

UNIVERSITI SAINS ISLAM MALAYSIA

UNDERSTANDING COMMUNICATION  
APPREHENSION

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NOR AINI BINTI ABDUL RAHMAN

PERPUSTAKAAN UNIVERSITI SAINS ISLAM MALAYSIA DPT DONATION BUKHARAH BINA WITH BEST COMPLIMENTS	
FROM	
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ACC. NO.	

FACULTY OF MAIN LANGUAGES STUDIES

Perpustakaan USIM



1000045024

PERPUSTAKAAN  
UNIVERSITI SAINS ISLAM MALAYSIA

## ABSTRACT

This study investigated whether or not the respondents in the study experience communication apprehension (CA) in public speaking. The set up of the research design is the respondents will deliver a public speech in front of an audience and their speech will be videotaped. Their videotaped speech will then be analyzed by a rater who will give a score based on a set of criteria prepared for public speaking. The criteria for public speaking are modeled after McCroskey's (1977) PRCA construct for public speaking category. They are:

- I'm afraid to speak up in conversations.
- I have no fear of giving a speech.
- Certain parts of my body feel very tense and rigid while giving a speech.
- I feel relaxed while giving a speech.
- My thoughts become confused and jumbled when I am giving a speech.
- I face the prospect of giving a speech with confidence
- While giving a speech, I get nervous that I forget facts I really know.

For this study, the categories are further developed by the researcher for the rater to use in order to give a score for each presentation. If the respondents obtain 15 marks and above, it indicates that the respondents do not experience CA. Twenty first-year Bachelor of Fiqh and Fatwa students of USIM participated in the study. The topics given to the respondents were sports, tourist spot in Malaysia, space exploration, water treatment and the disabled in Malaysia. The following are the research questions for the study: (1) How many respondents experience CA public speaking? (2) Which categories of public speaking cause the most apprehension among the respondents? From the results, it was found that only two respondents experienced CA in public speaking. It was also found that reading from the text, lacking eye contact, not providing aims of the talk, not providing summary, not providing examples for the talk, not providing overall structure of the talk, displaying distracting mannerisms and not inviting questions were all signs of respondents displaying elements of CA.

## ABSTRAK

Kajian ini bertujuan mengenalpasti sama ada responden mengalami kebimbangan berkomunikasi dalam membuat pengucapan awam. Rangka kajian ialah responden kajian akan membuat pengucapan awam di hadapan hadirin dan pembentangan mereka akan dirakamkan. Rakaman pembentangan mereka akan dianalisa oleh seorang penilai dan akan diberi markah. Markah yang diberi adalah berdasarkan kategori pengucapan awam yang dinyatakan oleh McCroskey (1977). Kategori tersebut ialah:

- Saya takut untuk bersuara dalam sesuatu perbualan.
- Saya tidak takut untuk berucap.
- Bahagian-bahagian tertentu tubuh saya berasa tegang dan kaku apabila memberi ucapan.
- Saya merasa tenang apabila memberi ucapan.
- Fikiran saya bingung dan bercelaru apabila memberi ucapan.
- Apabila akan memberi ucapan, saya akan berucap dengan berkeyakinan.
- Apabila sedang berucap, saya merasa gentar dan lupa akan fakta yang telah saya ketahui.

Untuk kajian ini, kategori di atas telah dikembangkan lagi oleh penyelidik supaya penilai dapat memberi markah yang lebih spesifik untuk setiap pembentangan. Jika responden memperolehi markah 15 dan ke atas, ini menunjukkan responden tidak mengalami kebimbangan berkomunikasi. Responden terdiri daripada dua puluh pelajar tahun satu Bachelor Fiqh dan Fatwa, USIM. Topik-topik yang diberikan ialah sukan, destinasi pelancongan di Malaysia, eksplorasi angkasa, rawatan air dan golongan kurang upaya di Malaysia. Soalan-soalan kajian adalah (1) Berapa ramai responden yang mengalami kebimbangan berkomunikasi dalam pengucapan awam? (2) Apakah kategori pengucapan awam yang paling mendatangkan kebimbangan? Hasil kajian mendapati hanya dua orang responden mengalami kebimbangan berkomunikasi. Hasil kajian juga mendapati membaca teks, tiada interaksi mata, tidak memberitahu tujuan pengucapan, tidak membuat rumusan pengucapan, mempamerkan bahasa badan yang mengganggu dan tidak meminta hadirin bertanyakan soalan menunjukkan responden mengalami kebimbangan berkomunikasi.

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