APPENDICES

APPENDIX A: THE PILOT QUESTIONNAIRE

Dear fellow students,

This “Needs Analysis” study intends to identify your needs and preferences regarding the Malay Language (Bahasa Malaysia) in order to recommend ways to improve different components of the present Bahasa Malaysia course if necessary.

Your precise and truthful answers to the following questions will help us collect accurate data, and therefore, have a correct understanding of the international students’ language needs and learning style preferences.

Thank you in advance for your time and contribution.

Part A: Personal

1) Programme: Undergraduate □ Master □ PhD □
2) Faculty:

<table>
<thead>
<tr>
<th>Arts and Social Sciences</th>
<th>□</th>
<th>Engineering</th>
<th>□</th>
</tr>
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<tbody>
<tr>
<td>Business and Accountancy</td>
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<td>Languages and Linguistics</td>
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<tr>
<td>Computer Science &amp; IT</td>
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<td>Law</td>
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<td>□</td>
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<td>□</td>
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</tbody>
</table>

3) Gender: Female □ Male □
4) Nationality: ...........
5) How long have you been in Malaysia? ........... months
6) Do you work here in Malaysia? NO □ YES □ Job: ...........
    What language(s) do you speak at your work place? ...........
7) What’s your first language (mother tongue)? ...........
8) What other languages can you speak? At what level?

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9) Did you have any knowledge of Bahasa Malaysia before starting the course?

- No, not at all.
- Yes, only a few words.
- Yes, only some expressions.
- Yes, I could make some sentences.
- Yes, I could express myself in Bahasa Malaysia.
- Yes, I could speak Bahasa Malaysia fluently.

10) How do you evaluate your proficiency in English?

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<tr>
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11) Have you taken any English language proficiency tests? YES [ ] NO [ ]

12) If yes, which of the following English language proficiency tests have you taken?

- IELTS (Academic)
- TOEFL (paper-based)
- TOEFL (internet-based)
- TOEFL (computer-based)
- Other (please specify) ...........

<table>
<thead>
<tr>
<th></th>
<th>IELTS (Academic)</th>
<th>TOEFL (paper-based)</th>
<th>TOEFL (internet-based)</th>
<th>TOEFL (computer-based)</th>
<th>Other (please specify)</th>
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<tbody>
<tr>
<td>Your Score</td>
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<tr>
<td>Total Score</td>
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<td>677</td>
<td>120</td>
<td>300</td>
<td>...........</td>
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</table>

13) When did you take that test? ........... months ago.

14) What language is used as the medium of instruction in your classes at university?

- English [ ]
- Bahasa Malaysia [ ]
- Both English and Bahasa Malaysia [ ]
- Other languages; Please specify: ...........
**Part B: Needs and Wants**

We would like you to tell us which of the following uses of *Bahasa Malaysia* are important *for you*. Please click on the box beside each to tell us if you think it is ‘Very Useful’, ‘Useful’, ‘Not Useful’.

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<tr>
<th>Do you need Bahasa Malaysia so that you can:</th>
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<td>3. Tell people about your job.</td>
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<td>4. Tell people about your education.</td>
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<td>5. Tell people about your interests.</td>
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<td>6. Talk to your boss.</td>
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<td>8. Talk to your professors.</td>
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<tr>
<td>9. Talk to officials/office workers.</td>
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<tr>
<td>10. Ask for/give directions/addresses.</td>
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<tr>
<td>11. Communicate with your neighbours.</td>
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<td>12. Speak to your house owner or your real estate agent.</td>
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<td>15. Use buses/trains.</td>
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<td>17. Speak to taxi drivers.</td>
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<td>19. Make travel arrangements.</td>
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<td>20. Understand public announcements.</td>
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<tr>
<td>21. Watch TV.</td>
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<tr>
<td>22. Listen to the radio.</td>
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<tr>
<td>23. Attend interviews.</td>
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<tr>
<td>25. Complain about or return goods.</td>
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<td>26. Get information about courses, schools, etc.</td>
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<td>27. Do further study.</td>
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<td>28. Join hobby or interest groups</td>
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<td>29. Join sporting or social clubs.</td>
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<td>30. Enrol in courses.</td>
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<td>32. Write letters/e-mails.</td>
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<td>34. Read Billboards and signposts.</td>
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<td>41. Read food labels.</td>
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</table>
Part C: Learning Needs

**How do you like learning?**

Please click **YES** or **No** for *all* the items below.

