

APPENDIX D
Questionnaire in English

Questionnaire no.....

Dear Respondents,

This questionnaire is a part of master thesis entitled “Intercultural Communication of Americans, Japanese, and Thais Who are Working in International Organizations in Thailand,” which aims to explore the states of factors that affect intercultural communication success, intercultural communication barriers, and intercultural adaptation.

Please be assured that all information provided by the respondents will be used only for academic purposes and no personal information will be revealed in the thesis without permission.

Thank you very much for your kind cooperation.

The questionnaire is divided into five parts:

- Part I : Personal information and experience with foreigners
- Part II : Factors that affect intercultural communication success
- Part III: Intercultural communication barriers
- Part IV: Intercultural adaptation
- Part V : Suggestions

Part I: Personal Information and experience with foreigners

Please complete the questionnaire below by putting a tick (✓) on the answers that are relevant to you.

1. Gender

1. ___ Male

2. ___ Female

2. Age

1. ___ 20 years or under

2. ___ 21-30 years

3. ___ 31-40 years

4. ___ 41-50 years

5. ___ 51-60 years

6. ___ more than 60

years

3. Educational background

1. ___ Below Bachelor's

2. ___ Bachelor's

3. ___ Master's

4. ___ Doctorate

4. Which nationality is/are your foreign colleagues?

(Please specify) _____

5. Which language do you use to communicate with your foreign colleagues in your organizations?

(Please specify) _____

6. Have you ever taken any language course in order to improve your communication skills with your foreign colleagues?

1. ___ Yes

2. ___ No

7. Have you ever worked with foreigners before working in your current organization?

1. ___ Yes

2. ___ No

8. Do you have any foreign friend(s)?

1. ___ Yes

2. ___ No

Part II: Factors that Affect Intercultural Communication Success

Please put a tick (√) in the box that best corresponds to your degree of agreement.

Only one answer can be chosen from each item.

SA=Strongly agree A=Agree N=Neutral D=Disagree SD=Strongly disagree

Items	Statements	Degree of Agreement				
		SA	A	N	D	SD
Relationships						
1.	You avoid showing your disagreement with your colleagues in order to maintain your relationship with them.					
2.	You pay attention to preserving a relationship with your colleagues rather than getting a job done.					
3.	To get a job done, you strictly follow the policy of the organization without considering your colleagues' feelings.					
4.	In your organization, confrontation is considered beneficial in dealing with any problems at work.					
Communication climates						
5.	You prefer not to show your feelings if they are going to affect the working atmosphere.					
6.	Most of your colleagues are likely to hide their feelings in order to keep an appropriate working environment.					
7.	Most of your colleagues are likely to show their feelings explicitly.					
8.	In your organization, being direct and straightforward is considered more beneficial than speaking indirectly.					
Time						
9.	You are always punctual for work and stick to deadlines for your assignments.					
10.	You think being late is one of the main problems at work.					
11.	You think the time factor plays only a minor part in job achievement.					
12.	Focusing on time is the barrier of creative thinking at work.					

Part III: Intercultural Communication Barriers

Please put a tick (√) in the box that best corresponds to your degree of agreement.

Only one answer can be chosen from each item.

SA=Strongly agree A=Agree N=Neutral D=Disagree SD=Strongly disagree

Items	Statements	Degree of Agreement				
		SA	A	N	D	SD
Communication skills						
1.	You are confident to talk with your foreign colleagues.					
2.	You understand what your foreign colleagues want to communicate with you.					
3.	You can explain to your foreign colleagues so they understand what you want.					
4.	You find writing more effective than speaking in communicating with your foreign colleagues.					
5.	You have problems interpreting what your foreign colleagues want to communicate with you.					
Attitudes						
6.	You are open to different cultures.					
7.	You like to adapt yourself and try to understand people with different cultures.					
8.	You think understanding other cultures can help you to communicate with people who come from different cultures more effectively.					
9.	You think your foreign colleagues should learn your culture so that they can communicate with you more effectively.					
10.	You think people who are in the minor cultures should adapt themselves to people who are in the major cultures.					

Part IV: Intercultural Adaptation

Please put a tick (√) in the box that best corresponds to your degree of agreement.

Only one answer can be chosen from each item.

SA=Strongly agree A=Agree N=Neutral D=Disagree SD=Strongly disagree

Items	Statements	Degree of Agreement				
		SA	A	N	D	SD
1.	When your foreign colleagues have problems at work, you are always willing to listen to and assist them.					
2.	When you have problems in communicating with your foreign colleagues, you always try to figure out what your weakness is and how to improve yourself.					
3.	When you have problems in communicating with your foreign colleagues, you always think that those problems arise from your foreign colleagues.					
4.	In multi-cultural organizations, you assume that a person who has a lower status should adapt him/herself to a person who has a higher status.					
5.	When there are some problems in communication, you think that giving a chance to communicate, exchange ideas, or ask about those problems will help improve understanding					
6.	You think giving a chance in communicating and exchanging ideas in a workplace may weaken the dominant power and waste time.					
7.	You think learning cultures of your foreign colleagues can help you to communicate with them more effectively.					
8.	You think it takes a long time to learn and adapt yourself to make friends with your foreign colleagues.					
9.	You think socializing more with your foreign colleagues improves your knowledge and leads to better communication.					
10.	In communicating with your foreign colleagues, you think avoiding conversation but using more writing will promote the most successful communication.					

Part V: Suggestions
