

MENTORING PRACTICES OF NOVICE TESL TEACHERS IN MALAYSIAN SECONDARY SCHOOLS

JASMEET KAUR A/P UTUMBER SINGH

UNIVERSITI PENDIDIKAN SULTAN IDRIS

2019

**MENTORING PRACTICES OF NOVICE TESL TEACHERS IN MALAYSIAN
SECONDARY SCHOOLS**

JASMEET KAUR A/P UTUMBER SINGH

**DISSERTATION PRESENTED TO QUALIFY FOR A MASTER'S DEGREE IN
EDUCATION (TEACHING OF ENGLISH AS A SECOND LANGUAGE)
(RESEARCH MODE)**

**FACULTY OF LANGUAGES AND COMMUNICATION
UNIVERSITI PENDIDIKAN SULTAN IDRIS**

2019



Sila Taipkan (✓):

Kertas Projek
Sarjana Penyelidikan
Sarjana Penyelidikan Dan Kerja Kursus
Doktor Falsafah

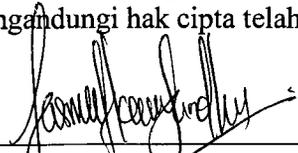
<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

INSTITUT PENGAJIAN SISWAZAH PERAKUAN KEASLIAN PENULISAN

Perakuan ini telah dibuat pada 20 hari bulan September 2019.

i. Perakuan pelajar :

Saya, Jasmeet Kaur a/p Utumber Singh dengan ini mengaku bahawa disertasi yang bertajuk “Mentoring Practices of Novice TESL Teachers in Malaysian Secondary Schools” adalah hasil kerja saya sendiri. Saya tidak memplagiat dan apa-apa penggunaan mana-mana hasil kerja yang mengandungi hak cipta telah dilakukan secara urusan yang wajar dan bagi maksud yang dibenarkan dan apa-apa petikan, ekstrak, rujukan atau pengeluaran semula daripada atau kepada mana-mana hasil kerja yang mengandungi hak cipta telah dinyatakan dengan sejelasnya dan secukupnya



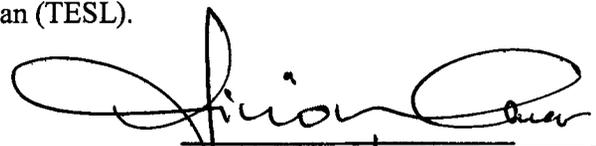
Tandatangan pelajar

ii. Perakuan Penyelia:

Saya, Professor Madya Dr Aion Binti Omar dengan ini mengesahkan bahawa hasil kerja pelajar yang bertajuk “Mentoring Practices of Novice TESL Teachers in Malaysian Secondary Schools” dihasilkan oleh pelajar seperti nama di atas, dan telah diserahkan kepada Institut Pengajian Siswazah bagi memenuhi sepenuhnya syarat untuk memperoleh Ijazah Sarjana Pendidikan (TESL).

20/09/2019

Tarikh



Tandatangan Penyelia



INSTITUT PENGAJIAN SISWAZAH /
INSTITUTE OF GRADUATE STUDIES

**BORANG PENGESAHAN PENYERAHAN TESIS/DISERTASI/LAPORAN KERTAS PROJEK
DECLARATION OF THESIS/DISSERTATION/PROJECT PAPER FORM**

Tajuk / Title: MENTORING PRACTICES OF NOVICE TESL TEACHERS
IN MALAYSIAN SECONDARY SCHOOLS

No. Matrik /Matric's No.: M 2016 2001613

Saya / I: JASMEET KAUR A/P UTUMBER SINGH

(Nama pelajar / Student's Name)

mengaku membenarkan Tesis/Disertasi/Laporan Kertas Projek (Doktor Falsafah/Sarjana)* ini disimpan di Universiti Pendidikan Sultan Idris (Perpustakaan Tuanku Bainun) dengan syarat-syarat kegunaan seperti berikut:-

acknowledged that Universiti Pendidikan Sultan Idris (Tuanku Bainun Library) reserves the right as follows:-

1. Tesis/Disertasi/Laporan Kertas Projek ini adalah hak milik UPSI.
The thesis is the property of Universiti Pendidikan Sultan Idris
2. Perpustakaan Tuanku Bainun dibenarkan membuat salinan untuk tujuan rujukan sahaja.
Tuanku Bainun Library has the right to make copies for the purpose of research only.
3. Perpustakaan dibenarkan membuat salinan Tesis/Disertasi ini sebagai bahan pertukaran antara Institusi Pengajian Tinggi.
The Library has the right to make copies of the thesis for academic exchange.
4. Perpustakaan tidak dibenarkan membuat penjualan salinan Tesis/Disertasi ini bagi kategori **TIDAK TERHAD**.
The Library are not allowed to make any profit for 'Open Access' Thesis/Dissertation.
5. Sila tandakan (✓) bagi pilihan kategori di bawah / *Please tick (✓) for category below:-*

SULIT/CONFIDENTIAL

Mengandungi maklumat yang berdarjah keselamatan atau kepentingan Malaysia seperti yang termaktub dalam Akta Rahsia Rasmi 1972. / *Contains confidential information under the Official Secret Act 1972*

TERHAD/RESTRICTED

Mengandungi maklumat terhad yang telah ditentukan oleh organisasi/badan di mana penyelidikan ini dijalankan. / *Contains restricted information as specified by the organization where research was done.*

TIDAK TERHAD / OPEN ACCESS

Jasmeet Kaur
(Tandatangan Pelajar/ Signature)

Tarikh: 7/10/2016

[Signature]
(Tandatangan Penyelia / Signature of Supervisor)
& (Nama & ~~ASAS~~ **ASAS** ~~PROVINE~~ **PROVINE** ~~AWAL~~ **AWAL** ~~SMAR~~ **SMAR**)
English Language & Literature Department
Faculty of Languages & Communication
Sultan Idris Education University

Catatan: Jika Tesis/Disertasi ini **SULIT @ TERHAD**, sila lampirkan surat daripada pihak berkuasa/organisasi berkenaan dengan menyatakan sekali sebab dan tempoh laporan ini perlu dikelaskan sebagai **SULIT** dan **TERHAD**.

