

## **ABSTRACT**

Communication strategies are important in helping L2 learners to communicate successfully when they are faced with a problem in speech production. This study looked at one of the components in Communication Competence, i.e strategy competence or the use of Communication Strategies (CS) in oral interactions among Middle Eastern students and counter staff in institute of postgraduate studies (IPS) at University of Malay. Data collected from video-tape and interviews were analyzed quantitatively and qualitatively. It was found that the most frequently used communication strategy was the use of ‘modification devices’. The other strategies used in order of frequency were ‘interaction strategies’, compensatory strategies’ ‘avoidance strategies’ and ‘L2-based strategies’. The results showed that students used different communication strategies to overcome their communication difficulties.

The main aim of using the communication strategies is to avoid communication breakdown. Consequently, Second language learners should be encouraged to use communication strategies to develop their oral skills and help them more effective in oral communication with their limited English language proficiency. The implications and suggestions from this study towards development the teaching and learning of ESL were also presented.

## ABSTRAK

Strategi komunikasi penting untuk membantu pelajar bahasa kedua berkomunikasi dengan jaya apabila mereka menghadapi masalah penghasilan pertuturan. Kajian ini mengkaji salah satu komponen dalam Kecekapan Berkomunikasi (*Communication Competence*), iaitu kecekapan strategi atau penggunaan Strategi Komunikasi (*Communication Strategies*) dalam interaksi lisan di kalangan pelajar Timur Tengah dan staf kaunter di Institut Pengajian Siwazah (IPS), Universiti Malaya. Data yang dikumpul melalui rakaman Video dan temuduga dianalisis secara kualitatif dan kuantitatif. Kajian mendapati bahawa strategi komunikasi yang paling kerap digunakan adalah 'strategi modifikasi' (*Modification devices*). Lain-lain strategi yang digunakan mengikut urutan kekerapan ialah 'strategi interaksi', 'strategi kompensasi', 'strategi pengelakan', 'strategi berdasarkan bahasa kedua'. Dapatan menunjukkan pelajar menggunakan strategi komunikasi yang berlainan untuk mengatasi masalah kesukaran berkomunikasi yang mereka hadapi.

Tujuan utama menggunakan strategi komunikasi ialah untuk mengelak dari berlakunya kecelaruan dalam komunikasi. Dengan itu, pelajar bahasa kedua perlu digalakkan menggunakan strategi komunikasi bagi memperkembangkan kemahiran lisan mereka dan membantu mereka berkomunikasi dengan lebih berkesan walaupun kecekapan bahasa Inggeris mereka terhad. Implikasi dan cadangan dari kajian ini berkaitan perkembangan pengajaran dan pembelajaran bahasa Inggeris sebagai bahasa kedua juga dibentangkan.

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