

## STUDENTS' PROBLEMS IN PUBLIC SPEAKING

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### **Abstract**

*The researcher writes this research to describe the students' problem in public speaking especially students at KPI Class of UIN Datokarama Palu in the Academic Year of 2021/2022. The design of this research was descriptive qualitative research. The researcher made the transcript of video as the source of the data. The researcher used documentation to select the data, and it was also intended to give some contributions concerning to the factors that influence the students' problem in public speaking. The researcher had chosen the fifth semester students of KPI at UIN Datokarama Palu, in the academic year 2021/2022. The subject were 40 students. The data were analyzed by using error analysis method. The factors that influenced the problems were found out from the result of the observation and interview. The result of this research showed that many problems in public speaking was as follow; (1) Eye contact does not focus on the camera (2) They did not convey the moral message of the content (3) They did not give the reasons related to the themes discussed (4) They got too many pauses while speaking (5) The video is too short (6) They did not greet the audience (7) The video display is less attractive (8) The Sound is not clear (9) They still read the material while speaking (10) There were no gestures while they are explaining the materials (11) Their sound was covered by the back sound of the music. Where the factors influenced their problems in*

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*speaking consist of two factors; internal and external factors. From the result above, the researcher concludes that there should be a new method, strategy, and technique used by the lecturer in Public Speaking Class, so that their public speaking skill could be improved.*

**Keywords:** *public speaking, problems*

### **A. Introduction**

Students are part of the academic community who are studying at universities. Students who are at this level have greater self-authority because as a student they are considered to have been able to manage and carry out their own responsibilities and have the opportunity to be able to improve their skills in various aspects according to their wishes and abilities while in college. So as the Agents of Change, students are also required to maximize their abilities not only intellectually but also have good communication skills, as well as the ability in public speaking.<sup>1</sup>

As stated in one of the Coordinating Ministry for Human Development and Cultural Affairs, "Formation of quality Human Resources (HR) is an absolute step that must be taken to face the challenges of the industrial era. Not only relying on academic abilities, the quality of student human resources as agents of change also needed to be boosted through various soft skills in order to increase emotional intelligence which will be able to make the Indonesian nation a victorious nation in the future."<sup>2</sup>

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<sup>1</sup> Frisca Mulyanafi, "Perbedaan Keterampilan Komunikasi Interpersonal Pada Mahasiswa FISIP Universitas Brawijaya Ditinjau Dari Keaktifan Berorganisasi," *Jurnal Komunikasi* 1, no. 1 (2013): 30-45.

<sup>2</sup> FAJAR WIDYANTO, "STRATEGI KOMUNIKASI PROGRAM KERJA KEMENTERIAN KOORDINATOR BIDANG PEMBANGUNAN MANUSIA DAN KEBUDAYAAN (KEMENKO PMK), DALAM MEMBANGUN BRAND AWARENESS MASYARAKAT MELALUI INSTAGRAM" (Universitas Mercu Buana Jakarta, 2019).

Based on the statements above, we can assume that one of the important soft skills is public speaking, which will make it easier for the younger generation to convey their visions and ideas to their followers. The researcher writes this research in order to find out the list of students' problems in public speaking class especially at KPI of UIN Datokarama Palu, and also to find out the factors that influence the students' problems in public speaking.<sup>3</sup>

So, the benefit of this research consists of two points, "Theoretical benefits and practical benefit". For the theoretical benefit, the result of this research was expected to be an input in teaching public speaking for KPI Class at UIN Datokarama Palu. Furthermore, the practical benefits of this research were (1) The research was intended to be one consideration for public speaking lecturers to apply any method, strategy, and technique of teaching (2) The research can help students by giving valuable input about students' problem and how to overcome them (3) By knowing the students' problem in the very beginning, it is useful to reduce the errors made by students in the next semester.

