

Abstract

This study was carried out to determine the English language needs of the investigation officers in a crime investigation department of a district police station in Petaling Jaya. A needs analysis was carried out to collect data using the questionnaire and interview as the instruments.

The study reveals that English is important in the line of duty of an investigation officer. All the four skills are crucial especially speaking, listening and reading. Writing is important but so far the documents and reports prepared in a case are still in Malay. An ESP course prepared for the police trainees during their police training stint would encourage the officers to pay more attention to the language. The officers need to be made aware of the need to be bilingual and a high proficiency in English will be advantageous to them since it will give opportunities for promotions and further training.

This study hopes to show that the police personnel need to be proficient in English to convey messages, to give instructions clearly and to communicate effectively. They need to improve their interactive skills such as asking questions, confirming details and negating certain issues. Though Bahasa Malaysia is the medium of instruction and the national language, the importance of English cannot be sidelined. In order to create a professional police force, the officers have to be fluent in both languages.

Abstrak

Kertas Projek ini dijalankan untuk memastikan keperluan Bahasa Inggeris di kalangan pegawai-pegawai penyiasat jenayah di Jabatan Siasatan Jenayah di Ibu Pejabat Polis Daerah Petaling Jaya. Kajian Methodoloji yang digunakan ialah soalselidik dan temuduga.

Kajian ini telah mendedahkan bahawa Bahasa Inggeris penting kepada bidang tugas seorang pegawai penyiasat. Kesemua kemahiran bahasa adalah penting terutamanya bertutur, mendengar dan membaca. Walaupun penulisan juga penting tetapi pada tahap ini segala dokumen rasmi pihak polis dihasilkan dalam Bahasa Malaysia kecuali nota-nota tidak rasmi dan percakapan yang direkod. Kursus ESP yang disediakan untuk pelatih-pelatih polis Maktab Polis Diraja akan menggalakkan pelatih-pelatih polis untuk menguasai Bahasa Inggeris. Keperluan untuk mahir berbahasa di dalam kedua-dua bahasa perlu diberi penekanan oleh pihak polis dan dianggap sebagai satu kelebihan atau kriteria naik pangkat dan latihan selanjutnya.

Kajian ini berharap untuk membuktikan bahawa pihak polis perlu fasih dalam Bahasa Inggeris untuk menyampaikan pesanan, arahan dengan jelas dan untuk berkomunikasi dengan efektif. Mereka perlu membaiki kemahiran interaktif seperti bertanya, memastikan maklumat dan menolak isu-isu tertentu. Walaupun Bahasa Malaysia merupakan bahasa kebangsaan, kepentingan menguasai Bahasa Inggeris tidak dapat diketepikan. Untuk mewujudkan satu pasukan polis yang profesional, pegawai-pegawai polis perlu mahir berkomunikasi di dalam kedua-dua bahasa.

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