

APPENDIX A

Questionnaire in English

Evaluation of in-house English Training Courses:

A Case Study of Michelin Siam Company Limited (Laem Chabang)

This questionnaire is a part of a research paper as a partial fulfillment of the requirement for Master Degree of Arts in English for Careers, Language Institute, Thammasat University. This questionnaire will be used to evaluate the in-house English training courses at Michelin Siam Co.,Ltd (Laem Chabang) based on the trainees' point of view. Your cooperation in answering this questionnaire is highly appreciated.

This questionnaire is divided into three sections:

Section 1: Background information of respondents

Section 2: Needs of English communication

Section 3: Satisfaction with the in-house English training courses

Section 4: Suggestions

Section 1: Background information of respondents

Instruction: Please mark X for your answer in the blank box.

1. Gender

☐ 1. Male

☐ 2. Female

2. Age

☐ 1. 20-25

☐ 2. 26-30

☐ 3. 31-35

☐ 4. 36-40

☐ 5. > 40

3. Education

☐ 1. High School

☐ 2. Vocational college

☐ 3. Bachelor's

☐ 4. Master's

4. Department

☐ 1. Production☐ 2. Non-production (Quality Guarantee, Maintenance, Industrial Engineering, Supply Chain, Product Technical Design, Purchasing, Finance and Accounting, Personnel, and Environment and Safety)

5. Years of service in Michelin Group (More than 6 months of service is counted as another full year.)

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

6. Training course level

☐ 1. Level 1: Beginner☐ 2. Level 2: Low Elementary☐ 3. Level 3: Elementary☐ 4. Level 4: Upper Elementary☐ 5. Level 5: Pre-intermediate**Section 2: Needs of English communication****Instruction: Please mark X that most reflects your opinion in the blank box.**

7. Which English skill is the most necessary in your career?

☐ 1. Speaking☐ 2. Listening☐ 3. Writing☐ 4. Reading

8. What English communication problems do you often face at work? (More than one answer is allowed)

☐ 1. Unable to understand when listening☐ 2. Unable to understand when answering telephone☐ 3. Unable to speak what you want to communicate☐ 4. Unable to speak fluently☐ 5. Unable to understand main idea when reading☐ 6. Spend too much time to read☐ 7. Unable to write what you want to communicate☐ 8. Spend too much time to write

- ☐ 9. Use wrong words
- ☐ 10. Use wrong grammar & sentence structure
- ☐ 11. Have limited word bank
- ☐ 12. Other (please specify) _____

9. If you can choose your own specific course (beyond the normal courses that the company provides), are you interested in taking the course by paying partly for it?

- ☐ 1. Yes ☐ 2. No

10. Which of the following English courses are you interested in being trained in the future? (More than one answer is allowed)

- ☐ 1. General English conversation
- ☐ 2. Business conversation
- ☐ 3. Effective presentations and meetings
- ☐ 4. Advanced oral skills and public speaking
- ☐ 5. Reading skill development
- ☐ 6. Translation
- ☐ 7. Business writing
- ☐ 8. English for report writing
- ☐ 9. English grammar
- ☐ 10. Other (please specify) _____

11. What time is the most convenient for you to attend the courses?

- ☐ 1. During work hours
- ☐ 2. In the evening after work hours
- ☐ 3. On weekends

Section 3: Satisfaction with the in-house English training courses

Instruction: Please indicate the level that represents your opinions the most by putting X in the space provided.

	Items	Strongly Agree	Agree	Un decided	Disagree	Strongly Disagree
	Trainee Selection Method					
1	Trainees were selected fairly based on the need of the job.					
2	Your supervisor explained the reasons why you had to attend the course.					
3	You were willing to attend the course.					
	The Consistency between the Course Content and Job Requirements					
4	You had learned new things that were useful for your job.					
5	You could apply knowledge and skills learned in your job.					
6	The content provided you with new job-related vocabularies.					
7	The content was interesting.					
8	The level of difficulty was satisfactory.					
	Textbooks and Teaching Materials					
9	Textbooks were well organized and easy to follow.					
10	Textbooks provided sufficient explanations and examples.					
11	Textbooks and teaching materials promoted your learning skills.					
12	The Number of supplementary teaching materials was appropriate.					
	Trainers					
13	The trainers could explain the subject matter and answered the questions clearly.					
14	The trainers provided chances for trainees to participate and practice in class.					

	Items	Strongly Agree	Agree	Un decided	Disagree	Strongly Disagree
15	The trainers were well prepared.					
16	The trainers paid equal attention to all trainees.					
17	The teaching style was satisfactory.					
18	The trainers were on time.					
	Classroom Activities					
19	Activities could be applied in the real situations in your job.					
20	Activities helped you feel more confident when communicating with foreign employees.					
21	Activities enabled you to speak English more fluently.					
22	Activities improved your English writing skill for e-mails and relevant documents in your job.					
23	Activities enabled you to be more fluent in English reading for main idea.					
24	Activities matched the content.					
25	Activities were interesting and motivating.					
26	Activities helped promote learning skill.					
27	The time proportion for each activity was appropriate.					

Section 4: Suggestions

Instruction: Please give your suggestions for improving the in-house English training courses in the future.