### **1. Process of Public Speaking**

As noted earlier, all of us encounter thousands of messages in our everyday environments, so getting your idea heard above all the other ones is a constant battle. Some speakers will try gimmicks, but we strongly believe that getting your message heard depends on three fundamental components: message, skill, and passion. The first part of getting your message across is the message itself. When what you are

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<sup>3</sup> Sisi Rosida, "PELATIHAN KETERAMPILAN PUBLIC SPEAKING DALAM KONTEN EDUKATIF MELALUI APLIKASI TIKTOK PADA REMAJA FAM (FORUM ANAK MEDAN)," *Jurnal Bahasa Indonesia Prima (JBIP)* 3, no. 2 (2021): 378-388.

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saying is clear and coherent, people are more likely to pay attention to it.<sup>4</sup> On the other hand, when a message is ambiguous, people will often stop paying attention. Our discussions in the first part of this book involve how to have clear and coherent content.<sup>5</sup>

The second part of getting your message heard is having effective communication skills. You may have the best ideas in the world, but if you do not possess basic public speaking skills, you're going to have a problem getting anyone to listen. In this book, we will address the skills you must possess to effectively communicate your ideas to others.<sup>6</sup>

Lastly, if you want your message to be heard, you must communicate passion for your message. One mistake that novice public speakers make is picking topics in which they have no emotional investment. If an audience can tell that you don't really care about your topic, they will just tune you out. Passion is the extra spark that draws people's attention and makes them want to listen to your message.<sup>7</sup>

## **2. Components of Public Speaking**

Understanding the main elements of public speaking is essential. Once you're familiar with the different components, you can organize and deliver your speech more effectively. Below are the seven main elements to consider for public speaking.<sup>8</sup>

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<sup>4</sup> Farco Siswiyanto Raharjo, *The Master Book of Personal Branding: Seni Membangun Merek Diri Dengan Teknik Berbicara* (Anak Hebat Indonesia, 2019).

<sup>5</sup> A Anditha Sari, *Komunikasi Antarpribadi* (Deepublish, 2017).

<sup>6</sup> Yossita Wisman, "Komunikasi Efektif Dalam Dunia Pendidikan," *Jurnal Nomosleca* 3, no. 2 (2017).

<sup>7</sup> Mike Moser, *United We Brand: Menciptakan Merek Kohesif Yang Dilihat, Didengar, Dan Diingat* (ESENSI, 2006).

<sup>8</sup> Ongky Hojanto, *Public Speaking Mastery* (Gramedia Pustaka Utama, 2013).

1) The Speaker

The speaker is the source of the message. Without speakers, there's no public speaking, so you're one of the most pivotal points of the speech. Remember that people came to hear from *you*, so try not to become so obsessed with the visuals and the materials themselves that you forget this.

2) The Message

The speaker, are the source of the message. Without speakers, there's no public speaking, so you're one of the most pivotal points of the speech. Remember that people came to hear from *you*, so try not to become so obsessed with the visuals and the materials themselves that you forget this.

3) The Audience or receiver

You should always analyse your audience before you present to them, and you should always adapt to them, both in terms of how you dress and how you speak. When analysing your audience, you should consider the following important elements (a) their requirements (b) their gender (c) their race (d) their location (e) their trade or profession (f) their activity (g) the type of group (homogeneous or heterogeneous).

## **Underlying Theory**

### **1. Public Speaking**

Everyone can speak definitely, but everyone is not able to speak easily and attractively in public. It is an ability or skill that can be learned, but we need the technique to deliver our speech in public.<sup>9</sup>

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<sup>9</sup> Charles Bonar Sirait, *The Power of Public Speaking: Kiat Sukses Berbicara Di Depan Publik* (Gramedia Pustaka Utama, 2007).

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Nowadays many people want to improve their skill in public speaking because it is important for someone to master for the sake of bright career prospects in the future.<sup>10</sup> A master of public speaking allows you to relate to the audience and gain their trust. As a skilled public speaker, you become likable and believable, and you will be able to inspire and even entertain the crowd.<sup>11</sup>

The following are the definition of public speaking according to some experts; one of the well-known American writers in the field of self-development, public speaking is a form of uttering or telling the thoughts of someone to an audience; the topic presented has been considered that it is indeed important to convey.<sup>12</sup>

According to Charles Bonar Sirait, a leading presenter in Indonesia, public speaking is an activity of conveying messages from individuals to other parties.<sup>13</sup> According to Hilbram Dunar, a well-known motivator and entertainer in Indonesia, public speaking is a person's skill to speak in front of the public in order to convey a message concretely and the goal is to be received by listeners appropriately.<sup>14</sup>

From some of the opinions above, it can be concluded that public speaking is a form of activity to say, tell, or convey something to the public and can be understood clearly.

