

COMMUNICATION APPREHENSION AMONG UUM STUDENTS

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fulfillment of the requirements for the degree
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by

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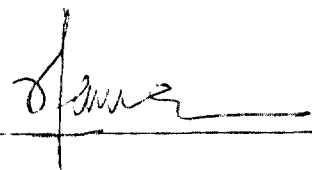
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ABSTRAK

Kekhuatiran berkomunikasi telah menjadi satu subjek penyelidikan sejak dua abad yang lalu. Kepada sesetengah golongan manusia yang tertentu, kekhuatiran berkomunikasi merupakan satu “penyakit” (trait), sementara kepada sesetengah orang pula kekhuatiran berkomunikasi berbeza-beza dari seorang ke seorang dan dari situasi ke situasi yang lain (state). Kekhuatiran berkomunikasi merupakan satu fenomena yang umum yang sentiasa dikaji di antara pelajar-pelajar institusi tinggi di Amerika Syarikat. Akan tetapi, ianya agak kurang mendapat perhatian dalam penyelidikan terhadap mahasiswa dan mahasiswi di Malaysia.

Kajian ini bertujuan menilai tahap kekhuatiran berkomunikasi di antara mahasiswa dan mahasiswi di Universiti Utara Malaysia (UUM). Mahasiswa dan mahasiswi telah diminta menjawab soal selidik Laporan Perseorangan Mengenai Kekhuatiran Berkomunikasi - 24 (PRCA-24) yang mengukur tahap kekhuatiran berkomunikasi secara keseluruhan, kumpulan, mesyuarat, berduaan dan ucapan umum. Mahasiswa dan mahasiswi juga diberi soal selidik di mana memerlukan mereka menyatakan 1) pengkhususan pengajian; 2) tahun di dalam universiti; 3) jantina; 4) bangsa; dan 5) tempat asal mereka.

Keputusan menunjukkan bahawa tahap kekhuatiran berkomunikasi di antara mahasiswa dan mahasiswi di UUM adalah lebih rendah berbanding dengan purata tahap kekhuatiran berkomunikasi di negara barat. Walau pun begitu, perbezaannya adalah begitu kecil dan tidak ketara. Ia menunjukkan bahawa tiada perbezaan dan perhubungan yang nyata di antara: 1) pengkhususan pengajian; 2) tahun di dalam universiti; 3) jantina. 4) bangsa; dan 5) tempat asal mahasiswa dan mahasiswi di UUM. Akan tetapi, dalam konteks mesyuarat dan ucapan umum, mahasiswa dan

mahasiswi tahun | clan 2 menunjukkan tahap kekhuatiran berkomunikasi yang lebih tinggi. Manakala, mahasiswa adalah didapati mempunyai tahap kekhuatiran berkomunikasi yang lebih rendah berbanding dengan mahasiswi dalam konteks mesyuarat dan ucapan umum. Penyelidikan ini memberi maklumat tambahan mengenai kekhuatiran berkomunikasi terhadap mahasiswa dan mahasiswi di Malaysia. Cadangan untuk penyelidikan lanjutan adalah disyorkan dalam kajian ini.

ABSTRACT

Communication apprehension (CA) has been the subject of several investigations **in the last** twenty years. For some people, CA is pathological (trait) while for others, it fluctuates from person to person. and from situation to situation (state). CA is a prevalent phenomenon which has been studied among college students in the United States of America. Little, if any, research has focused on CA among undergraduate students **in** Malaysia.

This study assessed CA among undergraduate students in Universiti Utara Malaysia (UUM). The undergraduate students were asked to fill the Personal Report of Communication Apprehension-24 (PRCA-24) which measures the overall CA in group, meeting, dyadic and public speaking. These students were also required to indicate their: 1) major of study; 2) year in university; 3) gender; 4) race; and 5) state of residence.

The findings indicate that CA exist among the undergraduate students in UUM with the average overall score is slightly below than the studies conducted in the western countries. It was noted that there is no difference and relationship between 1) major of study; 2) year in university; 3) gender; 4) race; and 5) place of residence among UUM undergraduate students. It was also found that the first year and second year students were particularly apprehensive in meeting and public speaking as compared to the third and fourth year students. On the other hand, male undergraduate students had significantly low CA than female undergraduate students in meeting and public speaking. This study provides added information **about** CA among undergraduate students in Malaysia. Recommendations for further research are suggested.

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I am thankful to have been blessed by my supervisor Puan Haslina Halim Hamzah to serve as my advisor who has guided me throughout the semester. She has unselfishly given me **her** valuable time, shared **with me** her considerable wisdom, and served as true mentor. I cannot think of any other way to repay what she has given me but I promise that I can help the communication apprehensives in some way or another to overcome this problem in my teaching profession.

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CHAPTER ONE

INTRODUCTION

Communication is a dynamic, ever changing, continuous process by which people transmit information and their feelings to others (Cathcart, 1988). It involves the process of transferring meaning from one individual to another. This process can happen in a conscious or unconscious, intentional or unintentional way in which feelings and ideas are expressed in verbal and nonverbal messages (Berko, et al., 1992).

Communication plays an important role in our lives. We communicate most of the times. During waking hours, we are constantly communicating in a variety of ways like talking, smiling, teaching or socializing and in different settings such as family, school, and society or intercultural. As adults, we spend as much as 42 percent of our total verbal communication time as listeners and 40 percent of our overall communication time as speakers. Only 15 percent of our communication time are spent reading, and 11 percent is spent writing (Kankin, 1930) in (Berko, et al., 1992).

Burgoon and Ruffner (1974), wrote that infants begin to learn the complex process of communication in the first week of life. They try to communicate to adults through crying, laughing, smiling, scratching their heads or waving their hands. This indicates that we learn to communicate and convey messages to others since our childhood, but when we grow up, we find that an individual always has the zeal to achieve greater speech proficiency, but always encounter difficulties to the realization of this goal. Many people have difficulty sharing themselves with others and feel uncomfortable about communicating in selected situations, like talking to the new

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