

## CHAPTER FOUR

### RESULTS

This chapter presents the result of the study, which was collected from 100 questionnaires. The data is divided into three parts based on the demography of the respondents, the opinions of the respondents relating to oral and written skills problems which occurred during intercultural communication.

#### **Part I: Demography of the respondents**

##### *Gender*

There were 100 respondents, the numbers of female respondents (53%) was higher than the number of male respondents (47%)

Gender	Frequency	Percent
Male	47	47
Female	53	53
Total	100	100

##### *Age*

The majority of respondents were aged between 21-30 years old, representing 42% of the total, followed by group aged between 31-40 years old.

Age	Frequency	Percent
Below 21 years old	0	0
21-30 years old	42	42
31-40 years old	41	41
Over 40 years old	17	17
Total	100	100

### *Education*

The respondents had mainly obtained bachelor's degree, representing 70% of the total. Fourteen of the participants held master degrees or higher, while 10 of them graduated with a vocational certificate.

Education	Frequency	Percent
High school	6	6
Vocational certificate	10	10
Bachelors' degree	70	70
Master's degree or higher	14	14
Total	100	100

### *Position*

The majority of the respondents were general staff, accounting for 87% of the total. 12 of the participants were in middle management and one respondent was an executive.

Position	Frequency	Percent
Executive	1	1
Middle Management	12	12
Professional	0	0
Supervisor	0	0
Staff	87	87
Total	100	100

### *Years of working in the company*

The majority of respondents had over 10 years experience working in the company, representing 38% of the total, followed by 29 participants who had 1-3 years experience. 21 of them had 4-6 years experience, and the remaining 12 participants had 7-9 years experience.

Period	Frequency	Percent
1-3 years	29	29
4-6 years	21	21
7-9 years	12	12
Over 10 years	38	38
Total	100	100

*Frequency of chances to communicate with foreigner staff*

The majority of respondents had chances more than 4 chances a week to communicate with foreign staff, representing 71% of the total. 14 of the participants had 1-2 chances a week, followed by 10 respondents who had 3-4 chances a week, while 5 of them did not have a chance to communicate with foreign colleague.

Times	Frequency	Percent
None	5	5
1-2 times a week	14	14
3-4 times a week	10	10
More than 4 times a week	71	71
Total	100	100

**Part II: The problems relating to language skills**

*Listening problems*

Question 1: Most respondents agreed that the unfamiliarity with foreign accents and pronunciation moderately created problems, representing 43% of the total, while only one of them thought it did not cause a problem at all.

Question 2: Most respondents agreed that the ability to translate words or sentences moderately contributed to problems, representing 45% of the total, while 16 of them thought it was a primary cause of the problems.

Question 3: Most respondents agreed that the inability to catch words or conversations slightly contributed to problems, representing 48% of the total, while 13 of them thought it principally caused problems.

Question 4: Most respondents agreed that the inability to understand technical terms moderately created the problems, representing 45% of the total, while 27 of them thought it primarily caused problems.

Question 5: One group of 38 participants thought that the inability to understand slang, idiomatic expressions, or colloquialisms principally contributed to problems, while another group of 38 respondents thought these moderately caused problems and the remainder felt that these slightly caused problems.

Question 6: Most respondents agreed that inability to remember all of the information moderately created the problem, representing 49% of the total, while 16 of them thought it primarily caused problems.

Listening problems	High		Moderate		Low		None		Total
	F	%	F	%	F	%	F	%	%
1.Unfamiliar with foreigner accents and pronunciation	34	34	43	43	22	22	1	1	100
2. Incapable of translating words or sentences	16	16	45	45	39	39	0	0	100
3. Unable to catch words/conversation	13	13	39	39	48	48	0	0	100
4. Unable to understand technical terms	27	27	45	45	28	28	0	0	100
5. Unable to understand slang, idiomatic expressions, or colloquialisms	38	38	38	38	24	24	0	0	100
6. Unable to remember the all the information	16	16	49	49	35	35	0	0	100

*F= frequency.*

### *Speaking problems*

Question 7: Most respondents agreed that the inability to pronounce words precisely moderately created problems, representing 50% of the total, while 16 of them thought it slightly caused problems.

Question 8: Most respondents agreed that the inability to speak with correct grammar primarily contributed to problems, representing 44% of the total, while 14 of them thought it slightly caused problems.

Question 9: Most respondents agreed that the inability to choose the right words moderately contributed to problems, representing 48% of the total, while 21 of them thought it slightly caused problems.

Question 10: Most respondents agreed that nervousness when speaking English moderately created problems, representing 40% of the total, while 7 of them thought it did not cause problems at all.

Question 11: Most respondents agreed that the inability to present the information in order moderately contributed to problems, representing 42% of the total, while 20 of them thought it primarily caused problems.

Speaking problems	High		Moderate		Low		None		Total
	F	%	F	%	F	%	F	%	%
7. Unable to pronounce precisely	34	34	50	50	16	16	0	0	100
8. Unable to speak with correct grammar	44	44	42	42	14	14	0	0	100
9. Unable to choose the right words	31	31	48	48	21	21	0	0	100
10. Nervous when speaking English	22	22	40	40	31	31	7	7	100
11. Unable to present information in order	20	20	42	42	38	38	0	0	100

*F*= frequency.

