

CHAPTER FOUR

RESULTS

In this chapter, the data analysis was made by using the Statistical Package for Social Sciences (SPSS) program version 10.0.5 to calculate the frequency, percentage and mean.

4.1 PERSONAL INFORMATION

The first part of the questionnaire sought the demographic data concerning gender, age, marital status, education, current position, working experience. All information was displayed in the form of frequency and percentage of the respondents as follows:

Gender. As shown in Table 1, most of the respondents were female (74.7%) and the rest were male(25.3%).

Age. The respondents were 25-30 years old(39.6%) , followed by 31-35 years old(27.5%) , 36-40 years old(16.5%) , 41-45 years old(9.9%) , lower than 25 years old(4.4%) and more than 45 years old(2.2%).

Marital status. Sixty eight point one of the respondents were single (68.1%), 30.8% married and 1.1% divorced.

Educational Level. About 78.0% of the respondents had a bachelor's degree, followed by a master's degree(13.2%) and lower than a bachelor's degree(8.8%).

Graduation Year. Most of the respondents had a 2002 (14.3%) graduation year, followed by 2001 graduation year (8.8%) and others only a few.

Position. Most respondents were officer/staff (78.0%) and the rest were managers(22.0%) , respectively.

Working Experience. About 84.6% of the respondents had more than 2 years working experience , followed by 1-2 years(11.0%) and less than 1 year(4.4%)

Table 1. Personal Information

Personal Information	Frequency	Percentage
Gender		
Male	23	25.3
Female	68	74.7
Total	91	100.0
Age		
Lower than 25 years old	4	4.4
25-30 years old	36	39.6
31-35 years old	25	27.5
36-40 years old	15	16.5
41-45 years old	9	9.9
more than 45 years old	2	2.2
Total	91	100.0
Marital status		
Single	62	68.1
Married	28	30.8
Divorced	1	1.1
Total	91	100.0

(table continues)

Table 1. (continued)

Personal Information	Frequency	Percentage
Educational Level		
Lower than Bachelor's Degree	8	8.8
Bachelor's Degree	71	78.0
Master Degree	12	13.2
Total	91	100.0
Graduation Year		
1982	1	1.1
1985	2	2.2
1986	1	1.1
1987	1	1.1
1988	2	2.2
1989	4	4.4
1991	1	1.1
1992	2	2.2
1994	4	4.4
1995	3	3.3
1996	2	2.2
1997	4	4.4
1998	4	4.4
1999	2	2.2
2000	4	4.4
2001	8	8.8
2002	13	14.3
2003	4	4.4
2004	7	7.7
2005	3	3.3
2006	5	5.5
2008	1	1.1
N.A	13	14.3
Total	91	100.0
Position		
Officer/staff	71	78.0
Manager	20	22.0
Total	91	100.0
Working Experience		
Less than 1 year	4	4.4
1-2 year (s)	10	11.0
More than 2 years	77	84.6
Total	91	100.0

4.2 EXPERIENCES IN BEING EXPOSED TO ENGLISH

The second part sought for the respondents' experience in being exposed to English. All information was displayed in the form of frequency and percentage as follows:

Table 2. Do You Have Experience Taking Any Additional English Course?

Have experience?	Frequency	Percentage
Yes	48	52.7
No	43	47.3
Total	91	100.0

$\bar{x} = 7.69$ Months

According to Table 2, most of the Thai employees in Benchmark Electronics Company have experience taking an additional English course (52.7%) with the average time period of 7.69 months and the rest did not have any such experience.

Table 3 Do You Have the Experience of Living, Staying, Studying, or Training in An English Speaking Country?

Have experience?	Frequency	Percentage
Yes	12	13.2
No	79	86.8
Total	91	100.0

As shown in Table 3, about 86.8% of the Thai employees in Benchmark Electronics Company do not have any experience of living, staying, studying, or training in an English speaking country and the rest of them had the experience of living, staying, studying, or training in English speaking countries (13.2%), respectively.

Table 3.1 If Yes, What Country Was That?

Country	Frequency	Percentage
India	1	8.3
USA	4	33.3
Canada	1	8.3
Netherland	1	8.3
Australia	1	8.3
Singapore	1	8.3
N.A.	3	25.0
Total	12	100.0

According to Table 3.1, most of the Thai employees in Benchmark Electronics Company who had experience of living , staying , studying , or training in speaking went to the USA (33.3%).

Table 4 Do You Have Any Family Member With Whom You Have To Speak English?