Notes: If the thesis is CONFIDENTIAL or RESTRICTED, please attach with the letter from the organization with period and reasons for confidentiality or restriction.



ACKNOWLEDGEMENTS

First and foremost, I would like to offer my sincerest gratitude to my supervisor, Dr. Ainon Binti Omar, whose support and encouragement has been invaluable throughout the writing of this thesis. I attribute the completion of my Master's Degree to her patience and knowledge, for without her guidance this thesis would not have been written or completed. Her kindness in dealing with my mistakes, patient instruction as well as her willingness to let me work in my own way has made me the person I am today. Many thanks I bid to Dr. Intan Safinas Binti Mohd Ariff Albakri as my co-supervisor. Her advice and guidance has been insightful and instrumental in the completion of this thesis.

I would like to extend my heartfelt thanks to all the mentor teacher, novice TESL teachers and SISC+ that were a part of this research. For without their enthusiastic feedback and cooperation, this research and thesis would not have been able to be completed.

My special thanks to Mr Jack for his willingness to teach and guide me in using the SPSS software as well as quantitative analysis. His willingness to share his knowledge has proven to be invaluable in enhancing my own.

Last but not least, I am also grateful for the unconditional love, support and encouragement from my beloved family who have been my rock throughout my life. They are the source of my comfort and strength as well as a constant reminder for me to constantly work harder and persevere in order to achieve my dreams. I am thankful for all their encouragement throughout this journey. To all my beloved friends who are always there and willing to lend an ear to my troubles, I am always grateful. I am forever thankful for all your understanding, advice and silly antics that have only enriched my life thus far.





ABSTRACT

The study aimed to examine the mentoring practices applied by TESL mentor teachers to support novice TESL teachers in secondary schools in the Malaysian context. The mentoring practices consisted of five elements, *Personal Attributes*, *System Requirements*, *Pedagogical Knowledge*, *Feedback* and *Modelling*. These elements were adapted from Hudson's Five-Factor Mentoring Model to identify the mentoring practices. This study also investigated the perception of novice TESL teachers and TESL mentor teachers on the mentoring programme. This study employed convergent parallel design. Both quantitative and qualitative methods were triangulated in data collection, which involved a total of four School Improvement Specialist Coach Plus (SISC+) officers, 40 Teaching English as Second Language (TESL) mentor teachers and 60 novice TESL teachers. The participants and schools were selected through convenience and purposive sampling. The data collection instruments implemented were document analysis of the course plan (*Panduan Pembangunan Guru Baharu-PPGB 2015*), semi-structured interviews and survey questionnaires. Based on the findings gathered, 70% of novice TESL teachers stated they felt supported by the mentoring practices applied by their mentor teachers. 90% of mentor teachers stated that their mentoring practices have been helpful for novice TESL teachers to adapt in the school. Based on the semi-structured interviews, some of the emerging themes were communication, teaching methods and feedback, which were categorised under Hudson's Five-Factor Mentoring Model. Some mentor teachers stated that the mentoring caused them pressure and they did not have allocated space and time to mentor novice TESL teachers. The implication derived from this study is mentoring programme for novice TESL teachers is really helpful and vital to support these novice TESL teacher to embark on their journey in schools. Thus, mentor teachers should play an effective role in mentoring novice TESL teachers, and mentoring programme should be strengthened and updated at all times.





AMALAN-AMALAN PEMENTORAN GURU-GURU BAHARU BAHASA INGGERIS DI SEKOLAH-SEKOLAH MENENGAH DI MALAYSIA

ABSTRAK

Kajian ini bertujuan untuk mengkaji amalan-amalan pementoran yang diamalkan oleh guru-guru mentor TESL untuk membantu guru-guru baharu TESL di sekolah-sekolah menengah di Malaysia. Amalan-amalan pementoran tersebut melibatkan lima elemen, iaitu sifat-sifat peribadi, keperluan system, pengetahuan pedagogi, maklum balas dan pemodelan. Elemen-elemen ini diadaptasi daripada Hudson's Five-Factor Mentoring Model untuk mengenal pasti amalan-amalan pementoran. Kajian ini juga bertujuan untuk meneliti persepsi guru-guru mentor TESL dan guru-guru baharu TESL atas program pementoran. Kaedah Selari Konvergen telah digunakan dalam kajian ini. Pendekatan gabungan kualitatif dan kuantitatif telah digunakan. Sebanyak empat pegawai *School Improvement Specialist Coach Plus* (SISC+), empat puluh guru mentor TESL dan enam puluh guru baharu TESL telah dipilih menggunakan kaedah persampelan bertujuan sebagai sampel kajian. Instrumen bagi kajian ini adalah analisa dokumen, temu bual dan soal selidik. Buku Panduan Guru Baharu 2015 telah dianalisa untuk memperoleh maklumat penting berkaitan kaedah pementoran yang diperlukan untuk membantu guru-guru baharu TESL di sekolah-sekolah di Malaysia. Berdasarkan analisa, 70% daripada guru baharu TESL menyatakan bahawa mereka suka akan kerja mereka kerana kaedah-kaedah yang digunakan oleh guru mentor mereka. 90% guru mentor juga menyatakan bahawa kaedah-kaedah pementoran mereka telah membantu guru-guru baharu TESL. Berdasarkan dapatan daripada temubual, Antara tema yang dikenal pasti ialah komunikasi, kaedah pengajaran dan maklum balas. Semua tema ini diklasifikasikan dalam Hudson's Five-Factor Mentoring Model. Sesetengah guru-guru mentor TESL menyatakan bahawa mereka terasa terbeban dan mereka tidak mempunyai tempat dan masa untuk menjalankan sesi pementoran dengan guru-guru baharu TESL. Implikasi daripada kajian ini menunjukkan kaedah-kaedah pementoran amat penting dalam membantu guru-guru baharu dalam perjalanan di alam sekolah. Oleh itu, guru-guru mentor TESL harus memainkan peranan yang efektif untuk membantu guru-guru baharu TESL, dan program pementoran harus dikemaskinikan dari semasa ke semasa.



