

APPENDIX A
QUESTIONNAIRE

**Intercultural Communication Problems of Thai Employees
at Precious Shipping Public Company Limited (PSL)**

This questionnaire is part of research for the purposes of fulfilling the independent study required for Master of Arts (English for Careers) Program, Language Institute, Thammasat University. The objective of this questionnaire is to study the intercultural communication problems of Thai employees at Precious Shipping Public Company Limited.

Please be assured that the information will also be treated confidentially and used for purposes of this research study only; and it is not an evaluation of you or your organization. Your cooperation in answering this questionnaire is highly appreciated. Please complete the questionnaire to the best of your knowledge and please answer all the questions.

Questionnaire

Please put (✓) on the answer of each question that corresponds to your personal data.

Part 1: Personal data

1. Gender

Male

Female

2. Age

Lower than 21

21-30

31-40

40 up

4. Educational background

High school

Vocational/ High Vocational
certificate

Bachelor's Degree

Master's Degree or higher

5. Your current position

Executive

Middle Management

Professional

Supervisor

Staff

5. Years of working in the company

1 - 3 years

4 - 6 years

7 - 9 years

10 years up

6. Frequency of chances to communicate with foreign staff

None

1 – 2 times/ week

3 – 4 times/ week

More than 4 times/ week

Part 2: Oral and Written communication in daily work

Have you ever experienced any difficulty when communicating with foreign staff?

The following are communication problems that cause intercultural communication problems

Please indicate in which degree you think it causes a problem in communication by marking “X” for only one number that best describes your view.

No.	Statement	Very High	High	Moderate	Low	Very low	None
<i>Listening problems</i>							
1.	Unfamiliar with foreigner accents and pronunciation	5	4	3	2	1	0
2.	Incapable of translating words or sentences	5	4	3	2	1	0
3.	Unable to catch words/conversation	5	4	3	2	1	0
4.	Unable to understand technical terms	5	4	3	2	1	0
5.	Unable to understand slang, idiomatic expressions, or colloquialisms	5	4	3	2	1	0
6.	Unable to remember the entire information	5	4	3	2	1	0
<i>Speaking problems</i>							
7.	Unable to pronounce precisely	5	4	3	2	1	0
8.	Unable to speak with correct grammar	5	4	3	2	1	0
9.	Unable to choose the right words	5	4	3	2	1	0
10.	Nervous when speaking English	5	4	3	2	1	0
11.	Unable to present the information in order	5	4	3	2	1	0

<i>Reading problems</i>							
12.	Unable to understand ambiguous messages	5	4	3	2	1	0
13.	Unable to understand abbreviations	5	4	3	2	1	0
14.	Unable to understand words, technical terms, slang, idiomatic expressions or colloquialisms	5	4	3	2	1	0
15.	Unable to understand due to the writer's grammatical errors	5	4	3	2	1	0
16.	Unable to understand due to wrong punctuation marks/ spelling	5	4	3	2	1	0
<i>Writing problems</i>							
17.	Unable to choose and use the right words or idiomatic expressions	5	4	3	2	1	0
18.	Unable to choose and use the right technical terms	5	4	3	2	1	0
19.	Unable to convey clear-cut ideas in your message	5	4	3	2	1	0
20.	Inaccuracy in grammar usage	5	4	3	2	1	0
21.	Unable to compose the sentences in order as your own intention	5	4	3	2	1	0

The following are cultural problems that cause intercultural communication problems

Have you got problems related to following? In what degree?

Please indicate the degree of your opinion by marking "X" for only one number that best describes your view.

<i>Cultural problems</i>							
No.	Statement	Very High	High	Moderate	Low	Very low	None
22	Differences in gender	5	4	3	2	1	0

23	Differences in race or nationality	5	4	3	2	1	0
24	Differences in position	5	4	3	2	1	0
25	Differences in punctuality	5	4	3	2	1	0
26	Differences in using nonverbal language	5	4	3	2	1	0
27	Differences in food and the ways of daily life	5	4	3	2	1	0
28	Differences in behavior towards the opposite sex	5	4	3	2	1	0
29	Difference in eating etiquette	5	4	3	2	1	0
30	Difference in the culture of giving and receiving things	5	4	3	2	1	0

Thank you very much for your assistance in completing this questionnaire.