Family member speak English?	Frequency	Percentage
Yes	21	23.1
No	70	76.9
Total	91	100.0

As shown in Table 4, most of the Thai employees in Benchmark Electronics Company do not have any family member with whom they have to speak in English (76.9%) and the rest have family members with whom they have to speak in English (23.1%).

4.3 RESULTS ON COMMUNICATION PROBLEMS

The third part of the questionnaire sought for the respondents' communication problems. All information was measured in terms of problems of English usage and cultural differences. Close-ended questions with the Likert 4-point scale were used to measure the opinions of Thai employees in Benchmark Electronics Company. The findings were shown in the form of frequency distribution, mean and standard deviation.

Table 5. Types of Problems of English Usage

Problems of English Usage	Degree of Opinion				\bar{x}	S.D.	Degree of Opinion
	Totally agree	Agree	Disagree	Totally disagree			
Language proficiency					3.24	0.43	Totally Agree
1. My English grammatical usage is perfect.	4 (4.4)	16 (17.6)	50 (54.9)	21 (23.1)	3.97	.77	Disagree
2. I perfectly understand all the different English accents.	6 (6.6)	12 (13.2)	54 (59.3)	19 (20.9)	3.95	.78	Disagree
3. When communicating with foreigners, I can use easy English words to explain difficult contexts.	7 (7.7)	18 (19.8)	46 (50.5)	20 (22.0)	3.87	.85	Disagree
4. My English is always understandable to foreigners.	6 (6.6)	17 (18.7)	55 (60.4)	13 (14.3)	3.82	.75	Disagree
5. In my opinion, English grammar is very important when communicating with foreigners.	24 (26.4)	52 (57.1)	15 (16.5)	- -	3.10	.65	Agree
6. I don't understand some English accents	24 (26.4)	45 (49.5)	18 (19.8)	4 (4.4)	2.98	.80	Agree

(table continues)

Table 5. (table continued)

Problems of English Usage	Degree of Opinion				\bar{x}	S.D.	Degree of Opinion
	Totally agree	Agree	Disagree	Totally disagree			
7. I had an experience where the foreign colleagues or supervisors did not understand my English accent.	12 (13.2)	52 (57.1)	19 (20.9)	8 (8.8)	2.75	.80	Agree
8. When communicating in English, I have to think in Thai first, and then translate Thai into English again.	9 (9.9)	46 (50.5)	32 (35.2)	4 (4.4)	2.66	.72	Agree
9. I cannot select the appropriate English words to communicate with foreign colleagues or supervisors.	9 (9.9)	45 (49.5)	34 (37.4)	3 (3.3)	2.66	.70	Agree
10. I cannot find the English words to support my ideas or give recommendations.	9 (9.9)	46 (50.5)	32 (35.2)	4 (4.4)	2.66	.72	Agree
Personal Strategies					2.80	0.43	Agree
11. I hardly adjust my speaking style to the age and gender of a person with whom I communicate.	8 (8.8)	40 (44.0)	37 (40.7)	6 (6.6)	3.45	.75	Agree
12. When things seemed to have gone badly, I hardly stop, slow down, and think of what had gone wrong, and the possibilities of misinterpretation.	18 (19.8)	58 (63.7)	13 (14.3)	2 (2.2)	2.99	.66	Agree
13. I have to repeat what I heard to make sure that I understood it correctly.	14 (15.4)	58 (63.7)	16 (17.6)	3 (3.3)	2.91	.68	Agree
14. I have to use body language when communicating with foreign colleagues or supervisors.	8 (8.8)	44 (48.4)	28 (30.8)	11 (12.1)	2.54	.82	Agree
15. I use the same talking style to whoever I'm speaking to.	12 (13.2)	28 (30.8)	44 (48.4)	7 (7.7)	2.49	.82	Disagree
16. I listen carefully to what is being said and pay less attention to his/her emotional attitude.	20 (22.0)	58 (63.7)	12 (13.2)	1 (1.1)	2.93	.63	Agree
17. I try to be aware of my gestures and words used when communicating with people.	19 (20.9)	59 (64.8)	13 (14.3)	- -	2.93	.59	Agree

(table continues)

Table 5. (table continued)

Problems of English Usage	Degree of Opinion				\bar{x}	S.D.	Degree of Opinion
	Totally agree	Agree	Disagree	Totally disagree			
18.I always use body language, Thai and English when communicating with foreign colleagues or supervisors.	6 (6.6)	36 (39.6)	38 (41.8)	11 (12.1)	2.41	.79	Disagree
Overall					3.08	.39	Totally Agree

*Reverse negative point for English usage from no. 1, 2, 3, 4

Language proficiency problem. According to table 5, most Thai employees in Benchmark Electronics Company felt a serious problem about their language proficiency problems (It was found that Thai employees in Benchmark Electronics Company had problems with English grammatical usage) ($\bar{x}=3.97$), followed by a lack of skills to understand different English accents ($\bar{x}=3.95$) and wording skills to communicate with foreigners ($\bar{x}=3.87$). Also, they quite agreed that they could not find the English words to support ideas or give recommendations ($\bar{x}=2.66$).

