

## **APPENDIX A**

### **English Questionnaire**

**Title: The study of the degree of THAI cabin crew loyalty to Thai Airways International Public Company Limited**

This questionnaire is part of an individual project required for a Master of Arts in English for Careers at the Language Institute, Thammasat University. The objective of the study is to understand the factors leading to cabin crew loyalty at TG. Your responses will be strictly confidential and be used for the research proposes only. To ensure privacy, this questionnaire does not include either your name or address. Your corporation in answering is highly appreciated.

The questionnaire consists of five sections as follows:

1. General information
2. Opinions toward their job
3. Information of the problem
4. Perceptions of organizational factors
5. Measurement of cabin crew loyalty

**Part 1. General information**

**Please put an x in front of your answer or fill in the blank.**

1. Gender
  - ☐ Male
  - ☐ Female
2. Age
  - ☐ 20-25
  - ☐ 26-30
  - ☐ 31-35
  - ☐ 36-40
  - ☐ 41-45
  - ☐ over 46
3. Education
  - ☐ High School/Diploma
  - ☐ Bachelor's Degree
  - ☐ Master's Degree
  - ☐ Doctoral Degree
4. Marital Status
  - ☐ Single
  - ☐ Married
  - ☐ Divorced
  - ☐ Widow
5. Salary
  - ☐ 30,000 – 40,000 baht
  - ☐ 40,001 – 50,000 baht
  - ☐ 50,001 – 60,000 baht
  - ☐ More than 60,001 baht
6. Length of employment with THAI
  - ☐ 5-10 years
  - ☐ 11-15 years
  - ☐ 16-20 years
  - ☐ 21-25 years
  - ☐ Equal or more than 26 years
7. Have you ever worked with another company?
  - ☐ yes
  - ☐ no
8. Position/rank
  - ☐ AHY/ASY
  - ☐ AHR/ASR
  - ☐ AHE/ASE
  - ☐ AHF/ASF
  - ☐ Air Purser
  - ☐ In-flight manager

## Part 2. Opinions toward your job.

Please answer each of the statements by checking one choice according to your opinion.

| Item  | Strongly agree | Agree | Neutral | Strongly disagree | Disagree |
|---|----------------|-------|---------|-------------------|----------|
| 1. You do your work because of high compensation.             |                |       |         |                   |          |
| 2. You do your work because you love it.                      |                |       |         |                   |          |
| 3. Cabin crew is a distinguished career.                      |                |       |         |                   |          |
| 4. Your job is well-matched with your educational background. |                |       |         |                   |          |
| 5. Your job fulfills your expectations.                       |                |       |         |                   |          |

## Part 3. Information about working problems.

| Item                                  | Strongly Agree | Agree | Neutral | Strongly Disagree | Disagree |
|---------------------------------------|----------------|-------|---------|-------------------|----------|
| 1. Your job creates health problems.  |                |       |         |                   |          |
| 2. You have family problems.          |                |       |         |                   |          |
| 3. Your think your job is monotonous. |                |       |         |                   |          |
| 4. You are tired of your colleagues.  |                |       |         |                   |          |

| Item   | Strongly Agree | Agree | Neutral | Strongly Disagree | Disagree |
|--|----------------|-------|---------|-------------------|----------|
| 5. You are tired of your supervisors         |                |       |         |                   |          |
| 6. You are tired of passengers.              |                |       |         |                   |          |
| 7. You need to switch to another occupation. |                |       |         |                   |          |

#### Part 4. Perception of organizational factors

| Item   | Strongly Agree | Agree | Neutral | Strongly Disagree | Disagree |
|--|----------------|-------|---------|-------------------|----------|
| 1. My compensation matches my responsibilities.        |                |       |         |                   |          |
| 2. I am satisfied with the company benefits.           |                |       |         |                   |          |
| 3. I work in a friendly environment.                   |                |       |         |                   |          |
| 4. I am willing to work under stressful circumstances. |                |       |         |                   |          |
| 5. I am happy to work under a minimal crew system.     |                |       |         |                   |          |
| 6. THAI invests in cabin crew as a primary resource.   |                |       |         |                   |          |
| 7. THAI listens and accepts and cabin crews' ideas.    |                |       |         |                   |          |

| Item  | Strongly Agree | Agree | Neutral | Strongly Disagree | Disagree |
|---|----------------|-------|---------|-------------------|----------|
| 8. I perceive the company policies as fair.                         |                |       |         |                   |          |
| 9. The company policies are easy to understand.                     |                |       |         |                   |          |
| 10. I am willing to follow the company policies.                    |                |       |         |                   |          |
| 11. I have easy access to information about the company's policies. |                |       |         |                   |          |
| 12. I am satisfied with the opportunities for career advancement.   |                |       |         |                   |          |
| 13. THAI provides me sufficient training programs.                  |                |       |         |                   |          |
| 14. THAI is highly stable in the industry.                          |                |       |         |                   |          |

**Part 5. Measurement of cabin crew loyalty.**

| Item  | Strongly Agree | Agree | Neutral | Strongly Disagree | Disagree |
|---|----------------|-------|---------|-------------------|----------|
| 1. I feel a strong personal attachment to my company. |                |       |         |                   |          |
| 2. I have never thought of idea of the resigning.     |                |       |         |                   |          |

| Item  | Strongly Agree | Agree | Neutral | Strongly Disagree | Disagree |
|---|----------------|-------|---------|-------------------|----------|
| 3. I feel like one of the family members of the company |                |       |         |                   |          |
| 4. My loyalty to THAI has grown stronger.               |                |       |         |                   |          |
| 5. I feel upset when negative rumors happen.            |                |       |         |                   |          |
| 6. I always defend accusations against THAI.            |                |       |         |                   |          |
| 7. I will support my family members to work with THAI.  |                |       |         |                   |          |
| 8. I am willing to help if THAI faces a crisis.         |                |       |         |                   |          |

**Do you have any additional suggestions?**

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**Thank you**