

Questionnaire
English language needs of the Government
Savings Bank's Staff

Please kindly complete this questionnaire with regard to your information

Part I General Information

Please put ✓ in the appropriate box.

1. Sex ☐ Female ☐ Male

2. Age ☐ 21-30 ☐ 41-50
 ☐ 31-40 ☐ 51-60

3. Educational Background

<input type="checkbox"/> Lower than Bachelor's Degree	<input type="checkbox"/> Master's Degree
<input type="checkbox"/> Bachelor's Degree	<input type="checkbox"/> Ph. D.

4. Duration of working in the bank

<input type="checkbox"/> Less than 1 year	<input type="checkbox"/> 6-10 years
<input type="checkbox"/> 1-5 years	<input type="checkbox"/> More than 10 years

5. How important English is in your job?

<input type="checkbox"/> Most	<input type="checkbox"/> A little
<input type="checkbox"/> A lot	<input type="checkbox"/> Least
<input type="checkbox"/> Moderate	

6. What is your proficiency level?

<input type="checkbox"/> Advanced	<input type="checkbox"/> Elementary
<input type="checkbox"/> Very Good	<input type="checkbox"/> Beginner
<input type="checkbox"/> Good	

7. Your present department is _____

Part II General Opinions

Please indicate your attitude towards the following topic areas by ticking the appropriate numbers by

5 = Extremely necessary

4 = Very necessary

3 = Necessary

2 = Fairly necessary

1 = Not necessary

1. How necessary are the following skills of the English language?

	5	4	3	2	1
Listening					
Speaking					
Reading					
Writing					
Interacting					

Please indicate your attitude towards the following topic areas by ticking the appropriate numbers by

5 = Extremely difficult

4 = Very difficult

3 = Difficult

2 = Fairly difficult

1 = Not difficult

2. How difficult are the following skills of the English language?

	5	4	3	2	1
Listening					
Speaking					
Reading					
Writing					
Interacting					

Part III Needs of the English Language for the GSB Staff

Please indicate your opinion towards the following topic areas by ticking the appropriate numbers by

- 5 = Most
- 4 = A lot
- 3 = Moderate
- 2 = A little
- 1 = Least

How much do you need the following English sub-skills in your job?

1. Listening

	5	4	3	2	1
Following presentations, lectures or talks					
Following instructions					
Following descriptions and explanations					
Following training sessions					

2. Speaking

	5	4	3	2	1
Giving a formal presentation					
Giving an informal presentation					
Giving instructions or demonstrating a task					
Giving descriptions and explanations					

3. Reading

	5	4	3	2	1
Reading for detail in e-mails, letters, faxes, memos, and short reports					
Reading quickly for general information for professional journals and textbooks					
Scanning for specific points in long reports, contracts and legal documents, and technical specifications and manuals					

4. Writing

	5	4	3	2	1
Writing e-mails					
Writing letters and faxes					
Writing long reports and articles					
Editing letters or reports of others					

5. Interacting

	5	4	3	2	1
Receiving visitors					
Visiting a company					
Participating in discussions and informal meetings					
Participating in formal meeting					
Chairing meetings					
Interviewing					
Negotiating					
Telephoning					

Part IV Problems in Using English while Working

<p>Please indicate your opinion towards the following topic areas by ticking the appropriate numbers by</p> <p>5 = Most</p> <p>4 = A lot</p> <p>3 = Moderate</p> <p>2 = A little</p> <p>1 = Least</p>

How much do you have problems with each of these English language sub-skills in your job?

1. Listening

	5	4	3	2	1
Following presentations, lectures or talks					
Following instructions					
Following descriptions and explanations					
Following training sessions					

2. Speaking

	5	4	3	2	1
Giving a formal presentation					
Giving an informal presentation					
Giving instructions or demonstrating a task					
Giving descriptions and explanations					

3. Reading

	5	4	3	2	1
Reading for detail in e-mails, letters, faxes, memos, and short reports					
Reading quickly for general information for professional journals and textbooks					
Scanning for specific points in long reports, contracts and legal documents, and technical specifications and manuals					

4. Writing

	5	4	3	2	1
Writing e-mails					
Writing letters and faxes					
Writing long reports and articles					
Editing letters or reports of others					

5. Interacting

	5	4	3	2	1
Receiving visitors					
Visiting a company					
Participating in discussions and informal meetings					
Participating in formal meeting					
Chairing meetings					
Interviewing					
Negotiating					
Telephoning					

Problems and suggestions concerning the present English language training courses

Do you think the English language training courses provided by the bank are already appropriate and meet your needs?

- ☐ Yes
- ☐ No, please explain

Problems _____

Suggestions _____

Thank you very much for taking the time to answer this survey