

## CHAPTER FOUR

### DISCUSSION OF FINDINGS

#### 4.0 Introduction

This chapter discusses the analysis of data acquired from:

- The quiz score and test score.
- The Questionnaire.
- Opinions of students from the interview.

#### 4.1 Quiz Score And Test Score

There were three quizzes used in this study. Each quiz was administered after the completion of each lesson followed by discussion by team members. The base score was calculated for each quiz. All base scores and quiz scores were tabulated into the Quiz Score Sheet. The improvement points of each student was calculated (refer Tables 4.1, 4.2 and 4.3).

Table 4.1 : Quiz 1 Score Sheet

Student	Base Score	Quiz 1 Score	Improvement Points
Jing Ning	83	100	30
Nadia	80	90	20
Sabrina	80	90	20
Ya Juan	78	90	30
Suriyani	78	100	30
Yoke Kuan	66	80	30
Angeline	66	85	30
Malarvily	63	80	30
Julkrishna	57	75	30
Marie	63	80	30
Xiong	66	75	10
Namthip	62	75	30
Marivic	63	80	30
Bermelah	56	75	30
Yan Ping	61	75	30
Yu Hua	62	85	30
Vanaja	54	80	30
Kanchana	42	85	30
Shelina	47	75	30
Azura	48	75	30
May Lin	43	75	30
Ria	42	75	30
Idayu	38	70	30
Lee Su A	38	75	30

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
BASESCOR	24	38.00	83.00	59.8333	3.8302
Q1SCORE	24	70.00	100.00	81.041	7.8072
Valid N (listwise)	24				

According to Table 4.1, 87% of the students achieved improvement points of 30, 9% achieved improvement points of 20 and 4% achieved improvement points of 10. The scores range from highest 100% to lowest at 70%. The mean is 81.04 and standard deviation is 7.8. The improvement points were tabulated into the team summary sheet. Four teams achieved Super Team award and two teams achieved Great Team award (refer Appendix 14).

Table 4.2 : Quiz 2 Score Sheet

Student	Base Score	Quiz 2 Score	Improvement Points
Jing Ning	89	100	30
Nadia	80	90	20
Sabrina	81	90	20
Ya Juan	72	87	30
Suriyani	74	87	30
Yoke Kuan	68	80	30
Angeline	71	80	20
Malarvily	63	67	20
Julkrishna	62	67	20
Marie	67	85	30
Xiong	70	77	20
Namthip	64	72	20
Marivic	68	77	20
Bermelah	60	85	30
Yan Ping	64	87	30
Yu Hua	67	87	30
Vanaja	57	85	30
Kanchana	56	80	30
Shelina	51	72	30
Azura	55	85	30
May Lin	53	80	30
Ria	51	67	30
Idayu	44	72	30
Lee Su A	49	72	30

### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
BASESCOR	24	44.00	89.00	64.0000	10.9703
Q2SCORE	24	67.00	100.00	80.4583	8.5261
Valid N (listwise)	24				

Table 4.2 indicates 67% of students achieved improvement points of 30 and 33% of students achieved improvement points of 20. The scores range from highest at 100% to lowest at 67%. The mean is 80.45 and standard deviation is 8.5. The improvement points were tabulated into the team summary sheet, one team achieved Super Team award and the balance five teams achieved Great Teams (refer Appendix 15).

Table 4.3 : Quiz 3 Score Sheet

Student	Base Score	Quiz 3 Score	Improvement Points
Jing Ning	91	100	20
Nadia	80	100	30
Sabrina	80	100	30
Ya Juan	77	100	30
Suriyani	80	100	30
Yoke Kuan	68	88	30
Angeline	73	88	30
Malarvily	61	90	30
Julkrishna	65	90	30
Marie	68	96	30
Xiong	75	90	30
Namthip	70	76	10
Marivic	75	90	30
Bermelah	64	96	30
Yan Ping	75	96	30
Yu Hua	77	88	30
Vanaja	61	96	30
Kanchana	60	88	30
Shelina	55	76	30
Azura	61	96	30
May Lin	56	88	30
Ria	55	90	30
Idayu	48	76	30
Lee Su A	59	76	30

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
BASESCOR	24	48.00	91.00	68.0833	10.4212
Q3SCORE	24	76.00	100.00	90.0000	8.5465
Valid N (listwise)	24				

The findings in Table 4.3 indicates 92% of students achieved improvement points of 30, 4% of student achieved improvement points of 20 and 10 respectively. The scores range from highest at 100% and lowest at 67%. The mean is 90 and standard deviation is 8.5. On tabulating the team summary sheet, four teams achieved Super Team awards and the balance two teams were Great Teams (refer Appendix 16). The standard deviation for all the three quizzes were correlated closely. This findings show that the performance of the class was consistent.

