

BỘ GIÁO DỤC VÀ ĐÀO TẠO
TRƯỜNG ĐẠI HỌC QUẢN LÝ VÀ CÔNG NGHỆ HẢI PHÒNG



KHÓA LUẬN TỐT NGHIỆP

NGÀNH : NGÔN NGỮ ANH – NHẬT

Sinh viên : Hồ Thị Thanh Mỹ

Giảng viên hướng dẫn: Th.S Bùi Thị Mai Anh

HẢI PHÒNG – 2021

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Some difficulties in English communication of first-year students at Hai Phong University of Management and Technology with foreigners and some suggested solutions

**KHÓA LUẬN TỐT NGHIỆP ĐẠI HỌC HỆ CHÍNH QUY
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NHIỆM VỤ ĐỀ TÀI TỐT NGHIỆP

Sinh viên: Hồ Thị Thanh Mỹ

Mã SV: 1712753001

Lớp : NA2101N

Ngành : NGÔN NGỮ ANH - NHẬT

Tên đề tài: Some difficulties in English communication of first-year students at Hai Phong University of Management and Technology with foreigners and some suggested solutions.

NHIỆM VỤ ĐỀ TÀI

1. Nội dung và các yêu cầu cần giải quyết trong nhiệm vụ đề tài tốt nghiệp

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2. Các tài liệu, số liệu cần thiết

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3. Địa điểm thực tập tốt nghiệp

Trung tâm Anh ngữ iShare

CÁN BỘ HƯỚNG DẪN ĐỀ TÀI TỐT NGHIỆP

Họ và tên : Bùi Thị Mai Anh

Học hàm, học vị : Thạc sĩ

Cơ quan công tác : Trường Đại học Quản lý và Công nghệ Hải Phòng

Nội dung hướng dẫn:

Đề tài tốt nghiệp được giao ngày 12 tháng 07 năm 2021

Yêu cầu phải hoàn thành xong trước ngày 02 tháng 10 năm 2021

Đã nhận nhiệm vụ ĐTTN

Sinh viên

Đã giao nhiệm vụ ĐTTN

Giảng viên hướng dẫn

Hải Phòng, ngày tháng năm 2021

XÁC NHẬN CỦA KHOA

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM

Độc lập - Tự do - Hạnh phúc

PHIẾU NHẬN XÉT CỦA GIẢNG VIÊN HƯỚNG DẪN TỐT NGHIỆP

Họ và tên giảng viên: **Bùi Thị Mai Anh**

Đơn vị công tác: Khoa Ngoại ngữ, Đại học Quản lý Công nghệ Hải Phòng

Họ và tên sinh viên: **Hồ Thị Thanh Mỹ** Chuyên ngành: Ngôn ngữ Anh Nhật

Nội dung hướng dẫn: Some difficulties in English communication of first-year students at Hai Phong university of management and technology with foreigners and some suggested solutions.

1. Tinh thần thái độ của sinh viên trong quá trình làm đề tài tốt nghiệp

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2. Đánh giá chất lượng của đề án/khóa luận (so với nội dung yêu cầu đã đề ra trong nhiệm vụ Đ.T. T.N trên các mặt lý luận, thực tiễn, tính toán số liệu...)

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3. Ý kiến của giảng viên hướng dẫn tốt nghiệp

Được bảo vệ Không được bảo vệ Điểm hướng dẫn

Hải Phòng, ngày ... tháng ... năm

Giảng viên hướng dẫn

(Ký và ghi rõ họ tên)

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM

Độc lập - Tự do - Hạnh phúc

PHIẾU NHẬN XÉT CỦA GIÁO VIÊN CHẤM PHẢN BIỆN

Họ và tên giảng viên:

Đơn vị công tác:

Họ và tên sinh viên: **Hồ Thị Thanh Mỹ** Chuyên ngành: Ngôn ngữ Anh Nhật

Đề tài tốt nghiệp: Some difficulties in English communication of first-year students at Hai Phong university of management and technology with foreigners and some suggested solutions.

1. Phần nhận xét của giáo viên chấm phản biện

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2. Những mặt còn hạn chế

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3. Ý kiến của giảng viên chấm phản biện

Được bảo vệ Không được bảo vệ Điểm hướng dẫn

Hải Phòng, ngày ... tháng ... năm

Giảng viên chấm phản biện

(Ký và ghi rõ tên)

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First of all, I would like to express my deepest gratitude to my supervisor Ms Bui Thi Mai Anh, M.A. who supports me with useful advice, valuable guide to complete this study.

Second, my thanks also go to other teachers of Foreign Language Department, Hai Phong University of Management and Technology for their valuable lectures during the four years, which help me much in completing my research.

Next, special thanks send to all the first-year students at HPU for their enthusiasm in finishing the survey questionnaires and interview questions.

Finally, I am grateful for my family and friends who have always been beside and encourage me during the time I carried out this study.

Hai Phong, October, 2021

Student

Ho Thi Thanh My

PART 1: INTRODUCTION

1. Rationale

Nowadays, English is a very popular and important language in the world.

For Vietnam, a country that is on the way to development and international integration in the business of modernization, foreign languages in general and English, in particular, are increasingly increasing their importance and being promoted in education. It is very important to learn how to communicate well in a common language like English.

Communication is a basic human need. The ultimate goal of an English learner is to be able to communicate, because communication is a basic need when learning a foreign language, not based on correct grammar on the page. Moreover, communication is important because it conveys the thoughts of the speaker to the other party. For example, when meeting a foreigner, the most important thing is to be able to talk to them, not to pay attention to short sentences, grammatically correct, but can't say it in sentences.

Learning and practicing communication as well as increasing the ability to communicate in a non-native language like English is a really necessary issue for all ages. Young children, if conditions permit, should learn from a young age so that communication becomes familiar. Students need to learn to take that is the key to open the door to success in the future. About who work, need to study and improve more communication vocabulary and communication skills. Because at work, especially in the context of integration, expanding trade with international friends like today, meeting foreign partners is a regular thing. Therefore, favorable communication will create an impression, good image and thereby increase the efficiency of negotiation between the two sides. Moreover, do not exaggerate when good communication in a foreign language helps to increase the chances of promotion. Therefore, good English communication is already a solid foundation for success at work.

It can be said that English with only theoretical learning and focusing on hard books has no longer be effective. For first-year language students of HPU, the problem of English communication with foreigners still faces many difficulties. With the experience of the difficulties that I have encountered, the purpose of this thesis is to understand and study the common difficulties of students as well as offer some solutions to overcome, to help students improve their ability to communicate with foreigners.

2. Aim of the study

The fact that the first-year students at Hai Phong University of Management and Technology has difficulty communicating with foreigners. They are often shy and awkward when talking to others, and very few of them can confidently converse with foreigners. In order to help freshmen students be more confident in communicating, making friends and discovering more cultures from native speakers. Moreover, it is to find out the difficulties that students often face and propose some solutions to overcome the difficulties. Stemming from the reasons mentioned above, the study “*Some difficulties in English communication of first-year students at Hai Phong University of Management and Technology with foreigners and some suggested solutions*” was carried out.

3. Scope of the study

The practice of English will face many different problems, but because of time and limited knowledge, the study only focuses on finding out the most common difficulties of first-year students when they communicate with foreigners. From there, I hope to be able to help them find an effective solution. Hopefully, this study will be a good reference for first-year students as well as all students wishing to improve their confidence when communicating with foreigners in particular and communication in general.

