

APPENDIX A

Covered Letter in English

December 27, 2007

HR Director
MSD (Thailand) Ltd.
The Offices at Central World,
999/9 Rama 1 Road,
Pathumwan, Bangkok 10330

Dear HR Director:

This letter asks permission from MSD (Thailand) Ltd. to survey the office based employee's satisfaction with channels of communication in MSD (Thailand) Ltd., via electronic mail versus face-to-face communication. This survey is part of research as a partial fulfilment of the requirements for Master of Arts in English for Careers, Language Institute, Thammasat University.

The main objective of the survey is to measure satisfaction of the office based employees with the two primary communication channels: electronic mail and face-to-face communication. Moreover, problems that employees face when communicating via both channels and the characteristics of employees who prefer each communication channel will be investigated as well.

The attached questionnaire will be distributed to all office based employees in January 2008. The researcher believes that the results from this study will be useful for the company as a tool to improve internal communications within the organization and to help employees to communicate more effectively. After finishing the study, the result and discussion will be submitted to the Human Resources Department, MSD (Thailand) Ltd.

Thank you very much for your kind consideration and cooperation in this matter.

Sincerely yours,

Jarupan Arpornsilp