It is evident that all team members met the criteria set to achieve the Super Team and Great Team awards. Certificates were awarded to both the Super Teams and Great Teams after each quiz.

At the end of the study period, all students sat for a test. The test was conducted for all the five subjects. The subjects are Procedures of Meeting (PM), Introduction to Management (Mgt), Information Technology (IT), Language II (Lang) and Interviewing Skills (INTER). The marks were tabulated. Table 4.4 shows the raw test scores and Table 4.5 shows the comparison of test scores.

Table 4.4 : Raw Test Score

Student	PM	Mgmt	IT	Lang	INTER
Jing Ning	69	75	79	74	89
Nadia	60	65	68	67	74
Sabrina	60	69	71	60	79
Ya Juan	50	53	62	52	73
Suriyani	49	62	60	52	73
Yoke Kuan	42	41	50	47	71
Angeline	51	63	69	61	74
Malarvily	44	42	45	32	63
Julkrishna	46	45	51	35	71
Marie	41	61	63	35	80
Xiong	35	51	52	42	63
Namthip	54	51	59	55	63
Marivic	41	51	60	58	79
Bermelah	46	53	46	47	76
Yan Ping	46	58	61	47	72
Yu Hua	41	51	66	61	79
Vanaja	32	50	49	28	63
Kanchana	45	40	449	38	70
Shelina	31	41	33	32	62
Azura	31	40	49	41	66
May Lin	31	43	46	29	60
Ria	35	52	57	41	72
Idayu	34	35	21	29	52
Lee Su A	22	20	21	25	62

Table 4.5 : Comparison of Test Scores

	N	Minimum	Maximum	Mean	Std. Deviation
INTER	24	52.00	89.00	70.2500	8.2423
IT	24	21.00	79.00	53.6250	14.3066
LANG	24	25.00	74.00	45.3333	13.6212
MGMT	24	20.00	75.00	50.5000	12.0758
PM	24	22.00	69.00	43.1667	10.9769
Valid N (listwise)	24				

According to Table 4.5, the performance of students in Interviewing Skills (INTER) subject is higher than the performance of the students in the other four subjects.

The minimum marks for Interviewing Skills is 52% in comparison to the other four subjects which range from 20% to 25% only. The maximum mark is 89% which is higher than for the other four subjects. The mean is 70.25 and standard deviation is 8.24. The performance of the students in Interviewing Skills is significantly better than in the other four subjects. There is also a significant improvement of grades in low achievers. The students success can be measured from their scores. The percent of students receiving 60% to 79% has risen in Interviewing Skills.

## 4.2 Questionnaire

All students filled up the questionnaire. Responses to Question 1 of the questionnaire is shown in Table 4.6.

Table 4.6 : Comments from the students at the start of this module

Student	Comments
Yan Ping	<ul style="list-style-type: none"><li>• I'm honest, straight and understand very good but memory very poor.</li><li>• Communication ability no good.</li><li>• Don't know how to talk with other person.</li><li>• No confidence to speak.</li></ul>
Xiong	<ul style="list-style-type: none"><li>• I usually feel afraid and shy.</li><li>• Cannot talk in English well.</li></ul>
Yu Hua	<ul style="list-style-type: none"><li>• My English very poor.</li><li>• I am shy to talk to another person.</li><li>• Listening poor.</li><li>• Not confident.</li></ul>
Marie	<ul style="list-style-type: none"><li>• I am scared and not confident.</li><li>• Not able to do presentation</li><li>• I also felt that I am not a good student.</li></ul>

