

## APPENDIX B

### Questionnaire in English

# QUESTIONNAIRE

## Satisfaction of employees with channels of communication in MSD (Thailand) Ltd: Electronic Mail Versus Face-to-Face Communication

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This questionnaire is aimed at surveying employee's satisfaction with two primary channels of communication in MSD (Thailand) Ltd; Electronic Mail Versus Face-to-Face Communication. This survey is part of research in partial fulfillment of the requirements for Master of Arts in English for Careers, Language Institute, Thammasat University. Your responses will be strictly confidential and will be used for research purposes only. Please answer according to your own opinion and feelings. You can refrain from answering any question which you consider inappropriate. Should you have questions about the questionnaire, please contact Ms. Jarupan Arpornsilp at Tel. 02-262-5745

This questionnaire is divided into three parts as follows:

Part 1: General information

Part 2: Employee's satisfaction with the e-mail communication channel

Part 3: Employee's satisfaction with the face-to-face communication channel

**Directions:** For the following questions, mark 'X' in the space provided to answer the questions.

### **Part 1: General information**

1. Gender:  1. Male  2. Female

2. Age: \_\_\_\_\_ years old.

3. Education level  1. High School  2. Vocational Certificate  
 3. Vocational Diploma  4. Bachelor's degree  
 5. Master's degree or higher

4. Position

1. Superior (you have subordinates under control)  2. Subordinate

5. Length of employment at MSD (Thailand) Ltd.

1. < 1 year  2. 1-3 years  3. 4-6 years  
 4. 7-9 years  5. > 9 years

**Instruction:** Please mark {X} in the box which best represents your opinions or feelings about each statement.

**Part 2: Employee's satisfaction with the e-mail communication channel**

Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>Quality of Information</u>					
6. I am able to get the information I need quickly by e-mail.					
7. The information I receive from my supervisor(s) or subordinates by e-mail is accurate.					
8. I understand the job instructions sent by my supervisor(s) through e-mail.					
9. I can give or receive a large amount of information by e-mail.					
<u>Feedback</u>					
10. E-mail is good for brainstorming.					
11. I can give and receive feedback immediately by e-mail.					
12. E-mail allows me to provide feedback freely.					
13. I receive timely responses on work-related problems by e-mail.					
<u>Communication Climate: Personal Level</u>					
14. I feel comfortable communicating about job related problems with my supervisor(s) or subordinates by e-mail.					
15. Communicating by e-mail helps me have a better relationship with my supervisor(s) or subordinates.					
<u>Communication Climate: Organizational Level</u>					
16. I am able to receive updated organizational information by e-mail.					
17. I feel motivated when receiving e-mail messages from top management.					

18. What is (are) your problem(s) when communicating via e-mail? (You can select more than one item)

- |                          |                                 |
|--------------------------|---------------------------------|
| <input type="checkbox"/> | 1. Computer Technical problems  |
| <input type="checkbox"/> | 2. Speed of getting information |
| <input type="checkbox"/> | 3. Internet server              |
| <input type="checkbox"/> | 4. Junk e-mail                  |
| <input type="checkbox"/> | 5. Other (please specify) _____ |

**Part 3: Employee’s satisfaction with the face-to-face communication channel**

Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<u>Quality of Information</u>					
19. I am able to get the information I need quickly through face-to-face communication.					
20. The information I receive from my supervisor(s) or subordinates through face-to-face communication is accurate.					
21. I understand job instructions given by my supervisor(s) through face-to-face communication.					
22. I can give or receive a large amount of information through face-to-face communication.					
<u>Feedback</u>					
23. Face-to-face communication is good for brainstorming.					
24. I can give and receive feedback immediately through face-to-face communication.					
25. Face-to-face communication allows me to provide feedback freely.					
26. I receive timely responses on work-related problems through face-to-face communication.					
<u>Communication Climate: Personal Level</u>					
27. I feel comfortable communicating about job related problems with my supervisor(s) or subordinates through face-to-face communication.					
28. Communicating face-to-face helps me have a better relationship with my supervisor(s) or subordinates.					
<u>Communication Climate: Organizational Level</u>					
29. I am able to receive updated organizational information through face-to-face communication.					
30. I feel motivated when receiving messages from top management through face-to-face communication.					

31. What is (are) your problem(s) when communicating face-to-face? (You can select more than one item)

- 1. Time consuming
- 2. Speed of getting information
- 3. Culture (Confrontation)
- 4. Other (please specify) \_\_\_\_\_

***Thank you very much for your kind cooperation***