So, public speaking has a broader meaning than "public speaking". Another meaning can also be "the ability to convey messages".

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<sup>10</sup> Ayu Nurul Amalia, *Teknik Berbicara Di Depan Umum (Public Speaking) Dan Negosiasi* (Penerbit NEM, 2022).

<sup>11</sup> Kent E Menzel and Lori J Carrell, "The Relationship between Preparation and Performance in Public Speaking," *Communication Education* 43, no. 1 (1994): 17–26.

<sup>12</sup> A Steven et al., "Public Speaking: An Audience-Centered Approach" (2009).

<sup>13</sup> Sirait, *The Power of Public Speaking: Kiat Sukses Berbicara Di Depan Publik*.

<sup>14</sup> Hilbram Dunar, *My Public Speaking* (Gramedia Pustaka Utama, 2015).

In addition, the things raised in public speaking cannot be arbitrary, but have a specific purpose.

From some of the meanings above, it can be interpreted that public speaking is the skill and ability to speak in front of many people. The person can explain or present something to make it easier for listeners to understand. Fiske argues, "Communication is one of human activities that everyone recognizes it". From that argumentation, it is clear that everyone need language for communicating and sharing one another.<sup>15</sup> Edmonson also explains that speaking is the conversation which is used by at least two participants and taking place in a non-formalized setting, and it could be happened in anytime and everywhere.<sup>16</sup>

## **2. The Importance of Speaking**

People wish to speak and express their minds in order to get some information from others. In other words, they speak because they have some communicative purposes, such as speaking in public.

As in using language to communicate orally, our purpose is to transfer our message to the listeners. So, speaking is playing an important role in our life, because, we need to speak in expressing our feelings and thoughts in sharing to others. So, we have to be able to construct grammatical sentences in order that we can give a clear message to the listeners. As Harmer states, "When speaking, the speakers put ideas into words and construct them in good speeches. In other words, the speakers transfer their ideas, smessages, and intentions and then the listeners try to catch what the speakers say".<sup>17</sup>

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<sup>15</sup> Tim O'sullivan et al., "Key Concepts in Communication and Cultural Studies" (1994).

<sup>16</sup> Alo Liliwari, *Komunikasi Antar Personal* (Prenada Media, 2017).

<sup>17</sup> Lynn H. Turner Richard West, *Pengantar Teori Komunikasi: Analisis Dan Aplikasi* (Jakarta: Salemba Humanika, 2011).

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From that explanation, the researcher may say that oral communication is the speaker express something and they wish the listener understand well. So, the speaker is demand to pose a good speaking skill. This intended to make the oral communication run smoothly.

### **B. Discussion of the Findings**

The result of the research has collected some information from the students' video of presentation. The research reveals problems that the KPI students made in their public speaking task. Most of the students got Panic or nervous before speaking, and not even confident, they are not in optimal preparation, they were lack of tools or facilities in the used of camera shoot, microphone, and other facilities, and also they were not mastered the content or materials properly.

On the other hand, Public Speaking skills are very important, especially for students majoring in communication and those who are active in an organization. They are required to be able to communicate properly, smoothly, structured, and directed, so that the communication delivered can be well received so that there are no misunderstandings that will lead to disputes between these students.

Public speaking is one of the important communication skills that students have. This is because when studying, students were definitely given the task of making presentations. As the result of students' public speaking in the form of video, the researcher found that almost all of the students got difficult to present their task both in online task and also offline task.



It is not uncommon for misunderstandings to arise from differences of opinion which result in these students fighting and even carrying out demonstrations. This could be due to their lack of understanding of good communication patterns in an organization. Thus, it is necessary to have an understanding of good public speaking strategies for students.