Student	Comments
Jing Ning	<ul style="list-style-type: none"> <li>• Very poor in English and dislike to talk in English.</li> <li>• I like to do my own work and do not mix with others.</li> </ul>
Marvic	<ul style="list-style-type: none"> <li>• I shy to talk because people cannot understand my English.</li> <li>• Also nervous.</li> </ul>
Malarvily	<ul style="list-style-type: none"> <li>• I very poor in English.</li> <li>• Scared to talk with friends.</li> <li>• No confidence.</li> </ul>
Namthip	<ul style="list-style-type: none"> <li>• I am scared and shy.</li> <li>• Not confident.</li> <li>• Do not like to mix with others.</li> </ul>
Julkrishna	<ul style="list-style-type: none"> <li>• I'm very shy to speak English.</li> <li>• Cannot understand.</li> <li>• Do not know how to mix with other people.</li> </ul>
Nadia	<ul style="list-style-type: none"> <li>• Don't have the ability to communicate well. Prefer not to talk to others.</li> <li>• Lack confidence.</li> </ul>
Angeline	<ul style="list-style-type: none"> <li>• I am shy and no confidence.</li> <li>• Do not mix with other people.</li> </ul>

Student	Comments
Bermelah	<ul style="list-style-type: none"> <li>• I am nervous and cannot express myself well.</li> <li>• No confidence.</li> </ul>
Kanchana	<ul style="list-style-type: none"> <li>• No confidence and scared to speak.</li> </ul>
Ya Juan	<ul style="list-style-type: none"> <li>• I feel nervous and scared.</li> <li>• Cannot speak in English well.</li> </ul>
Azura	<ul style="list-style-type: none"> <li>• Don't have confidence.</li> <li>• My English is bad and afraid to talk with different culture.</li> </ul>
Ria	<ul style="list-style-type: none"> <li>• I have no confidence.</li> <li>• Shy to speak.</li> <li>• English poor.</li> </ul>
Shelina	<ul style="list-style-type: none"> <li>• I am scared and nervous.</li> <li>• English weak.</li> <li>• No confidence.</li> </ul>
May Lin	<ul style="list-style-type: none"> <li>• Very scared to speak.</li> <li>• Shy and nervous.</li> <li>• Weak in English.</li> </ul>

Student	Comments
Vanaja	<ul style="list-style-type: none"> <li>• I am nervous and shy.</li> <li>• No confidence to speak.</li> <li>• English poor.</li> </ul>
Yoke Kuan	<ul style="list-style-type: none"> <li>• No confidence.</li> <li>• Shy to mix with others.</li> </ul>
Lee Su A	<ul style="list-style-type: none"> <li>• Scared to talk.</li> <li>• No confidence.</li> </ul>
Suriyani	<ul style="list-style-type: none"> <li>• Lack of confidence as my English is not so good.</li> </ul>
Sabrina	<ul style="list-style-type: none"> <li>• Not good in mixing around with others.</li> <li>• Very nervous.</li> </ul>
Idayu	<ul style="list-style-type: none"> <li>• No confidence.</li> <li>• Very nervous</li> </ul>

The findings from Table 4.6, show that 64% had problems with communication and English, 88% were shy and afraid to talk, 70% lacked confidence and 10% had poor listening skills. A minority of students strongly expressed dislike to talk to students of other races/culture.

Table 4.7 : Responses from the students on their level and ability to communicate

Question	Excellent (%)	Good (%)	Average (%)	Poor (%)	Weak (%)
Your English level at the start of the session.		12	50	13	25
Your ability to communicate and express yourself at the start of the session.			58	34	8

According to Table 4.7, 58% consider themselves average in their ability to communicate and express themselves. The balance 42% are in the category of poor and weak. Only 12% of students considered themselves good in English.

Table 4.8 : Analysis of students responses of working as a team

Question	Always (%)	Sometimes (%)	Occasionally (%)	Never (%)
You like to work as a team.	75	21	4	
Were you clear on the guidelines for the assignments given?	62	34	4	
Were you very clear on your role and the assigned time for each assignment given?	62	34	4	
Active listening skills were utilized by you in the discussion.	34	62	4	
You participated in all the assignments.	79	21		
The sessions with your team members were enjoyable.	62	34	4	
You took part in deciding how work should be allocated.	46	50	4	
You were committed to helping each other learn.	62	34	4	
You were able to accept constructive criticism from one another.	79	12.6	8.4	
You had a good attendance record at meetings.	75	21	4	
When you were under pressure, others offered to help you.	58	38	4	
You trust your team members.	67	33		
You were relaxed with one another.	58	42		

According to Table 4.8, 75% of the respondents always liked to work as a team, 79% always participated in all the assignments, 75% always had good attendance record and 79% were always able to accept criticism.

To the question were you committed to helping each other learn, 62% indicated always and 34% sometimes. To the question whether others offered to help them, 58% indicated always and 38% sometimes.