4. Method of study

With the aim of helping the first-year students find out how to overcome difficulties when communicating with foreigners, so to complete the research I carry out some following methods:

- Consulting the opinions and views of my superiors at Hai Phong University of Management and Technology.
- Researching on reference websites.
- Conducting a survey for first-year students of Hai Phong School of Management and Technology with their recognition, attitude towards the problem, and the difficulties they face when communicating.
- Basing on my personal experience from my undergraduate time at university when communicating with foreigners.

5. Design of the study

This study consists of three parts:

Part I: Introduction, including the theoretical basis of the study. It also includes Research objectives, research questions, research scope. The next design of the study are also presented.

Part II: Development

The first is the definition of communication skills, communication stages, difficulties that first-year students face when communicating with foreigners.

The next chapter focuses on a survey of first-year students at Hai Phong University of Management and Technology on communicating in English, including survey questions, design and methodology, data analysis, and findings and discussion.

The final chapter provides solutions and recommendations for freshmen at Hai Phong University of Management and Technology to improve their English communication.

Part III: Conclusion

This part summarizes the main points mentioned in the paper and suggest some feasible solutions the problems.

PART II: DEVELOPMENT

CHAPTER 1: THEORETICAL BACKGROUND.

1. Communication skill

1.1 Definition of communication skill

Communication is the act of conveying the intentions and intentions of one subject (be it an individual or a group) to another subject through the use of signs, symbols and communication rules that both sides understand.

Communication is simply the act of transferring information from one place, person, or group to another.

Every communication involves (at least) one sender, a message, and a recipient. This may sound simple, but communication is actually a very complex subject.

The transmission of the message from sender to recipient can be affected by a huge range of things. These include our emotions, the cultural situation, the medium used to communicate, and even our location. The complexity is why good communication skills are considered so desirable by employers around the world: accurate, effective and unambiguous communication is actually extremely hard.

Communication skills are also known as Communication skills. It includes principles, art, interaction, behavior, reciprocity in communication. When this skill reaches a certain level, it is called “the art of communication”.

The main steps inherent to all forms of communication are:

- Form a motive or reason for communication.
- Compose the message (more details about what you want to express)
- Encrypt messages (can be in the form of digital data, handwritten text, words, images, gestures, ...).
- Transmits an encrypted message as a sequence of signals by means of a communication channel or medium.

- Noise sources that come from nature or from human activity (whether intentional or unintentional) begin to affect the quality of the signal from sender to receiver.
- Receives the signal and reassembles the encoded message from a sequence of received signals.
- Decode the reassembled message.
- Interpret and make sense of the original message.
- Communication channels can be visual, auditory, tactile/touch (e.g. Braille or other physical), olfactory, electromagnetic, or biochemical.

Human communication is unique in its extensive use of abstract language. The development of civilization is closely related to the advancement of telecommunications or remote communication.

“Communication is the exchange and flow of information and ideas from one person to another; it involves a sender transmitting an idea, information, or feeling to a receiver.” (U.S. Army)

“Effective communication occurs only if the receiver understands the exact information or idea that the sender intended to transmit. Many of the problems that occur in an organization are the either the direct result of people failing to communicate and/or processes, which leads to confusion and can cause good plans to fail.” (Pranav Mistry)

“Of all of our inventions for mass communication, pictures still speak the most universally understood language.” (Walt Disney)

“The strong man is the one who is able to intercept at will the communication between the senses and the mind.” (Napoleon Bonaparte)

“I’m a great believer that any tool that enhances communication has profound effects in terms of how people can learn from each other, and how they can achieve the kind of freedoms that they’re interested in.” (Bill Gates)

“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.” (Tony Robbins)

“The most important thing in communication is hearing what isn’t said.” (Peter Drucker)

1.1.1. Classify

By activity

In terms of social communication activities, we can divide them into three types:

- ✚ Traditional communication is the relationship between people and people formed in the process of social development that is the relationship between grandparents, parents, children, neighbors, etc., and finally becomes a culture of behavior, exclusively in society.
- ✚ Functional communication comes from specialization in society, language, etc., which are conventions, standards and common practices in society that allow people not to know each other, very different but when implemented. Social roles all use that type of communication (such as the relationship between boss and employee, seller and buyer, judge and defendant, etc.).
- ✚ Free communication is the rules and purposes of communication that are not predetermined as a pattern it appears in the process of contact, depending on the development of relationships. This type of communication in real life is extremely rich, on the basis of information obtained and to resolve individual conflicts.

1.1.2. By nature

In terms of the form of communication properties, there are four types:

- The contact distance is of two types direct and indirect. Direct communication is a face-to-face method using spoken language and non-verbal methods (gestures, actions,...) in the communication process. Indirect communication is a method through another medium such as letters, faxes, emails, etc.
- The number of participants includes types such as bilateral communication (two people communicating with each other), group communication (in a group) and social communication (national, international,...).

- There are two types of communication, formal and informal. Formal communication is a type of communication prescribed by law, according to an institutionalized process. Informal communication is not binding or personal, but is still subject to common conventions and practices.
- By profession such as pedagogical communication, diplomatic communication, business communication...
- These days when it comes to international communication, we usually think of communication in English. English is an international language, widely used both in terms of the number of users as well as the areas of use.

1.1.3. Types of Communication

Means of communication are all elements used to express attitudes, feelings, ideas, relationships and other psychology in a communication. Means of communication are divided into two groups: verbal communication and non-verbal communication.

Verbal communication

When messages or information is exchanged or communicated through words, it is called verbal communication. There are two types of communication in this sub-group:

Written and oral communication: this communication process takes place through face-to-face conversations, group discussions, counseling, interview, radio, television, calls, memos, letters, reports, notes, email, etc. Some definitions of verbal or spoken communication are as follows:

According to Bovee and others, “Verbal communication is the expression of information through language which is composed of words and grammar.”

According to Penrose and others, “Verbal communication consists of sharing thoughts thought the meaning of words.”

So, verbal communication is the process of exchange of information or message between two or more persons through written or oral words.

The tone of voice can portray different connotations; whether it is a vocal tone, angry tone, or any other voice tone will make a huge difference in communication.

Non-verbal communication

When messages or information is exchanged or communicated without using any spoken or written word, it is referred to as nonverbal communication. Nonverbal communication (NVC) is usually understood as the communication process involving sending and receiving wordless messages.

Nonverbal communication explains the processes that convey a type of information in a form of non-linguistic representations. Examples of nonverbal communication include haptic communication, gestures, body language, facial expressions, eye contact, etc. Nonverbal communication also relates to the intent of a message. Examples of intent are voluntary, intentional movements like shaking a hand or winking, as well as involuntary, such as sweating. Speech also contains nonverbal elements known as paralanguage, e.g. rhythm, intonation, tempo, and stress. It affects communication most at the subconscious level and establishes trust. Likewise, written texts include nonverbal elements such as handwriting style, the spatial arrangement of words and the use of emoticons to convey emotion.

The manifestations of non-verbal groups include:

- Appearance: Body shape, skin color, face...
- Facial expressions: About 2000 facial expressions
- Smile: Express the personality of the communicator
- Eyes: Shows the personality of the communicator, and at the same time shows the position of the communicator
- Gesture
- Posture: Revealing social status
- Communication space
- Behavior

1.1.4. Features of communication

Communication skills act as a bridge. It connects everything around human life. Communication is associated with the formation and development of human society. It belongs to the category of language.