1) Are you satisfied with your achievement in Bahasa Malaysia?
   - YES □ NO □

2) In class do you like learning
   a) individually?
      - YES □ NO □
   b) in pairs?
      - YES □ NO □
   c) in small groups?
      - YES □ NO □
   d) in one large group?
      - YES □ NO □

3) Do you want to do homework?
   - YES □ NO □

If so, how much time do you spend for homework outside class hours?
   - ........hours a day
   or ........hours a week

4) How would you like to spend this time?
   a) preparing for the next class?
      - YES □ NO □
   b) reviewing the day's work?
      - YES □ NO □
   c) doing some kind of activity based on your personal experience, work, experience or interests?
      - YES □ NO □

5) Do you want to
   a) spend all your learning time in the classroom?
      - YES □ NO □
   b) spend some time in the classroom and some time practicing your Bahasa Malaysia with people outside?
      - YES □ NO □

6) Do you like learning
   a) by memory?
      - YES □ NO □
   b) by listening?
      - YES □ NO □
   c) by reading?
      - YES □ NO □
   d) by copying from the board?
      - YES □ NO □
   e) by listening and taking notes?
      - YES □ NO □
   f) by reading and making notes?
      - YES □ NO □
   g) by repeating what you hear?
      - YES □ NO □
   h) by making summaries?
      - YES □ NO □
7) When learning new vocabulary, do you like learning
   a) by using new words in a sentence?  YES□ NO□
   b) by thinking of relationships between known and new?  YES□ NO□
   c) by saying or writing words several times?  YES□ NO□
   d) by avoiding word for word translation?  YES□ NO□
   e) by guessing the unknown?  YES□ NO□
   f) by reading without looking up words?  YES□ NO□

8) When you speak do you want to be corrected
   a) immediately, in front of everyone?  YES□ NO□
   b) later, at the end of the activity, in front of everyone?  YES□ NO□
   c) later, in private?  YES□ NO□

9) Do you mind if other students sometimes correct your written work?  YES□ NO□
   Do you mind if the teacher sometimes asks you to correct your own work?  YES□ NO□

10) Do you like learning from
    a) television/video/films?  YES□ NO□
    b) radio?  YES□ NO□
    c) CDs/audio material?  YES□ NO□
    d) written material?  YES□ NO□
    e) the black/whiteboard?  YES□ NO□
    f) pictures/posters?  YES□ NO□
    g) PowerPoint slides?  YES□ NO□

11) Do you find these activities useful?
    a) Role play  YES□ NO□
    b) Language games  YES□ NO□
    c) Songs  YES□ NO□
    d) Talking with and listening to other students  YES□ NO□
    e) Memorizing conversations/dialogues  YES□ NO□
    f) Getting information from guest speakers  YES□ NO□
    g) Getting information from planned visits  YES□ NO□
h) Learning about culture
i) Translation of texts from Bahasa into English

12) How do you like to find out how much your Bahasa Malaysia is improving?
   a) By written tasks (quizzes) set by the teacher? YES NO
   b) By seeing if you can use the language you have learnt in real-life situations? YES NO

13) Do you get a sense of satisfaction from
   a) having your work graded? YES NO
   b) being told that you have made progress? YES NO
   c) feeling more confident in situations that you found difficult before? YES NO

14) Were you satisfied with the location of the class? YES NO

15) Were you satisfied with the time of the classes? YES NO

16) If Bahasa Malaysia course were optional, I would choose:
   a) to take it  b) not to take it

17) Would you like to have more contribution to this study by doing an interview? YES NO

Please leave your contact information below. Thank you in advance for your participation.

Hand phone: ........
Email: ........

In the end, kindly add any other comments regarding the Bahasa Malaysia course: ........

THANK YOU FOR YOUR TIME AND CONTRIBUTION
APPENDIX B: THE REVISED QUESTIONNAIRE

Dear fellow students,

This “Needs Analysis” study intends to identify your needs and preferences regarding the Malay Language (Bahasa Malaysia) in order to recommend ways to improve different components of the present Bahasa Malaysia course if necessary.

Your precise and truthful answers to the following questions will help us collect accurate data, and therefore, have a correct understanding of the international students’ language needs and learning style preferences.

Thank you in advance for your time and contribution.

Part A: Personal Details

1) Programme: Undergraduate ☐ Master ☐ PhD ☐

2) Faculty:

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</tbody>
</table>

3) Gender: Female ☐ Male ☐

4) Nationality: ...........