TABLE OF CONTENTS

	Page
DECLARATION OF ORIGINAL WORK	ii
DECLARATION OF THESIS	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
ABSTRAK	vi
TABLE OF CONTENTS	vii
LIST OF TABLES	xii
LIST OF FIGURES	xv
LIST OF ABBREVIATIONS	xvii
APPENDIX	xviii

CHAPTER 1 INTRODUCTION

1.1 Introduction	1
1.2 Background of the Study	2
1.3 Statement of the Problem	6
1.4 Purpose of the Study	9
1.5 Aims of the Study	9
1.6 Research Objectives	10
1.7 Research Questions	10
1.8 Theoretical and Conceptual Framework	11
1.8.1 Individual Constructivism Theory and Social Constructivism Theory	12
1.8.2 The 'constructivist' mentor	13
1.8.3 Hudson's Five-Factor Mentoring Model	14

1.9 Significance of the Study	15
1.10 Limitations of the Study	16
1.11 Definitions of Terms	16
1.11.1 Novice TESL Teachers	16
1.11.2 Mentor Teachers	17
1.11.3 School Improvement Specialist Coach Plus (SISC+)	17
1.11.4 Mentoring	18
1.11.5 Mentoring Practices	18
1.12 Organization of Thesis	19
1.13 Chapter Summary	20

CHAPTER 2 LITERATURE REVIEW

2.1 Introduction	21
2.2 Definition of Mentoring	22
2.3 The Benefits of Mentoring	24
2.4 Beginning Teacher Induction Programme	27
2.4.1 Orientation Phase	31
2.4.2 Mentoring Phase	32
2.4.3 Professional Development Phase	33
2.5 Mentoring Programme in Other Countries	36
2.6 Theoretical Framework	37
2.7 Hudson's Five-Factor Mentoring Model	42
2.8 Overview of the Methodology of the Study	49
2.9 Needs and Challenges of Novice Teachers	51
2.10 Mentoring Practices for Novice TESL Teachers	54
2.11 Studies on Mentoring for Novice TESL Teachers in Malaysia	58
2.12 Chapter Summary	62

CHAPTER 3 RESEARCH METHODOLOGY

3.1 Introduction	63
3.2 Research Design	64
3.3 Research Participants	66
3.4 Instruments	69
3.4.1 Semi-structured Interviews	69
3.4.2 Survey Questionnaire	71
3.4.3 Document Analysis	73
3.5 Data Collection Procedures	74
3.5.1 Research Procedure	74
3.5.2 Semi-structured Interviews Data Collection Procedures	75
3.5.3 Survey Questionnaire Data Collection Procedures	77
3.6 Data Analysis	78
3.6.1 Semi-structured Interviews	78
3.6.2 Survey Questionnaires	83
3.6.3 Document Analysis	84
3.7 Issues of Trustworthiness, Validity and Reliability	86
3.8 Ethical Issues	88
3.9 Pilot Study	88
3.9.1 Survey Questionnaire	90
3.9.2 Semi-Structured Interviews	95
3.10 Chapter Summary	97

CHAPTER 4 RESULTS AND FINDINGS

4.1 Introduction	98
4.2 Profile of Research Respondents	99
4.2.1 Mentor Teachers	100
4.2.2 Novice TESL Teachers	103

4.2.3 SISC+ Officers	105
4.3 Research Question 1	107
4.3.1 Mentor Teachers	107
4.3.1.1 Experiences of Mentor Teachers Mentoring Novice TESL Teachers	108
4.3.1.2 Experiences of Mentor Teachers Mentoring Novice TESL Teachers – Analysis Based on Hudson’s Five-Factor Mentoring Model	114
4.3.2 Novice TESL Teachers	143
4.3.2.1 Experiences of Novice TESL Teachers Being Mentored	143
4.3.2.2 Experiences of Novice TESL Teachers Being Mentored – Analysis Based on Hudson’s Five- Factor Mentoring Model	153
4.4 Research Question 2	172
4.4.1 Perception of Mentor Teachers on Mentoring Programme	172
4.4.2 Feedback on Novice TESL Teachers	177
4.4.3 Objectives of Mentoring Programme	180
4.4.4 Challenges by Mentor Teachers During Mentoring Programme	186
4.4.5 Suggestions by Mentor Teachers on Mentoring Programme	194
4.4.6 Career Development for Mentor Teachers	198
4.4.7 Benefits of Mentoring Programme to Mentor Teachers	200
4.4.8 Positive and Negative Aspects of Mentoring Programme by Mentor Teachers	204
4.5 Research Question 3	209
4.5.1 Mentoring Programme on Novice TESL Teachers	209
4.5.2 Criteria of Mentor Teachers by Novice TESL Teachers	215
4.5.3 Organization of Mentoring Programme	221
4.5.4 Perception of Novice TESL Teachers on Their Work	222
4.5.5 Feedback of Novice TESL Teachers on Mentoring Programme In Relation to Well Being	223

4.5.6 Objectives of Mentoring Programme by Novice TESL Teachers	226
4.5.7 Challenges by Novice TESL Teachers	233
4.5.8 Suggestions by Novice TESL Teachers to Enhance Mentoring Programme	240
4.5.9 Career Development for Novice TESL Teachers	244
4.5.10 Benefits of Mentoring Programme by Novice TESL Teachers	247
4.5.11 Positive and Negative Aspects of Mentoring Programme by Novice TESL Teachers	251
4.6 Chapter Summary	258