Communication skills are the expression of other soft skills. Such as listening skills, critical skills, persuasion, orientation, problem assessment, etc. And especially language skills. The most commonly used means of communication is language. Language here includes many aspects of language such as sounds, writing, etc. It contributes to the expression of thoughts and views.

Communication always takes place in a two-way relationship. It includes the ability to express through language. Also known as the process of transmitting information. And the ability to listen to the feedback of the communicator. This process takes place in order to achieve the purpose of information.

Communication skills are influenced by many factors. From internal factors, it is affected by the speaker's ability to express words, emotions and information... From external factors, things that can affect communication skills include environment, noise, and interference. and communication object...

1.1.5. Benefits of communication skills

Communication for people in general and for Vietnamese people in particular is an extremely important skill. In the treasure of Vietnamese literature, communication is one of the topics mentioned quite a lot. Because of the great benefits of communication, the methods of practicing this skill are increasingly diverse.

Communication skills are the first thing that helps you win the hearts of people around. Through communication, people receive information. From information will build problems, social relationships.

First, communication enhances knowledge.

Listening and asking questions is always a familiar thing in everyone's life. These actions all take place through the process of communication. Information is received and processed continuously. From there, improve your knowledge capital. In addition, communication helps to find out the deviant views and change and improve yourself.

Second, communication is the foundation for building human-to-human relationships

By different methods of communication, people will become more understanding of each other. Cultivate empathy and work towards building a relationship of mutual purpose. For example, in an office, two people have the opportunity to communicate with each other a lot, will have an understanding of each other's working style. From there, better understanding and support for each other.

1.1.6. The importance of communication skills

So, communication is a skill that is worth our attention to practice to constantly improve our communication ability as well as bring more sympathy and impression to the people we have the opportunity to contact. One of the first benefits when communicate well is that we are always very confident when talking and sharing with people. Many people are not equipped with communication methods, so they are often afraid, especially when interacting with people they meet for the first time. This has caused many people to lose an opportunity to have a good confidant, a business partner, a support consultant....

Besides, good communication will increase your position in the eyes of others. Since then, the words that I utter always have weight with everyone and rarely fall into the case of others with my face but satisfied with me. Moreover, if we know how to capture the psychology of the people we come into contact with, we will actively and flexibly adjust to match the stories we exchange and always make the other person feel close to each other because of the issues. Their topic is always interested in the communication process.

1.1.7. The role of communication

Communication is a condition for the existence of individuals and of human society. The need to communicate is one of the earliest basic social needs of human beings. Communication is very important. Because human is the sum total of social relationships. But communication means contact, exchange of words, gestures, attitudes. Those things contribute to the creation of good relationships in life. Through communication, people participate in social relationships, understand the social culture, moral codes, social standards, and at the same time realize themselves, compare themselves with others, with social norms, evaluate oneself

as a personality to form attitudes of emotional value. In other way, through communication people can form self-consciousness. A society that wants to develop and prosper must have rules of civilized living.

1.2 Some difficulties in English communication of first-year students with foreigners

1.2.1. Less contact with foreigners

When communicating with foreigners, students may face many difficulties. The first reason why students have difficulty is that they have little contact with foreigners. The lack of contact will cause anxiety, fear of strangers, students feel unfamiliar with communicating with someone who is different from them in many things in terms of language, culture, lifestyle,...

1.2.2. Shyness

Students when talking to foreigners will be shy and the feeling of shyness makes their minds go blank and they will forget what they want to say. This is one of the most common reasons students feel uncomfortable when talking to someone outside their country. When students are not able to talk in a natural way, they don't think about what they would like to say and become anxious. This process goes on over time and eventually becomes a vicious cycle, leading them to avoid speaking with people from other countries because it causes anxiety or embarrassment. Due to shyness, they cannot say what they are thinking and what they want to say, they feel discomfort and anxiety when communicating with foreigners. Although shyness cannot disappear immediately, we can completely improve it over time, little by little sharing our thoughts, talking to people more, gradually you will feel better.

1.2.3. Lack of Confidence

Confidence is an extremely important and necessary factor in communicating with people. However, the lack of confidence in communication makes many students hard, they feel afraid when facing others people. They are afraid that they will say the wrong thing, more importantly, make the other person not understand or misunderstand. Lack of confidence makes a conversation between two or more

people awkward and awkward. They don't know what to say next, whether the other person will feel uncomfortable when their expression is not clear and correct. Lack of confidence makes everything more difficult. So students need to practice more confidence because this helps a lot not only in communication but also in life.

1.2.4. "Lazy communication disease"

Lazy communication is one of the most common things among students. They are afraid to speak their mind. Students are afraid of saying the wrong thing, afraid of being laughed at by their friends. Therefore, in the classroom, when the teacher asks to tell about something in English, or to answer questions in English, students often avoid answering, they just sit quietly and wait for someone who is good at English helps answer. When teachers ask them to pair up and practice their conversations with each other, students often talk very little and don't really practice hard.

1.2.5. Lack of vocabulary and grammar

Many students have poor vocabulary, they only know a few basic words. This is a big obstacle in English communication. Because when the vocabulary is limited, students will not really understand what the other person is talking about. They were confused and confused, not knowing how to respond. Without knowing many words, students are even more unable to express their wishes and thoughts. For example, when someone wants to ask you for directions to a certain place but you don't know how to go straight, turn left and say how you will not help them even though you really want to.

Grammar is also an issue where many students feel they have limitations. Students often do not know what grammar to use when speaking they often say wrong tenses, prepositions, articles, passive sentences, etc. They don't know at this time whether to use active or passive sentences, how to arrange sentences appropriately, whether to use past tense or something else, etc.

1.2.6. Thinking in Vietnamese and then translate into English

This is a common problem of students as well as English learners. When communicating, students often think in Vietnamese first and then translate into English. This forms a bad habit that makes them unable to respond to English well. They always take time for translation and can't remember the vocabulary well. In addition, the translation phase causes the conversation to be interrupted and shows a lack of confidence and professionalism while communicating.

1.2.7. Not recognizing English sounds

The structure of English includes vowels, consonants, stress and intonation. In fact, the difficulty that students often face is when speaking without stress, speaking without intonation. They cannot distinguish English sounds, homophones, especially words with similar pronunciation. This greatly hinders English communication. When listening to native speakers pronounce it correctly, students cannot recognize it when they normally remember the word in a completely different way. And vice versa, when students express native speakers, they do not understand what they are trying to say.

1.2.8. Not practicing listening

Not practicing listening also makes it difficult for students to communicate. Because they don't listen often, they can't understand what others say because people use different words and phrases in spoken language than in writing. They use slang, they add "ah", "um", etc. And many times, students can't keep up with the speed of native speakers, causing communication to fall into depression.

1.2.9. Not keeping up with the speed of the speaker

Always translate what they hear into Vietnamese and then understand is the reason why students cannot keep up with the speed of the speaker during listening practice. Because they have to spend a lot of time for three things: listening, translating what they just heard from English into their mother tongue, then understanding the Vietnamese meaning of the passage they just heard.

Therefore, when listening and understanding a sentence, the speaker has completed the 2nd and 3rd sentences, leading to you not understanding what they are saying. Not to mention that foreigners still attach the tail sounds together, you don't listen

to English often, so it leads to unfamiliar listening, and not keeping up with the speaker is also understandable.