*Reading problems*

Question 12: Most respondents agreed that the inability to understand the essence of the text slightly created problems, representing 44% of the total, while one of them thought it did not cause a problem at all.

Question 13: Most respondents agreed that the inability to understand the meaning of words moderately contributed to problems, representing 48% of the total, while one of them thought it did not cause problems at all.

Question 14: Most respondents agreed that the inability to understand slang, and idiomatic expressions moderately contributed to problems, representing 42% of the total, while 20 of them thought it slightly caused problems.

Question 15: Most respondents agreed that the inability to understand the text correctly due to inaccurate grammar knowledge principally created problems, representing 44% of the total, while 24 of them thought it slightly caused problems.

Question 16: Most respondents agreed that being confused about some words that have various meaning moderately contributed problems, representing 45% of the total, while 25 of them thought it slightly caused problems.

Reading problems	High		Moderate		Low		None		Total
	F	%	F	%	F	%	F	%	%
12.Unable to understand the essence of the text	13	13	42	42	44	44	1	1	100
13.Unable to understand the meaning of words	20	20	48	48	31	31	1	1	100
14.Unable to understand slang, and idiomatic expressions	38	38	42	42	20	20	0	0	100
15.Unable to understand the text correctly due to inaccurate grammar knowledge	44	44	32	32	24	24	0	0	100
16.Confused about in some words that have various meanings	30	30	45	45	25	25	0	0	100

*F= frequency.*

### *Writing problems*

Question 17: Most respondents agreed that the inability to choose and use the right words or idiomatic expression moderately created problems, representing 49% of the total, while 19 of them thought it slightly caused problems.

Question 18: Most respondents agreed that the inability to choose and use the right technical terms primarily contributed to problems, representing 44% of the total, while 19 of them thought this slightly caused problems.

Question 19: Most respondents agreed that the inability to understand and convey clear-cut ideas in messages moderately contributed to problems, representing 48% of the total, while 25 of them thought it principally caused problems.

Question 20: Most respondents agreed that inaccuracy in grammar usage principally created problems, representing 50% of the total, while 19 of them thought it slightly caused problems.

Question 21: Most respondents agreed that the inability to compose sentences in order as intended moderately contributed to problems, representing 43% of the total, while 26 of them thought it primarily caused problems.

Writing problems	High		Moderate		Low		None		Total
	F	%	F	%	F	%	F	%	%
17.Unable to choose and use the right word or idiomatic expression	32	32	49	49	19	19	0	0	100
18.Unable to choose and use the right technical terms	44	44	37	37	19	19	0	0	100
19.Unable to convey clear-cut ideas in your messages	25	25	48	48	27	27	0	0	100
20.Inaccuracy in grammar usage	50	50	31	31	19	19	0	0	100
21.Unable to compose sentences in order as intended	26	26	43	43	31	31	0	0	100

*F= frequency.*

### **Part III: The problems relating to cultural differences**

#### *Cultural problems*

Question 22: Most respondents agreed that the differences in gender slightly created problems, representing 63% of the total, while nine of them thought it did not cause the problem at all.

Question 23: Most respondents agreed that difference in race or nationality slightly contributed to problems, representing 49% of the total, while five of them thought it did not cause problems at all.

Question 24: Most respondents agreed that differences in position slightly contributed to problem, representing 44% of the total, while three of them thought it did not cause problems at all.



Question 25: Most respondents agreed that differences in punctuality slightly created problems, representing 48% of the total, while five of them thought it did not cause problems at all.

Question 26: Most respondents agreed that differences in using nonverbal language slightly contributed to problems, representing 43% of the total, while fifteen of them thought it was a primary cause of problem.

Question 27: Most respondents agreed that the difference in food and the ways of daily life slightly contributed to problems, representing 42% of the total, while four of them thought it did not cause problems at all.

Question 28: Most respondents agreed that the difference in behavior towards the opposite sex slightly contributed to problems, representing 51% of the total, while two of them thought it did not cause problems at all.

Question 29: Most respondents agreed that differences in eating etiquette slightly contributed to problems, representing 49% of the total, while four of them thought it did not cause problems at all.

Question 30: Most respondents agreed that differences in the culture of giving and receiving things slightly contributed to problems, representing 51% of the total, while two of them thought it did not cause problems at all.

Cultural problems	High		Moderate		Low		None		Total
	F	%	F	%	F	%	F	%	%
22. Differences in gender	6	6	22	22	63	63	9	9	100
23. Differences in race or nationality	19	19	27	27	49	49	5	5	100
24. Differences in position	20	20	33	33	44	44	3	3	100
25. Differences in punctuality	12	12	35	35	48	48	5	5	100
26. Differences in using nonverbal language	15	15	42	42	43	43	0	0	100
27. Differences in food and the ways of daily life	19	19	35	35	42	42	4	4	100
28. Differences in behavior towards the opposite sex	5	5	42	42	51	51	2	2	100
29. Differences in eating etiquette	11	11	36	36	49	49	4	4	100
30. Differences in the culture of giving and receiving things	11	11	36	36	51	51	2	2	100

*F= frequency.*