

APPENDIX A
Interview Questions

Interview Questions & Data Collection (Qualitative semi-structured interview)

Part 1: The garment merchandisers' personal background information.

Interviewer: _____ Interviewee: _____

Date of Interview: _____ Time of Day: _____

Location of Interview: _____

1. Sex?
2. What is your age?
3. What is the highest level of education you have completed?
4. What is your major area of study?
5. How long do you work in this company?
6. What is your current position in this company?
7. What was your first entered position in this company?
8. How long do you have experienced in this position?
9. How long do you have experienced in this business?

Part 2: The garment merchandisers' knowledge and skills required concerning English Communication at workplace in view of management people. (needs: boss interview)

Interviewer: _____ Interviewee: _____

1. What level of your satisfaction with your staff performance in Listening/Speaking and what should your staff do to improve it?
2. What level of your satisfaction with your staff performance in Reading/Writing and what should your staff do to improve it?
3. Which skill is the most important to your staffs in this workplace and why?

Part 3: The garment merchandisers' problems concerning English communication at workplace. (problems: boss interview and merchandiser interview)

1. Specify how well you/your staff perform Listening/Speaking skill in English on these activities (very good, good, moderate, satisfactory, poor):
2. Specify how well you/your staff perform Reading/Writing skill in English on these activities (very good, good, moderate, satisfactory, poor):
3. Which skills do you/your staffs have the most problem in English communication during work?

Part 4: The garment merchandisers' view of knowledge and skill required concerning English communication at workplace. (wants: merchandiser interview)

1. From all skills Listening/Speaking/Reading/Writing, which course that you want to attend most if you want to improve your skill?
2. Which English language skill is the most important for you in this work place and which skill do you want to take course most?