5) How long have you been in Malaysia? ........... months

6) Do you work here in Malaysia? NO ☐

   YES ☐ Job: ...........

   What language(s) do you speak at your work place? ...........

7) What’s your first language (mother tongue)? ...........

8) What other languages do you speak? At what level?
9) Did you have any knowledge of Bahasa Malaysia before starting the course?

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No, not at all.  
Yes, only a few words.  
Yes, only some expressions.  
Yes, I could make some sentences.  
Yes, I could express myself in Bahasa Malaysia.  
Yes, I could speak Bahasa Malaysia fluently.

10) How do you evaluate your proficiency in English?

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11) What language is used as the medium of instruction in your classes at university?

English □   Bahasa Malaysia □

Both English and Bahasa Malaysia □

Other languages; Please specify: ...........
Part B: Necessities and Wants

We would like you to tell us which of the following uses of Bahasa Malaysia are important for you. Please click on the box beside each to tell us if you think it is ‘Very Useful’, ‘Useful’, ‘Not Useful’.

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<tr>
<td>33. Complain about or return goods.</td>
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<td>34. Give/ accept/ refuse invitations.</td>
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Part C: Learning Needs

How do you like learning?

Please click YES or No for all the items below.

1) Are you satisfied with your achievement in Bahasa Malaysia?  
   YES □ NO □

2) In class do you like learning
   a) individually?  
      YES □ NO □
   b) in pairs?  
      YES □ NO □
   c) in small groups?  
      YES □ NO □
   d) in one large group?  
      YES □ NO □

3) Do you want to do homework?  
   YES □ NO □

If so, how much time do you spend for homework outside class hours?
   .......... hours a day
   or .......... hours a week

4) How would you like to spend this time?
   a) preparing for the next class?  
      YES □ NO □
   b) reviewing the day’s work?  
      YES □ NO □
   c) doing some kind of activity based on your personal experience, work, experience or interests?  
      YES □ NO □

5) Do you want to
   a) spend all your learning time in the classroom?  
      YES □ NO □
   b) spend some time in the classroom and some time practicing your Bahasa Malaysia with people outside?  
      YES □ NO □

6) Do you like learning
   a) by memory?  
      YES □ NO □
   b) by listening?  
      YES □ NO □
   c) by reading?  
      YES □ NO □
   d) by copying from the board?  
      YES □ NO □
   e) by listening and taking notes?  
      YES □ NO □
   f) by reading and making notes?  
      YES □ NO □
   g) by repeating what you hear?  
      YES □ NO □
   h) by making summaries?  
      YES □ NO □
7) When learning new vocabulary, do you like learning
a) by using new words in a sentence? YES  NO
b) by thinking of relationships between known and new? YES  NO
c) by saying or writing words several times? YES  NO
d) by avoiding word for word translation? YES  NO
e) by guessing the unknown? YES  NO
f) by reading without looking up words? YES  NO

8) When you speak do you want to be corrected
a) immediately, in front of everyone? YES  NO
b) later, at the end of the activity, in front of everyone? YES  NO
c) later, in private? YES  NO

9) Do you mind if other students sometimes correct your written work? YES  NO
Do you mind if the teacher sometimes asks you to correct your own work? YES  NO

10) Do you like learning from
a) television/video/films? YES  NO
b) radio? YES  NO
c) CDs/audio material? YES  NO
d) written material? YES  NO
e) the black/whiteboard? YES  NO
f) pictures/posters? YES  NO
g) PowerPoint slides? YES  NO

11) Do you find these activities useful?
a) Role play YES  NO
b) Language games YES  NO
c) Songs YES  NO
d) Talking with and listening to other students YES  NO
e) Memorizing conversations/dialogues YES  NO
f) Getting information from guest speakers YES  NO
g) Getting information from planned visits YES  NO
h) Learning about culture
i) Translation of texts from Bahasa into English

12) How do you like to find out how much your Bahasa Malaysia is improving?
a) By written tasks (quizzes) set by the teacher? YES
b) By seeing if you can use the language you have learnt in real-life situations? YES

13) Do you get a sense of satisfaction from
a) having your work graded? YES
b) being told that you have made progress? YES
c) feeling more confident in situations that you found difficult before? YES

14) Were you satisfied with the location of the class? YES

15) Were you satisfied with the time of the classes? YES

16) If Bahasa Malaysia course were optional, I would choose:
a) to take it b) not to take it

17) Would you like to have more contribution to this study by doing an interview? YES

Please leave your contact information below. Thank you in advance for your participation.