CHAPTER 2: THE SURVEY QUESTIONNAIRE

2.1 Participants and purposes of the survey questionnaire

The participants are first-year students of Hai Phong University of Management and Technology. The students come from other regions and have undergone the process of learning English at different times. They also learn English with different methods in high school. Faced with learning in a new environment, they face many difficulties, especially in communication. But communicating with foreigners is another matter. Many students have never had the opportunity to interact with foreigners. Therefore, the question is what difficulties do they face when communicating with foreigners and what measures to solve those difficulties. Therefore, the survey questionnaire was designed with three main purposes:

- Know students' attitudes towards communicating with foreigners. .
- Find out the difficulties that students face when communicating with foreigners.
- Give some suggestions to solve students' problems.

2.2. Survey design

In this survey 8 questions were given to ask students about difficulties in communicating with foreigners and solutions to those difficulties.

From questions 1 to 5, students will be asked about their time learning English and their thoughts on communicating in English with foreigners.

The remaining questions will ask about the difficulties they face when communicating in English and methods of solving difficulties and benefits of communicating in English.

Before asking students to complete the survey questionnaire, the researcher briefly talked about the purpose and importance of the study and answered questions about the survey questions. In the end, 30 students participated in giving answers to this survey questionnaire.

2.3. Data analysis

After completing the data collection, I conducted the data analysis from the questionnaire, the survey of 30 participants, I made all the results into tables and

graphs. The results of the survey questionnaire revealed thoughts as well as difficulties that students often face when communicating with foreigners.

Below are survey-based analytical questions and charts.

Question 1: How long have you been studying English?

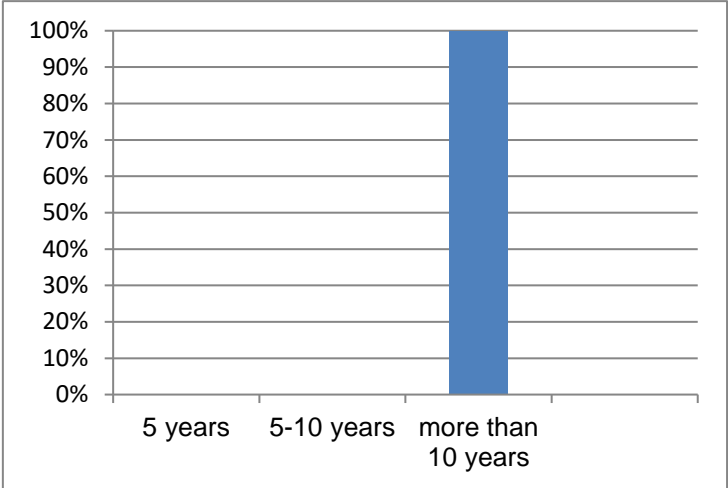


Chart 1: Time to learn English by students

The graph shows the time to learn English by 30 freshman. Looking at the chart, we can see that the percentage of students exposed to English over 10 years is 100%, compared to two columns 5 years and 5-10 years. Through the above data, we can see that their time to learn English is more than 10 years, they have had time to learn and practice speaking English, although perhaps learning a lot of time, but the Studying is never enough, and they still have many difficulties while learning English.

Question 2: Do you like talking with foreigners?

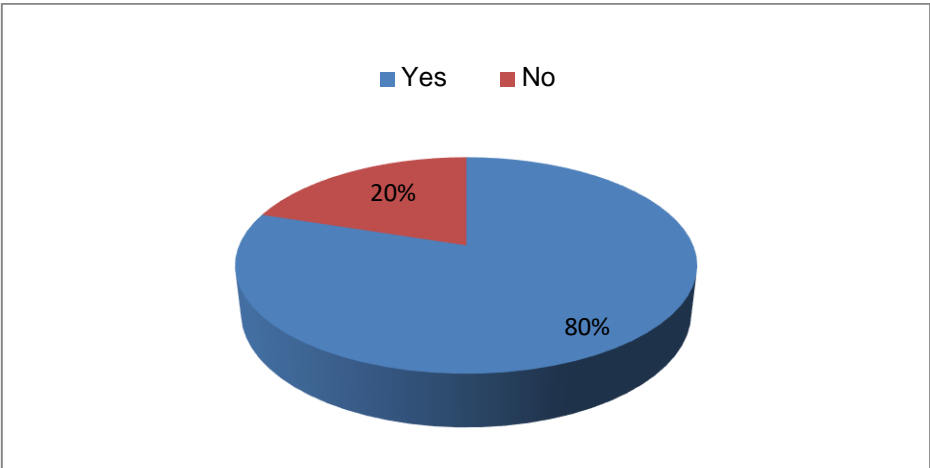


Chart 2: Number of students who like and dislike talking with foreigners

Looking at the chart, it can be seen that 80% of students like to communicate with foreigners, this number of students probably likes to make friends and learn about new cultures. They find it quite interesting and novel to interact with a foreigner. However, there are also people who do not like to interact with foreigners, which is the remaining 20% of students. To explain this, I think they are people who don't like strangers, they are shy and embarrassed to talk to someone they are not close to.

Question 3: Have you ever talked to a foreigner?

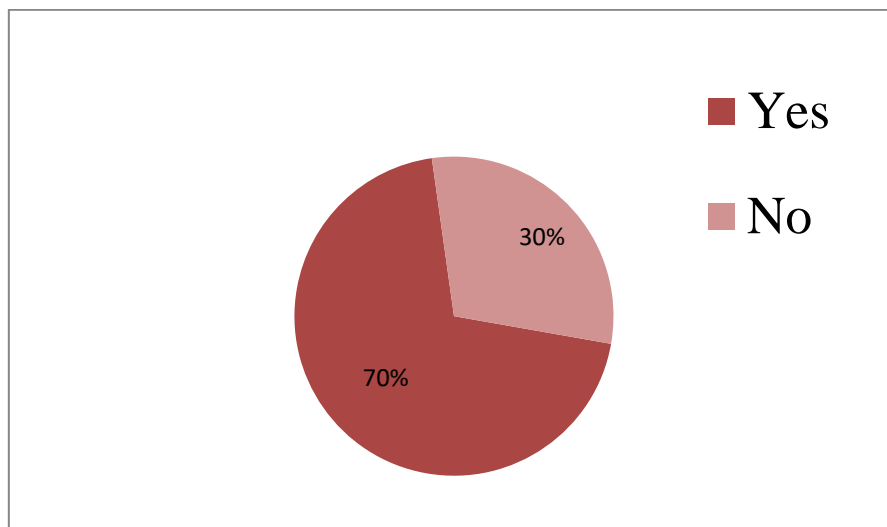


Chart 3: Have you ever talked to a foreigner?

Looking at the chart, it can be seen that 70% of students have ever interacted with foreigners, this number of students probably met foreigners while studying or perhaps met outside the school campus. In general, with the current exchange and integration, foreigners coming to Vietnam are not rare. Talking with foreigners has also become not strange. Students may have talked face-to-face with foreigners while hanging out with friends, maybe giving them directions, maybe giving a street interview or maybe in extra classes. Besides, it is also possible to talk indirectly through social networks such as Facebook, Instagram,... However, there are also people who have never talked to foreigners, that is the remaining 30% of students. To explain this, I think they are people who are afraid to talk to people who are different from their own country. They may feel that they are not good at English, not good at communicating, or maybe they have little opportunity to meet foreigners because they live in the countryside, for example.

