

CHAPTER IV

RESEARCH FINDING AND DISCUSSION

This chapter presents finding and discussion from the result of research data that analyzed. The data gathered from students learning process observation, questionnaire, and interview. The researcher opinion described of students speaking anxiety found in speaking subject, kind of anxiety do the students experience in speaking English on third semester, the factors of students' anxiety in speaking English on the third semester, and how the students to overcome their speaking anxiety on speaking subject in Faculty of Education and Teacher Training State Islamic University Sultan Maulana Hasanuddin Banten in English Education Department on third semester class E.

1. Kinds of anxiety the students experience some kinds of speaking English on third semester

The researcher found the result of research, the third semester student E class of UIN Sultan Maulana Hasanuddin Banten experienced anxiety and varying result, and the researcher found some of the highest result from several types of anxiety. The data can be seen in the table below:

RESULT OF STUDENTS' QUESTIONNAIRE

Anxiety Types	Question	Answer		Percentage		Total
		Yes	No	Yes	No	
Generalized Anxiety Disorder	1. Do you like English?	30	1	97%	3%	100%
	2. Do you like speaking course?	23	8	74%	27%	100%
	3. Do you feel anxious when following speaking class?	24	7	77%	23%	100%
	4. Are you worried about other subject?	17	14	55%	45%	100%
	5. Do you feel that when you speak	25	6	81%	19%	100%

	English you will get a bad response?					
Social Phobia	6. Do you feel shy when you speak in front of the class?	21	10	68%	32%	100%
	7. Are you afraid of being laughed at when you speak English?	21	10	68%	32%	100%
	8. Are you afraid if your English speaking is corrected by your friend?	10	21	32%	68%	100%

	9. Are you afraid of being insulted by your friend when you speak English?	19	12	61%	39%	100%
	10. Are you always shy when speaking English other than in front of the class?	13	18	42%	58%	100%
	11. Do you feel nervous when speaking English?	26	5	84%	16%	100%

Specific Phobia	12. Do you feel threatened when you following the speaking subject?	11	20	36%	64%	100%
	13. Can you overcome anxiety or feeling threatened when speaking English?	11	20	36%	64%	100%
	14. Do you feel your heart beating when following speaking course or when	18	13	58%	42%	100%

	speaking English?					
	15. Do you feel cold sweat when speaking English?	14	17	45%	55%	100%
	16. Does your face often turn red when you feel anxious?	11	20	36%	62%	100%
Panic Disorder	17. Do you feel uneasy when taking speaking class?	20	11	64%	36%	100%
	18. Do you often feel like you have heart attack when	22	9	71%	29%	100%

	asked to speak in front of the class by lecturer?					
	19. Did you experience anxiety in speaking courses from the first semester?	27	4	87%	13%	100%
PTSD (Post Traumatic Stress Disorder)	20. Do you have a bad experience in speaking subject?	20	11	64%	36%	100%
	21. Have you ever been insulted when speaking	12	19	39%	61%	100%

	English?					
	22. Have you ever been laughed at when speaking English?	18	13	58%	42%	100%
	23. Do you have a bad experience in the speaking subject with the lecturer?	22	9	71%	29%	100%
	24. Do you really remember the bad experience you had when you spoke English?	27	4	87%	13%	100%

OCD (Obsessive Compulsive Disorder)	25. Do you feel comfortable in the speaking class?	24	7	77%	23%	100%
	26. Do you feel comfortable when you are in the class with your friends?	26	5	84%	16%	100%
	27. Do you want to go home quickly when you going to the campus?	19	12	61%	39%	100%

Table 4.1

Result of students' questionnaire

Kinds of anxiety	Answered of students	
	Yes	No
GAD (Generalized Anxiety Disorder)	77%	23%
Social Phobia	59%	41%
Panic Disorder	74%	26%
OCD (Obsessive Compulsive Disorder)	74%	26%
Specific Phobia	42%	58%
PTSD (Post Traumatic Stress Disorder)	64%	36%

The researcher found majority and from highest percentage the third semester student E class of English education department of UIN SMH Banten experience on four of kinds Anxiety on speaking subject. The first, GAD (Generalized Anxiety Disorder), the second, Panic Disorder, the third, PTSD (Post Traumatic Stress Disorder), the last Social Phobia. The researcher employed observation, and questionnaire to know the kind of students speaking anxiety and to answered the first question in this research.