In deciding how work should be allocated, 46% indicated always, 50% sometimes and 4% occasionally. To the question whether active listening skills were utilized, 34% indicated always, 62% sometimes and 4% occasionally.

In relation to trust and being relaxed with one another, 67% stated that they always trust their team members and 58% were comfortable with one another. As to whether the sessions were enjoyable, 62% indicated always, 34% sometimes and 4% occasionally.

To the question were you clear on the guidelines given, 62% stated always, 34% sometimes and 4% occasionally. In relation to were you clear on the role and assigned time given for each assignment, 62% stated always, 34% sometimes and 4% occasionally.

Table 4.9 : Analysis of Responses from the students to their development at the end of the session

Question	Excellent (%)	Good (%)	Average (%)	Poor (%)	Weak (%)
Ability to speak	8.4	41.6	50		
Confidence	13	58	29		
English level	8.4	46	41.6	4	
Ability to interact with people of all culture	42	37	21		
Listening skills	34	33	33		
Participation ability	29	42	29		
The ability to think and formulate objectives and proposals for action	8.4	54.1	37.5		
The ability to plan and manage a project	13	62	25		
The ability to gather and manage knowledge and expertise	13	50	37		

The findings from Table 4.9, shows that students have developed in many areas. Development in ability to speak, 8.4% stated excellent, 41.6% good and 50% average. In relation to confidence level, 13% stated excellent, 58% good and 29% average.

Development in the area of English level, findings indicate 8.4% as excellent, 46% good, 41.6% average and 4% as poor. It can be concluded that

there is a very close co-relation in the ability to speak with development of English level.

In relation to development in the ability to interact with people of all cultures, the findings indicate 42% as excellent, 37% good and 21% average. This shows that students have learnt to mix with others and this is very encouraging.

Development in listening skills, 34% state excellent, 33% good and 33% average. In relation to development of participation ability, 29% state excellent, 42% good and 29% average.

In the area of ability to think and formulate objectives and proposals for action, 8.4% state excellent, 54.1% good and 37.5% average.

In the area of ability to plan and manage a project, 13% state excellent, 62% good and 25% average.

In relation to ability to gather and manage knowledge and expertise, 13% state excellent, 50% good and 37% average.

From these findings, it can be concluded that students have developed in the ability to speak, confidence level has increased and improvement in English

level. The most positive development is in the areas of interaction, listening and participation.

Table 4.10 : Students feedback on whether having worked as a team has had a positive contribution to their development

Question	Always (%)	Sometimes (%)	Occasionally (%)	Never (%)
Would you say that having worked together as a team has had a positive contribution to your development	91.6%	8.4%	-	-

According to findings from Table 4.10, 91% of the respondent stated that working as a team has had a positive contribution to their development. It is evident that co-operative learning has improved the educational and psychological outcomes for students.

#### 4.3 Interviews

Interview Session was held in the conference room. On the day of the interview only 21 students were present. Four questions were asked as shown in Appendix 12. The student's response to each interview question is tabulated in Tables 4.10, 4.11, 4.12 and 4.13.

Table 4.10 shows responses of students to question "Did you support your team members during the lesson?"

Table 4.10 : Comments of students on support to team members during lesson

Student	Comments
Yan Ping	<ul style="list-style-type: none"> <li>• Gave ideas to my team.</li> </ul>
Xiong	<ul style="list-style-type: none"> <li>• Helped to access and gather information.</li> </ul>
Yu Hua	<ul style="list-style-type: none"> <li>• I was very active in my team. Gave very good ideas.</li> <li>• I am not scared and shy anymore.</li> </ul>
Marie	<ul style="list-style-type: none"> <li>• Learnt new concepts from my friends.</li> </ul>
Jing Ning	<ul style="list-style-type: none"> <li>• Helped my friends to understand text.</li> <li>• Gave encouragement for my friends.</li> </ul>
Marivic	<ul style="list-style-type: none"> <li>• Not much.</li> <li>• I only did what was told.</li> </ul>
Malarvily	<ul style="list-style-type: none"> <li>• Yes, I gave ideas and discussed.</li> <li>• Worked with my friends.</li> </ul>
Namthip	<ul style="list-style-type: none"> <li>• Gave ideas and discussed.</li> <li>• Helped my friends.</li> </ul>
Julkrishna	<ul style="list-style-type: none"> <li>• My friends helped me a lot to understand the lesson.</li> </ul>
Nadia	<ul style="list-style-type: none"> <li>• My friends were nervous. I gave them moral support and told them that we can do it.</li> </ul>
Angeline	<ul style="list-style-type: none"> <li>• My friends taught me.</li> </ul>