Question 4: In your opinion, how important is English communication with foreigners?

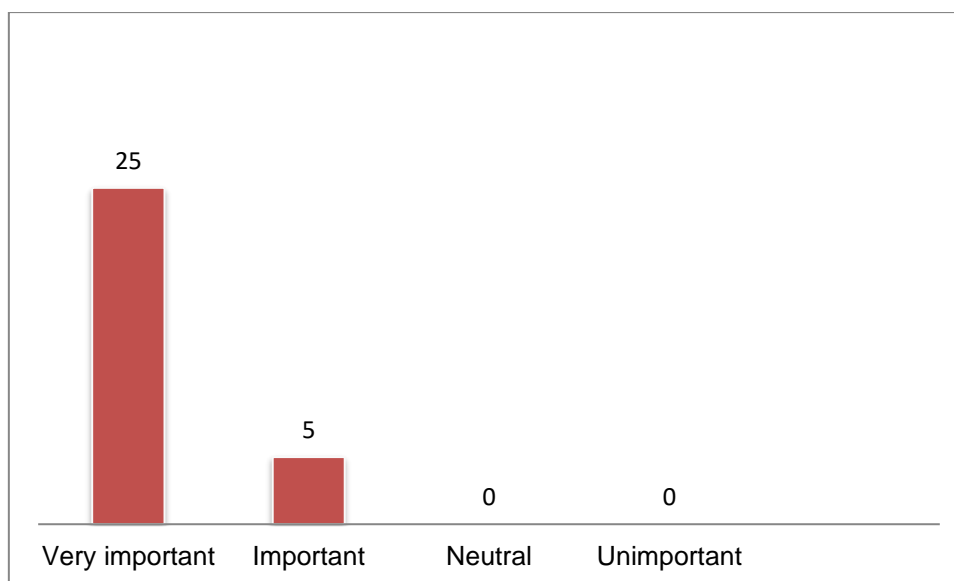


Chart 4: The importance of English communication

The chart shows that most of the students see the importance of English communication. In general, English learners have the purpose of communicating, so the importance of English communication is quite great in work and daily life. English is also the standard to evaluate many other things such as applying to companies or studying abroad, etc. Therefore, when you attach importance to improving and developing English, it means that you have laid the foundation.

It is even more important for students to communicate in English. Good communication not only helps them expand their knowledge but also is the key to success in the future, raising the bar for themselves and their lives. For example, when students want to study abroad, it's up to you to meet foreigners, talk to them to arrange everything from moving from the airport to the dormitory, or ensuring accommodation, travel and making friends. Employers in the integration period will want to choose someone who has good foreign language skills, and English is the first priority. When students graduate and want to have the opportunity to work in a good company with a high salary and a dynamic and stable working environment, it is definitely impossible not to know how to communicate in English.

Question 5: What difficulties do you usually face when communicating with foreigners?

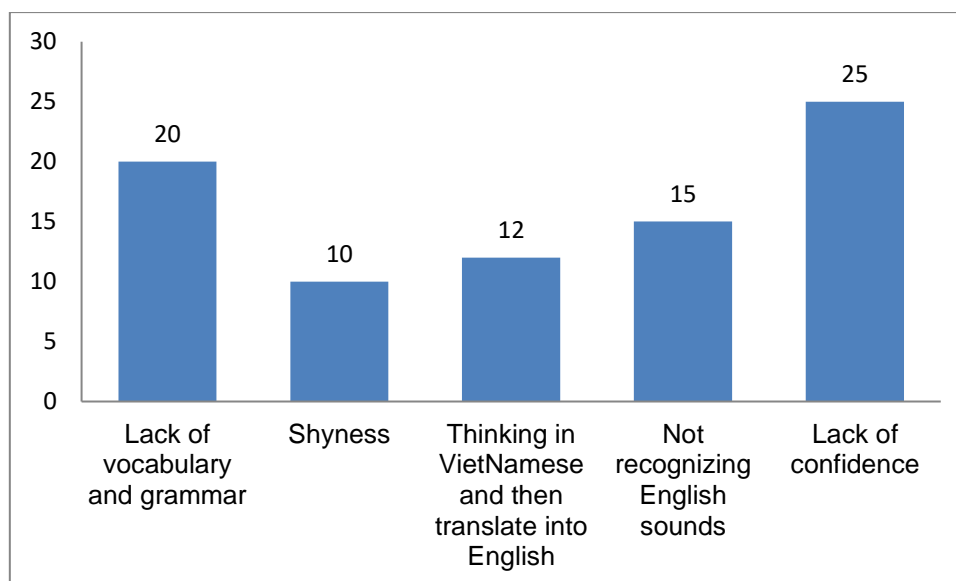


Chart 5: Some of the difficulties that students often face when communicating with foreigners.

The purpose of this question is to find out some of the difficulties that students often face when communicating with foreigners with 30 students. When looking at the chart, it can be seen that 25 students said that they lack confidence when communicating with foreigners. This is a difficulty that most students have, they are afraid of making mistakes, saying the wrong thing, causing the other person to not understand or misunderstand. Next, 20 students lack of vocabulary and grammar, they do not know how to express their thoughts and often use incorrect grammar. Next are students with all of the above difficulties, accounting for 10 students of the total number of students. They are the ones who have the most difficulties and also need to work hard to solve the most problems. Communication is not their forte. Next, 12 students often thinking in Vietnamese and then translate it into English. This takes quite a while and causes communication to be interrupted. Besides, there are 15 students who do not recognize English sounds, there are many homophones that make them confused when listening and the speed of other people's speech also makes them not hear enough and do not understand what the other person is talking about what's the problem. Finally, 10 students feel embarrassed and shy when communicating with foreigners.

Question 6: How often do you speak English?

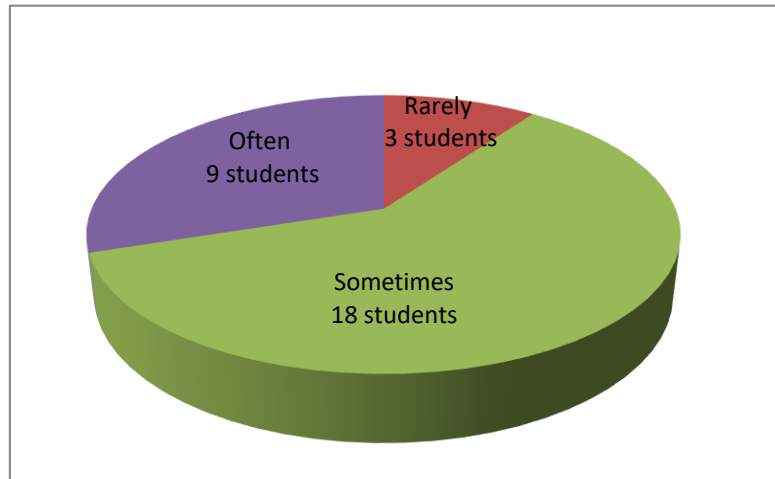


Chart 6: Students' English speaking frequency

The graph illustrates the frequency of speaking English. In general, students rarely speak English there are 18 students who speak English only occasionally, maybe they speak in class, but outside they rarely use English. There are 9 students who regularly speak English out of a total of 30 surveyed students, they must have had the opportunity to interact with foreigners and often speak English with friends and teachers. Next are the students who speak little English, there are only 3 students, they are the ones who still have limited use of English in study and in life, perhaps they are still shy and afraid to speak English.

