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LIST OF ABBREVIATIONS

| | |
|---------|---|
| ESP | English for Specific Purposes |
| EAP | English for Academic Purposes |
| EOP | English for Occupational Purposes |
| EFL | English as a Foreign Language |
| ESL | English as a Second Language |
| UKM | Universiti Kebangsaan Malaysia |
| UM | Universiti Malaya |
| KLM | Motorola, Kuala Lumpur |
| GK | Gatekeeper |
| TC | Technical Committee |
| GMD | General Managing Director |
| HRD | Human Resource Development |
| OPP2 | Second Outline Perspective Plan |
| NECC II | National Economic Consultative Council II |
| TRW | Technical Report Writing |
| QA | Quality Assurance |
| TQM | Total Quality Management |
| NNS | Nonnative Student |
| OET | Test of Occupational English Language Proficiency |

| | |
|-----|-------------------------------|
| IT | Information Technology |
| FPP | Fakulti Pengurusan Perniagaan |
| FE | Fakulti Ekonomi |
| Q1 | Questionnaire I |
| Q2 | Questionnaire II |