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Student	Comments
Ya Juan	<ul style="list-style-type: none"> <li>• I assisted Jing Ning and Idayu.</li> </ul>
Kanchana	<ul style="list-style-type: none"> <li>• Yes, Shelina did not understand and I helped her.</li> </ul>
Bermelah	<ul style="list-style-type: none"> <li>• I seldom helped them as my English was weak.</li> <li>• I gave some ideas.</li> </ul>
Azura	<ul style="list-style-type: none"> <li>• No.</li> </ul>
Shelina	<ul style="list-style-type: none"> <li>• Not much. Did the writing.</li> </ul>
May Lin	<ul style="list-style-type: none"> <li>• Not much. Did summary only.</li> </ul>
Vanaja	<ul style="list-style-type: none"> <li>• Assisted my friend.</li> </ul>
Yoke Kuan	<ul style="list-style-type: none"> <li>• Gave encouragement to the team.</li> <li>• Assisted them to understand.</li> </ul>
Lee Su A	<ul style="list-style-type: none"> <li>• Gave ideas</li> </ul>

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According to the student's comments, it is evident that at least 28% of the students were not active participants. It is also reflective that the capable students helped the team in understanding and gave moral support. Relations between different ethnic groups has improved.

Table 4.11 : Comments of students on building friendships

Student	Comments
Yan Ping	<ul style="list-style-type: none"> <li>• Yes, I know their names and happy to talk to them.</li> </ul>
Xiong	<ul style="list-style-type: none"> <li>• Yes, before I am only with my friends from China. Now I mix with others.</li> </ul>
Yu Hua	<ul style="list-style-type: none"> <li>• Yes, I have many new friends.</li> </ul>
Marie	<ul style="list-style-type: none"> <li>• Yes, I am very happy.</li> <li>• Made many new friends.</li> </ul>
Jing Ning	<ul style="list-style-type: none"> <li>• Yes, I made new friends.</li> </ul>
Marivic	<ul style="list-style-type: none"> <li>• Made new friends.</li> <li>• But do not like one of my team member, very bossy.</li> </ul>
Malarvily	<ul style="list-style-type: none"> <li>• Made new friends, especially the students from China.</li> <li>• We now go lunch together.</li> </ul>
Namthip	<ul style="list-style-type: none"> <li>• Made new friends especially the foreign students.</li> <li>• They are very nice.</li> </ul>
Julkrishna	<ul style="list-style-type: none"> <li>• Yes, I made new friends.</li> <li>• I like them especially Shelina.</li> </ul>

Student	Comments
Nadia	<ul style="list-style-type: none"> <li>• Yes, I made many new friends.</li> <li>• I was very nervous to speak to Xiong as she is from China.</li> <li>• Now I like her so much. I learnt about peanuts from China from her.</li> </ul>
Angeline	<ul style="list-style-type: none"> <li>• Yes, made new friends.</li> </ul>
Bermelah	<ul style="list-style-type: none"> <li>• Made new friends, especially with student from China.</li> <li>• Felt that her ideas were good.</li> </ul>
Kanchana	<ul style="list-style-type: none"> <li>• Made three new friends.</li> </ul>
Ya Juan	<ul style="list-style-type: none"> <li>• Made many new friends. All are nice.</li> </ul>
Azura	<ul style="list-style-type: none"> <li>• No, I did not make any new friends.</li> </ul>
Ria	<ul style="list-style-type: none"> <li>• I build friendships, especially with Yoke Kuan.</li> <li>• Before I felt she was very proud. Having worked with her I find she is very nice and helpful.</li> </ul>
Shelina	<ul style="list-style-type: none"> <li>• I have many new friends.</li> <li>• I feel better. First time I was so scared and my hands trembled. My team helped me a lot.</li> </ul>
May Lin	<ul style="list-style-type: none"> <li>• Yes, I have many friends. All very nice.</li> </ul>

Student	Comments
Vanaja	<ul style="list-style-type: none"> <li>• Yes, made friends with the foreign students.</li> </ul>
Yoke Kuan	<ul style="list-style-type: none"> <li>• Yes, especially Ria and Xiong.</li> </ul>
Lee Su A	<ul style="list-style-type: none"> <li>• Yes, I made many new friends.</li> </ul>

According to findings in Table 4.11, 90% of the students made new friends. It can be concluded that friendships were built. Only ten percent (10%) of the students did not make new friends.

