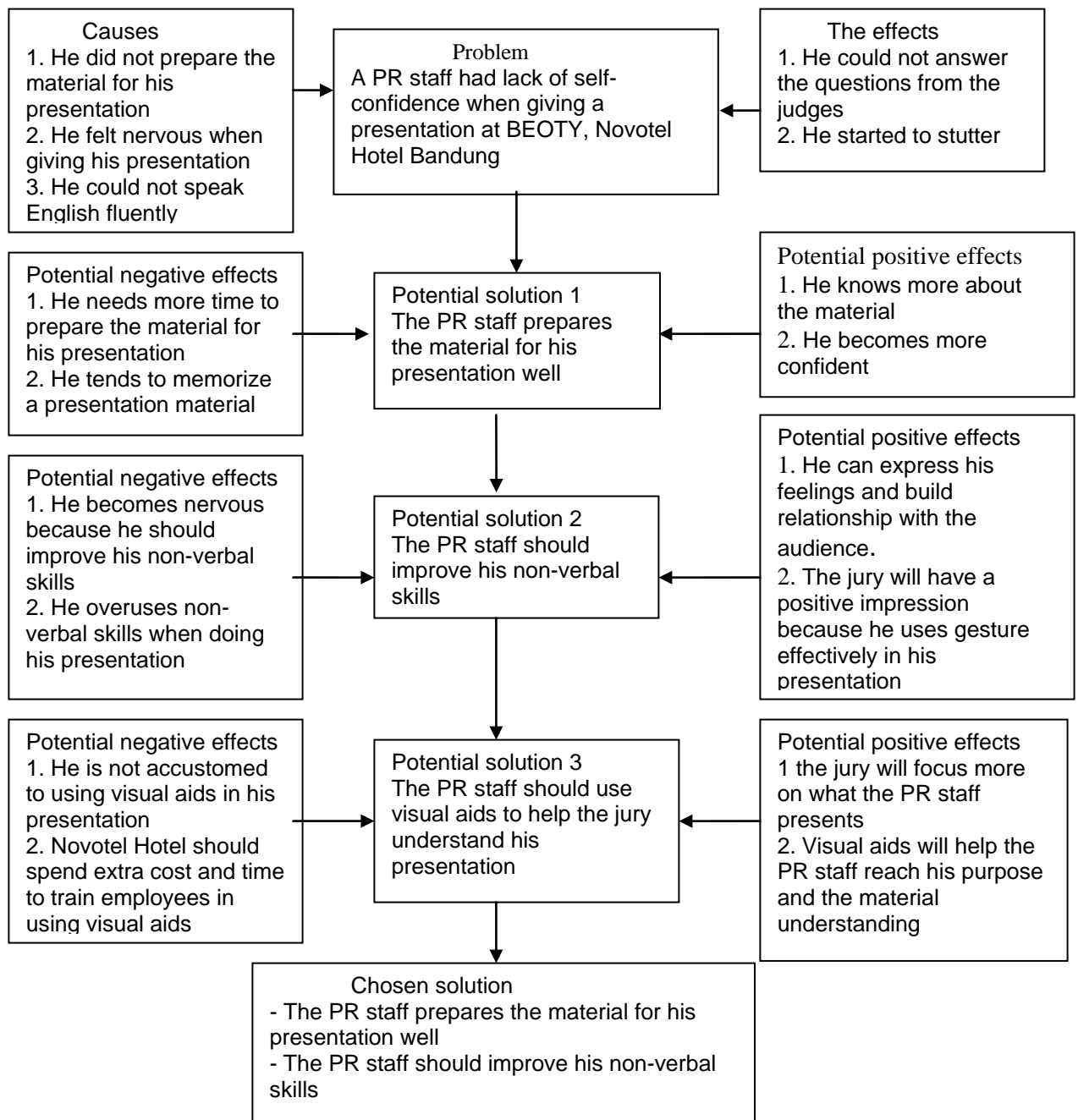


A. APPENDIX

FLOWCHART



B. APPENDIX

List of Interview Questions

1. What reasons makes you less confident when giving presentations?
Please mention them!
2. What is the effect of lack of confidence?
3. Do you feel nervous or lack of confidence every time you give a presentation? Please explain!
4. How did you feel when giving a presentation at BEOTY?
5. Why do you seldom prepare yourself for the presentation?
6. Did you feel disturbed while improving your gesture? Explain!
7. What can you do to improve self-confidence?
8. Are there any negative effects from your nervousness? Please mention them!
9. Do you often use visual aids in your presentations? If not, Why?
10. Have you ever tried to cope with the lack of self-confidence? If yes, explain how?

