel nervous?
- S3: You will...feel the same. I mean...it won't effect me, but I will still get nervous a bit.
- I: ...whether there is an examiner or not?
- S3: Ya.
- I: Ok. What are the problems you face when you have to speak in public?
- S3: Emm, my...
- I: Are you lost for words?
- S3: ...my peers.
- I: ...or something like that?
- S3: Ya, maybe I can't get focus enough.
- I: Your peers, you were saying?
- S3: Emm, ya.
- I: That gives you problem also?
- S3: Ya, sometimes.
- I: You mean you're worried about what they think or what?
- S3: Err, if I...present in front of the class...I get nervous easily.
- I: Ok. Does it help to reduce your anxiety knowing that the examiner is familiar to you?

S3: Emm, I think...yes.

I: It reduces your anxiety?

S3: Yup.

I: Why?

S3: Because it's...(long pause).

I: Because I'm just wondering, just now you said that it didn't have any difference?

S3: Hmm...

I: ...whether there is any examiner or not? But, now...you say that it helps to reduce your anxiety if your examiner is familiar to you?

S3: Ya...when let's say I present and then...I know the teacher...so, I feel more comfortable...the same teacher, than a new teacher.

I: Emm...than somebody that you don't know?

S3: Ya.

I: Ok. Does your anxiety level affect your presentation?

S3: (Long pause) Emm...

I: Does it have any effect on your presentation?

S3: ...Emm, I think just small effects la...

I: Like what?

S3: Like...how I give my speech...

I: ...you mean it's not smooth? Err...negative or positive effects?

S3: Negative.

I: Like what?

S3: It's more about no body language, no movements.

I: You mean, you're very stiff? You become stiff? Stand straight?

S3: ...think so.

I: ...you don't move at all?

S3: ...move a bit but, without...without the body language.

I: Ehm, hand gestures and all that?

S3: Ya.

I: Ok. What factors cause your anxiety level to increase?

S3: (Long pause). Emm...(long pause). I'm not sure. Emm...

I: Anything that can cause your anxiety level to increase?...maybe your friends?

S3: Emm...

I: Your teacher? Or whoever?

S3: (Long pause). The crowd...thinks...

I: The audience?

S3: Ya...the audience.

I: Can cause your anxiety level to increase?...In what way can they increase your anxiety level?

S3: (Long pause). Because I'm presenting something or giving speech...so...it effects...

I: Ok. What is or what are your major concerns when your presentation is evaluated?

S3: ...Hmm...

I: What do you worry about when your presentation is evaluated?

S3: The marks that I will get.

I: Only the marks?

S3: Err...(long pause)...Ya, I have to make sure that I'm doing it correctly.

I: Ok, next question. Which gives you more anxiety, public speaking in general or assessed presentation?

S3: (Long pause).

I: Public speaking in general means that you do public speaking without any evaluation and the other one is evaluated, you get marks for it. Which one creates more anxiety?

S3: (Long pause). I think it's the one evaluates me because...I must, I must be more serious.

I: Because of the marks also?

S3: Ya.

I: Do you have any techniques to reduce your anxiety level?

S3: Err...not really.

I: You don't?

S3: No.

I: How do you reduce your anxiety?...You don't do anything about it?

S3: No, I just do my best la.

I: Don't think about your...nervousness that much?

S3: No.

I: Are you nervous now?

S3: A bit.

SUBJECT 4 (S4) (Low anxiety)

- S4: I'm S4.
- I: Right. The first question...are you a person who gets nervous easily?
- S4: No.
- I: No? What makes you nervous normally?
- S4: Err...actually...err, it's how you look at it. It's how you look at what nervous is. Like for me, if I'm well-prepared to do that certain stuff, I won't be nervous. It would be excitement. So, that's how, that's how you look at it because...the adrenalin rush, the heart beating, it's all the same...whether it's all nervousness or excitement. So, it's just how you look at it and how you prepare for it. So, once you're prepared for it, it won't be nervous but it would be excitement.
- I: Let's say you have to do err, public speaking spontaneously without any preparation, would you be nervous?
- S4: Err, it would...depends on the topic. Usually, I wouldn't get nervous because the topic is...is something that I know.
- I: If you were given a topic that you're not so familiar with?
- S4: Then, it would be a little problem, a little nervous, but then err...I think...I have enough knowledge to master through it...I think I can handle it.
- I: What happens if you get nervous?
- S4: What happens? Ok...the common thing err...is my finger gets cold, so, gets shaky and then...
- I: Do your palms sweat?
- S4: Err, no. My palms don't sweat. So...and then my legs tends to shake...my knees...
- I: Really?
- S4: Ya. So...during school times, when I have to give a speech, it's always like that. So, it used to be a problem, but not anymore.
- I: Ok. Now you have overcome the problem?
- S4: Ya.
- I: So, you don't get as nervous as before?
- S4: Ya.
- I: So for, emm...for the assessments that you have done for Listening and Speaking, have you felt any nervousness at all?
- S4: No.
- I: Today also you're not nervous?
- S4: No.
- I: Ok. Very good ya! So, that means public speaking and...between public speaking and evaluated presentation, both don't give you any anxiety?
- S4: No.
- I: ...provided that you're prepared?
- S4: Yes.