CHAPTER 5 DISCUSSIONS AND CONCLUSIONS

5.1 Introduction	259
5.2 Overview of Thesis	260
5.3 Discussions	263
5.3.1 Research Question 1	263
5.3.2 Research Question 2	281
5.3.3 Research Question 3	286
5.4 Summary	291
5.5 Recommendations	292
5.6 Suggestions for Future Research	293
5.7 Conclusions	295

REFERENCES	297
-------------------	-----

APPENDICES	313
-------------------	-----

LIST OF TABLES

Table No.	Page
2.1 Definitions of Mentoring	22
2.2 Stages in Mentoring Programme	30
3.1 Sections in survey questionnaire for mentor teachers	72
3.2 Sections in survey questionnaire for novice TESL teachers	72
3.3 Six steps in conducting thematic analysis	79
3.4 Summary of Data Collection and Data Analysis	84
3.5 Pilot test sample	90
3.6 Feedback from participants (novice TESL teachers)	91
3.7 Feedback from participants (mentor teachers)	93
4.1 Descriptions of Mentor Teacher Respondents	102
4.2 Descriptions of Novice TESL Teachers Respondents	104
4.3 Profile of SISC+ Officers	106
4.4 Experiences of Mentor Teachers in Mentoring Novice TESL Teachers in Terms of Frequency (<i>f</i>) and Percentage (%)	108
4.5 Mentor Teachers Report on Their Personal Attributes for Mentoring	115
4.6 Mentoring Practices on Personal Attributes (Open-ended questionnaire)	115
4.7 Mentor Teachers Report on Mentoring System Requirements	122
4.8 Mentoring Practices on System Requirements (Open-ended questionnaire)	123
4.9 Mentor Teachers Report on Mentoring Pedagogical Knowledge	124
4.10 Mentoring Practices on Pedagogical Knowledge (Open-ended questionnaire)	125



4.11 Mentor Teachers Report on Providing Feedback to Novice TESL Teachers	135
4.12 Mentoring Practices on Feedback (Open-ended questionnaire)	136
4.13 Mentor Teachers Report on Their Modelling of Teaching	139
4.14 Mentoring Practices on Modelling (Open-ended questionnaire)	139
4.15 Summary of Hudson's Five-Factors Mentoring Practices (Mentor Teachers)	141
4.16 Experiences of Novice TESL Teachers Being Mentored by their Mentor Teachers in Terms of Frequency (<i>f</i>) and Percentage (%)	144
4.17 Novice TESL Teachers Report on Their Mentor Teachers Personal Attributes in Mentoring	153
4.18 Mentoring Practices on Personal Attributes (Open-ended questionnaire)	154
4.19 Novice TESL Teachers Report on Their Mentor Teachers System Requirements	158
4.20 Mentoring Practices on System Requirements (Open-ended questionnaire)	158
4.21 Novice TESL Teachers Report on Their Mentor Teachers Mentoring Pedagogical Knowledge	160
4.22 Mentoring Practices on Pedagogical Knowledge (Open-ended questionnaire)	161
4.23 Novice TESL Teachers Report on Their Mentor Teachers Providing Feedback to Novice TESL Teachers	165
4.24 Mentoring Practices on Feedback (Open-ended questionnaire)	165
4.25 Novice TESL Teachers Report on Their Mentor Teachers Modelling of Teaching	168
4.26 Mentoring Practices on Modelling (Open-ended questionnaire)	168
4.27 Summary of Hudson's Five Factor Mentoring Practices (Novice TESL Teachers)	170
4.28 Mentoring Programme by Mentor Teachers in Terms of Frequency (<i>f</i>) and Percentage (%)	173



4.29 Feedback by Mentor Teachers on novice TESL teachers in Terms of frequency (<i>f</i>) and Percentage (%)	177
4.30 Objectives of Mentoring Programme	180
4.31 Challenges by Mentor Teachers During Mentoring Programme	186
4.32 Suggestions by Mentor Teachers on Mentoring Programme	194
4.33 Career Development for Mentor Teachers	198
4.34 Benefits of Mentoring Programme to Mentor Teachers	200
4.35 Positive and Negative Aspects of Mentoring Programme by Mentor Teachers	204
4.36 Mentoring Programme by Novice TESL Teachers in Terms of Frequency (<i>f</i>) and Percentage (%)	210
4.37 Criteria of Mentor Teachers by Novice TESL Teachers in Terms of Frequency (<i>f</i>) and Percentage (%)	215
4.38 Work in Terms of Frequency (<i>f</i>) and Percentage (%)	222
4.39 Feedback by Novice TESL Teachers in Terms Frequency (<i>f</i>) and Percentage (%)	223
4.40 Objectives of Mentoring Programme by Novice TESL Teachers	226
4.41 Challenges by Novice TESL Teachers	233
4.42 Suggestions by Novice TESL Teachers to Enhance Mentoring Programme	240
4.43 Career Development for Novice TESL Teachers	244
4.44 Benefits of Mentoring Programme by Novice TESL Teachers	247
4.45 Positive and Negative Aspects of Mentoring Programme by Novice TESL Teachers	251

LIST OF FIGURES

No. Figures	Page
1.1 Adaptation of theories of Individual Constructivism Theory by Piaget (1972), Social Constructivism Theory by Vygotsky (1978) and Hudson's Five-Factors Mentoring Model by Hudson (2004)	11
2.1 Flow of Beginning Teacher Induction Programme Execution in Schools for Novice Teachers under Ministry of Education of Malaysia	29
2.2 Execution of Mentoring Programme for Novice Teachers	33
2.3 Hudson's Five Factor Mentoring Model	43
2.4 Hudson's Five Factor Mentoring Model with Mentoring Practices	44
2.5 Hudson's Constructivist Framework of Teaching Effectiveness	49
2.6 Theoretical and Methodology Frame of Study	51
3.1: Triangulation Design	65
3.2 Triangulation Design: Convergent Parallel Model	65
3.3: Selection of participants for semi-structured interviews	67
3.4: Selection of participants for survey throughout Perak	68
3.5: The instruments for the study	69
3.6: Data Collection Procedure	75
3.7: Data Collection Procedure (Administration of semi-structured interviews)	76
3.8: Data Collection Procedure (Administration of surveys)	77
3.9 Methodology Frame of the Study	85
4.1 Well-organized Mentoring Programme	221
5.1 Phases in Mentoring Programme of Novice TESL Teachers	264
5.2 Mentoring Practices under Personal Attributes	270

