

## CHAPTER FOUR

### RESULTS

This chapter reports the findings of the study based on the data from the questionnaire distributed to the respondents. Three main sections of findings are as follows:

4.1 The general information of the subjects.

4.2 Information regarding study in an English Program, and respondents' language competency and learning problems.

4.3 Students satisfaction towards the learning and teaching including comments.

4.4 Students' opinions toward the program and comments.

#### 4.1 THE GENERAL INFORMATION OF THE SUBJECTS

This part comprises 8 questions in total, focusing on general information of the subjects such as age, the number of years they have studied English, ethnicity, and experience in overseas education. The results are presented as following.

*Table 1. Number and Percentage of General Information of Students*

Items	Number	%
<i>Total</i>	<i>20</i>	<i>100.00</i>
<b>1. Age</b>		
15	2	10
16	5	25
17	13	65
<b>2. First grade joining English program at SHC</b>		
7 <sup>th</sup>	0	0
8 <sup>th</sup>	2	10
9 <sup>th</sup>	7	35
10 <sup>th</sup>	11	55

*(table continues)*

*Table 1. (continued)*

Items	Number	%
<i>Total</i>	<b>20</b>	<b>100.00</b>
<b>3. Students' Ethnic background</b>		
Thai	17	85
Chinese	0	0
Half Thai half Chinese	3	15
<b>4. Language speaking at home</b>		
Thai	18	90
Chinese	0	0
Half Thai half Chinese	2	10
<b>5. Number of years students study English</b>		
1-5 years	2	10
6-10 years	16	80
11-15 years	2	10
<b>6. Financial Supporter</b>		
Father	12	60
Mother	8	40
Relatives	0	0
<b>7. Occupations of financial supporter</b>		
Own business	16	80
Privacy company employee	3	15
Bureaucrats	1	5
<b>8. Abroad Education</b>		
No	18	90
Yes	2	10

According to Table 1, the results show that student age ranges were between 15-17 years old. The majority of students were 17 years old. Most of them started learning in an English program at grade 11 as the first grade. The majority of the respondents or 85 percent were Thai. The rest (15%) was Thai of Chinese Ethnicity. The result points out that 10 percent speak Thai and Chinese at home while 90 percent

speak predominantly Thai. The number of years the majority of students studied English were between 6-10 years. A couple of respondents had been studying for 11-15 years.

The findings show that their fathers financially supported majority of the respondents and the rest were supported by their mothers. The occupations of their financial supporters were business owner primarily. Some of them worked for a private company and some were bureaucrats. Almost all of the students had never had an overseas education. Only 2 students (10%) said that they had been to USA. One went for a summer course and another one went as an exchange student for one year.

#### 4.2 INFORMATION REGARDING STUDY ENGLISH PROGRAM AND RESPONDENTS' LANGUAGE COMPETENCY

In this part, there are 9 questions focusing on respondents' opinions about the English program including the reasons for choosing the program at this school, an influential person over the decision, and also students' learning problems.

*Table 2. Information Regarding Study in EP and Respondents' Language Competency*

Items	Number	%
<i>Total</i>	<i>20</i>	<i>100</i>
<b>1. Influential person over decision</b>		
Students	9	45
Parents	9	45
Friends	2	10
Others	0	0
<b>2. Reasons for choosing EP</b>		
Improve English	20	90.90
Popularity of the program	2	9.10

*(table continues)*

*Table 2. (continued)*

<b>Items</b>	<b>Number</b>	<b>%</b>
<i>Total</i>	<b>20</b>	<b>100</b>
<b>3. Reasons for choosing EP at SHC</b>		
School Reputation	12	52.17
Distance between home & school	8	34.78
Appropriate environment	2	8.70
Reasonable tuition fee	1	4.35
Others	0	0
<b>4. Nationality of foreign teachers</b>		
American	9	56.25
British	2	12.50
Australian	3	18.75
Others	2	12.50
<b>5. The common language used among friends in class</b>		
Thai	20	100
English	0	0
Others	0	0
<b>6. The common language used among friends outside the class</b>		
Thai	20	100
English	0	0
Others	0	0
<b>7. The most problematic skill</b>		
Speaking	12	60
Listening	3	15
Reading	3	15
Writing	2	10

The numbers of respondents themselves and their parents have equally influenced the decision making in choosing an English program. Friends influence is also another reason for some respondents. The majority of the students choose EP rather than the regular Thai program because they wanted to improve their English and the reason for choosing this school particularly was because of the school reputation. Students have reported that they learnt with American teachers, Australian, British and Filipino. Thai language is the only language used for communication among friends both inside and outside the class. Nevertheless, the

results indicated that speaking seems to be the problem for the majority of the students. Next in rank, respondents were concerned about their receptive skills (listening and reading) and writing came last among four.

