

CHAPTER FOUR

RESULTS

This chapter reports the findings of data obtained from questionnaires. The results of the study are divided into 2 parts as the following:

- (1) Personal data of the respondents
- (2) Attitude towards 4 competences of English language they used at work

The summary tables were used to present data in each part starting from Table 1 onwards.

4.1 PERSONAL DATA OF THE RESPONDENTS

Table 1. Gender of Customer Relations Officers

Gender	Frequency	Percent
Male	5	16.7
Female	25	83.3
Total	30	100.0

Table 1 showed the number and percentage of the respondents divided by gender. Based to the data obtained, the table presented that the number of the respondents, 25 out of 30 were female representing 83.3%, and 5 out of 30 were male, representing 16.7%.

Table 2. Age of Customer Relations Officers

Age	Frequency	Percent
20 – 29	19	63.3
30 – 39	8	26.7
40 – 49	1	3.3
50 – 59	2	6.7
Total	30	100.0

The respondents' age ranged from 20 to 59. According to the table, it was revealed that 19 out of 30, the majority of the respondents, aged between 20 – 29 representing 63.3% as shown above.

Table 3. Education level of Customer Relations Officers

Educational level	Frequency	Percent
Bachelor's degree	27	90.0
Master's degree	3	10.0
Total	30	100.0

More than half of the respondents (27 out of 30) hold an undergraduate degree, representing 90%. And the highest degree was Master's degree, representing 10%. See the table above.

Table 4. Area of study of Customer Relations officers

Area of study	Frequency	Percent
Pure and Applied science	2	6.7
Humanities and social sciences	24	80
Applied Arts	1	3.3
Other professional skills	3	10
Total	30	100.0

Most of the respondents hold Bachelor's degrees in humanities and social sciences, representing 80%. As shown in the table.

Table 5. Experience on English language proficiency test

Experience on English Competency Testing	Frequency	Percent
Yes	22	73.3
No	8	26.7
Total	30	100.0

According to Table 5, only 26.7% of the respondents (8 out of 30) had never taken any English language proficiency test. On the other hand, 73.3% of the respondents (22 out of 30) did an English language proficiency test before joining the organization.

Table 6. Working years at the British Council of Customer Relations Officer

Number of working years	Frequency	Percent
Less than 1	8	26.7
1 - 5	12	40.0
5 – 10	6	20.0
More than 10	4	13.3
Total	30	100.0

The number of working years of Customer Relations Officers ranged from less than a year to more than 10 years. From the table, 40% of the respondents (12 out of 30) have worked in customer service department for more than a year but less than five years. 26.7% of the respondents (8 out of 30) have worked for less than a year. 20% of the respondents joined customer service team more than 5 years ago but less than ten years while only 13.3% of the respondents have worked for more than 10 years

4.2 RESPONDENTS' ATTITUDES TOWARDS ENGLISH LANGUAGE COMPETENCE AT WORK

Table 7. Respondents' attitude towards listening skill

Listening	Attitude					Mean	S.D.	Attitude
	5	4	3	2	1			
1. In your opinion, you have a strong listening skill	10 33.3	13 43.3	7 23.3	0 0	0 0	4.1	0.76	Positive
2. You've faced vocabulary or grammatical problem when listening	0 0	6 20	8 26.7	7 23.3	9 30	2.37	1.13	Negative
3. You can't understand the message because speakers have vocabulary grammatical problems	0 0	1 3.3	11 36.7	7 23.3	11 36.7	2.07	0.94	Negative

4. You can't understand the message because of speakers' accent, or pronunciation	2 6.7	4 13.3	9 30	6 20	9 30	2.47	1.25	Negative
5. You can't understand the message because of speakers' poor ability in combining ideas	1 3.3	3 10	12 40	4 13.3	10 33.3	2.37	1.16	Negative

Table 7 showed that the respondents' attitudes towards their listening skill used at work, representing 43.3%, was found to be relatively positive. 30% of the respondents thought that the knowledge of grammar and vocabulary weren't the problem when listening to English at work. 36.7% or 11 of the respondents didn't recognize that the knowledge of grammar and vocabulary of speakers affected their listening skill. 30% or 9 of the respondents stated that an accent or pronunciation of customers didn't affect their listening skill at work. 40% or 12 of the respondents stated that the ability in combining ideas of the speakers could either affect or not affect their listening ability.