5.3 Mentoring Practices under System Requirements	271
5.4 Mentoring Practices under Pedagogical Knowledge	275
5.5 Mentoring Practices under Feedback	278
5.6 Mentoring Practices under Modelling	280

LIST OF ABBREVIATIONS

MT	Mentor Teachers
NNT	Novice TESL Teachers
SISC+	School Improvement Specialist Coaches Plus
TESL	Teaching English as a Second Language
CEFR	Common European Framework of Reference
NKRA	National Key Result Areas
<i>f</i>	Frequency
SD	Strongly Disagree
D	Disagree
U	Uncertain
A	Agree
SA	Strongly Agree

APPENDICES

- A Approval Letter from Ministry of Education of Malaysia to Conduct Research in Schools
- B Approval Letter from Perak Education Department to Conduct Research in Schools
- C Student Verification for Conducting Research
- D Validation of Student Status
- E Letter of Consent for Participants and Expert Panels
- F Questionnaire for Novice TESL Teachers
- G Questionnaire for Mentor Teachers
- H Semi Structured Interview Guide for Novice TESL Teachers
- I Semi Structured Interview Guide for Mentor Teachers
- J Semi Structured Interview Guide for SISC+
- K Appointment Letter of Expert Panel 1
- L Appointment Letter of Expert Panel 2
- M Survey Questionnaire Validation Rubric for Expert Panel 1
- N Survey Questionnaire Validation Rubric for Expert Panel 2
- O Interview Guidelines Validation Rubric for Expert Panel 1

P Interview Guidelines Validation Rubric for Expert Panel 2

Q Transcription of Interviews



CHAPTER 1

INTRODUCTION



1.1 Introduction

The first chapter will introduce and discuss details of the research including the background of the study, problem statement, purpose of the study, aims of the study, research objectives, research questions, theoretical framework, significance of the research, limitations of the study and definition of terms.





1.2 Background of the Study

Education has become an important factor in improving the individual success and of a country. Teachers are one of the most crucial components in developing the students holistically. Omebe (2014) has stated that the success of the education system relies heavily on the quality of teachers. It is further supported by the National Council for Accreditation of Teacher Education (NCATE, 2010) that has reported the quality of future education lies on several crucial elements which are quality teachers, teacher education and effective teacher training. As such, teacher preparation is a crucial component in ensuring teacher effectiveness.



and guidance throughout their first to three years of teaching. As presented by Lindgren (2003), a teacher's role include the transition of a student teacher to a professional teacher, where it demands the responsibility of leading the students in terms of their education towards the goals of gaining knowledge as well as personal development. Thus, mentoring is undeniably a vital aspect in preparing them to survive in the teaching field. This is further supported by Lindgren (2003), stated that mentoring helps the mentee to gain increased knowledge about the roles of a teacher in school and effective teaching methods to be applied.





Mentoring by mentor teachers is crucial as it helps novice TESL teachers to fit into the profession and start viewing themselves as teachers and improve their skills and attitudes towards teaching (Hixon & So, 2009; Scherer, 2012). Novice teachers face a variety of issues and challenges in their early years of teaching which determine their sustainability, teaching quality and students' performance (Vikaraman, Azlin & Mohd Izham, 2017). Therefore, careful considerations must be given in selecting and preparing mentor teachers who have the professional skills and competency to guide and coach the novice TESL teachers that are assigned to them.

In Malaysia, the Education Ministry has started to implement a programme to address the problems faced by novice teachers. In Malaysia, throughout the years, this particular profession has undergone tremendous changes and had become the choice for many (Khairani & Ab Razak, 2010). To compete in this globalised world, high quality educational system is necessary in Malaysia. According to Goh, (2012), the need for high quality teaching has become imperative.

As of late year 2010, all novice teachers would need to undergo a beginning teacher induction programme with the objective of gearing excellent work culture on duties and responsibilities more systematically. This respective programme will be mentored by experienced teachers together with the school in order to implement more effective teaching and a good quality teacher can be produced. By introducing this programme, the Ministry of Education has indeed proven that novice teachers often face issues and challenges in their respective schools. According to Yusof (2011), the





implementation of the induction programme helps novice teacher in terms of personal, social interaction, management of teaching and learning, management of curriculum and classroom management.

As opined by Ensign and Woods (2016), assuming the role of novice teachers within the culture of the school is not an easy task. The Education of Ministry of Malaysia has acknowledge this fact and designed a comprehensive beginning teacher induction programme named New Teacher Development Programme. It aims to support novice teachers in Malaysia throughout their first to three years of teaching. This programme is mandated for all novice teachers in Malaysia and it focuses on Continuous Professional Development (CPD), including novice TESL teachers.



The programme is the responsibility of the Ministry of Education, State Department of Education, District Department of Education and school. The respective schools have to organise a programme in accordance to Beginning Teacher Induction Module prepared by Ministry of Education. The schools are supervised by State Department of Education and District Department of Education to ensure the programme is well implemented. There are four main components in the programme namely orientation, mentoring, professional development and, evaluation and assessment. This programmes commences as soon as the novice teacher joins the school and runs for a year.





This programme has shown that mentoring plays a vital role in assisting novice TESL teachers in conforming themselves in to the teaching profession. Murshidi, Konting, Elias and Fooi (2006) explained that without proper support system, novice teachers may feel personally insecure, lack of confidence and leadership. Thus, with this induction programme, novice TESL teachers would be able to develop as a highly competent teacher.