Question 7: How to improve your communication?

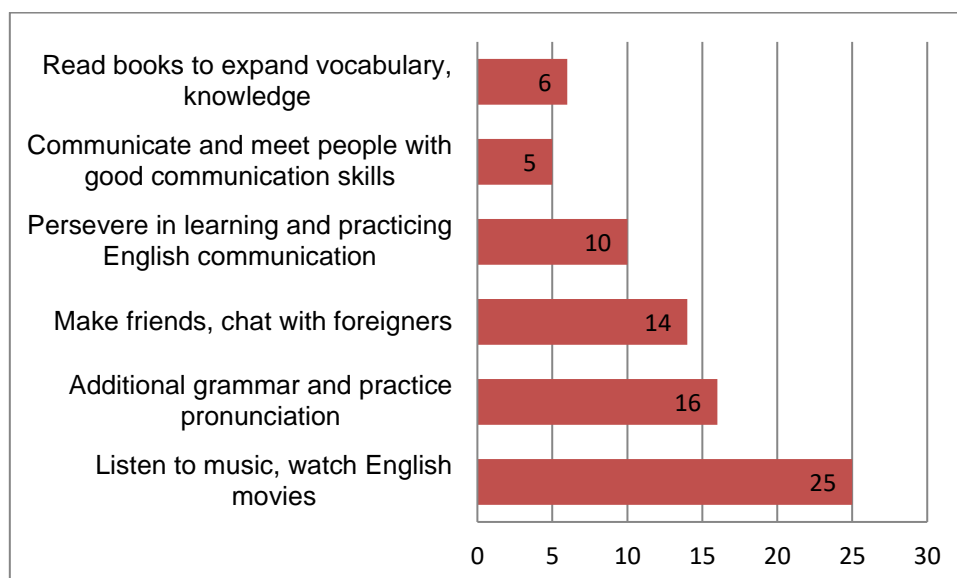


Chart 7: Improve your communication

Looking at the chart, we see that there are many ways that students think can improve their ability to communicate with foreigners. Looking at the chart, we see that 25 out of 30 students think that listening to music and watching movies will help to communicate, 14 students think that making friends with foreigners to learn communication will be better. Besides, 10 students think that speaking practice is very useful, 16 students learn more grammar and practice pronunciation, 5 students have the same thought that they should communicate with people with good communication skills. And 6 students said that reading books helps expand vocabulary and knowledge, which helps a lot to communicate with foreigners.

Question 8: What did you learn when communicating with foreigners?

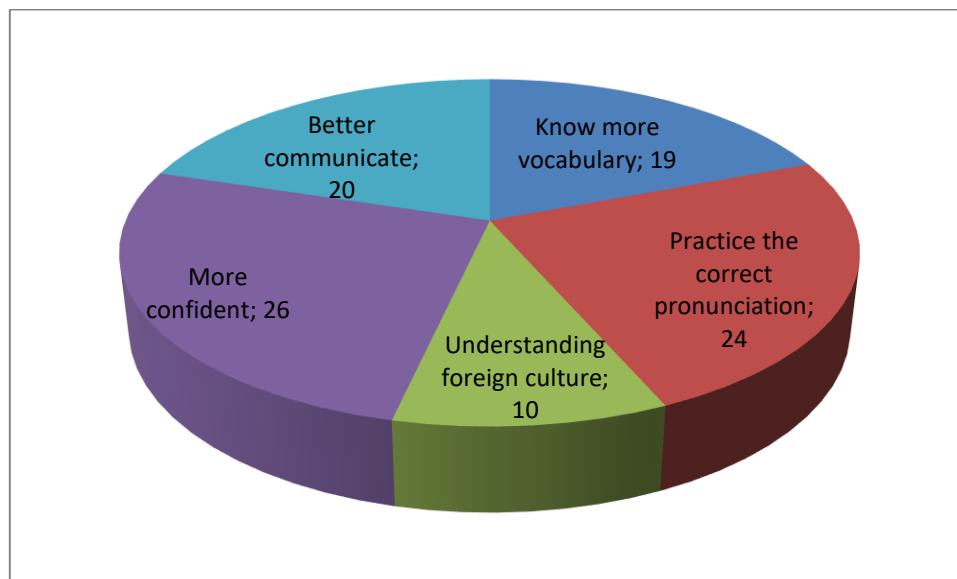


Chart 8: What did you learn when communicating with foreigners?

The purpose of this question is to find out the lessons that students get when communicating with foreigners. Looking at the map, we see that 26 students become more confident when communicating with foreigners. This is probably the best achievement because having confidence students will achieve many good results. Confidence helps students understand what they need to do, what they want. They can ignore shyness and confidently communicate with foreigners, helping to improve their English. And 24 students practice correct pronunciation by communicating with foreigners. Students will become more professional, their voices will be clearer and better. 20 students will communicate better, thanks to listening, students will communicate more easily, learn more new things. Next, 19

students found that they learned more vocabulary through communication. The treasure of vocabulary is extremely rich and unique, learning more new words can be used in different situations. 10 students discover a new and unique culture, know more about lifestyle, customs, local foods, tourist attractions, etc. and the remaining percentage of students will also learn something.

CHAPTER 3: SOME SUGGESTED SOLUTIONS TO DEAL WITH DIFFICULTIES IN ENGLISH COMMUNICATION OF FIRST-YEAR STUDENTS AT HAI PHONG UNIVERSITY OF MANAGEMENT AND TECHNOLOGY WITH FOREIGNERS

First of all, I would like to say that improving communication skills is a long process that requires effort and perseverance to the end. I hope that the solutions I give will partly solve the difficulties of the first-year students when communicating with foreigners.

3.1. Read a lot of books to expand your vocabulary and understanding



Books can be considered as a form of material, a simple but extremely effective form of self-study, giving us the opportunity to learn more areas in life. Books are a place to contain knowledge about many professions, life experiences, social issues, etc.

Everyone knows that books contain a lot of knowledge in life, helping us to think more deeply, become more mature and accumulate a rich vocabulary. So why can't we maintain the habit of reading books every day or whenever possible as a way to enjoy life, it's like a rich experience on every page of a book. Books are a storehouse. The vast knowledge of mankind has been passed down over thousands of years. Reading is the best way to absorb world culture and enrich your

knowledge. We should also read books about other areas of life to understand what is going on around us, improve ourselves, develop our souls towards good values. As you read more books, vocabulary and writing style will gradually enter your knowledge. From there, you will be able to speak fluently and express ideas clearly and coherently. The more books you read, the more you will learn how the author writes sentences, paraphrases, shifts ideas skillfully, and poses problems logically. A long process of reading with focus and attention will help you build language skills. Besides, you will confidently communicate with the great knowledge that you have accumulated through books.

3.2 Learn grammar and correct pronunciation



If you do not know how to pronounce English correctly, you will have a lot of difficulties in learning English, especially in communication. Because no matter how many words you know, how good you are at grammar, how well you read and write, others will have a hard time understanding what you say if you don't pronounce it correctly. On the contrary, you will also find it difficult to properly understand what others say. How can we pronounce better when learning English, easily communicate with foreigners. Actually, this is not difficult, as long as you persevere in practice.