E-mail: ........

In the end, kindly add any other comments regarding the Bahasa Malaysia course: ........

THANK YOU FOR YOUR TIME AND CONTRIBUTION
APPENDIX C: INTERVIEW QUESTIONS

1. When do you think the international students take the BM course?

2. More than 70% of the international students had expressed that before taking the course, they did not know BM at all or they only knew a few words. However, the majority of the students do not take the BM course until the last semesters of their studies in UM. The average of the stay of the students before taking the BM course is almost 2 years. Why don’t the majority of the international students take the BM course at their early months of stay in Malaysia?

3. (Only Undergrad) 44% of the undergraduate students have marked both English and BM as the language of instruction for their majors in UM. How do you think that would affect the undergraduate students’ need for BM?

4. Almost half of the students have said that they do not need BM to talk to their university professors and lecturers. The other half have said it is useful. Do you, as an international student, need to speak in BM to your professors?

   Why do you think half of the respondents think it would be useful to speak in BM when talking to their university lecturers?

5. More half of the students have considered it useful to be able to speak BM with their neighbours or to tell people about themselves and their family. However, talking to neighbours has been marked not useful by more than 30% of the students. Why do you think talking to neighbours has not been voted very frequent or useful?

6. Asking for and giving directions have been voted useful or very useful by 96% of the students. Why?

7. More than 88% of the students asserted that they need BM to talk to shopkeepers. Could you suggest some reasons for such a high demand?

8. Based on the findings, why do you think more than 80% of the students find it useful to be able to talk to office workers or officials in BM?

9. Why did the majority of the students express that they needed BM to talk to taxi drivers?

10. Ordering food in restaurants has been marked useful by the majority of the students. Why?

11. Most of the students have said that they need BM talking to Malaysian friends, why? What kind of conversations do you make with friend for which you need BM?

12. Regarding listening skills, the majority of the students have expressed that it would be useful for them to understand public notices. Why?

13. The other two listening skills on list, that are watching TV or listening to the radio, received the majority of the negative responses. Why do the students believe that they do not need BM to watch TV or listen to the radio?

14. Regarding writing skills of BM, almost 60% of the students have asserted that they do not need BM to write emails or letters. Why?

15. Filling out forms that are in BM have been voted useful to learn about by the majority of the respondents. Why?
16. On the list of reading materials, the majority of the respondents expressed that they did not need to read academic texts in BM. Can you explain why?

17. More than 94% of the students have considered reading traffic signs and notices very useful. Why do you think that is?

18. More than 92% of the students have expressed that they need to learn to read and comprehend different utility bills. Do you agree with them? Why?

19. Reading food labels has also been marked useful by the majority of the students. Can you tell us why?

20. In Part C of the questionnaire, the students were asked to tell us about their learning style preferences. The first question asked them if they were satisfied with their achievements in BM. 19 respondents out of 52, have given a negative response. Why do you think these 36% were not satisfied with their learning of BM?

21. Regarding homework, more that 57% of the students have expressed that they like doing homework. They have also expressed preference toward doing homework activities based on their personal experience. Besides, the majority of 69% have said that they want to spend some of their learning time practicing their BM with Malaysians outside classroom. What is your opinion about these findings about homework?

22. About learning new words in BM, the most favorite approaches were using new words in a sentence, thinking of relationships between the words you know and new words, and guessing the meaning of unknown words. It seems that the students prefer to guess the meanings of the words in a context and use them in sentences. What is your opinion about these findings?

23. Regarding receiving feedback on your performance in speaking, the majority of the students preferred immediate correction of their spoken mistakes by the teacher. Why do you think that most of the students want to be corrected the moment they make a mistake?

24. Regarding feedback on writing, the students seem to like to correct their own writing, and do not mind if a classmate corrects their writing. How can you explain this?

25. When media and audio-visual aids such as videos, pictures and posters or written materials, are concerned, the students seem to favour almost all types of the audio-visual aids. What do you have to say about this finding?

26. The majority of the students have considered translation of texts into English a useful activity in the BM classes. Can you think of some reasons for this preference?

27. About assessment, almost all of the students have asserted that they would get a sense of satisfaction when they feel more confident in situations that they found difficult before. They were also in favour of having their work graded and being told that they have made progress. What is your opinion about assessment, and how would you explain these findings?