To further develop novice TESL teachers into the teaching profession, the Ministry of Education in Malaysia has introduced the School Improvement Specialist Coach Plus (SISC+) in the year of 2013 as an initiative under the District Education Office Transformation Program which was implemented in stages in Malaysia.

Although the main intention of SISC+ is to reduce the number of low performing schools (band 4, 5, 6 and 7), the SISC+ programme also provides support to teachers in their teaching and learning tasks in the classroom by providing solutions to help them to improve the quality of their teaching and learning in three subjects, namely Malay, English and Mathematics and eventually bringing success to school.

The states of Kedah and Sabah were randomly chosen to spearhead the program. In the year of 2013, these states were the pioneer states to implement the SISC+ program and it showed significant result when both states showed tremendous improvement in national examination.





Through the implementation of Beginning Teacher Induction Programme for all novice teachers in Malaysia, it is shown that mentoring has an undeniably important role in supporting novice teachers, including novice TESL teachers to get suited in their respective schools. Hence, the current study aims to investigate the mentoring practices conducted by mentor teachers to support novice TESL teachers in secondary schools in Malaysia.

1.3 Statement of the Problem

There are myriad of problems and challenges which novice teachers will encounter in the early stages of their career and one of them is facing inadequacies in their own knowledge, skills and attributes as a teacher (Romano, 2008; Starkey & Rawlins, 2012; Wong, Rosnidar & Syakirah, 2015). Novice teachers often have high expectations of themselves which often result in failure. Novice teachers often struggle to cope with school demands such as systems, classroom management and other workload. Cullingford (2002) opined that novice teachers often have difficulties to distinguish between the teacher as a person and the teacher as a professional, which is one of the reasons of them being insecure about what is expected of them as teachers in schools.

First year of teaching is a painful experience for novice TESL teachers as they have to go through numerous phases in bettering themselves. For a novice TESL





teacher, the early years of teaching are often characterized by a “sink-or-swim” or “survival” mentality because not enough careful support and thoughtful development of teaching expertise is given to them over time (Bartell, 2004). In addition, they are often judged and evaluated by their pupils, colleagues and parents. As stated by Lindgren (2003), novice teachers can find this situation overwhelming as they struggle to apply the theoretical knowledge from their teacher training to the reality as novice teachers. Novice TESL teachers need time to transit from student teacher to a professional novice TESL teachers. This is only possible with the support from teachers in the school.

The Education Ministry of Malaysia has a well-structured programme for novice teachers which includes mentoring as a form of job-embedded professional development component for guiding and supporting novice teachers in the first three years of their career as a teacher (Ministry of Education, 2015). Each novice TESL teacher would be assigned a mentor teacher whose task is to impart knowledge to the novice teacher on the school culture, school environment, education systems and aims.

Thus, there is a need to carry out this research to identify the ways novice TESL teachers are supported with a mentoring programme and mentor teachers in secondary schools in Malaysia, to help them adapt and be a well versed teacher. The research is a path to investigate the mentoring practices that are applied by mentor teachers to support novice TESL teachers in their overall growth as a teacher in their teaching careers.





According to Farrell (2006), not much research has been addressed in the language teaching platform to assist novice TESL teachers. In addition, according to Sharmini Siva Vikaraman, Azlin Norhaini Mansor and Mohd Izham Mohd Hamzah (2017), there are no researches that have been conducted to investigate the mentoring practices for novice teachers in Malaysian Secondary Schools. The problem is further addressed by a study by Fatiha Senom, Abd Razak Zakaria and Shanina Sharatol Ahmad Shah (2013) indicated that the study on ESL novice teachers is scarce in Malaysian context. Thus, there is a need to explore the experiences of ESL novice teachers in Malaysia. This is further supported by a study conducted by Fatiha Senom & Juliana Othman (2014) that showed mentoring is indeed important to help novice TESL teachers in developing professionally in terms of their skills in teaching practices. These researches have clearly indicated that the studies on mentoring programmes are very limited especially focusing on novice TESL teachers.



In addition, the studies on mentoring are focused on ESL pre-service teachers rather than novice TESL teachers, there are great differences between both groups as novice teachers have more workloads, professional responsibilities and given higher expectations as compared to TESL pre-service teachers who only teach for a short span of time. Therefore, there is a need to fill the existing gap in the current research by looking into the mentoring practices by mentor teachers for the novice TESL teachers in schools in Malaysian context. Furthermore, this study is also to address the gap in the literature by detailing the mentoring practices by mentor teachers as well as the





perceptions of mentor teachers and novice TESL teachers on the mentoring practices in schools in Malaysia.

1.4 Purpose of the Study

Mentoring is a crucial component for novice TESL teachers and one of the most important roles of mentor is to give guidance, advice and counsel (Shaw, 1992; Wilkin, 1992 in Norhasni Zainal Abiddin, 2006). The purpose of this study is to identify the mentoring practices involved in mentoring the novice TESL teachers. In addition, this study will also look into the mentoring practices that can lead novice TESL teachers in adapting into their career life holistically. It is also to explore the perceptions of both mentor teachers and novice TESL teachers on the practices of mentoring in the Malaysian context.

1.5 Aims of the Study

The aim of this study is to provide insight into the implementation of mentoring practices for novice TESL teachers. This study also examines the intricacies, challenges and issues of mentoring programme for novice TESL teachers in their early years of





teaching. The feedback and responses from the participants will lead to the finding of the practices of mentoring needed in the local context for novice TESL teachers.

1.6 Research Objectives

The research objectives of this study are presented below:

- 1) To investigate how novice TESL teachers in secondary schools in Malaysia are supported with mentoring practices
- 2) To investigate the perspectives of the mentor teachers on their mentoring practices on novice TESL teachers
- 3) To identify the perspectives of the novice TESL teachers on the mentoring practices of their respective mentor teachers



1.7 Research Questions

The research questions of this study are presented below:

- 1) How are novice TESL teachers in secondary schools in Malaysia supported with mentoring practices?