A. Generalized Anxiety disorder (GAD)

Often most people anxious and worried from time to time especially on situation that cause a sense of pressure. Such a job interview, competition, etc. this anxiety can have a positive impact because it can make alert and focused, and do your best. But in Generalized Anxiety Disorder (GAD) people not only fell anxious in certain situations in their daily lives they always feel anxious like about work, health, family, or financial problems even in small things they always feel uncontrolled worry and feel something bad will happen.¹ The students answered in questionnaire kind of GAD 55% anxious in other subject, this data can answered that students not only worried about one subject but they are also anxious about other subject, and the data showed 81% students always anxious when speaking English will get a bad response. The people GAD always felt worried that something bad might happen even if that bad thing does not necessarily happen.

The result questionnaire kind of anxiety it can be concluded that majority of students English education department the third semester of English Education Department E class of UIN Sultan Maulana Hasanuddin Banten, 97% like English and just 3% students don't like English, and 74% students like speaking course, and just 27% not like speaking course but

¹ <https://www.beyondblue.org.au/the-facts/anxiety/types-of-anxiety>, 1st of September 2019.

majority of student experience anxiety, result of percentage say 77% students experience anxiety and 55% students worry about this subject and 81% students felt when they speaking English they are will get a bad respond from audience.

B. Social phobia

Social Phobia, social phobia is feeling nervous in a social situation is a natural thing. How likely are we to be the center of attention of another person, whether or not that person known, for social phobia appearing before others can cause intense anxiety they fear being judged, insulted, criticized, laughed at. The researcher can conclude from the data the students experience social phobia because highest percentage indicates the students have some social-related problems because, the data showed students of the third semester E class English education department of UIN Banten 68% felt shy when speaking in front of the class and only 32% don't shy when speaking English, 68% afraid of being laughed at when they speaking English but just 32% students not afraid if their speaking is corrected by other friends, 61% students experience afraid of insulted by other friends when speaking English and this reason make 84% felt nervous when speaking English. The researcher concluded students experience Social Phobia because from the result showed the students worried about responds other friends.

C. Panic Disorder

Panic disorder, someone who has panic disorder often experience an unbelievable feel of unrestrained anxiety and accompanied by physical symptoms they often experience shortness of breath chest pain, dizziness and sweating, and often they feel they have a heart attack or a feeling of death. If continuously and more than month they are said to have panic disorder.² The result of questionnaire kind of anxiety in panic disorder showed 64% students felt uneasy when attending speaking class, and 71% students often felt have heart attack when asked to speak in front of the class by lecturer, and 87% students experience anxiety in speaking course from the first semester, for long time and with exiting the data, the researcher can concluded the students English Education Department the third semester students E class of UIN Sultan Maulana Hasanuddin Banten experience panic disorder because, the student experience excessive worry about something with the characteristics the exist.

D. Obsessive Compulsive Disorder (OCD)

Feeling fear or being outside house is Agrophobia. Staying at home is the best choice for people who have this anxiety. Either being in open-space or visiting new place is a big disaster. People who have this phobia also

² <https://www.beyondblue.org.au/the-facts/anxiety/types-of-anxiety>, 1st of September 2019.

possible attacked by Panic Disorder which can be the scary bullet for them. The last result questionnaire kinds of anxiety showed 77% students felt comfortable when attending speaking class, 23% student don't felt like that. 84% students felt comfortable when attend the class with their friends, just 16% don't comfortable when attending the class with their friends. the last question showed 61% student want to go home quickly when going to the campus. The researcher concluded highest percentage showed the students don't experience OCD (Obsessive Compulsive Disorder).