I: If not...

S4: If not, then...

I: Ok, emm...do you have any concerns when your presentation is evaluated?

S4: Err...ya. I do get concerned like about it...err, I convey the message right, the listener receive my message and how will they respond to my message. How do I tap into their interest and...how do I get their attention...usually speakers they speak to themselves, so that's why the audience...

I: ...don't listen?

S4: ...ya don't listen and didn't pay attention. So, there's a communication breakdown and so the message didn't get across.

I: But that is for the audience. What about the examiner?

S4: The examiner it's...it's about the same thing except that...err, they, they do listen even though we...our communication is very bad. They do listen because they're trying to get the points from us. So...err, it'll be easier for the examiner.

I: Right. Err, does...the examiner does not worry you at all?

S4: Err...

I: ...when you present something?

S4: No.

SUBJECT 5 (S5)

- S5: I'm S5.
- I: All right, the first question. Are you a person who gets nervous easily?
- S5: Yes.
- I: Why?
- S5: Erm...because, I don't know why but in front of many people I...
- I: Is it only in front of many people that you feel nervous or in certain situations?
- S5: Err, in certain situations and certain people.
- I: Ok. So are you nervous to speak in public?
- S5: Yes.
- I: Why?
- S5: Erm, because everyone is looking at me and...err, I just don't know what I'm saying at that time.
- I: Ok. Does the presence of the examiner assessing your presentation make you feel nervous?
- S5: Hmm, not really.
- I: Why not?
- S5: Because...he or she will make me feel less nervous...if I, I look through their eyes.
- I: So, to avoid other people, you just look at the examiner?
- S5: No, I mean macam...if I look at their eyes, I feel less nervous...
- I: ...the examiner? Or the audience?
- S5: The examiner.
- I: Oh? Really?
- S5: Yes.
- I: What are the problems you face when you have to speak in public or do an evaluated presentation?
- S5: Erm, I feel really nervous.
- I: How? I mean what...what creates the nervousness in you when you have to speak in public?
- S5: I don't know. I just feel nervous.
- I: So, it comes naturally?
- S5: Ya.
- I: You can't explain ya?
- S5: Yes.
- I: All right, does your anxiety level affect your presentation?
- S5: Erm, some sort of yes.

I: How does it affect?...In what way, I mean...does it make it, make your presentation become worse or you are lost for words or something like that?

S5: Quite lost for words.

I: Anything else?

S5: No.

I: Ok. What factors cause your anxiety level to increase?

S5: Don't know, emm...

I: Like, for example, you say that you are lost for words, does it make your anxiety level go up, go up more than before?

S5: I think so.

I: What do you do normally when you are stuck, for example?

S5: I will try to look for a new idea.

I: A new idea?

S5: I mean macam...

I: Are you nervous now?

S5: No.

I: Are you sure? You will look for a new idea?

S5: Yes, some sort of...lack of ideas. So I just got through my words, I mean, at that time without any, any preparation.

I: Ok. What are your major concerns when your presentation is evaluated?

S5: Emm, about my points and how I present the presentation.

I: Emm...the marks?

S5: Ha? Aa I do concern about the marks.

I: You do concern about that. Ok. Which gives you more anxiety, public speaking in general or assessed presentation?

S5: Hmm, both (giggle).

I: Both?

S5: Yes.

I: Same. Same level?

S5: Ya.

I: Why?

S5: (Giggle). I don't know.

I: Basically because you're a nervous person, so you get nervous all the time when you have something to do, something like this?

S5: Yes.

I: Ok. Do you have any techniques to reduce your anxiety level? You don't have any?

S5: Yes.

I: So it's just there all the time?

S5: Yes.

I: Ok. All right.