28. The students were generally satisfied with the venue and time of the classes. Can you suggest some reasons for that?

29. 70% of the international students have claimed that they would have taken the BM course even if it were not compulsory. What is your opinion about this finding?
APPENDIX D: SAMPLE OF FILLED QUESTIONNAIRE (ELECTRONIC VERSION)

Part A: Personal

1) Programme: Undergraduate □  Master □  PhD □

2) Faculty:

| Arts and Social Sciences □ | Engineering □ |
| Business and Accountancy □ | Languages and Linguistics □ |
| Computer Science & IT □ | Law □ |
| Dentistry □ | Medicine □ |
| Economics & Administration □ | Science □ |
| Education □ | Built Environment □ |

3) Age: ....25...... years old

4) Gender: Female □  Male □

5) Marital Status: Single □  Married □

6) Nationality: .Saudi.......

7) How long have you been in Malaysia? ...25....... months

8) You live:

   a) On campus (inside University area)
   b) In the international house, off campus (outside university area)
   c) In personal apartment, off campus (outside university area) □
   d) Other (please specify) ...........

9) Do you work here in Malaysia?  NO □
    YES □  Job: ........

   What language(s) do you speak at your work place? ........

10) What's you first language (mother tongue)? ....English.......

11) What other languages can you speak? At what level?

<table>
<thead>
<tr>
<th>Language</th>
<th>Proficiency Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>Intermediate</td>
</tr>
<tr>
<td>..........</td>
<td>........</td>
</tr>
<tr>
<td>..........</td>
<td>........</td>
</tr>
</tbody>
</table>

12) Did you have any knowledge of Bahasa Malaysia before starting the course?
13) How do you evaluate your proficiency in English?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Very Good</th>
<th>Average</th>
<th>Not Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listening</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speaking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Writing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14) Have you taken any English language proficiency tests?  

YES ☒  NO ☐

14) If yes, which of the following English language proficiency tests have you taken?

<table>
<thead>
<tr>
<th></th>
<th>IELTS (Academic)</th>
<th>TOEFL (paper-based)</th>
<th>TOEFL (internet-based)</th>
<th>TOEFL (computer-based)</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Score</td>
<td>........</td>
<td>........</td>
<td>......113......</td>
<td>........</td>
<td>........</td>
</tr>
<tr>
<td>Total Score</td>
<td>9</td>
<td>677</td>
<td>120</td>
<td>300</td>
<td>........</td>
</tr>
</tbody>
</table>

15) When did you take that test? ....24...... months ago.

15) What language is used as the medium of instruction in your classes at university?

English ☒  Bahasa Malaysia ☐

Both English and Bahasa Malaysia ☒

Other languages; Please specify: ...........
Part B: Needs and Wants

We would like you to tell us which of the following uses of Bahasa Malaysia are important for you. Please click on the box beside each to tell us if you think it is ‘Very Useful’, ‘Useful’, ‘Not Useful’.

<table>
<thead>
<tr>
<th>Do you need Bahasa Malaysia so that you can:</th>
<th>Very Useful</th>
<th>Useful</th>
<th>Not Useful</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tell people about yourself.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Tell people about your family.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Tell people about your job.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Tell people about your education.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Tell people about your interests.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Talk to doctors/hospital staff.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Talk to your professors.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Talk to officials/office workers.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Communicate with your neighbours.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>11. Speak to your house owner or your real estate agent.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>12. Speak to shopkeepers.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>14. Use buses/trains.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>15. Order food in restaurants.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>16. Speak to taxi drivers.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>17. Apply for a job.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>18. Make travel arrangements.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>19. Understand public announcements.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>20. Watch TV.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>21. Listen to the radio.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>22. Receive/make telephone calls.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>23. Complain about or return goods.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>24. Get information about courses, schools, etc.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>25. Join hobby or interest groups</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>26. Join sporting or social clubs.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>27. Give/ accept/ refuse invitations.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>28. Write letters/e-mails.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>29. Fill out forms.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>30. Read Billboards and signposts.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>32. Read traffic signs and notices.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>33. Read newspapers/ books/ magazines.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>34. Read academic texts.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>35. Read catalogues/manuals.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>36. Read advertisements.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>37. Read food labels.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>
How do like learning?

Please click YES or No for all the items below.