It is also evident that there has been interaction between the local and foreign students.

Table 4.12 : Comments of students about group work

Student	Comments
Yan Ping	<ul style="list-style-type: none"> <li>• I like group work.</li> <li>• Can understand other people's idea.</li> <li>• Can learn from others.</li> <li>• Can help each other.</li> </ul>
Xiong	<ul style="list-style-type: none"> <li>• Yes, I love group work.</li> <li>• Working time happy and fun.</li> <li>• People help me when I do not understand.</li> </ul>

Student	Comments
Yu Hua	<ul style="list-style-type: none"> <li>• Group work good. It reduced my stress</li> <li>• Team members and I enjoy ourselves.</li> <li>• I was able to learn better because I understand.</li> </ul>
Marie	<ul style="list-style-type: none"> <li>• Group work interesting and fun.</li> <li>• Can get good ideas from friends. Helped to think</li> </ul>
Jing Ning	<ul style="list-style-type: none"> <li>• It reduced my stress.</li> <li>• Felt work load was reduced.</li> </ul>
Marvic	<ul style="list-style-type: none"> <li>• I liked group work.</li> <li>• Sharing of ideas and work.</li> <li>• Some friends not participating</li> <li>• Problem as some tend to talk a lot of things not relevant.</li> </ul>
Malarvily	<ul style="list-style-type: none"> <li>• Can discuss more.</li> <li>• Happy. No need to suffer. Friends can help me.</li> </ul>
Namthip	<ul style="list-style-type: none"> <li>• Excellent.</li> <li>• Can ask friends to help.</li> <li>• Made me very happy to study.</li> </ul>
Julkrishna	<ul style="list-style-type: none"> <li>• Good.</li> <li>• Happy with partners.</li> <li>• Everyone helped me.</li> </ul>

Student	Comments
Nadia	<ul style="list-style-type: none"> <li>• It changed my life.</li> <li>• I was uncomfortable to mix and thought my work always the best.</li> <li>• My thinking has changed now. I can sit in groups, discuss and found everyone had ideas to give.</li> <li>• Helped me to change my perspective a lot</li> </ul>
Angeline	<ul style="list-style-type: none"> <li>• Very happy with group work.</li> <li>• Have friends to teach me.</li> </ul>
Bermelah	<ul style="list-style-type: none"> <li>• Fun to work together.</li> <li>• Enjoyed myself.</li> <li>• Motivated me to work harder as I wanted my team to succeed.</li> </ul>
Kanchana	<ul style="list-style-type: none"> <li>• Good to work.</li> <li>• Sometimes team member cannot rely on.</li> <li>• They do not do their part. Have to do for them.</li> <li>• A bit stressful because all members do not contribute.</li> </ul>
Ya Juan	<ul style="list-style-type: none"> <li>• Happy to work as group.</li> <li>• Improve my English.</li> <li>• Group members help me.</li> </ul>
Azura	<ul style="list-style-type: none"> <li>• Do not like to work as a group.</li> <li>• Feel ashamed to talk.</li> </ul>

Student	Comments
Ria	<ul style="list-style-type: none"> <li>• Happy to work.</li> <li>• Friends can help me.</li> </ul>
Shelina	<ul style="list-style-type: none"> <li>• Good. Friends helped me.</li> <li>• I learnt better.</li> </ul>
May Lin	<ul style="list-style-type: none"> <li>• Happy to work in group</li> <li>• Group members taught me when I don't understand.</li> </ul>
Vanaja	<ul style="list-style-type: none"> <li>• Good.</li> <li>• Members can teach me and I understand better.</li> </ul>
Yoke Kuan	<ul style="list-style-type: none"> <li>• It was fun and enjoyable.</li> <li>• Exchange ideas and can discuss.</li> <li>• Have a chance to know everyone better.</li> </ul>
Lee Su A	<ul style="list-style-type: none"> <li>• Nice. Enjoy working with team and learnt to share.</li> </ul>

As shown in Table 4.12, it was found that 95% of the students found group work fun, interesting, happy and good. It also contributed helping each other and students felt comfortable asking their own peers. It is also evident that the group created a “comfort zone”.

On the contrary, 5% of the student did not like to work in group. It also shows that not all group members contributed equally to a task. It is also evident that time was spent talking about irrelevant topics. These two points clearly highlights the disadvantages of collaborative learning.

