

APPENDIX B

Questionnaire (English)

Attitude towards the Use of English of Customer Relations Officer

A survey of the British Council (Thailand)

This survey is part of the individual project required for a Master's degree of Arts in English for Careers, Language Institute, Thammasat University. The objective of this questionnaire is to study the attitude towards 4 skills of English language used at work of customer relations officers, the British Council (Thailand). Your responses and personal data will be confidential and will only be used for research purposes.

The questionnaire consists of 5 sections as follow:

- | | |
|-----------|----------------------------------|
| Part I : | Personal data |
| Part II : | Attitude towards listening skill |
| Part III: | Attitude towards reading skill |
| Part IV: | Attitude towards writing skill |
| Part V : | Attitude towards speaking skill |

Part I : Personal data

1. Gender ☐ Male ☐ Female
2. Age ☐ 20 – 29 ☐ 30 – 39 ☐ 40 – 49 ☐ 50 – 59
3. Education
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Other

4. Area of study

- ☐ Pure/applied science
Please specify
- ☐ Humanities and social sciences
Please specify
- ☐ Fine and Applied Arts/Architecture
Please specify
- ☐ Other
Please specify

5. Have you ever taken English proficiency test e.g. TOEIC, TOEFL, IELTS, TU-GET, or CU-TEP

- ☐ Yes, please specify
- ☐ No

6. Number of working years in customer service department

- | | |
|--|--|
| <input type="radio"/> Less than 1 year | <input type="radio"/> 1 – 5 years |
| <input type="radio"/> 5 – 10 years | <input type="radio"/> more than 10 years |

Part II: Attitude towards listening skill

Please mark 'X' in the blank that is suitable for you

*Level of attitude:

5 = strongly agree, 4 = agree, 3 = undecided, 2 = disagree, 1 = strongly disagree

| Listening | Attitude | | | | |
|--|----------|---|---|---|---|
| | 5 | 4 | 3 | 2 | 1 |
| 1. In our opinion, you have a strong listening skill | | | | | |
| 2. You've faced vocabulary or grammatical problem when listening | | | | | |
| 3. You can't understand the message because of speakers have vocabulary grammatical problems | | | | | |
| 4. You can't understand the message because of speakers' accent, or pronunciation | | | | | |
| 5. You can't understand the message because of speakers' poor ability in combining ideas | | | | | |

Part III: Attitude towards reading skill

| Reading | Attitude | | | | |
|--|----------|---|---|---|---|
| | 5 | 4 | 3 | 2 | 1 |
| 1. In your opinion, you have a strong reading skill. | | | | | |
| 2. You've faced vocabulary or grammatical problems when reading | | | | | |
| 3. You can't understand the message because of the writers' vocabulary or grammatical problems | | | | | |
| 4. You can't understand the message because of the writers' poor ability in combining ideas | | | | | |

Part IV: Attitude towards writing skill

| Writing | Attitude | | | | |
|---|----------|---|---|---|---|
| | 5 | 4 | 3 | 2 | 1 |
| 1. In your opinion, you have a strong English writing skill | | | | | |
| 2. You've faced vocabulary or grammatical problems when writing | | | | | |
| 3. Your message is not understood because readers are facing vocabulary or grammatical problems | | | | | |
| 4. Your message is not understood because of the problem in vocabulary selection. | | | | | |
| 5. Your message is not understood because of your ability to combine ideas | | | | | |

Part V : Attitude towards speaking skill

| Speaking | Attitude | | | | |
|---|----------|---|---|---|---|
| | 5 | 4 | 3 | 2 | 1 |
| 1. In your opinion, you have a strong English speaking skill | | | | | |
| 2. You've faced vocabulary or grammatical problems when speaking | | | | | |
| 3. Your message is not understood because of listeners' vocabulary or grammatical problems. | | | | | |
| 4. Your message is not understood because of your pronunciation or accent. | | | | | |
| 5. Using gesture when speaking makes it's easier for listeners to understand | | | | | |

-----THNAK YOU-----