Steps to help you practice English pronunciation to achieve high efficiency:

Step 1. Prepare a mirror and warm water to drink

Step 2. Turn on the video of native English speakers, imitate the pronunciation, pay special attention to the mouth of the instructor, pay attention to the placement of the tongue, pay attention to the lips, keep looking in the mirror and imitate as much as possible. as similar as possible, read slowly and repeat many times

Step 3. Record and compare with the original, if you find yourself reading is not the same, then do it again, continue to persist like that until progress.

3.3 Try to participate in group activities, club



In order to become stronger, more sociable, no longer timid and shy in communication, students should participate in extracurricular activities and clubs. Participating in extracurricular activities helps students relieve stress in studying

with a large amount of knowledge at school. Outside of school hours, students can participate in sports activities such as football, volleyball, badminton, etc. Extracurricular activities bring many health benefits, helping students to be more active both physically and the spirit. This is one of the important factors to help you improve your learning quality as well as be active in other activities. Besides, extracurricular activities also bring great benefits in helping students. develop many soft skills for yourself. Participating in sports and cultural movements, participating in activities of clubs in schools such as: Hosts Club, English Speaking Club, etc. is one of the ways to discover themselves, develop new skills and strengthen what they already have. Students also become familiar with the planning and implementation of programs to help achieve goals and intentions as well as gain more experience in management, training and teamwork.



Actively participating in extracurricular activities helps students balance life, relax and energize, thereby discovering new interests and interesting experiences. Actively participate in activities to increase professionalism, explore opportunities and broaden horizons beyond the knowledge accumulated while students are still at school. Furthermore, students' communication, behavior and problem-solving skills have been significantly improved through extracurricular activities.

Joining activities at the club will also bring more fun and excitement instead of just doing it alone. Here, you can not only freely express your abilities and interests; accumulate knowledge and practical experience related to the field of study... but also have the opportunity to expand relationships, make new friends. By participating in group activities or clubs, students will mature socially by interacting with new friends, which is also a way for you to build lasting relationships. , sustainable with people you like.

3.4 Exchange and meet people with good communication skills to learn



No one is born with perfect communication skills. Even the people you meet in your daily life, the people you call “soft” or “charming person”. Those people, if you pay attention, will see that they practice daily conversation, talk a lot and gain experience and gradually possess more fluent communication skills than others. Meet and socialize with them and you will find out how to develop your communication skills.

But the important thing is that you need to spend a lot of time practicing and improving them in a way that suits you personally. You can start to improve the most basic things in communication such as: “always say goodbye to everyone before leaving”, “instead of speaking in a low voice, learn to speak loudly and clearly with plans and intentions.” “. Ask questions from those who come into contact with you, learn from your own experiences... Learn from people who are

good at communicating to find out how to apply the most suitable application for yourself in all situations of multi-communication. Improve your communication skills and art, and become fully confident in any situation in your personal and professional life. Know how to use body language to create images. Positive influence when communicating. Understanding communication messages through expressions from the other person's body language.

Know how to start an impressive story along with creating attraction and persuasion through the steps of talking and leading the listener.

Practice listening skills & know how to ask beneficial questions when communicating.

3.5 Make friends, chat with foreigners



You may not know that making friends and chatting with foreigners brings great benefits.

Improve pronunciation skills

Standard pronunciation in English is one of the most important things when it comes to mastering the language. For Vietnamese, it is quite difficult to pronounce properly like a native speaker and not everyone can do it. Learning English with

native speakers is an extremely effective way of learning that you should soon apply to quickly improve your pronunciation.

When learning English with foreigners, you can hear their accent as well as their pronunciation and accent so that you can imitate them. During the communication process, you will also be trained to correct pronunciation errors in time.

Your English pronunciation skills will definitely improve quickly and best through these English lessons. Talking with native speakers is the best way to get the correct pronunciation and intonation. Because usually when communicating in English, you still have a lot of Vietnamese accents, but they are not the same from the way they pronounce the words clearly, the syllables, the linking words and most especially the way of stressing and emphasizing intonation.



Regular communication with native speakers will help students get used to the standard syllables and gradually become the ability to perceive the language unconsciously.

English communication with foreigners has never been so effective because not only do you yourself learn the correct pronunciation from native speakers, but the mistakes in the learning process are adjusted deeper memory.

Anxiety and fear are the biggest barriers when learning any foreign language, not just English. Learning to communicate in English with foreigners forces you to open your heart often, break your fear so that you can be more confident when using a language other than your mother tongue.

Each country, each ethnic group, each land will have different customs and cultures. You will certainly feel excited when you have the opportunity to learn about these distinct beauties. When communicating with foreigners, you will hear stories about their country and people. This is one of the ways for you to expand your knowledge. Indigenous culture will be conveyed in the process of conversing with foreigners, which will not only make you understand more about the customs. habits that also help you implicitly know the rules as well as how to behave in each case when using a language other than your mother tongue.

Try to make friends and chat with the right person, first about the language you want to learn, then about your age, interests, and passions. People of the same generation or with certain similarities are easier to talk to and understand each other. You will also get a relaxed, excited atmosphere when talking about your favorite topics.

Students should also make the most of methods, from texting and calling to video chat. Changing the forms of exchange and contact will help you be more flexible in learning English skills as well as make the conversation not boring. Pay attention to taking notes during the learning process, if there is a word that you do not understand or need to answer or have a question, feel free to ask for an explanation of its meaning and usage.

3.6 Listening to English songs



One of the uses of music that no one can deny is its ability to help the mind relax and relieve stress after stressful and tiring working hours. Instead of choosing ordinary music in Vietnamese, why don't you try songs in English to both relax and improve your English.

Most of the songs in English are about stories in daily life, so the words in the songs are very close and familiar. Regularly listening to English music will help you better understand how to communicate, and in the long run, your ability to communicate in foreign languages will be improved. Spend 30 minutes entertaining and listening to music in English, after a while you will see that your knowledge of English and your ability to communicate is much improved. The benefits of music in English help you improve your vocabulary very well, and even help you remember it longer than conventional learning methods. A good English song will make you want to better understand the content of the song, then looking up vocabulary will help you remember better. The words in the song you just learned will also help your vocabulary become richer and more diverse. So, if you love a certain song, try to find out the meaning and lyrics of the song. Try opening a song that you love and focus on listening carefully to the lyrics that the singer presents, surely your listening ability will be significantly improved. Improved

hearing also means that you'll pronounce the words much more accurately when you see those words again. It's great, isn't it?

3.7 Watch English Movies



Learning to communicate in English through movies is a great method. You should start watching American movies right away because learning English communication by movies is one of the best and most effective ways to learn. Watching movies not only helps you learn vocabulary and grammar through context naturally, but also increases your listening comprehension. Helps you know how to pronounce the words you learn (unlike reading). Get used to the intonation of a foreigner and absorb it automatically. And intonation is extremely important for English communication. When the character shows a wide range of emotions, you will also learn how to express your feelings in sentences, you will also learn grammar, rhythms, slang words in everyday communication,...

Just like a child learns his mother tongue by listening and observing a lot, as long as you watch American movies every day, your English will automatically improve. And here are some tips for you to maximize the benefits you get from watching movies.

When you are just starting out, watch movies that are easy, don't use movies where the characters speak too quickly, use words that are too difficult. The most suitable series for beginners is Extra English. The odd movies that are easy to follow are Disney cartoons such as , Aladdin, How to train your dragon, Kungfu Panda...

Please use English subtitles when watching.



If you watch with Vietnamese subtitles, you will mainly focus on the subtitles and not hear what the character is saying. But if you use English subtitles, you will see and hear the words spoken by the character at the same time, creating a link between the image and the sound, helping you to remember the word and at the same time know the pronunciation of the word.