1) Are you satisfied with your achievement in Bahasa Malaysia?  

   YES □ NO □

2) In class do you like learning

   a) individually?  
   YES □ NO □

   b) in pairs?  
   YES □ NO □

   c) in small groups?  
   YES □ NO □

   d) in one large group?  
   YES □ NO □

3) Do you want to do homework?

   YES □ NO □

   If so, how much time do you spend for homework outside class hours?

   ...2.......hours a day  
   or ..........hours a week

4) How would you like to spend this time?

   a) preparing for the next class?  
   YES □ NO □

   b) reviewing the day's work?  
   YES □ NO □

   c) doing some kind of activity based on your personal experience, work, experience or interests?  
   YES □ NO □

5) Do you want to

   a) spend all your learning time in the classroom?  
   YES □ NO □

   b) spend some time in the classroom and some time practicing your Bahasa Malaysia with people outside?  
   YES □ NO □

6) Do you like learning

   a) by memory?  
   YES □ NO □

   b) by listening?  
   YES □ NO □

   c) by reading?  
   YES □ NO □

   d) by copying from the board?  
   YES □ NO □

   e) by listening and taking notes?  
   YES □ NO □

   f) by reading and making notes?  
   YES □ NO □

   g) by repeating what you hear?  
   YES □ NO □

   h) by making summaries?  
   YES □ NO □
7) When learning new vocabulary, do you like learning
   a) by using new words in a sentence? YES\ NO
   b) by thinking of relationships between known and new? YES\ NO
   c) by saying or writing words several times? YES\ NO
   d) by avoiding word for word translation? YES\ NO
   e) by guessing the unknown? YES\ NO
   f) by reading without looking up words? YES\ NO

8) When you speak do you want to be corrected
   a) immediately, in front of everyone? YES\ NO
   b) later, at the end of the activity, in front of everyone? YES\ NO
   c) later, in private? YES\ NO

9) Do you mind if other students sometimes correct
   your written work? YES\ NO
   Do you mind if the teacher sometimes asks you to correct your own work? YES\ NO

10) Do you like learning from
    a) television/video/films? YES\ NO
    b) radio? YES\ NO
    c) tapes/cassettes? YES\ NO
    d) written material? YES\ NO
    e) the blackboard? YES\ NO
    f) pictures/posters? YES\ NO
    g) PowerPoint slides? YES\ NO

11) Do you find these activities useful?
    a) Role play YES\ NO
    b) Language games YES\ NO
    c) Songs YES\ NO
    d) Talking with and listening to other students YES\ NO
    e) Memorizing conversations/dialogues YES\ NO
    f) Getting information from guest speakers YES\ NO
    g) Getting information from planned visits YES\ NO
    h) Learning about culture YES\ NO
i) Translation of texts from Bahasa into English  

12) How do you like to find out how much your Bahasa Malaysia is improving?  
   a) By written tasks (quizzes) set by the teacher?  
   b) By seeing if you can use the language you have learnt in real-life situations?  

13) Do you get a sense of satisfaction from  
   a) having your work graded?  
   b) being told that you have made progress?  
   c) feeling more confident in situations that you found difficult before?  

14) Were you satisfied with the location of the class?  
15) Were you satisfied with the class facilities?  
15) Were you satisfied with the time of the classes?  
16) Were you satisfied with the duration of the course?  

17) If Bahasa Malaysia course were optional, I would choose:  
   a) to take it  
   b) not to take it  

18) Would you like to have more contribution to this study by doing an interview?
APPENDIX E: SAMPLE OF INTERVIEW NOTES

1. When do you think the international students take the BM course?

Towards the end, I took it during final semester.

2. More than 70% of the international students had expressed that before taking the course, they did not know BM at all or they only knew a few words. However, the majority of the students do not take the BM course until the last semesters of their studies in UM. The average of the stay of the students before taking the BM course is almost 2 years. Why don’t the majority of the international students take the BM course at their early months of stay in Malaysia?

Because they are so overwhelmed w/ their courses, they find it difficult to fit in time for the Bahasa course.

3. (Only Undergrad) 44% of the undergraduate students have marked both English and BM as the language of instruction for their majors in UM. How do you think that would affect the undergraduate students’ need for BM?

If there are courses given in BM, then there is a need for international students to take the BM course early on. I don’t feel that the BM course offered in UM for international students will provide them with all the skills they need to take a course in BM.