E. Specific Phobia

Specific phobia is a fear about situations, activities, animals, or unusual object. But some people react to activity, situations or other things by imagining excessively. Feel panicked, scared, and not worth the actual threat. This type of reaction might indicate specific phobia. People with specific phobias actually often realize that they are overdoing it but they can't control it, and they often experience extraordinary physical sensation such as palpitation, nausea, fainting, dizziness, chest pain, cold, and sweat. The result of questionnaire kind of anxiety showed 36% students felt threatened when attending speaking class, 64% student don't felt like that, 64% can't overcome anxiety or threatened when speaking English. an when speaking English 58% students felt heart beating when speaking English and just 42% not felt like that. When they speaking English 45% of students felt cold

sweat, 55% don't felt like that. and just 36% student felt their face turn red when felt anxious. The researcher concluded the third semester student E class of UIN Sultan Maulana Hasanuddin Banten don't experience Specific Phobia because from the questionnaire kind anxiety about Generalize Anxiety Disorder the students 97% like about speaking subject and 45% worry about other subject, the data can explain the students worry about several courses not only speaking subject.

F. Post Traumatic Stress Disorder (PTSD)

Post-traumatic stress disorder (PTSD) is a certain series of reactions that can develop against someone who has previously experienced an event that makes him feel a deep traumatic. For example, car accidents, visual attacks, sex, beatings, etc. that quickly leave deep traumatic.³ The data showed 64% have a bad experience in speaking subject, 39 % ever been insulted when speaking subject, 58% ever been laughed at when speaking subject, 71% have a bad experience in the speaking subject with the lecture, 81% the students really remember the bad experience when spoke English, and for supporting this the student found of the result from interview and the answered the student exactly the same result of questionnaire. The researcher concluded the students of English Education Department the third semester UIN Sultan Maulana Hasanudin Banten experience PTSD (Post Traumatic Disorder).

³ <https://www.beyondblue.org.au/the-facts/anxiety/types-of-anxiety>, 1st of September 2019.

The result of this research for this question the researcher concluded from observation, and questionnaire. The observation had conducted twice in the class E of English Education Department UIN Sultan Maulana Hasanuddin Banten on third semester, that done on September 26th 2019 at 09.10 – 10.50, and October 03rd 2019 at 09.10 – 10.50. From the observation, the researcher found most of students participate on beginning learning activities. the first activity, the lecture told students about the material that will be taught, the title of the material is “Journal Analyzing”, before the material lecture asked students about the last material, then, the lecture make a table for the distribution of journal analysis and continue to told how to journal analyzing. However, during learning process in the class not all students paid attention. Some students play mobile phones but indeed most pay attention well. After, told the material the lecturer sked students to make five groups to discuss journal analysis and prepare to explain the result of journal analysis in front of the class, while explaining the results of the journal analysis most of them spoke reading the text and using English mixed with Indonesian language.

The researcher saw and analyzed the students speaking skill by their performance in front of the class. The students felt difficult to show their ability, they felt nervous, self-doubt, worry, shy and shaky. The researcher found that that the students looked inhibited to trying to say in a speaking

English and their difficult to express what they should be speak. After finishing the class, the lecture concluded the lesson by repeating and give example about the material that had learn. The last, the teacher closed the lesson by saying Hamdallah and did not forget greeting, the students answered the teacher greeting.

The researcher also gave 27 of questions to 31 students third semester E class of English Education Department of UIN Sultan Maulana Hasanuddin Banten, for supporting the result of the observation. based on the questionnaire was filled by students, the researcher could describe that student response was varied. Through this instrument the researcher could identify the kind of student speaking anxiety found in speaking subject. According to Beyond blue, 6 kinds of anxiety there are Generalized Anxiety Disorder, Social Phobia, Specific Phobia, Panic Disorder, PTSD (Post Traumatic Stress Disorder, OCD (Obsessive Compulsive Disorder).⁴ Based on questionnaire file by students, the researcher could describe that student response was various, judging by the results of the highest percentage score.