***Table 3. The Opinion of Respondents Regarding the Problems Encounter in Learning***

	First	Second	Third	% of students report
Students' language Competence	45%	35%	20%	100%
Difficulty of teachers accents	30%	20%	0	50%
An inappropriate environment	0	15%	25%	40%
Cultural difference between teacher and learners	0	0	0	0
Uninteresting topics and subjects	35%	40%	15%	90%
Deficiency of teaching skill of the instructor	0	15%	5%	20%

The result from table 3 shows that all respondents thought that their language competence was the major problem for learning, followed by uninteresting topics and subjects, difficulty of teacher accents, inappropriate environment, and teacher teaching skills. The students had no problem with the cultural differences between them and their teachers.

### **4.3 STUDENTS SATISFACTION TOWARDS THE LEARNING AND TEACHING**

For general satisfaction, they were divided into 2 aspects: (1) towards the teachers and (2) towards the teaching environment. For comments, open-ended questions were used for respondents to freely express their opinions about the program.

#### **4.3.1 Students' satisfaction towards the teachers**

The results show that the students' satisfaction towards the teachers is quite positive. The majority was happy and satisfied with teachers' knowledge of the

subject taught, teaching skill, friendliness, and professional ethics. They were very satisfied with the teachers' accents.

Students found that they feel neutral about the teachers' cultural awareness.

**Table 4 Students' Satisfaction Towards the Teachers**

Satisfaction towards teachers	$\bar{X}$	S.D.	Interpretation
knowledge of the subjects	3.65	0.49	High
Teaching skill	3.95	0.22	High
Teachers' accents	4.45	0.69	High
Cultural Awareness	3.40	0.75	Moderate
Friendliness	4.05	0.76	High
Professional Ethics	4.30	0.66	High
Total	3.96	0.60	High

#### 4.3.2 Students' satisfaction towards the environment

The overall satisfaction toward the environment was high. The result shows that the majority of respondents felt neutral about the classroom, teaching materials, and the atmosphere. The satisfaction toward the relationship between teachers and learners was quite positive, and at a very high level for the relationship among students in class.

**Table 5 Students' Satisfaction Towards the Environment**

Satisfaction towards the environment	$\bar{X}$	S.D.	Interpretation
Classroom	3.30	0.66	Moderate
Teaching materials	3.15	0.59	Moderate
Atmosphère	3.25	0.55	Moderate
Relationship between teachers and learners	4.40	0.50	High
Relationship among friends in the class	4.65	0.49	Very high
Total	3.75	0.56	High

#### **4.4 STUDENTS' OPINIONS TOWARD THE PROGRAM AND STUDENT COMMENTS**

For this part, open-ended questions were used in order to access students' opinions toward English teachers, what they like and dislike, and what should be improved.

##### **4.4.1 Personal opinions regarding Thai English teachers and foreign English teacher**

The results come out that the respondents seem to have negative opinions toward Thai teachers. The majority said that the teachers were easily irritated and too strict. Students also need more flexibility from the teachers. On the contrary, the comments towards foreign English teachers were more positive, such as the class is more relaxing, entertaining, fun, and teachers have attractive teaching methods.

##### **4.4.2 Personal opinions regarding what respondents like the most in studying this English program at Sacred Heart Convent School.**

The results show that environment and classroom atmosphere seem to be the top reasons that the respondents like. They like the activities they share with friends in the class and how they get to practice and improve their English with native speakers. Likewise, fun classes have also been pointed out.

##### **4.4.3 Personal opinions regarding what respondents like the least in studying this English program at Sacred Heart Convent School.**

The opinions are varied. They had negative opinions towards Thai teachers about being strict and lack of flexibility, the boring subjects, and also the school rules about hairstyle.

##### **4.4.4 What should be improved for this program?**

Teachers seem to be the most concern in the respondents' comments. A majority agreed that the numbers of foreign teachers should be increased in order to help them practice more English language. Teachers should be able to capture students' attention and make the class more attractive. Class time management has also been indicated as a concern. Students suggested that the teacher should finish the class on time.

Respondents also made remarks on the uninteresting courses and the school rules such as hairstyle, and uniforms.