4. Almost half of the students have said that they do not need BM to talk to their university professors and lecturers. The other half have said it is useful. Do you, as an international student, need to speak in BM to your professors?

No, all professors could communicate in English.

Why do you think half of the respondents think it would be useful to speak in BM when talking to their university lecturers?

Maybe because most lecturers are Malay, and they might understand the student better if they speak in their native language.

5. More half of the students have considered it useful to be able to speak BM with their neighbours or to tell people about themselves and their family. However, talking to neighbours has been marked not useful by more than 30% of the students. Why do you think talking to neighbours has not been voted very frequent or useful?

I don’t feel that many of the international students use BM to speak with their neighbours.

6. Asking for and giving directions have been voted useful or very useful by 96% of the students. Why?

Because as international students we are new to Malaysia, so often we will need to ask for directions.
7. More than 88% of the students asserted that they need BM to talk to shopkeepers. Could you suggest some reasons for such a high demand?

This is because many of the shopkeepers do not know English and understand you better if you speak to them in BM.

8. Based on the findings, why do you think more than 80% of the students find it useful to be able to talk to office workers or officials in BM?

Because for most of them BM is their first language so they will understand you better in BM.

9. Why did the majority of the students express that they needed BM to talk to taxi drivers?

Because most of the taxi drivers do not know English.

10. Ordering food in restaurants has been marked useful by the majority of the students. Why?

Most of the waiters understand Malay better than English.

11. Most of the students have said that they need BM talking to Malaysian friends, why? What kind of conversations do you make with friend for which you need BM?

May be because that the Malaysian friends will understand BM better, but most of my Malaysian friends preferred to speak in English even among themselves.

12. Regarding listening skills, the majority of the students have expressed that it would be useful for them to understand public notices. Why?

Some of the public announcements are important to the international students as well as the locals.

13. The other two listening skills on list, that are watching TV or listening to the radio, received the majority of the negative responses. Why do the students believe that they do not need BM to watch TV or listen to the radio?

Because most of the international students watch English programs and listen to English radio.

14. Regarding writing skills of BM, almost 60% of the students have asserted that they do not need BM to write emails or letters. Why?

Because most of the emails and letters are written in English.

15. Filling out forms that are in BM have been voted useful to learn about by the majority of the respondents. Why?

Maybe because some of the important official forms are in Malay, and not translated in English, e.g. in banks.
APPENDIX F: QUESTIONNAIRE OF THE PRELIMINARY STUDY

Part A: Personal Details

Programme: Undergraduate [ ] Master’s [ ] PhD [ ]
Faculty: ..............................................................
Nationality: ............................................
How long have you been in Malaysia? ............ months

Part B: Motivations and Needs

1. Would you have taken this course if it were not compulsory?
   YES [ ] Why? ..............................................................
   NO [ ] Why? ..............................................................

2. Now that you are living in Malaysia, what do you think are the advantages of knowing Bahasa Malaysia?
   1) .........................................................
   2) .........................................................
   3) .........................................................
   4) .........................................................

3. Have you been in a situation when you needed to know Bahasa Malaysia?
   YES [ ] What was the situation? ..............................................................
   NO [ ]

4. Rate the extent to which you have problems with each of the following situations:

<table>
<thead>
<tr>
<th>Situation</th>
<th>All the Time</th>
<th>Some Times</th>
<th>Not Very Often</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Understanding traffic signs and notices</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Communicating with shopkeepers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Communicating with taxi drivers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Communicating with waiters in restaurants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Communicating with police officers and security officers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Asking for addresses and giving directions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Communicating in different offices inside and outside university</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Do you have problems understanding (electricity, water, etc.) bills?  

6. Do you think translation of bills should be included in the coursework?  

7. Are you satisfied with the location of the class (IPS building)?  

Comments: ........................................................................................................................

8. Are you satisfied with the time of the classes?  

Comments: ........................................................................................................................

9. Along with learning Bahasa Malaysia, do you think you need to know more about the cultural context of this language (for example, body language, eye contact, facial expressions touching rules, etc.)?  

Comments: ........................................................................................................................
### APPENDIX G: BRINDLEY’S (1984) QUESTIONNAIRE

The following questionnaires have been adapted from Brindley (1984) (as cited in Nunan, 1988, pp. 187-190).

We would like you to tell us which of the following uses of English are important for you. Please put an X in the box beside each to tell us if you think it is ‘Very Useful’, ‘Useful’, or ‘Not Useful’.

