

## **CHAPTER III**

### **METHODOLOGY**

#### **SUBJECTS**

This study aims to explore the extent of needs and problems in English communication at work and learners' wants regarding English training for Thai Airways' IT staff. The IT department arranges its responsibilities in three main divisions according to the nature of work process, i.e. administration IT solutions development, commercial IT solutions development, and IT infrastructure management. All the staff have received at least a bachelor's degree in IT or other various areas. Thus, subjects' English background is at the level of a bachelor's degree graduate.

The subjects were 30 IT department's staff members who have been working with Thai Airways for more than 1 year. In order to preserve the integrity of the results, employees from all divisions were sampled to participate in the survey.

#### **INSTRUMENTS**

In order to collect data relevant to the research questions, a questionnaire was constructed to be the instrument. In the designing process, an interview was conducted as a primary survey to gather relevant prerequisite information. The questionnaire's contents were classified into three types of question, background information, needs and problems in using English for communication on the job, and wants regarding English training.

In the background information and learners' wants parts, multiple-answer questions were used. Meanwhile, in the needs and problems part, priority questions were developed and five-point Likert scale was employed to measure respondents' attitudes towards given statements. The scaling scheme is described in the following. Mean scores were used to compare the priority among items in the questionnaire.

<b>Needs</b>		<b>Problems</b>	
<b>Score</b>	<b>Meaning</b>	<b>Score</b>	<b>Meaning</b>
5	Very great need	5	Very great problem
4	Great need	4	Great problem
3	Moderate need	3	Moderate problem
2	Little need	2	Little problem
1	Least need	1	Least problem

For the last part, a checklist and an open-response question were employed to determine respondents' wants towards English training.

### **DATA ANALYSIS**

The data from the final questionnaires were analyzed using the software Statistical Package for the Social Sciences (SPSS). Data from the background information and wants part was analyzed based on frequency and percentage. For the needs and problems part, arithmetic means together with standard deviation were derived for the comparison among the questions.