

**APPENDIX A**  
**QUESTIONNAIRE IN ENGLISH**

**Title: Emotional Intelligence of JALways Thai flight attendants in different job titles**

**To:** The Respondents

This questionnaire is part of a research paper as a partial fulfillment of the requirement for Master of Arts in English for Careers, Language Institute, Thammasat University. This questionnaire aims to study the differences of the state of emotional intelligence of the JALways flight attendants in different job titles which will directly affect to their working performance.

Your response will be strictly treated with confidentiality and will be used for the research purpose only. Your cooperation in answering this questionnaire is highly appreciated.

Should you need more information, you can contact Ms. Kaneungnij Theppitak at Phone no. 081-564-7887 or e-mail address *eaonnie@hotmail.com*. Your kind support in filling in this questionnaire is highly appreciated. Please send back the questionnaire back in to Aon 833 cabin crew mailbox by December 31st, 2008.

The questionnaire will be divided in to 3 parts.

1. The general demographic information together with the Japanese Language Proficiency level in the organization.
2. The emotional intelligence measurements which are divided in to 3 parts, Competence, Virtue, and Happiness. This questionnaire based on the Questionnaire from Department of Mental Health, Ministry of Public Health (2000.) In addition,
3. Self-awareness of Emotional Intelligence

**PART 1: The General Demographic of JALways Thai flight attendants****Instruction:** Please ✓ the appropriate answer that most suits you.

1. Age 20-25  
26-30  
 >31

2. Marital Status Single  
Married

3. Year of Experience 1-5 year  
6-10 year  
 >11 year

## 4. Job Title of Flight Attendants

- Flight Attendant  
 Orchid Wing & Temporary Contract  
 Supervisor  
 Diamond Wing, Senior Supervisor & Director

5. Japanese Proficiency F  
E  
D  
C  
C4  
B  
A & S

## PART 2: Measurement of Emotional Intelligence

**Instruction:** Please ✓ **one** number that most represents and suits your personality and way of thinking in each row. There is no right or wrong, good or bad or proper or improper answer. The level of truth will be listed in the following:

Not true:                      The statement that does not suit your emotional state at all.

Sometimes true:            The statement that sometimes suits your emotional states.

Quite true:                    The statement that quite suits your emotional states.

Definitely true:             The statement that definitely suits your emotional states.

Emotional Intelligence in three criteria (Competence, Virtue, and Happiness)	The level of truth			
	Not true	Sometimes true	Quite true	Definitely true
1. When I feel unhappy and angry, I can realize what happens to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I do not know what makes me feel angry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. When I was interrupted, I usually feel so irritated that I cannot control myself.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. When I feel unhappy and angry, I can realize what happens to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I tend to violently react to problems, even a small one.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. When I was forced to do something that I do not want to, I will explain others accepted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I can feel when people who close to me have emotional change.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I don't really care with the difficulties of strangers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I will disagree when the others do things differently from what I think.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I admit that the others will have their own reasons to be dissatisfied with what I have done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I feel that others are likely to call for attention.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Even though I am busy engaged by loads of works, I will be pleased to listen to others problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I take advantage from others every time it is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Emotional Intelligence in three criteria (Competence, Virtue, and Happiness)	The level of truth			
	Not true	Sometimes true	Quite true	Definitely true
possible.				
14. I appreciate kindness that others gave to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I usually apologize when I make mistakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I hardly forgive when others make mistakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I will think of the majority as a first priority even though it will be disadvantageous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. It is inconvenient for me to do something for others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. I don't know in what field that I am good at.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. No matter how difficult and sophisticated the job is, I am sure I can handle it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. I feel distressed when I can't get my job done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. I feel so proud of myself when I get things done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. I will not give up when faced with obstacles and disappointed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. I usually can't get things done when I start doing something.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I tried hard to find the root cause of problems without assumption.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. I don't know what exactly makes me unhappy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. I feel that making decisions is very difficult for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. I can prioritize the jobs by the importance when I have to do things at the same time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. I feel inconvenient to be with strangers or those who I am unfamiliar with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. I can't stand to behave in accordance with rules and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. It's easy for me to make friends with strangers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. I have many close friends that I have known for a long time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. It's hard to express my feelings and what I want of others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Emotional Intelligence in three criteria (Competence, Virtue, and Happiness)	The level of truth			
	Not true	Sometimes true	Quite true	Definitely true
34. I do what I want without disturbing others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. It's difficult for me to disagree with others even though it's reasonable enough.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Disagreeing with people, I usually give a clear enough explanation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. I feel that I am inferior to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. I can perform my duty well regardless of the roles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. I do my best on duty assignment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. I am not confident in the sophisticated task.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. No matter how bad the situation is, I still hope that things will get better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42. All problems have a way out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. In such a serious situation, I can create relaxed and cheerful situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44. I always spend my weekend or vacation delightfully.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45. I always dissatisfied when others are better than me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46. I am satisfied with what I am.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. I don't know what to do when I feel bored.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48. I usually do what I want in my free time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49. When I feel unhappy, I can manage my emotion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. When I feel tired after flights or any assignment, I can relieve myself.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. I will not be happy until I get all that I want.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52. I tend to be so sensitive even about small things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Source: The Development of Thai Emotional Intelligence Screening test for ages 12 to 60 Department of Mental Health, Ministry of Public Health (2000)

### PART 3: Self-awareness of Emotional Intelligence

**Instruction:** Please ✓ the appropriate aspect that most suits you.

The three components of one's emotional intelligence are Virtue, Competence and Happiness. The definition of each component can be defined as follows:

- Virtue means the ability that one is able to control and properly expresses emotions and that one understands another person's feelings. To be responsible for the organization or society is what we call virtue.
- Competence means the ability that one motivates oneself to succeed but not to win others. To make decision in solving problems and to express their emotional effectively are significant aspects of competence.
- Happiness means the ability that one lives one's life happily. Happiness is the ability that one is being able to be proud of oneself, to be satisfied and live one's life sufficiently, and to make oneself be happy and peace.

1. Which emotional intelligence component do you think you possess most?  
 Virtue                       Competence                       Happiness
2. Which emotional intelligence component do you think you have least?  
 Virtue                       Competence                       Happiness
3. In your opinion, which emotional intelligence component do you think most important for being a professional flight attendant?  
 Virtue                       Competence                       Happiness
4. Please evaluate yourself, at which level do you think you really are?  
 Lower score range     Normal score range                       Higher score range

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Thank you for your cooperation in filling this questionnaire. Please return the questionnaire to mail box of Kaneungnij Theppitak (AON 833) **by December 31, 2008** will be appreciated.