Good Public Speaking will provide many benefits. As mentioned by Dom Barnard Here are some reasons why it is important to have good public speaking for students:<sup>18</sup>

1. As a career advancement
2. Public speaking can significantly boost confidence
3. Public speaking is an excellent way to build critical thinking skills
4. It can be a personal development
5. It can improve communication skill
6. Public speaking engagements are good places to meet other people who share our interests
7. We may have a personal satisfaction as what have been done if we can present a perfect performance
8. It can expand speaker's professional network
9. As a public speaker, we can learn the way of persuade someone/audience
10. It can build leadership skills and performance skills
11. We can develop vocabulary and fluency in speaking to the audience
12. We can learn the way how to make an arguments

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<sup>18</sup> Steven et al., "Public Speaking: An Audience-Centered Approach."

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13. Help the speaker to drive change
14. Be a better listener

By knowing some of the benefits above, we have to be sure that public speaking has many advantages. So, as the communication students, the students of KPI class have to pay more attention to improve their speaking ability in public. The researcher analyzed the findings based on the result of the students' presentation in public speaking both in online and offline tasks. When the researcher asked the students to present their discussion in front of the class, there were only some of them active to give their ideas. Most of the students just keep silent and listen to their friends' discussion.

And in their online public speaking task, the students also have some problems such as; ; (1) Eye contact does not focus on the camera (2) They did not convey the moral message of the content (3) They did not give the reasons related to the themes discussed (4) They got too many pauses while speaking (5) The video is too short (6) They did not greet the audience (7) The video display is less attractive (8) The Sound is not clear (9) They still read the material while speaking (10) There were no gestures while they are explaining the materials (11) Their sound was covered by the back sound of the music.

Next, the researcher gave the third task where the students have to make presentation both online and offline but in groups, they have to find the audience, topic and themes based on their interest, but still talk about public speaking. As the result of this task, the students got some problems such as; (1) The video is too short (2) The quality of the video is not good and (3) the audience looked like that they were not interested

to the material/content of the speaker, it can be seen where no one of the audience rise questions.

### **C. Conclusion**

After conducting the research, and doing the analysis, the conclusion and suggestion of this research will be presented as follow:

1. The Eye contact of the students did not focus on the camera
2. They did not convey the moral message of the content
3. They did not give the reasons related to the themes discussed
4. They got too many pauses while speaking
5. Their video presentations are too short
6. They did not greet the audience
7. The video display was less attractive
8. Their sound is not clear when presenting/delivering the message
9. Some of the students read the material while speaking
10. There were no gestures while they are explaining the materials
11. Their sound was covered by the back sound of the music

Next, talked about the factors that influenced the problems of students' public speaking consist of two factors, those were internal and external factors. Internal factors was from the students themselves where they were still panic or before speaking, and not even confident, they are not in optimal preparation, and for the external factors because they were lack of tools or facilities in the used of camera shoot, microphone, and other facilities, and also they were not mastered the content or materials properly.

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### **D. Suggestion**

Regarding the problems of the research, some suggestions were ordered for the students and lecturers of public speaking class

#### **For the students**

1. The students should improve their speaking ability, especially they have to always practice before do their presentation.
2. The students have to add their knowledge by reading more literature so they have enough stock of materials that they have to share with audience
3. The students have to watch more video of public speaking via online and offline
4. The students can also add some of their ability of speaking by learning from the expert of public speaking itself, they may join the speaking club, speaking training that could inspired them to speaking in public places.
5. Prepare all the minimum H-1 requirements

Before starting a presentation or speaking in public, make sure all needs are well prepared, at least D-1 before the event starts. Begin to prepare materials/content, mental or courage, facilities and so on. If everything can be reproduced properly, the delivery of messages to the audience will be maximized and of high quality.

#### **For the lecturers**

1. Concerning the lecturers, there was a view plan strategies for teaching public speaking in the classroom especially for KPI Class. There should be flexible and effective techniques in teaching.
2. The Lecturer should pay much attention to the students' problems by giving more example before asked them to practice. The

lecturers may invite the expert of public speaking such as, expert in dakwah and expert in making the content of public speaking.

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