

APPENDIX A

Questionnaire in English

A Study of the Factors Affecting English Learning of Non-Academic Staff at King Mongkut's University of Technology Thonburi

Explanation: This research is a part of the requirement of the work for the fulfillment of the Master's Degree of Arts in English for Careers at the Language Institute, Thammasat University. The aim of this questionnaire is to study the factors that affect English learning of non-academic staff of KMUTT who have attended English training course organized by the University. You can assure that your answer will be used for study purposes only and it will be treated confidentially as well. Your cooperation in filling in the questionnaire will be highly appreciated.

The questionnaire is divided into 4 parts as follows:

Part 1: Background information of the respondents

Part 2: The respondents' attitudes towards English

Part 3: The respondents' attitudes towards factors affecting English learning

Part 4: Suggestions and other opinions

Instruction: Please ✓ in the or fill in the blank that is the most reflected you and your opinion.

Part 1: Background information

1. Gender Female Male

2. Age 20-25 26-30 31-35
 36-40 41-45 more than 45

3. Education High Vocational School Bachelor degree
 Master degree Doctoral degree

4. Your current job

- Educational/ student services Finance/budget/accounting/procurement
 Policy/planning/personnel Technical/ computer services
 Administrative/ secretarial affairs Other, please specify.....

5. Do you use English in your work and/or in other activities (ex. searching information from internet, using e-mails,etc.)

- Yes
 not often often very often
 Never

6. What do you think of your level of English before attending the English Training course?

- Very good Good Fair Poor

7. How many percent do you get from the post-test of the English training course?

- 90-100 80-89 70-79 60-69
 50-59 40-49 less than 40, please specify _____

8. Do you think your English proficiency improved after attending the English training course?

- Yes, please specify the reason(s). You can choose more than one answer.
 - Course is interesting and beneficial.
 - Level of the course is suitable for the learner.
 - Course materials are suitable.
 - Instructor is helpful and efficient. No, please specify the reason(s). You can choose more than one answer.
 - Course is too difficult.
 - Course is not relevant to your needs.
 - Course is not interesting.
 - No interaction in class.

9. What is your attitude towards the English training course?

- Very good Good Fair Poor

10. In the following training, what skill(s) would you like to learn? You can choose more than one answer.

- Reading Listening Writing Speaking

Because your Reading skill is

- Very good Good Fair Poor

Listening skill is

- Very good Good Fair Poor

Writing skill is

- Very good Good Fair Poor

Speaking skill is

- Very good Good Fair Poor

If your skill(s) is (are) fair or poor, please specify your problem(s).

Reading skill

- You have a limited knowledge of vocabulary.
- You have no skill or technique in reading English.
- You do not use English in reading

Listening skill

- You have a limited knowledge of vocabulary.
- You are not interested in the content.
- You are not familiar with native speakers' accent
- You do not have to use this skill in working or daily life.

Writing skill

- You have a limited knowledge of vocabulary.
- You have limit knowledge of grammar.
- You do not have to use this skill in working or daily life.

Speaking skill

- You have a limited knowledge of vocabulary.
- You think that this skill is beyond your ability.

- You do not have to use this skill in working.
- You are not confident to practice speaking English, though you have attended English speaking courses.

Part 2: Respondents' attitudes towards English

Since it is a requirement for you to attend English training course as a career path, the questions focus on only your positive attitude.

Instruction: Please \surd in the box which is best represents your opinion about each statement.

Statement	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
11. You like English because you can make use of it, i.e. communication with foreigners and job promotion.					
12. You enjoy studying English.					
13. You like English because you had good English proficiency before attending the course.					
14. You like reading English books, for example extra-curricula books that provide knowledge in any field.					
15. You like English because it is the media of all disciplines.					

Part 3: The respondents' attitudes towards factors affecting English learning

Statement	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
Learners' ability					
16. You have a limited ability at English to understand the content of the course.					
17. You have difficulty in understanding lectures in English.(listening).					
18. You have the ability to read the course materials in English.					
19. You can write the assignments in English. (writing)					
20. You are able to express ideas in spoken English.					
21. You have lot of problems about the meaning of vocabulary.					
Learners' efforts					
22. You regularly review the content after class.					
23. You try to understand the difficult unknown words.					
24. You try to study the difficult words if you do not know the meanings of the words (e.g. looking up the vocabulary in the dictionary)					
25. You try to read the course materials until you understand them.					
Learners' motivation					
26. You enjoy a class where the lecturer gives the lecture in English.					
27. The reason you attend English training course is to get job promotion.					

Statement	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
28. The reason you attend English training courses is to broaden your skills and knowledge.					
Course difficulty					
29. The content is complicated.					
30. There are a lot of course materials to read and they are difficult especially vocabulary.					
31. You can follow the lecture and content of the course in English.					
Instructors					
32. Instructors have adequate knowledge of the course offered.					
33. Instructors have good teaching techniques/ methodology.					
34. Instructors try to check the learners' understanding.					
35. Instructors can explain the content of course and the difficult points clearly.					
36. Instructors encourage learners to participate in practicing listening, speaking, reading and writing skills.					
37. Instructors encourage learners to ask questions and listen to them with interest.					