If you just started learning English with movies, you should watch Vietnamese subtitles to understand the main content. Then watch English subtitles. The goal is that you can watch and understand movies without subs.

Focus on the key sentences you want to use.

While you watch, there will be some sentences that you find close, which can be applied in life. At such times, imagine yourself using it in a situation, or write it down for later use.

Choose the movie you like.

There are countless movies in English with a wide range of topics. Choose the movies that interest you the most. The more fun and immersed you are in English, the more effective and regular you will learn.

3.8 Practice speaking with teachers and friends



One of the secrets to motivating learning English is to go to school with a friend or a group of friends.

In fact, studying with friends is also less stressful when studying in class, and more comfortable and lively when studying at home. For example, during self-study, a group of friends can watch an English movie together to learn listening and vocabulary, then have a conversation in English, solve English puzzles, or participate in an outdoor activity. Compared to practicing English with native speakers, practicing English with friends helps you to be more confident and comfortable. Because when you are not fluent in English, you are often quite shy

when a foreigner initiates a conversation and is afraid of making mistakes. And when you make a mistake, you are often disappointed in yourself, depressed, even embarrassed, and want to avoid communicating in English with foreigners in the future. When you study with friends, you will reduce these psychological problems. You will feel confident, and certainly receive positive feedback from the other person when you accidentally speak wrong English.



And practicing English with a teacher will help you get the pronunciation and grammar more correct, the teacher will be the second ear, helping to check if you have the correct pronunciation or not, there are no grammar mistakes. or not, if wrong you will be rectified immediately. You can also ask the teacher questions that native speakers often use.

3.9 Practice confidence



Build your confidence by changing your habits and doing things you haven't done before. It can be difficult and scary at first but then you will get used to it and become more confident. Confidence is the key to successful communication.

Trying not to be shy, not afraid is a way to help you build confidence. No one's fear is not there. Overcoming fear in all difficult and challenging situations, you will firmly believe to try to improve your self-worth. Never be shy or afraid that you will fail, you can't do it, challenge yourself to know your limits. In important situations, to reduce fear, take a deep breath to quickly regain your spirit and then focus on solving the problem.

There is a saying that "Failure is the mother of success" has summed up implying that people are not afraid of failure, failure is not necessarily bad, if we stand up after failures and learn from experience, then surely. will reach success. Therefore, practice confidence before all challenging problems to have more energy and determination to achieve achievements, goals, and dreams.

Have faith that you will succeed

Cultivate confidence by training your willpower, belief that you will succeed, and you have achieved a 50% chance of success. Success only comes to those who believe in themselves, if you think you can't do it, the results will definitely not be

good. Believe in success and not be afraid of failure, you will try harder, more determined to achieve your goals and dreams.

3.10 Practicing English communication



Create an environment for regular English communication, for example, after watching a movie, you and your friends can act out the dialogue. Practicing English communication is practicing common sentence patterns in daily life. Practice listening and speaking with common sentences used in supermarkets, restaurants, cinemas, hospitals, banks, etc. Sample sentences used when traveling, etc.

For example:

Could you tell me where the...is?

Could I have another carrier bag, please?

Do you have a loyalty card?

Can we have a look at the menu, please?

What is the most interesting movie now?

How much is the ticket?

Try to maintain the habit of communicating in English every day, you can also talk to your best friend in English for a month, you will definitely improve.

3.11 Persevere to study and practice every day

As mentioned at the beginning, if you want to communicate well, you need to go through the process of studying and practicing every day. You won't be good at it right away, but with your hard work, the results will be different.

PART III: CONCLUSION

This chapter elaborates the conclusion and suggestion the researcher in conducting this research. The researcher takes the result based on the research findings in the previous chapter in relation to the research question proposed.

1.1. Conclusion

After analyzing the research findings, the researcher was able to conclude of the students problem faced in communicating English with foreigners include about less contact with foreigners, shyness, lack of confidence, lazy communication disease, lack of vocabulary and grammar, thinking in Vietnamese and then translate into English, not recognizing English sounds, not practicing listening, not keeping up with the speed of the speaker. Besides, the researcher has discovered that the students' problems are caused by a number of psychological factors such as fear of making mistakes, shyness, lack of confidence. This is a common problem for English-speaking students. From all the speaking difficulties that students face, the researchers have also highlighted some factors that students face such as environmental factors that do not support to communicate in English with foreigners. Therefore, this issue needs the attention of teachers and administrators to overcome the shortcomings, how to build an effective program so that students have the opportunity to communicate with foreigners, make students interested in speaking English and should also provide some activities that enable them to speak English as well as possible.

In fact, teachers at Hai Phong University of Management and Technology have applied several strategies to achieve the goal of students being able to communicate in English with foreigners. By allowing foreign students to study under the international student exchange program.

Besides, the strategic management also has the effect of improving the communication ability of students. In fact, it is necessary to create more exchanges with foreigners to achieve the goal of solving difficulties students face when communicating with foreigners.

The results of data collection conducted by researchers also show that one of the obstacles that hinders communication is students' limited vocabulary and grammar. Therefore, teachers need to find a way for students to expand their vocabulary and memorize grammatical structures by making sentences. To solve the problem of not recognizing English sounds as well as thinking Vietnamese and then translating into English, teachers need to let students listen more and practice speaking to increase their reflexes.

1.2. Suggestions

Based on the research results, the writer would like to make some suggestions for the following people.

1.2.1. For teachers

Hopefully teachers can find teaching methods to help students improve communication difficulties

1.2.2. For students

Hopefully the students will communicate in English more diligently and patiently, and they should realize that English is very important to them, it is the key that opens the door to the future.

1.2.3. For future researchers

For prospective researchers who wish to conduct research on the same topic, the results of the study can be used as an additional reference or further study with different discussions.

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QUESTIONNAIRE ABOUT SOME DIFFICULTIES IN ENGLISH COMMUNICATION OF THE 1ST- YEAR STUDENTS AT HAI PHONG UNIVERSITY MANAGEMENT & TECHNOLOGY

This survey form is designed to find out some difficulties in English communication of first-year students at Hai Phong university of management and technology with foreigners. Your participation in this questionnaire will provide significant information on my research, and your contribution will be extremely beneficial to the completion of my dissertation. Please be as honest as possible when answering the following questions.

1. How long have you been learning English? *

- 5 years
- 5-10 years
- More than 10 years

2. Do you like talking with foreigners? *

- Yes
- No

3. Have you ever talked to a foreigner? *

- Yes
- No

4. In your opinion, how important is English communication with foreigners? *

- Very important
- Important
- Neutral
- Unimportant

5. What difficulties do you usually face when communicating with foreigners? *

- Shyness
- Lack of Confidence
- Lack of vocabulary and grammar
- Not recognizing English sounds
- Thinking in Vietnamese and then translate into English

6. How often do you practice speak English? *

- Usually
- Often
- Sometimes
- Rarely
- Never

7. How to improve your communication? *

- Read books to expand vocabulary, knowledge
- Communicate and meet people with good communication skills
- Persevere in learning and practicing English communication
- Make friends, chat with foreigners
- Additional grammar and practice pronunciation
- Listen to music, watch English movies

8. What did you learn when communicating with foreigners? *

- Know more vocabulary
- Practice the correct pronunciation
- Understanding foreign culture
- More confident
- Better communicate