Table. 8 Respondents' attitude towards reading skill

Reading	Attitude					Mean	S.D.	Attitude
	5	4	3	2	1			
1. In your opinion, you have strong reading skills.	3 10	21 70	5 16.7	1 3.3	0 0	3.87	0.63	Positive
2. You've faced vocabulary or grammatical problems when reading	1 3.3	7 23.3	8 26.7	5 16.7	9 30	2.53	1.25	Negative
3. You can't understand the message because of the writers' vocabulary or grammatical problems	0 0	3 10	11 36.7	8 26.7	8 26.7	2.3	0.99	Negative
4. You can't understand the message because of the writers' poor ability in combining ideas	1 3.3	3 10	13 43.3	10 33.3	3 10	2.63	0.93	Uncertain

Table 8 showed that the respondents' attitudes, representing 70%, was found to be positive towards their reading skill. 30% of the respondents stated that they had no grammatical or vocabulary problems when reading. In terms of the knowledge of grammar and vocabulary of the writers, 36.7% of the respondents stated that they were

not sure whether it affected their reading ability. 43.3% of the respondents thought they were not sure, as stated ‘undecided’, that an ability to combine ideas of the writers affected their reading ability at work.

Table 9. Respondents’ attitude towards writing skill

Writing	Attitude					Mean	S.D.	Attitude
	5	4	3	2	1			
1. In your opinion, you have a strong English writing skill	5 16.7	11 36.7	12 40	2 6.7	0 0	3.63	0.85	Positive
2. You’ve faced vocabulary or grammatical problems when writing	0 0	5 16.7	9 30	9 30	7 23.3	2.4	1.04	Negative
3. Your message is not understood because readers face vocabulary or grammatical problems	0 0	1 3.3	8 26.7	11 36.7	10 33.3	2	0.87	Negative
4. Your message is not understood because of the problem in vocabulary selection.	4 13.3	5 16.7	13 43.3	5 16.7	3 10	3.07	1.14	Uncertain
5. Your message is not understood because of your ability to combine ideas	0 0	6 20	10 33.3	10 33.3	4 13.3	2.6	0.97	negative

According to Table 9, 40% or 12 of the respondents, stated ‘undecided’ that they had a good English writing skill. On the other hand, 30% of the respondents stated that they had vocabulary or grammatical problems when writing English at work. 36.7% of the respondents thought that the knowledge of grammar and vocabulary of the readers affected their writing ability. The majority of the respondents, representing 43.3%, were not sure that the ‘word selection’ process affected in their writing task at work. 33.3% of the respondents thought that the ability to combine ideas affected their writing.

Table 10. Respondents' attitude towards speaking skill

Writing	Attitude					Mean	S.D.	Attitude
	5	4	3	2	1			
1. In your opinion, you have strong English speaking skills	7 23.3	15 50	6 20	2 6.7	0 0	3.9	0.84	Positive
2. You've faced vocabulary or grammatical problems when speaking	2 6.7	5 16.7	9 30	9 30	5 16.7	2.67	1.15	Uncertain
3. Your message is not understood because of listeners' vocabulary or grammatical problems.	0 0	1 3.3	12 40	6 20	11 36.7	2.1	0.96	Negative
4. Your message is not understood because of your pronunciation or accent.	2 6.7	6 20	10 33.3	4 13.3	8 26.7	2.67	1.27	Uncertain
5. Using gestures when speaking makes it's easier for listeners to understand	10 33.3	14 46.7	4 13.3	1 3.3	1 3.3	4.03	0.96	Positive

According to Table 10, the majority of the respondents, representing 50% thought that they had a good speaking ability. In terms of vocabulary and grammatical issue, 30% of the respondents stated that these didn't affect their speaking skill. 40% or 12 of the respondents stated 'undecided' as to whether listeners' vocabulary and knowledge of grammar affected their speaking ability. 33.3% of the respondents were not sure that their accent or pronunciation affected their speaking ability at work. The majority of the respondents, representing 33.3% agreed that using gestures while speaking helped them communicate better.