

ABSTRACT

This study evaluates the use of Communication Strategies which are employed by Second Language Acquisition (SLA) learners. A comprehensive review of the relevant literature from the last decade is done with focus on the particular consideration given to the different ways in which Communication Strategies have been defined under the corresponding influences in regard to the organization of strategy taxonomies.

This study also seeks to examine how learners of second language perform in communicative tasks especially where they are confronted with linguistic problems and communication barriers. It also aims at identifying the communication strategies used by the students from China studying in Malaysia to bridge the discrepancy between their communicative capabilities and their limited communicative resources. An attempt is also made to discover the problems encountered by them in communication which calls for the use of the communication strategies.

The methodology used in this study is a Qualitative Research method where the responses of the students in their communications based on three different tasks given is collected. The responses/utterances collected are then analysed to identify both the problems that are encountered as well as the communication strategies that are used. As such, this research on second language learners' communicative strategies provides an elaborate framework for analyzing how learners manage to express themselves in spite of their limited knowledge of the target language.

In addition, this study will also attempt to examine the practical application of communication strategies. Many studies (Tarone, 1977; Corder, 1983) dealing with the identification and classification of the linguistic manifestations have identified the gap that exist between communicative intentions and the linguistic resources available to the learner to realize them. Other studies have been undertaken to investigate the psychological processes underlying the use of Communication Strategies in the event that the students have problems in conversations (Faerch & Kasper, 1980). A more elaborate cognitive approach has been reached in the works of Poulisse (1990) and Bialystok (1990). In this study, the analysis of communication strategies will be based on Dornyei's (1995) classification, namely avoidance strategy and compensatory strategy. Besides analysing the strategies used by the subjects under the respective categories, this study will also tabulate and calculate the frequency of communication strategies identified. The purpose is to identify which of the communication strategies are preferred more by the subjects. All these are discussed in the dissertation.

ABSTRAK

Kajian ini menilai strategi-strategi komunikasi yang digunakan oleh pelajar pelajar bahasa kedua. Satu kajian literatur yang menyeluruh tentang perkembangan dalam bidang strategi-strategi komunikasi dalam beberap dekad yang lalu telah dijalankan. Kajian literatur ini berfokus kepada perhatian yang diberikan kepada definisi strategi komunikasi berdasarkan pengaruh daripada taxonomi taxonomi strategi yang wujud.

Kajian ini meneliti bagaimana pelajar-pelajar bahasa kedua beroperasi apabila manghadapi masalah linguistik dan halangan yang dialami dalam proses komunikasi. Kajian ini juga berhasrat untuk mengenal pasti strategi-strategi komunikasi yang diamalkan oleh pelajar pelajar dari negara Cina yang sedang menuntut di Malaysia untuk mengatasi masalah yang wujud di antara kemahiran komunikasi mereka dengan sumber komunikasi terhad yang mereka olehi. Selain itu, kajian ini juga akan mengesan masalah-masalah yang dihadapi oleh pelajar-pelajar tersebut dalam proses berkomunikasi yang mengakibatkan mereka menggunakan strategi-strategi komunikasi yang dikenalpasti.

Kaedah yang diamalkan dalam kajian ini adalah kaedah qualitative di mana respons perbualan mereka yang berlandaskan tiga tugas yang diberi akan dikumpul dan dianalisis. Respons tersebut akan dikaji untuk mengenal pasti masalah masalah yang dihadapi pelajar-pelajar ini. Dari analisis ini juga, strategi-strategi komunikasi yang mereka amalkan akan dikategorikan. Melalui kajian ini, di harap satu 'framework' yang

luas untuk menganalisis cara pelajar-pelajar tersebut untuk meluahkan perasaan dan pandangan mereka meskipun mereka menghadapi masalah dari segi pengetahuan yang terhad dalam bahasa kedua dapat di camkan.

Banyak kajian (Tarone, 1977; Corder, 1983) yang berkaitan dengan proses untuk mengenal pasti dan mengklasifikasi linguistik telah dilakukan,. Di antara ini masih terdapat jurang perbezaan di antara tujuan berkomunikasi dan sumber linguistik yang dimiliki oleh pelajar. Kajian yang melibatkan proses psikologi dalam penggunaan strategi-strategi komunikasi waktu pelajar menghadapi masalah dalam komunikasi pernah juga di jalankan oleh Faerch & Kasper (1980), Poullisse (1990) dan Bialystok (1990). Dalam konteks disertasi ini, strategi-strategi komunikasi yang telah dikenalpasti akan dianalisa dengan membuat rujukan kepada klasifikasi Dornyei (1995) yang akan meliputi 'avoidance strategy' dan 'compensatory strategy'. Selain daripadaitu, strategi-strategi komunikasi ini akan dijadualkan dan pengiraan kekerapan penggunaan strategi-strategi tersebut juga akan dilakukan. Tujuannya adalah untuk mengenal pasti strategi yang mana satu lebih diutamakan oleh pelajar-pelajar tersebut.

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