<table>
<thead>
<tr>
<th>Do you want to improve your English so that you can:</th>
<th>Very Useful</th>
<th>Useful</th>
<th>Not Useful</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tell people about yourself.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Tell people about your family.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Tell people about your job.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4. Tell people about your education.</td>
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<td>5. Tell people about your interests.</td>
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<td>6. Use buses/trains/ferries.</td>
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<td>7. Find new places in the city.</td>
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<tr>
<td>8. Speak to tradespeople.</td>
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<tr>
<td>9. Speak to your landlord or your real estate agent.</td>
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<tr>
<td>10. Buy furniture or appliances for your home.</td>
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<td>11. Deal with door-to-door salesmen.</td>
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<tr>
<td>12. Communicate with your children/grandchildren.</td>
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<tr>
<td>13. Receive telephone calls.</td>
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<td>☐</td>
<td>☐</td>
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<tr>
<td>14. Make telephone calls.</td>
<td>☐</td>
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<tr>
<td>15. Do further study.</td>
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<tr>
<td>16. Get information about courses, schools, etc.</td>
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<td>17. Enrol in courses.</td>
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<tr>
<td>18. Get information about NSW Education System.</td>
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<tr>
<td>19. Help children with school work.</td>
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<td>20. Apply for a job.</td>
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<td>22. Go to the CES.</td>
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<td>23. Attend interviews.</td>
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<td>24. Join sporting or social clubs.</td>
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<td>25. Join hobby or interest groups</td>
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<td>26. Watch TV.</td>
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<td>27. Listen to the radio.</td>
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<td>28. Read newspapers/ books/magazines.</td>
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<td>29. Give/ accept/ refuse invitations.</td>
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<td>30. Make travel arrangements.</td>
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<tr>
<td>31. Talk to your boss.</td>
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<tr>
<td>32. Talk to doctors/hospital staff.</td>
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</tbody>
</table>
33. Talk to neighbours. ☐ ☐ ☐
34. Talk to children’s teachers. ☐ ☐ ☐
35. Talk to Officials, e.g. Immigration/CES. ☐ ☐ ☐
36. Talk to English-speaking friends. ☐ ☐ ☐
37. Get information about goods you want to buy and services. ☐ ☐ ☐
38. Complain about or return goods. ☐ ☐ ☐

*From the list, choose five you want to learn first.
1. ..........................................................
2. ..........................................................
3. ..........................................................
4. ..........................................................
5. ..........................................................

How do you like learning?
Put a circle around your answer.

a) In class do you like learning
1) individually? YES/ NO
2) in pairs? YES/ NO
3) in small groups? YES/ NO
4) in one large group? YES NO

b) Do you want to do homework? YES/ NO
If so, how much time have you got for homework outside class hours? ...... hours a day
or ...... hours a week.
How would you like to spend this time?
1) Preparing for the next class? YES/ NO
2) Reviewing the day's work? YES/ NO
3) Doing some kind of activity based on your personal experience, work experience, or interest? YES/ NO

c) Do you want to
1) spend all your learning time in the classroom? YES/ NO
or....
2) spend some time in the classroom and some time practicing your English with people outside? YES/ NO
3) spend some time in the classroom and some time getting to know your city and the Australian way of life, e.g. by visiting Parliament, government offices, migrant resource centres, places of interest, work entertainment and so on? YES/ NO

d) Do you like learning
1) by memory? YES/ NO
2) by problem solving? YES/ NO
3) by getting information for yourself? YES/ NO
4) by listening? YES/ NO
5) by reading? YES/ NO
6) by copying from the board? YES/ NO
7) by listening and taking notes?  YES/ NO
8) by reading and making notes?  YES/ NO
9) by repeating what you hear?  YES/ NO

Put a cross next to the three things that you find most useful.

8) When you speak do you want to be corrected

1) immediately, in front of everyone?  YES/ NO

or...

2) later, at the end of the activity, in front of everyone?  YES NO
3) later, in private?  YES NO

f) Do you mind if other students sometimes correct your written work?  YES NO
Do you mind if the teacher sometimes asks you to correct your own work?  YES NO

g) Do you like learning from

1) television/video/films?  YES NO
2) radio?  YES NO
3) tapes/cassettes?  YES NO
4) written material?  YES NO
5) the blackboard?  YES NO
6) pictures/posters?  YES NO

h) Do you do the following in your class?

1) Role play  YES NO