2. The factors of student anxiety in speaking subject on the third semester

The researcher used interview to know what the factor student anxiety in speaking subject, and to know how the student do the overcome when they

⁴ <https://www.beyondblue.org.au/the-facts/anxiety/types-of-anxiety>, 1st of September 2019.

experienced in speaking subject. The interview conducted on October 10th 2019 at 14.59-17.00 participants in this research were 6 and the researcher ask 7 questions and researcher explain the result of interview each questions. The first participant who interviewed by the researcher was on Thursday, October 10th 2019 at 14.59-15.07 in front of classroom AIII5. The second participant who interviewed by the researcher was on Thursday, October 10th 2019 at 15.10-15.20 in front of class room AIII5. The third participant who interviewed by the researcher was on Thursday, October 10th 2019 at 15.25-15.32 in front of classroom AIII5. The fourth participant who interviewed by researcher was on Thursday, October 10th 2019 at 15.35-15.41 in front of classroom AIII5. The fifth participant who interviewed by researcher was on Thursday, October 10th 2019 at 15.45-15.50 in front of classroom AIII5. And the last participant who interviewed by the researcher was on Thursday, October 10th 2019 at 15.55- 16.02. in front of the class.

The result of interview between the researcher and the respondents can look at the table below:

Result of Students' Interview

1. Please explain how you feel so far when you take the speaking class?
 - Participant 1: a little nervous when I go forward **nervous** what to do, especially when I **forget** what we want to talk about, afraid the

vocabulary isn't right, **pronunciation is also afraid of being wrong**

- Participant 2: Mmm when mmm take a speaking class room I feel so... I fell so **nervous** and anxiety of course aaa...example like speaking subject the lecture say please explain about... ouch, can it? what are you talking about? then because it's really **lacking vocabulary** too, so sometimes there's a lot **worries**, it can't be like that, it can't take the speaking class
 - Participant 3: Aaa... in according to my opinion aaa... if there is in speaking class maybe aaa... no... I feel so excited I feel so happy but sometimes aaa... I feel so **nervous** in speaking class
 - Participant 4: mmm... of course **nervous**, worry when I say that's it
 - Participant 5: Aaa... I feel nervous and aaa... **I don't know vocabulary** and the grammatical so I will be confused about speaking
 - Participant 6: Aaa.. I think for myself speaking in front of the class is very difficult because **lack of vocabulary**
2. Do you feel that speaking is a difficult subject?
- Participant 1: no, not even more difficult is linguistics because linguistics is not studied beforehand so we don't know anything
 - Participant 2: mmm... speaking class is not too bad for me, I mean

it's not really that difficult aaa... is not very difficult for us aaa... if comfortable and confident it won't be that hard actually but some weakness in me so because there really is a weakness in me if you really find it hard to be confident so it's really one thing

- Participant 3: Aaa... little difficult little easy in my opinion because aaa... what kind of speaking class does it make us have to be able to talk sis, but sometimes if it's like that it's **lack of vocabulary**
 - Participant 4: Sometimes when I have improved when I haven't any prepare when I speak in front of the class
 - Participant 5: Yes, especially aaa... I have **anxiety** and I **nervous** to speak in front of the class
 - Participant 6: Aaa.. actually aa difficult for sure especially for aaa ... the ability is very basic
3. Are there any worry that you experience during the speaking class?
- Participant 1: just afraid for example being told to go forward, for example guessing explaining about this object for example what is this object made of? I want to say fear, fear of being caused due to **lack of vocabulary**, fear of **wrong grammar**, really afraid
 - Participant 2: For anxiety...aaa... mmm... one of them the anxiety **afraid** of being laughed at by friends if for example when we talk in

front of the audience aaa... what do you meant? what does that mean? and there are also many corrections, even though they don't say it, but we can also see from their faces, from their body language, sometimes also aaa.... what the name... structure sentence also if we say fear, that shouldn't be right the **grammatically isn't right**

