

## **APPENDIX B**

### **Questionnaire in English**

#### ***Passengers' Satisfaction with Interpersonal Communication with Finnair***

#### ***Passengers Service Representatives at Suvarnbhumi Airport:***

#### ***A Comparative Study between Thai and Foreign Passengers***

This questionnaire is a part of an independent study for A Master of Arts degree in English for Careers, Language Institute, Thammasat University. The measurements of the degree from this study will be useful with the improvement of interpersonal communication by ground service representatives of Finnair at Suvarnbhumi Airport. The information provided will be treated with strict confidentiality and will be used for educational purpose only.

This questionnaire is divided into 3 parts;

Part One: Passengers' general information

Part Two: The satisfaction of Finnair passengers with interpersonal communication by ground service representatives at Suvarnbhumi Airport

Part Three: Suggestions for improving interpersonal communication at Finnair ground service at Suvarnbhumi Airport.

### Part One: General information

*Instruction: Please mark your answer in the space provided with an X on the number according to your information.*

1. Gender

(1) Male

(2) Female

2. Age

(1) Below 15 years old

(2) 15-24 years old

(3) 25-34 years old

(4) 35-44 years old

(5) 45-54 years old

(6) over 55 years old

3. Nationality .....

4. Your religion

(1) Buddhism

(2) Christian

(3) Islam

(4) Other (please specify).....

5. Your highest education

(1) Lower than Bachelor Degree

(2) Bachelor Degree

(3) Master Degree

(4) Doctoral Degree

(5) Other (please specify) .....

6. Your occupation

(1) Student

(2) Government Officer

(3) Private company employee

(4) Business owner

(5) Unemployed

(6) Retired

(7) Other (please specify) .....

7. You are taking Finnair flight AY ..... date .....

8. You are traveling on

(1) Business class

(2) Economy class

9. What is the purpose of your trip today?

(1) Business

(2) Holidays

(3) Education

(4) Immigrant

(5) Other (please specify) .....

10. In the last year, how often have you traveled with Finnair, including your flight today? (An onward flight or a return flight is considered as one trip.)

(1) 1-3 trips

(2) 4-6 trips

(3) 7-9 trips

(4) More than 10 trips

11. Who made the decision for you to fly on Finnair?

(1) Company

(2) Travel Agent

(3) Family

(4) Spouse

(5) By yourself

(6) Other(please specify) .....

12. What is the main reason that you fly with Finnair?

(1) Punctuality

(2) Service hospitality

(3) Advertising promotion

(4) Low air fare ticket

(5) Extensive flight connections

(6) Recommended by others

(7) Other (please specify).....

### **Part Two: Satisfaction of Interpersonal Communication**

*Instruction: Please mark (X ) in the box of statements indicating your rate about the satisfaction with interpersonal communication of Finnair ground representative at Suvarnabhumi Airport.*

Manners and Communication of staff	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
13. Staff talks to me politely.					
14. Staff has a pleasant smile.					
15. Tone of voice is friendly.					
16. Attractive make-up and well-groomed in uniform.					
17. Suitable welcome words for starting service.					
18. Sufficient explanation of technical term words.					
19. Staff has friendly manner while talking to me.					
20. Proficiency of English language					
21. Problem solving for skill					

Manners and Communication of staff	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree
22. Professional at work.					
23. Staff service with patience and understanding.					
24. Staff is attentive and willingly approachable to me.					
25. Staff notices about what I need beyond my request.					
26. Service with equality without any discrimination.					
27. Staff has the suitable eyes contact while talking to me.					
28. The immediate service upon my request.					
29. Intently listening to details.					
30. Suitable awareness of security check.					
31. Staff has flexible decision					
32. Suitable farewell and thank you words after service.					

### Part Three: Suggestion

Please specify your suggestion or comment you may have on Finnair ground service representatives at Suvarnabhumi Airport.

.....  
 .....  
 .....

Thank you very much for your cooperation.