

APPENDIX A

SURVEY OF THE USE OF ENGLISH

This questionnaire is a means of gathering information directly from SAMSUNG Employees who currently have worked more than one year in the company . The employees are engineers and engineering managers. The purpose of this survey is to identify the needs of engineers in the real job situation so that a suitable English Language programme can be designed for such students . It is hoped that you will give your cooperation in providing objective responses to all the questions asked .

All information provided in response to the items in the questionnaire will be strictly confidential, used for the sole purpose of the paper and will be accessible only to the researcher.

Thank you for your cooperation .

* Please tick (/) in the appropriate box or write the answer in the space provided .

1. Name :

1.1 Present Position :

1.2 Education :

1.3 Working Experience : years

2. In general , to what extent do you use the following skills ?

Skill	Always	Sometimes	Seldom	Never
Listening				
Speaking				
Reading				
Writing				

3. Listening

3.a To what extent do you need to understand the English spoken to you ?

	Always	Sometimes	Seldom	Never
3.a.1 With Peers				
3.a.2 With Superiors				
3.a.3 With Subordinates				
3.a.4 With People Outside				

3.b To what extent do you need to be able to use the following sub-skills of listening ?

	Always	Sometimes	Seldom	Never
3.b.1 Telephone				
3.b.2 Meeting				
3.b.3 Training				
3.b.4 Instruction				

4. Speaking

4.a To what extent do you need to speak English ?

	Always	Sometimes	Seldom	Never
4.a.1 With Peers				
4.a.2 With Superiors				
4.a.3 With Subordinates				
4.a.4 With People Outside				

4.b To what extent do you need to use the following skills of speaking ?

	Always	Sometimes	Seldom	Never
4.b.1 Presentation				
4.b.2 Discussing technical problem				
4.b.3 Instruction				
4.b.4 Meeting				
4.b.5 Negotiation				

5. Reading

To what extent do you need to be able to read in English ?

Types of reading matter	Always	Sometimes	Seldom	Never
5.1 In-house correspondence (memos , reports , circulars)				
5.2 Business letters				
5.3 Technical reports				
5.4 Manuals , handbooks , charts				
5.5 Business documents (contracts)				
5.6 Others (i.e. articles , journals)				

6. Writing

To what extent do you need to be able to write in English ?

Types of writing	Always	Sometimes	Seldom	Never
6.1 E-mail				
6.2 Form-filling				
6.3 In-house correspondence (memos,reports, circulars)				
6.4 Business letters				
6.5 Technical reports				
6.6 Drafting manuals				

7. Do you need to take or make notes from the following ?

	Always	Sometimes	Seldom	Never
7.1 Meetings				
7.2 Reports and manuals				
7.3 Office documents				
7.4 Telephone messages				

8. How would you rate your proficiency in English ?

	Very Good	Good	Average	Poor
8.1 Speaking				
8.2 Listening				
8.3 Reading				
8.4 Writing				

9. In your opinion , how important is a command of English for the following purposes ?

Purpose	Very important	Important	Not so important	Not at all important
9.1 Doing the job well				
9.2 Career advancement				
9.3 Company's growth				

10. Does your company make any provision for improving your English ?

Yes	
No	

If yes, please state.

11. Based on the engineers you have dealt with so far, what, in your opinion, were their major short comings as far as a knowledge of English is concerned?

12. Were you impressed by any English language skills that the engineers possessed?

Yes		No	
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13. If 'Yes', what were they?

14. Please suggest, in your opinion, what English language skills the engineers should have a good command of in order to carry out their practical training/ job well.