- Participant 3: Aaa... if I **forget the vocabulary** aaa... I aaa... when I aaa... **wrong in grammar** and what is certain is makes the most nervous **pronunciation the most anxious**, the more anxious **forgetting vocabulary** sis, so let's say that in front of the class, it keeps on getting rich, what does that mean aaa... instead, I don't know what to say
- Participant 4: When I don't understand material so if I understand the material Insha Allah I will, I can, I can tell to my friend what I mean but if I less to understand the material so automatically mmm... I can explain to my friend
- Participant 5: Aaa... the pronunciation, the wrong words, the **grammar** is afraid of being laughed at, let alone being scolded by the lecturer hehehe because he likes to say why not learn all the material has been studied but speaking is still messy learn to pronounce
- Participant 6: The anxiety experienced may be aaa ... when the lecturer asks me to speak in front of the class

4. What anxiety your experience when learning speaking?
- Participant 1: Afraid of the **wrong vocabulary and grammar**
 - Participant 2: Aaa... if anxiety is more to speaking anyway, because speaking is in front of the other person right... so it's more fearful aaa... what do we show them even though we aaa... learning process, the name of learning is really going to be wrong, right? it's okay because it's a process, but I don't know, I want it, yeah... yeah, that's good
 - Participant 3: **Afraid of being laughed at**, if corrected it actually makes me really happy to make it better to improve and evaluate me but who is more afraid of being laughed at and sometimes if for example we are chatting with English being tracked it makes me really sad
 - Participant 4: Of course, my audience can't understand what I mean, just that
 - Participant 5: Aaa... hehehe aaa... I feel anxiety when I don't get the point when the lecture get me the topic about speaking so I just feel nervous when aaa... I didn't prepare the strategy for speaking
 - Participant 6: aaa ... what I worry about when I speak English is the **lack of vocabulary**, one of the reasons

5. What you are worry about the most when you take the speaking class?

- Participant 1: mmm yes grammar, no vocabulary first, then grammar
- Participant 2: Yes... afraid of being laughed at, actually if it's corrected it is good, if the most worried thing when speaking class is aaa... go forward for example talking in front of the class but it is not planned like that, for example like this task yaaa... nothing prepare basically it means there is no preparation and we also have to talk so automatic that too and move forward right then
- Participant 3: Like suddenly appointed aaa... suddenly appointed so very blank
- Participant 4: mmm.... I afraid when lecture is judge me ooo... this student like this can't understand, I worry about this
- Participant 5: Grammar arrangement still confused
- Participant 6: Maybe it's just aaa ... asked to explain using English worries only at the beginning when first speaking in class the longer there is no more anxiety

6. What do you do to overcome when you have anxiety in speaking subject?

- Participant 1: mmm like increasing vocabulary, watching more western films seeing how they express it
- Participant 2: mmm... when I'm feel so nervous aaa... sometimes I'm just a take deep breath aaa...and say in my heart you can, you can do it like that, you are wrong to want to be right, as long as it is important that you try, talk to yourself
- Participant 3: The point is always say I can in my heart if we already believe that there can be rich ways, but if I feel that it can't be possible in the future it
- Participant 4: The first I have to can handle all of the material of course I have to relax and I think my audience is nothing so I aaa... my imagination that all like tree or animal not human
- Participant 5: How to ask to be told by aaa friend ... or prepare
- Participant 6: I do more to calm myself

7. What kind of speaking class do you expect in the future?

- Participant 1: Want mix with native speakers, so we know how he talk directly
- Participant 2: I hope so aaa... certainly if for a method that does not

make it saturated, not just speaking but there is something that make us interested in the hope that they can learn with native speakers from abroad so that we know what there are talking about