- 2) What are the perspectives of the mentor teachers on their mentoring practices on novice TESL teachers?
- 3) What are the perspectives of the novice TESL teachers on the mentoring practices of their respective mentor teachers?

1.8 Theoretical and Conceptual Framework

This study is guided by Individual Constructivism Theory by Piaget (1972) and Social Constructivism Theory by Vygotsky (1978). These theories go hand in hand with Hudson's Five Mentoring Model (2004) to guide this research.

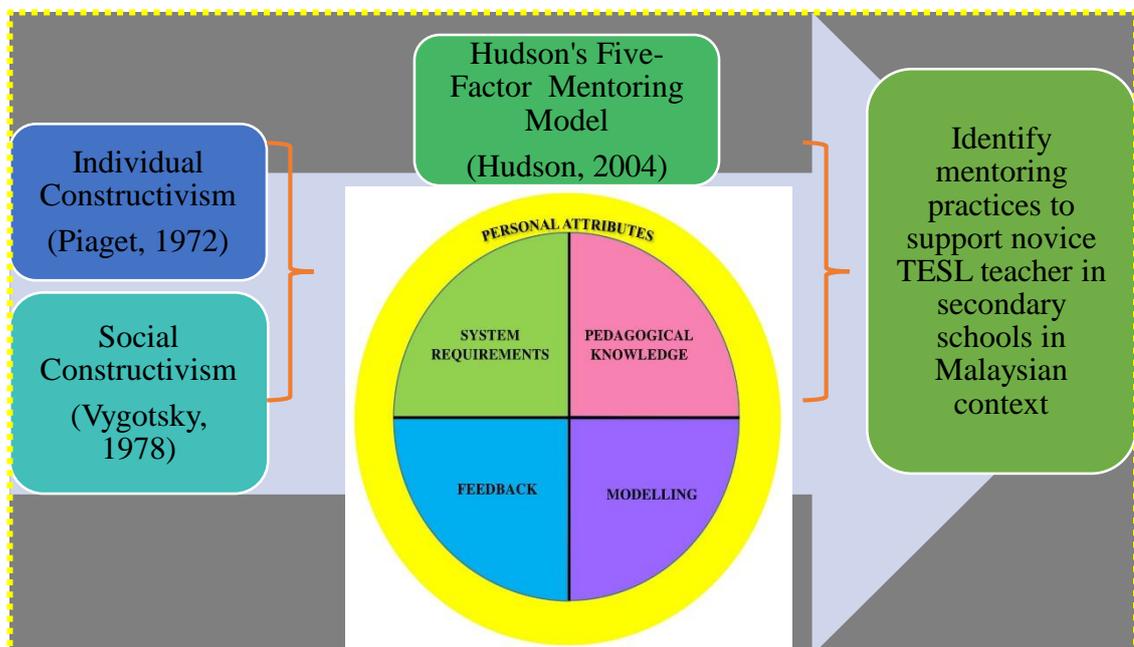


Figure 1.1. Adaptation of theories of Individual Constructivism Theory by Piaget (1972), Social Constructivism Theory by Vygotsky (1978) and Hudson's Five-Factors Mentoring Model by Hudson (2004)



1.8.1 Individual Constructivism Theory and Social Constructivism Theory

This study is guided by the theoretical framework of individual and social constructivism, as presented by Piaget (1972) and Vygotsky (1978). According to constructivist theory, learning is most effective when new knowledge and skills will be used and individuals construct meaning for themselves (Bickhard, 1998 in Hudson, 2004). In the context of novice teachers, as mentioned before, they have to deal with various tasks and posts in the early years. Through these experiences, novice teachers will have to digest the knowledge and skills in order to learn and understand their roles in schools.



Individual constructivism theory believes that learner's conception of knowledge are derived from a meaning-making search in which learners construct individual interpretations of their experiences (Roya Jafari Amineh & Hanieh Davatgari Asl, 2015, p. 12). Novice teachers have to rely on themselves in terms of understanding and adapting to the school needs as well as personal development and needs. Next, social constructivism is a theory of sociology and communication in which the individual examines the knowledge of the world and try to comprehend it. These theories agree that learners construct their knowledge from their experiences, communication with others and the surrounding. From the point of view of constructivism, the utmost purpose of knowledge is to enable the individuals to function well in the world (Dewey, 1960). In this research, the focus would be on novice TESL teachers in enabling themselves to function well in schools.



1.8.2 The ‘constructivist’ Mentor

Constructivism plays a major role in enhancing the potential of a mentor and a mentoring programme. It focuses on a particular subject, in this instance, English subject. In constructivism, the mentor contributes to the development of mentees through scaffolding, cognitive apprenticeship, tutoring, and cooperative learning and learning communities (Brown, 1994).

Mentors can work onto building mentee’s beginning knowledge of English subject towards a more complex and specific knowledge. The ‘constructive mentor’ plays a crucial role in giving an impact on the novice teacher’s development and create sequential changes in teaching practices. Von Glasersfled (1998) in Hudson (2004) stated that ‘constructivism may provide the thousands of less intuitive educators an accessible way to improve their methods of instruction’.

Constructivism is closely related in developing mentors in their specific mentoring roles. Through this, mentors play a crucial role in assisting novice TESL teacher to develop as well. Thus, to complement this theory, Hudson’s Five-Factor Mentoring Model has been applied.



1.8.3 Hudson's Five-Factors Mentoring Model

Constructivist mentoring may be characterised by Hudson's Five-Factor Mentoring Model, which has five factors namely personal attributes, system requirements, pedagogical knowledge, modelling, and feedback. The mentoring roles within these factors can be used to frame the novice TESL teacher's experiences in a constructivist way. Within this model, the mentor teacher acts as a facilitator to the novice TESL teacher to enhance the novice teacher's performance and support them through the field experience process. Mentor teachers act as a systematic agent of change which in turn develops novice TESL teachers as a whole. There are five factors embedded in the model, namely personal attributes, system requirements, pedagogical knowledge, modelling and feedback. These factors will be discussed in detail in Chapter 2.



