

APPENDIX A
ENGLISH QUESTIONNAIRE

Questionnaire

Part I: Personal Data

1. What is your work position?
 In-flight manager Air purser
2. How long have you been working for Thai Airways International?
years.....months
3. Have you been working, studying, attended trainings, and living in an English speaking country?
 Yes. No
 For how long?
years.....months

Part II: Experience in Exposing in English

4. Do you have experience taking an additional English course?
 Yes. No
 For how long?
years.....months
5. Do you have experience living, staying, studying, or training in an English speaking country?
 Yes. No
- 5.1 If yes, what country was that?.....(please identify)
- 5.2 For how long have you been in that country?
years.....months
6. Do you have a family member with whom you have to speak in English?
 Yes. No
7. Have you had any body staying with you with whom you have to speak in English?
 Yes. No
8. Have you had any experience staying in an English speaking family?
 Yes. No

Part III: Communication Problems

9. Have you had any experiences failure in communicate with English speaking passengers?
 Yes. No
10. How often have you encounter with this kind of problems?
 Every flights Twice a month
 Once a month Once in two months
 Once in three months Less than once in three months

Part III Causes of Communication Problems	Totally agree	Agree	Disagree	Totally disagree
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Cultural Problems

1. When I converse with a passenger, I totally understand his/her body language.				
2. I am always aware of the cultural differences of every individual.				
3. I sometimes do not understand the passengers' body language.				
4. I try to be aware of my communication behaviors				
5. I made generalizations about an individual based on his/her nationality.				
6. I understand that different persons from different cultures have different points of view and conflicts				
7. I listen carefully to what is being said and pay less attention to his/her attitude.				
8. Whenever there is a communication breakdown, I am patient and forgiving because I understand that there are cultural differences				
9. When things seemed to have gone badly, I stop, slow down, and think of what has gone wrong, and the possibilities of misinterpretation.				
10.A24 I sometimes repeat what I hear a passenger has said to confirm that my understanding is accurate.				

Accent Problem

11. I understand perfectly all different English accents.				
12. I understand clearly no matter what English accent				
13. I don't understand some of the English accents.				
14. I think there are some accents of English which is hard to understand.				
15+A28. My English accent is understandable to the passengers.				
16. Sometimes the passengers do not understand my English accent.				

Production Problems	Totally agree	Agree	Disagree	Totally disagree
17. I avoid conversing with English speaking passengers				
18. I love to talk to the passengers.				
19. I feel less confident when the passenger's response is not in the way that I expected				
20. I always adjust my speaking style to every passenger.				
21. I use the same style of talking to whoever I am talking to.				
22. I feel better if I make a passenger angry or upset after having an argument.				
23. I always remind myself of who I am and what position I hold while talking with the passengers.				
24. I try to adjust my speech when talking to passengers				
25. My English is perfect. Others should understand what I say.				
26. I communicate my ideas clearly without showing any negative feelings (e.g. anger, irritation, or resentment)				
27. I always show feelings of irritation, negativism, resentment or suspicion when I have a conflict with a passenger.				
to the passenger, and the situation becomes tense, I sometimes burst out my personal emotions				

Receptive Problems

29. When I had a bad experience with a particular nationality, I don't want to interact with a passenger with the same nationality again.				
30. When I heard that this nationality are trouble makers in some way. I avoid getting involved with these people.				
31. When giving information to a passenger, I tell him/her directly what it is without giving any thought whether it is relevant to him/her.				
32. While listening to passengers' complaint, I carefully listen to their real intention without making any presumptions.				
33. When passengers complain something about my work responsibilities, I feel like they are complaining about me and I feel unhappy.				