Siti Fatim Ayuni : *I feel ashamed to talk.*

Marvic Carnecer : *Some friends not participating.  
Problem as some tend to talk a lot of things  
not relevant.*

Table 4.13 : Comments of students on their improvement

Student	Comments
Yan Ping	<ul style="list-style-type: none"> <li>• Scared before. Now not nervous</li> <li>• Can think better.</li> <li>• Can communicate better with more people.</li> <li>• Not shy now.</li> <li>• Listening improved a lot.</li> <li>• Can understand better, at least 90% now .</li> </ul>
Xiong	<ul style="list-style-type: none"> <li>• Not shy now.</li> <li>• Nervousness has improved.</li> <li>• Improved my English.</li> </ul>

Student	Comments
Yu Hua	<ul style="list-style-type: none"> <li>• Not shy and nervous.</li> <li>• Not scared of everyone.</li> <li>• My listening has improved.</li> <li>• Improved at least 20% in my understanding.</li> </ul>
Marie	<ul style="list-style-type: none"> <li>• Improved my confidence.</li> <li>• Not nervous and my English is much better.</li> </ul>
Jing Ning	<ul style="list-style-type: none"> <li>• Not shy about making mistake.</li> <li>• Communication improved and I mix well.</li> </ul>
Marivic	<ul style="list-style-type: none"> <li>• Improved my nervousness.</li> <li>• Overcome shyness.</li> <li>• Can communicate.</li> <li>• A bit confident.</li> </ul>
Malarvily	<ul style="list-style-type: none"> <li>• I think better.</li> <li>• Speak English better.</li> <li>• My understanding has improved.</li> <li>• Not shy.</li> <li>• I am more confident now.</li> </ul>
Namthip	<ul style="list-style-type: none"> <li>• My English has improved a lot and can understand better.</li> <li>• Not scared any more and confident.</li> </ul>

Student	Comments
Julkrishna	<ul style="list-style-type: none"> <li>• Can mix well with people.</li> <li>• Improve my nervousness and my English.</li> </ul>
Nadia	<ul style="list-style-type: none"> <li>• Nervous before but now no more.</li> <li>• Not scared to mix with people.</li> </ul>
Angeline	<ul style="list-style-type: none"> <li>• I am confident and not shy any more.</li> <li>• Less nervous.</li> </ul>
Kanchana	<ul style="list-style-type: none"> <li>• I learnt more.</li> <li>• Not confident to express myself before, now improved.</li> <li>• Nervousness overcome.</li> </ul>
Ya Juan	<ul style="list-style-type: none"> <li>• Can understand better and I am not shy now.</li> <li>• Improved my listening and vocabulary.</li> <li>• Before very nervous, now better a bit improve</li> </ul>
Azura	<ul style="list-style-type: none"> <li>• Still shy.</li> <li>• Have improved confidence.</li> <li>• Before afraid that people cannot understand what I speak – so I do not talk – now I realize that this is not the case.</li> </ul>
Ria	<ul style="list-style-type: none"> <li>• English and vocabulary improved.</li> <li>• More confident.</li> <li>• Improved listening skills.</li> <li>• Improved nervousness.</li> </ul>

Student	Comments
Shelina	<ul style="list-style-type: none"> <li>• Not shy.</li> <li>• Can communicate better.</li> </ul>
May Lin	<ul style="list-style-type: none"> <li>• Can speak English a bit better.</li> <li>• A bit more confident.</li> <li>• Not shy.</li> </ul>
Vanaja	<ul style="list-style-type: none"> <li>• Improve English.</li> <li>• Improve nervousness.</li> <li>• Confident to present as individual.</li> </ul>
Yoke Kuan	<ul style="list-style-type: none"> <li>• Before I do not like to talk to people, but now I love to talk.</li> <li>• Changed my attitude towards people.</li> <li>• Have improved my English.</li> </ul>
Lee Su A	<ul style="list-style-type: none"> <li>• Not shy anymore and more confident.</li> <li>• Can speak in front of people</li> <li>• Understand things better.</li> </ul>

According to Table 4.13, it was found that students have improved in overcoming shyness and nervousness. Listening ability has also improved. Students are able to communicate better and the confidence level has increased. It is evident that students truly understand things better and learn better.

It can be concluded that while learning Interviewing Skills, the students learnt social skills of cooperation, teamwork and communication.