Personal strategies. Most Thai employees in Benchmark Electronics Company moderately agreed with the problem about personal strategies. They thought the main problem was adjusting their speaking style to the age and gender of a person with whom they communicate ($\bar{x}=3.45$), followed by stopping, slowing down, and thinking of what has gone wrong, and the possibilities of misinterpretation, when things seemed to have gone badly ($\bar{x}=2.99$). Other problems are listening carefully to what is being said and paying attention to his or her emotional attitude as well as trying to be aware of their gestures and words used when communicating with people ($\bar{x}=2.93$), followed by repeating what they heard to make sure that they understood it correctly ($\bar{x}=2.91$). However, they used body less language, Thai and English when communicating with foreign colleagues or supervisors ($\bar{x}=2.41$).

Table 6. Cultural Differences

<i>Problems of Different Culture</i>	Degree of Opinion				\bar{x}	S.D.	Degree of Opinion
	Totally agree	Agree	Disagree	Totally disagree			
1.I make generalizations about an individual based on his/her nationality.	9 (9.9)	32 (35.2)	41 (45.1)	9 (9.9)	3.55	.81	Disagree
2.I usually misunderstand when my foreign colleagues or my supervisors use some unfamiliar idioms.	14 (15.4)	58 (63.7)	16 (17.6)	3 (3.3)	2.91	.68	Agree
3.Whenever there is a communication breakdown, I am patient and forgive because I understand that there are cultural differences.	19 (20.9)	67 (73.6)	4 (4.4)	1 (1.1)	2.86	.53	Agree
4.I am always aware of the cultural differences of every individual.	28 (30.8)	54 (59.3)	6 (6.6)	3 (3.3)	2.82	.69	Agree
5.I understand that different persons from different cultures have different points of view and backgrounds.	37 (40.7)	49 (53.8)	5 (5.5)	- -	2.65	.58	Agree
Overall					2.95	.31	Agree

**Reverse negative point for culture differences from no. 3*

Cultural Problems. As shown in Table 7, most Thai employees in Benchmark Electronics Company moderately agreed with the problem about cultural problems (\bar{x} =2.95). The Thai employees in Benchmark Electronics Company felt that generalizations about an individual based on his/her nationality is a serious problem (\bar{x} =3.55), followed by misunderstanding when foreign colleagues or supervisors use unfamiliar idioms (\bar{x} =2.91). However, they agreed less with the idea that they understand that different person from different cultures have different points of view and conflicts (\bar{x} =2.65).

Table 8 Other Communication Problems

Other Communication Problems	Count	Percentage
lack of confidence when communicating with foreigners	58	63.7
age gap	6	6.6
unable to communicate in unfamiliar topics	46	50.5
being afraid of making mistakes when communicating with foreigners	57	62.6

**Choose more than one.*

According to Table 8, about 63.7% of Thai employees in Benchmark Electronics Company said they lacked confidence when communicating with foreigners, followed by being afraid of making mistakes when communicating with the foreigners (62.6%), being unable to communicate in unfamiliar topics (50.5%) and age gap (6.6%).

4.4 EMPLOYEES' ADDITIONAL OPINIONS AND SUGGESTIONS

Based on the findings, the Thai employees suggested some major solutions when the communication problems occur as follows:

1. To be fluent in English, the employees should take more English communicative courses so that they will be more confident when communicating with foreigners.
2. The Thai employees should learn more English vocabulary and idioms so that they are able to understand the technical terms or phrases used in English communication.
3. The Thai employees should practice speaking and listening to English by watching English soundtrack movies or listening to English music.
4. The Thai employees should practice English reading skills by reading English books, newspapers, magazines, and articles and so on.
5. The Thai employees should try to select the easy words used in daily life when communicating with the foreigners.
6. The Thai employees should frequently practice speaking English with native speakers.
7. When communicating with foreigners, Thai employees should not be anxious about mistakes happening when communicating.
8. To make their messages more understandable, the Thai employees should use body language when they communicate with English native speakers.