Constructivist theories and the model used for specific mentoring may assist in the development of a novice TESL teacher. Constructivist theories complement field experience models, as it allows mentor teachers to build upon novice TESL teacher's existing knowledge into more understanding. In addition, the model serves as a specific mentoring model as it has five important factors. These theories along with the model will help the researcher to look in depth into the practices involved in mentoring novice TESL teachers.





1.9 Significance of the Study

Assigning a mentor teacher to a novice TESL teacher is not an easy task; instead it requires careful planning in mentoring novice TESL teachers. This stage is very significant for every novice TESL teacher. The mentoring practices applied by mentor teachers on novice TESL teachers would provide a huge impact on them, on personal attributes and professional development.

Through this study, it may assist schools in identifying and determining the exact mentoring practices that should be focused on mentoring novice TESL teachers during their first three years of teaching. This may help the mentor teachers in applying the practices of the mentoring for novice TESL teachers. In addition, mentor teachers will have a strategic plan to carry out mentoring programme by focusing on crucial mentoring practices. Schools may also plan a strategic plan to foster a productive mentoring practice to be applied on novice TESL teachers.

This study is also significant for SISC+ as it will enable them to identify the key mentoring practices to support and guide the teachers in schools. In addition, the district offices would be able to conduct mentoring programme in a structured form by focusing on the required mentoring practices. McKenna (1998) described mentoring as a seamless continuum of professional growth that benefits both the mentor and the novice teacher.



1.10 Limitations of the Study

This study focuses on Malaysian context and survey is administered throughout the state of *Perak* to gain data. However, only 40 mentor teachers and 60 novice TESL teachers are selected for this research to answer the survey questions. A larger scale of sampling might produce different results. For interview, this study only focuses on two districts which are Hilir Perak and Batang Padang, in the state of Perak. From the two districts selected, 2 English mentor teachers, 2 novice TESL teachers and 2 SISC+ mentors are chosen respectively as the participants of this study. The sampling has been done specifically according to the expertise of the participants. Due to the fact that the study only extends to two districts for interview, the results may vary if a larger sampling is taken. However, through this study, the researchers will be able to identify the practices involved in mentoring.

1.11 Definition of Terms

1.11.1 Novice TESL Teacher

An inexperienced teacher who is new to the field of education and in the first year of teaching (Woosley & Tiarks, 2003). For the purpose of this study, the novice TESL



teachers are defined as certified teachers in the educational setting who is within their first three years of teaching.

1.11.2 Mentor Teacher

An experienced teacher that is presumed to have expertise in the teaching field and the ability to communicate and assist in the growth and development of beginning teachers.

(Queensland Government, 2014)

As stated by American Institutes for Research (2015),

“An experienced and exemplary teacher who nurtures professional growth in a beginning teacher by sharing the knowledge and insights that the mentor has learned through the years; someone who is an expert in the subject in which he or she teaches and is able to articulate and model the art of teaching adults”

1.11.3 School Improvement Specialist Coach Plus (SISC+)

SISC+ officers are education officers placed at District Education Offices, selected from senior teachers and Guru Cemerlang with commendable experience in schools. They specialise in one of the three main subjects of Mathematics, Bahasa Malaysia or English language and provide coaching and mentoring to teachers. SISC+ work together with teachers to improve pedagogical skills, as well as plan intervention and





remedial programmes for students (Malaysian Education Blueprint Annual Report, 2013, p 73).

1.11.4 Mentoring

A comprehensive effort by the mentor teacher directed as a sustained effort to guide and assist the novice teacher in developing better teaching practices, curriculum, instructional techniques, and the enhancement of reflection (Woosley & Tiarks, 2003).

1.11.5 Mentoring Practices



A measure of quality, meaning that they make work more effective by utilizing the “latest knowledge, technology and procedures” (Brondyk & Searby, 2013) In the context of this research, mentoring practices are defined as the ways adapted by mentor teachers to assist novice TESL teachers in developing themselves by using an array of appropriate practices and approaches.





1.12 Organisation of Thesis

The organisation of this thesis is as follows.

Chapter 2 gives a literature review to the definitions of mentoring, importance and benefits of mentoring, followed by the explanation on details about theoretical and conceptual framework, needs and challenges of novice TESL teachers, mentoring practices for novice TESL teachers, and mentoring studies in relation to novice TESL teachers in Malaysia.

Chapter 3 summarises the methodology of the current study. Research location, sampling and instruments utilised in this study will be described in this chapter. This chapter also outlines the data analysis procedures undertaken in this study to generate the quantitative and qualitative outputs on which my analysis relies on.

In Chapter 4, the analysis begins with the data collection on the mentoring practices from SISC+, mentor teachers and novice TESL teachers. The analysis is then preceded with the perception of mentor teachers on mentoring programme. Finally, the perception of the novice TESL teachers is analysed. This study combines quantitative and qualitative analyses. The combination of the quantitative and qualitative methods is crucial as qualitative analyses enable us to exemplify the statistical analyses. The quantitative analyses involve the questionnaire. Qualitative analyses, on the other hand,





involve, first, document analysis; second, interviews with the mentor teachers and novice TESL teachers which will complement these investigations.

The last chapter, Chapter 5 begins by addressing the research questions of the thesis in the light of the results in Chapter 4 before moving on to an overall discussion. This chapter also discusses some potential avenues of future research. The final chapter is concluded by providing an evaluation and a discussion on the limitations of the study.

1.13 Chapter Summary

It is undeniable that novice TESL teachers need support in terms of their career and personal skills. Mentoring will guide and lead the novice TESL teachers in many aspects especially in adapting to the school environment, curriculum, culture of the school and the rapport among the colleagues.

This chapter has looked into the background of the study, problem statement, purpose of the study, aims of the study, research objectives, research questions, theoretical framework, significance of the research, limitations of the study and definition of terms. After tackling these preliminary issues, in the next chapter, previous works related to key concepts underpinning this study will be reviewed.