SUBJECT 6 (S6)

- S6: My name is S6.
- I: Err, first question. Are you a person who gets nervous easily?
- S6: Of course.
- I: You are?
- S6: Yes, especially when, when I do, do the presentation. I get really nervous.
- I: I think you need to speak louder.
- S6: Speak louder?
- I: Aa. If not, I can't hear your voice later. All right, are you nervous to speak in public?
- S6: Err, yes.
- I: Why?
- S6: I, I think...I really err...distract me if other people opinion about me.
- I: You're worried about what people think?
- S6: Emm.
- I: So that's why you're nervous? Right, does the presence of the examiner assessing your presentation make you feel nervous?
- S6: What?
- I: Is having the examiner assessing your presentation make you feel nervous?
- S6: Oo, yes.
- I: Yes? Why?
- S6: Oo, because err...If our, apa, examiner err...apa, puas hati?
- I: Satisfied?
- S6: Aa satisfied with our presentation, of course we not apa, err...not, not really wanted to err, err what people say...takut Madam marah kot.
- I: Emm, ok. Err, what are the problems you face when you speak in public or when you do an evaluated presentation? What are the problems you face?
- S6: I think I, I always blur when, when I want to speak in public. Always blur.
- I: You mean you go blank?
- S6: Aa blank.
- I: Hmm.
- S6: That's why. I always not confident with my points, not confident with my ability.
- I: Ok. Does it help to reduce your anxiety knowing that the examiner is familiar to you?
- S6: No.
- I: Doesn't? Doesn't make any difference at all? Same whether the examiner is there or not there?
- S6: Yup.

I: Ok. Does your anxiety level affect your presentation or your performance?

S6: Of course.

I: How does it affect?

S6: When, when I get more points...err when I have more points to present to public, I always nervous, get nervous to...I don't know what to do with my points.

I: I don't really get it. If you say you get more points?

S6: Err...say err I get one title. And then I, I evaluate...I elaborate the title to many points. Then I, I tend to say it...to present it in public. Then I don't know what to do with my points when I present...

I: When you have too many points you mean?

S6: No.

I: Do you get nervous when you have too many points?

S6: No.

I: You don't know how to elaborate, is it? I don't...

S6: No, no. Err...

I: Ha? You can speak in Malay if it's difficult.

S6: Oo ok. Macam tu la. Bila, bila saya dapat banyak, banyak point kan untuk sesuatu tajuk tu, walaupun saya err ada banyak point tu, saya nak cakap kat depan public tu, saya macam blur jugak.

I: Emm even though you have so many points to say. Ok now I understand. All right. Erm what factors cause your anxiety level to increase?

S6: What?

I: What factors cause your anxiety level to increase?

S6: I don't know...Maybe...emm...I don't know.

I: Is it maybe your audience ke?

S6: Ya maybe the audience.

I: Your teacher or your examiner?

S6: I think the audience.

I: The audience? Why? What's wrong with your audience, normally?

S6: They always say, say that err I was err, very pendiam. Then saya pun ya la, takut la nak keluar cakap-cakap, macam terus tak keluar suara...

I: So, so that can increase your anxiety level?

S6: I think so.

I: What are your major concerns when your presentation is evaluated?

S6: Takde visual aid.

I: Visual aid? What's wrong with visual aid? Normally what do you do for your visual aid?

S6: Normally I do 'kertas mahjong'...

I: Hmm...so what makes you worried about that?

S6: I don't know. Maybe err...saya tulis err yang tak betul ke. Tu ah saya takut.

I: Emm, ok. Which gives you more anxiety, public speaking in general or assessed presentation?

S6: Repeat.

I: Which gives you more anxiety...

S6: Oo, give more anxiety?

I: Aa, public speaking in general, the one which is not assessed, or assessed presentation?

S6: I think the assessed presentation.

I: Why?

S6: Why? If I, I speak in public, I get more nervous sebab it has more audience la.

I: But evaluated? Just now you said assessed presentation gives you more anxiety, isn't it?

S6: More, more than the general...

I: Aa. Which one higher anxiety? Assessed or public speaking?

S6: Assessed.

I: Assessed? Because?

S6: Because I don't know. When, when we get the erm...we get the, the apa title from the examiner right? Then we write, I can get the apa, examiner give,, give me more time so...to elaborate the title. Then that gives me more anxiety.

I: Really?

S6: Yes.

I: Ok. Do you have any techniques to reduce your anxiety level?

S6: I don't know. Tak.

I: No? So you don't know how to reduce your anxiety la basically. It's just there and then it goes away on its own? Ya?

S6: Ya.

I: Ok.