A. APPENDIX

FLOWCHART

Causes
1. He did not prepare the material for his presentation
2. He felt nervous when giving his presentation
3. He could not speak English fluently

Problem
A PR staff had lack of self-confidence when giving a presentation at BEOTY, Novotel Hotel Bandung

The effects
1. He could not answer the questions from the judges
2. He started to stutter

Potential negative effects
1. He needs more time to prepare the material for his presentation
2. He tends to memorize a presentation material

Potential solution 1
The PR staff prepares the material for his presentation well

Potential positive effects
1. He knows more about the material
2. He becomes more confident

Potential negative effects
1. He becomes nervous because he should improve his non-verbal skills
2. He overuses non-verbal skills when doing his presentation

Potential solution 2
The PR staff should improve his non-verbal skills

Potential positive effects
1. He can express his feelings and build relationship with the audience.
2. The jury will have a positive impression because he uses gesture effectively in his presentation

Potential negative effects
1. He is not accustomed to using visual aids in his presentation
2. Novotel Hotel should spend extra cost and time to train employees in using visual aids

Potential solution 3
The PR staff should use visual aids to help the jury understand his presentation

Potential positive effects
1. The jury will focus more on what the PR staff presents
2. Visual aids will help the PR staff reach his purpose and the material understanding

Chosen solution
- The PR staff prepares the material for his presentation well
- The PR staff should improve his non-verbal skills
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

<table>
<thead>
<tr>
<th>Event</th>
<th>Oral presentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topic</td>
<td>Best Employee of the Year</td>
</tr>
<tr>
<td>Venue</td>
<td>Novotel Hotel Bandung</td>
</tr>
<tr>
<td>Day &amp; date</td>
<td>Friday, March 16, 2012</td>
</tr>
<tr>
<td>Time</td>
<td>From 2 pm to 4 pm</td>
</tr>
<tr>
<td>Jury</td>
<td>9 judges</td>
</tr>
<tr>
<td>Visual Aids</td>
<td>Flipchart</td>
</tr>
<tr>
<td>Performance</td>
<td></td>
</tr>
<tr>
<td>Eye contact</td>
<td>Little</td>
</tr>
<tr>
<td>Voice</td>
<td>Too soft and slow</td>
</tr>
<tr>
<td>Gesture</td>
<td>Static</td>
</tr>
<tr>
<td>Fluency</td>
<td>Poor, stuttering</td>
</tr>
<tr>
<td>Mastery of material</td>
<td>Poor</td>
</tr>
<tr>
<td>Dress code</td>
<td>Proper</td>
</tr>
</tbody>
</table>

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.