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Appendix I
Students Questionnaire



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The Problems Faced by International Students with English
Language at the University of Malaya

- 3041 1- Country of Origin:
- 3042 2- Age Group: 25 and below 26 – 35 36 -45 46 and above
- 3043 3- Gender: Male Female
- 3044 4- Faculty: Education Computer Science and Information Technology
- 3045 5- Have you ever attended any English language classes before? Yes No
- 3046 If yes, where..... For how long
- 3047 6- Did you do your previous degrees in English or other languages?
- 3048 English Other languages
- 3049 7. How would you describe your proficiency in English?
- 3050 Very poor Poor Good Very good

3051 **Instructions**

3052 *Please read the statements below carefully and circle the number which best describes your*
3053 *answer. In case there are other things which have not been mentioned, write them at the end of*
3054 *the questions under “others”.*

3055 *Please note your honest responses will help to provide better insights on the needs of*
3056 *international students regarding the use of English Language for academic purposes. The*
3057 *information you provide will be kept confidential and will not be used beyond the purpose of*
3058 *the study. Many thanks in advance for your cooperation.*

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1= Always 2= Usually 3= Sometimes 4=Never NA=Not Applicable

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3061 **1-0 Understanding Lectures:**

- 3062 1-1 I have difficulties understanding lectures in English. 1 2 3 4 NA
- 3063 1-1-1 The contents of the lectures are too difficult. 1 2 3 4 NA
- 3064 1-1-2 The lecturers usually talk too fast for me
3065 to understand properly. 1 2 3 4 NA
- 3066 1-1-3 The lecturers use “Malaysian” examples that I don’t
3067 understand. 1 2 3 4 NA

3068	1-1-4	The lecturers have a different pronunciation and accent							
3069		which makes it difficult for me to understand.	1	2	3	4	NA		
3070	1-1-5	It is difficult for me to understand the language							
3071		(General English).	1	2	3	4	NA		
3072	1-1-6	It is difficult for me to understand the specific English							
3073		language used in my field of study.	1	2	3	4	NA		
3074	1-1-7	I can not ask questions to check my understanding.	1	2	3	4	NA		
3075	1-1-8	Others:	1	2	3	4	NA		
3076	2-0 Note Taking During Lectures:								
3077	2-1	I have difficulties in taking notes during lectures in the class.	1	2	3	4	NA		
3078	2-1-1	I can not write fast enough in English.	1	2	3	4	NA		
3079	2-1-2	I don't know how to summarize lecture points.	1	2	3	4	NA		
3080	2-1-3	It's difficult for me to listen and take notes in							
3081		English at the same time.	1	2	3	4	NA		
3082	2-1-4	Others:	1	2	3	4	NA		
3083	3-0 Reading/Understanding Texts of Books and Journals:								
3084	3-1	I have difficulties reading and understanding texts in books or							
3085		academic journals.	1	2	3	4	NA		
3086	3-1-1	The contents of the texts of books and journals are too							
3087		difficult for me to understand.	1	2	3	4	NA		
3088	3-1-2	I do not have the General English language skills							
3089		to understand the reading materials.	1	2	3	4	NA		
3090	3-1-3	I do not have the Specific English language skills							
3091		used in my field of study to understand the reading materials.							
3092		(For Example: vocabulary used in my field of study)	1	2	3	4	NA		
3093	3-1-4	Others:	1	2	3	4	NA		
3094	4-0 Writing Critical Reviews and Project papers:								
3095	4-1	I have difficulties in writing critical reviews and project papers.	1	2	3	4	NA		
3096	4-1-1	I do not know how to write a critical review.							
3097		(I'm not familiar with the format.)	1	2	3	4	NA		
3098	4-1-2	I do not know how to write a project paper.	1	2	3	4	NA		
3099	4-1-3	I need to translate from my mother tongue to English.	1	2	3	4	NA		
3100	4-1-4	I do not know how to use the correct sentence structure.	1	2	3	4	NA		
3101	4-1-5	I do not have sufficient knowledge of English vocabulary.	1	2	3	4	NA		
3102	4-1-6	Others:	1	2	3	4	NA		
3103	5-0 Participating in Group Discussions and Tutorials:								
3104	5-1	I have difficulties in participating in group discussions and							
3105		tutorials.	1	2	3	4	NA		

3106	5-1-1 I do not easily understand what my group members					
3107	are saying.	1	2	3	4	NA
3108	5-1-2 I can not speak well in English.	1	2	3	4	NA
3109	5-1-3 I need to translate my thoughts into English.	1	2	3	4	NA
3110	5-1-4 Others:	1	2	3	4	NA

3111 **6- 0 Oral Presentations:**

3112	6-1 I have difficulties in making oral presentations.	1	2	3	4	NA
3113	6-1-1 I worry if I can speak well enough for one to understand me.	1	2	3	4	NA
3114	6-1-2 I worry if students ask questions and I don't understand					
3115	the questions or they don't understand my answers.	1	2	3	4	NA
3116	6-1-3 Others:	1	2	3	4	NA

3117 **7-0 Answering Exam Questions:**

3118	7-1 I have difficulties in answering exam questions.	1	2	3	4	NA
3119	7-1-1 I can't understand the exam questions.	1	2	3	4	NA
3120	7-1-2 I know the answer, but I can not write well because of my					
3121	poor English.	1	2	3	4	NA
3122	7-1-3 Others:	1	2	3	4	NA

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3124 *If you have any other problems with the use of English language in the university which*
 3125 *was not mentioned above, please write them in the following.*

3126 -----
 3127 -----
 3128 -----

3129 **Thanks a lot for your help!**

3130 *We may need to interview some of the respondents, so please provide us with a telephone*
 3131 *number or e-mail address. The interview will be only about your answers and it will not take*
 3132 *more than 20 minutes of your time.*

3133 *Your support and cooperation is appreciated.*

3134 ❖ E-mail address:
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 3137 ❖ Contact Number:
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Appendix II

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Students Interview Questions

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There are seven areas of language use: Note taking during lectures, Writing reviews

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and other project papers, Oral presentations, Answering exam questions, Reading

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comprehension of text books and journals, Understanding lectures, and Participating

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in group discussions and tutorials, that you deal with as you are doing your post

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graduate degree in the university

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1- Which of these areas are the most difficult ones for you?

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2- What makes 'note taking during lectures' difficult for you?

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3- What makes 'writing reviews and other project papers' difficult?

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4- What makes 'giving oral presentations' difficult?

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5- What makes 'answering exam questions' difficult?

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6- What makes 'reading comprehension of text books and journals' difficult?

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7- What makes 'understanding lectures' difficult?

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8- What makes 'participating in group discussions and tutorials' difficult?

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9- How do you think these problems can be solved?

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10- Is there anything else you would like to add?

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Appendix III

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Lecturers Interview Questions

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3166 Note taking during lectures, Writing reviews and other project papers, Oral presentations,
3167 Answering exam questions, Reading comprehension of text books and journals,
3168 Understanding lectures, and Participating in group discussions and tutorials, are the seven
3169 areas of language use that the international students deal with as far as using English for
3170 academic purposes is concerned.

3171 11- Which of these areas do you believe is the most challenging and problematic as you
3172 deal with the international students?

3173 12- How do you think these problems can be solved?

3174 13- Is there anything you would like to add?

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