

ASSESSING AND REDUCING STUDENTS' LEVEL OF SPEAKING APPREHENSION USING WHATSAPP VOICE MESSAGING

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ABSTRACT

The purpose of this action research was to assess and reduce Matriculation students' level of speaking apprehension through NF2F interaction using WhatsApp Voice Messaging. The respondents were a convenient sampling of 21 PDT students. The research was conducted in one cycle and the research instruments were "Anxiety Level When Speaking English (1) & (2)" questionnaires. Descriptive analysis of data through total multiplied scores indicated majority of the students (18 out of 21) showed reduced level of anxiety when using WhatsApp Voice Messaging for NF2F verbal interactions. Mean scores analysis revealed mixed results on students' level of speaking apprehension in terms of anxiousness, self-consciousness, fear of negative evaluation and bodily reaction. Overall, the results indicate that WhatsApp Voice Messaging could be an effective tool in reducing speaking anxiety, but the research instruments needed to be redesigned to clearly align with apprehension factors.

Keywords: *Speaking apprehension, anxiety, WhatsApp Voice Messaging, F2F interactions, NF2F interactions*