

RESEARCH INSIGHTS IN ENGLISH TEACHING AND LEARNING

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Nurairhan Mat Daud



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CHAPTER 2:

Communication Anxiety Among Pre-University Students

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Communication skills in English are critical academic skills highlighted by English medium institutions of higher learning. Students who have good communication skills in English would have better access to knowledge and thus greater chance to succeed in their academic undertaking. The inability to master these skills would affect the quality of learning. The purpose of the study was to investigate the communication anxiety (CA) of pre-university ESL students based on four constructs of CA; discussion, conversation, meeting and speech/public speaking. The contributions of gender and students' academic status (undergraduate or postgraduate) in terms of communication anxiety were also examined. A total number of 105 pre-university ESL students at the upper intermediate level of English participated in the study. Based on McCroskey's (1982) Personal Report of Communication Apprehension (PRCA-24) questionnaire, the findings indicate that more than ninety-eight percent of the respondents had more than an average level of CA. Furthermore, there were statistically significant differences in the communication anxiety of male and female students and undergraduate and post graduate students. Insights from this study provide important guidelines for future efforts in enabling students of different gender and academic programmes to communicate more effectively in English.

Keywords: Communication anxiety, PRCA-24, gender, ESL, undergraduate and postgraduate