C. APPENDIX

THE TRANSCRIPTION OF THE INTERVIEW

Name of interviewer : Natalia Wahyudi

Name of respondent : Ricky Stefano

Day & date of interview : Friday, March 16, 2012

Place of interview : Novotel Hotel Bandung

Natalia : Good afternoon, my name is Natalia. I am going to interview someone who is now in front of me. He is ...

Ricky : Afternoon. My name is Ricky. I am a Hotel PR at Novotel.

Natalia : I have ten questions for you. The first question is what makes you less confident when giving presentations? Please mention them!

Ricky : Firstly, it is because I do not prepare the material and there are many judges. Moreover, my English is not fluent.

Natalia : Ok. So what is the effect of lack confidence?

Ricky : I become nervous and then I cannot think clearly and answer the questions.

Natalia : Oh. So the effect is nervous. You see nervousness can cause us to stutter while speaking. The next question is: do you feel nervous or lack of confidence every time you give a presentation? Please explain!

Ricky : Exactly, I am always nervous. But lack of confidence is not always because if we learn the material well as what I did in my first presentation, the presentation was better though still a bit nervous. However, in my second presentation, I did not properly prepare the material and therefore not confident.

Natalia : Ok. How did you feel when giving a presentation at BEOTY?

Ricky : I felt nervous because I did not prepare myself well.

Natalia : Ok. Why do you seldom prepare yourself for the presentation?

Ricky : Well, the information is given to me only at short notice. Consequently, I do not prepare it well and become less interested.

Natalia : Is that the reason?

Ricky : Yes, that is right.

Natalia : Next, did you feel disturbed while improving your gesture? Explain!

Ricky : Yes, because I was not ready so my body became stiff and I just stood still.

Natalia : Oh, really?

Ricky : Yes. No eye contact and lack of gesture.

Natalia : What can you do to improve your self-confidence?

Ricky : Firstly, knowing the material and theme, and then preparing the material for the presentation.

Natalia : Ok, next. Are there any negative effects from your nervousness? Please mention them!

Ricky : Ehmm. If I feel nervous, I cannot think and answer the questions.

Natalia : Do you often use visual aids in your presentations? If not, Why?

Ricky : At Novotel, I did not use visual aids in my first presentation because they were not available. In the second presentation, the visual aids were prepared. Unfortunately, I did not prepare myself so I did not notice that there were visual aids.

Natalia : Have you ever tried to cope with the lack of self-confidence? If yes, explain how?

Ricky : Firstly, I talked with several friends who were assigned to give a presentation; secondly, I ate chocolate to make myself calmer; thirdly, I did a little exercise, like push up to make my body warm.

Natalia : I think, those are the questions I wanted to ask you. Thank you for your time.

Ricky : You're welcome.

D. APPENDIX

Observation Sheet 1

Event : Oral presentation

Topic : Best Employee of the Year

Venue : Novotel Hotel Bandung

Day & date : Friday, March 16, 2012

Time : From 2 pm to 4 pm

Jury : 9 judges

Visual Aids : Flipchart

Performance

Eye contact : Little

Voice : Too soft and slow

Gesture : Static

Fluency : Poor, stuttering

Mastery of material : Poor

Dress code : Proper

Observation Sheet 2

Topic : The PR Staff's observation

Venue : Novotel Hotel Bandung

Day & date : From 19 December 2011 to 19 March 2012

Characteristics :

- He is a quiet person.
- He always starts with a slow & soft voice when speaking.
- He has a bad articulation.
- He seldom expresses his feelings.