

**EFL STUDENTS' COMMUNICATION STRATEGIES USED IN ONLINE
AND FACE-TO-FACE CONTEXTS: A NARRATIVE REVIEW**



submitted in partial fulfillment of the requirements for the degree of
Sarjana Pendidikan at the English Education Department

by

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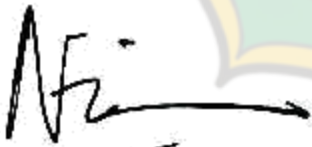
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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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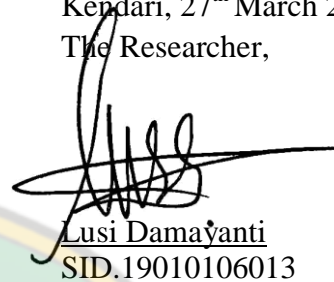
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ABSTRACT

Lusi Damayanti. SID. 19010106013. EFL Students' Communication Strategies Used in Online and Face-to-Face Context: A Narrative Review. Supevised by; Zarjaniah Zur, S.Pd., M.Pd., and Dewi Atikah, MA. TESOL.

The English language is widely spoken worldwide and is the primary medium of cross-communication in international and intercultural contexts. This study is intended to analyze (1) the types of communication strategies (CSs) used by EFL students when they face the communication problem with the interlocutors and (2) the most frequent CSs used by EFL students when they interact in both face to face (F2F) and online contexts. This research applied a narrative review study with analysis content as a qualitative methodological approach. In total, there were 38 relevant articles reviewed, which consisted of 30 articles for F2F and 8 articles for online context. The current study used typology by Dornyei and Scott (1995) and Nakatani (2006) to analyze the CSs' types. The results revealed that EFL students employ 34 various CSs; however, *fillers* strategy (n=26) is the most frequent CSs used in the F2F environment. Meanwhile, the *code-switching* strategy (n=5) is the most commonly used in an online environment. Thus, this research has implications for foreign language teaching in higher education for both lecturers and students. Lecturers may design activities and lessons that focus on practicing and developing students' proficiency in using various CSs.

Keywords: Communication Strategies; EFL Students; Face-to-Face Environment; Online Context.

TABLE OF CONTENTS

TITLE PAGE	
APPROVAL SHEET	ii
LEGALIZATION SHEET	iii
DECLARATION OF AUTHORSHIP	iv
PUBLICATION AGREEMENT	v
ACKNOWLEDGMENT	vi
ABSTRACT	xi
TABLE OF CONTENTS	xii
LIST OF TABLES	xiv
LIST OF FIGURES	xv
LIST OF ABBREVIATIONS	xvi
CHAPTER I: INTRODUCTION	1
1.1 Background of the Study	1
1.2 Research Questions	7
1.3 Scope of the Study	7
1.4 Purpose of the Study	8
1.5 Significance of the Study	8
1.6 Definition of Key Term	9
CHAPTER II: LITERATURE REVIEW	10
2.1 Theoretical Framework	10
2.1.1. Communication Strategy	10
2.1.2. CSs Taxonomies Framework	14
2.2 Previous Study	30
2.2.1 CSs Research in F2F Environment	30
2.2.2 CSs Research in Virtual Environments	33
2.2.3 CSs in EFL Contexts	36
CHAPTER III: METHODOLOGY	40
3.1 Research Design	40
3.2 Setting and Context of the Study	40
3.3 Instrument of the Study	40
3.4 Data Collection	41
3.5 Data Analysis	42
CHAPTER IV: FINDINGS AND DISCUSSION	50
4.1 Findings	50
4.1.1 The Types of CSs used by EFL Students in F2F and Virtual Environment	50
4.1.1.1 Direct Strategies (CSDS)	57
4.1.1.1.1 Resource deficit-related strategies	57
4.1.1.1.2 Own-performance problem-related strategies	59
4.1.1.2 Indirect Strategies (CSIS)	60
4.1.1.2.1 Processing time pressure-related strategies	60

4.1.1.2.2 Own-performance problem-related strategies	61
4.1.1.2.3 Other-performance problem-related strategies	61
4.1.1.3 Interactional Strategies (CSIntS)	61
4.1.1.2.1 Resource deficit-related strategy	62
4.1.1.2.2 Own-performance problem-related strategies	62
4.1.1.2.3 Other-performance problem-related strategies	63
4.1.1.4 Oral Communication Strategy Inventory (CSOS)	64
4.1.2 The Frequency of CSs used in F2F and Virtual Environments	65
4.1.2.1 The Frequent Used of Direct CSs in F2F Contexts	66
4.1.2.2 The Frequent Used of Indirect CSs in Online and F2F Contexts	67
4.1.2.3 The Frequent Used of Interactional CSs in Online and F2F Contexts	68
4.1.2.4 The Frequent Used of Oral CSs Inventory in Online and F2F Contexts	69
4.2 Discussion	72
4.2.1 CSs in F2F context	72
4.2.2 CSs in online contexts	76
CHAPTER V: CONCLUSION	78
5.1. Conclusion	78
5.2. Limitation	79
5.3. Recommendation	79
5.4. Pedagogical Implication	80
REFERENCES	81
APPENDICES	88
Appendix 1: Articles Review References	89
Appendix 2: Table 3.4 Example of Matrix Article Reviewed	93
Appendix 3: Table 3.4 Example of categorized the types of Communication strategies used	102
Appendix 4: Research Permit	107
Appendix 5. Curriculum Vitae	108

LIST OF TABLES

Table 2.1 Various Taxonomies of Communication Strategies	19
Table 2.2 Inventory of Communication Strategies with Description, Selected Examples, and the Taxonomists Names' Code of CSs	23
Table 3.3 Inclusion and Exclusion of Relevant Document	41
Table 3.4 Taxonomies of CSs' types	42
Table 3.7 Articles Included in Review	43
Table 4.8 A categorization of the reviewed strategic communication in both face-to-face and online context	52
Table 4.9 Direct Strategies: Resource deficit-related strategies	58
Table 4.10 Direct Strategies: Own-performance problem-related strategies	59
Table 4.11 Indirect Strategies: Processing time pressure related strategies	60
Table 4.12 Indirect Strategies: Processing time pressure related strategies	62
Table 4.13 Interactional Strategies: Own-performance problem-related Strategies	63
Table 4.14 Oral Communication strategies inventory (OCSI)	64



LIST OF FIGURES

Figure 4.1 The Frequent Used of Direct CSs in F2F and online Contexts	66
Figure 4.2 The Frequent Used of Indirect CSs in F2F and Online Contexts	67
Figure 4.3 The Frequent Used of Interactional CSs in Online and Context	68
Figure 4.5 The Frequent Used of OCSI CSs in Online and F2F Contexts	69
Figure 4.6 CSs frequently used in F2F context	70
Figure 4.7 CSs frequently used in online context	71



LIST OF ABBREVIATIONS



CA	= Content Analysis
CC	= Communicative Competence
CSs	= Communication Strategies
CSDS	= Communication Strategies for Direct Strategies
CSIS	= Communication Strategies for Indirect Strategies
CSIntS	= Communication Strategies for Interactional Strategies
CSOS	= Communication Strategies for Oral Communication Strategies Inventory
EFL	= English as a Foreign Language
F2F	= Face-to-face
L1	= First Language
L2	= Second Language
MUVE	= Multi-User Virtual Environment
NV	= Native Speaker
OCSI	= Oral Communication Strategy Inventory
SCMC	= Synchronous Computer-Mediated Communication
SL	= Second Life
VC	= Video Conference
VW	= Virtual World