- Participant 3: In the class can contribute so everyone talks so sometimes just a few so I hope the class more active
 - Participant 4: Mmm... I want active class not only aaa... example just a little group but I wanna every people every student have to say have to speaking and I hope more practice no just writing and speaking
 - Participant 5: The hope is the method aaa ... especially those in campuses sometimes too many
 - Participant 6: Maybe using aaa... method that isn't as boring as holding a game
8. Does the lecturer influence your feeling when you speak English?
- Participant 1: Mmm if the lecturer is cool we are also carried away so we are not nervous, the important thing is not to strain
 - Participant 2: Oh... of course if there is lecture I feel **afraid** of being afraid of what to do like that especially since the lecturer will think more about what the result will be
 - Participant 3: Not bad aaa... because sometimes affect for example,

there are lecturers and friends in front are already nervous and right, the **grammar is afraid of being wrong**, and in front of the lecturer, I want to be right, the address is not good, but there has been a comment from the lecturer because of the wrong use of the word class

- Participant 4: Of course, because lecturer the most of influence in my speaking
- Participant 5: mmm... greatly affect the grammar worry later how the value, pressure too
- Participant 6: Aaa... depending on when the lecturer might be aaa ... more scared but if the lecturer is easy to talk to it is very motivating the point is if the lecturer is cool it better.

Table 4.2 The factors students speaking anxiety

Participants	Answered the factors of anxiety					Worry
	Lack vocabulary	Wrong grammar	Nervous	Afraid laughed at	Pronunciation	
Participant 1	✓	✓	✓	✓	✓	
Participant 2	✓	✓	✓			

Participant 3	✓	✓	✓	✓	✓	
Participant 4	✓	✓	✓			
Participant 5	✓	✓	✓			✓
Participant 6	✓					

According to Ormrod, who said that anxiety is someone's feeling of uneasiness and apprehension about situation since they are not sure what it's outcome will be.⁵ The researcher found factors students speaking anxiety on third semester English education department of UIN Sultan Maulana Hasanuddin Banten. The factors are lack vocabulary, wrong grammar, nervous, and difficulties when they attend speaking subject especially when they forget the vocabulary, that will be spoken, afraid of wrong grammar and felt confused because of that even one of their answers feel speaking is a very difficult subject. They are afraid of responses such as being laughed at when making mistakes, and they are more afraid of when the lecturer asks to explain thing of subject using English unexpectedly. This can affect their focus and increase anxiety due to lack of preparation. Look at *appendices VI*

2. The way's students overcome speaking anxiety on speaking subject

During the research interview the researcher also gave some questions about how the students do to overcome their anxiety, and the

⁵ Jeanne E. Ormrod, *Educational Psychology: Developing Learners*, 7th Ed. (Boston: Pearson Education Inc. 2011), 401.

researcher found the answered that students do overcome their anxiety in speaking subject with imagination that all like tree or animal not human, the way watching more western films seeing how they express it, take deep breath, say in their heart you can, you can do it like that, increase of vocabulary, learn grammar harder, handle all of the material. Anxiety can effect student learning outcomes because a person's psychological state greatly influences learning outcomes. According to Chastain and Horwitz et al as cited by Hakan Karatas, psychology plays an important role in learning environment as well as foreign learning language process.⁶ According to Horwitz as cited by Rio H, some learners may claim to have a block mental (stress) against anxiety when they come to learn to speak a second or foreign language.⁷ The result of interview can showed when the students experience anxiety, the student felt blank and difficult to speaking English. This situation can't be tolerated because it greatly influences the process and students learning outcomes. The problems or the factors students speaking anxiety on third semester student E class UIN Sultan Maulana Hasanuddin Banten can overcome with some the ways.

The first, the student imagination that all like tree or animal not human, the second, take deep breath, the third, say in their heart "you can do

⁶ Hakan karatas, "An Investigation into University Students' Foreign Language Speaking Anxiety", 382.

⁷ Rio Herwanto, "Factors that Cause Language Anxiety in the English Classroom Speaking Performance in SMP Negeri Pakem Yogyakarta", 2.

it” to do overcome nervous and afraid laughed at, and the students watching more western films seeing how they express it to do overcome about pronunciation, increase vocabulary to do overcome lake vocabulary, and the last learn grammar harder to do overcome wrong grammar.