CHAPTER FOUR

FINDINGS

Introduction

The data for this study was obtained through questionnaires which had been adminstered over three weeks. Twenty-six engineers and eight managers participated in this survey. They were picked at random by the researcher from the list given by the general manager of the company. This study attempts to seek answers to the following research questions:

(1) What skills are very important in doing their engineering job?

(2) Which sub-skills are more important in doing their engineering job?

(3) What kind of ESP programme do teachers need to introduce or apply to effectively help the engineering students improve English language skills used in workplace?

The data was analyzed according to the following headings :

(1) Personal details of survey participants

(2) Communicative Activities; frequency of English language skills sub-skills usage

(3) Proficiency and Importance of English language skills

(4) Personal Impressions

Personal Details of Survey Participantants

Age Group

The twenty-six engineers and eight managers for this study are in the age range from 24 to 47 years. The majority of 20 (76.9%) engineers are within the age group of 20 - 30 years, and six (23.1%) of them are between 31 - 35 years. Managers are in many

different age ranges. This is shown in Table 1.

Table 1. Age of Engineers and Engineering Managers

Age	Engineers	Engineering Managers
20 - 25	6 (23.1%)	
26 - 30	14 (53.8%)	
31 - 35	6 (23.1%)	3 (37.5%)
36 - 40		3 (37.5%)
41 - 45		1 (12.5%)
46 - 50		1 (12.5%)

Education

The majority of the engineers (65.4%) have got a Bachelor's degree and the others (26.9%) have got a Diploma. And two (7.7%) engineers among Bachelor's degree holders have got Master degrees. Some of them among Bachelor's degree holders studied in overseas universities, mainly in English speaking countries. But, in the case of the managers, a majority of them (75%) have got Diplomas and only two managers (25%) have got Bachelor's degrees. This is shown in Table 2.

Table 2. Education of Engineers and Engineering Managers

Degree	Engineers	Engineering Managers
Diploma	7(26.9%)	6(75%)
Bachelor	17(65.4%)	2(25%)
Master	2(7.7%)	

Work Experience

With regard to work experience, the majority of the engineers (84.6%) had work experience of less than five years and the others (11.5%) had more than five years work experience. Among them one engineer had 15 years work experience.

In the case of the managers, all of them had more than five years work experience. Three managers (37,5%) had 6-10 years work experience and the other three managers (3 7.5%) had 11-15 years ; one manager even had 23 years work experience. Most of them had work experience in other multi-national companies before they joined Samsung. This is shown in Table 3.

Table 3. Work Experience of Engineers and Engineering Managers

Experience	Engineers	Engineering Managers
1 - 5	22(84.6%)	
6 - 10	3(11.5%)	3(37.5%)
11 - 15	1(3.9%)	3(37.5%)
16 - 20		
21 - 30		2(25%)

Communicative Activities

Language skills

The following are the responses of engineers and managers when they were asked about the extent to which English language skills were being used at the workplace. Almost all the paticipants responded that they often used all the four language skills (listening, speaking, reading, writing) at the workplace. Especially in case of listening and speaking, the survey results show that the majority of participants use the English language always.

Engineers

All the engineers responded that they often used all the four language skills at the work place. The results show that they used the listening skills more often than the other

skills. The majority (84.6%) responded that the listening skill is used always, and only four engineers (15.4%) said that the listening skill was used sometimes. In the case of the speaking skill, the majority of them 18 (69.2%) responded that they used speaking skill always, and the others (30.8%) said that they used speaking skill sometimes or seldom. For the writing and reading skills, the ratio between always and sometimes was almost the same. Fifteen (57.7%) engineers responded that they used the writing skill always and 11 engineers (42.3%) reponded with sometimes. In case of the reading skill, 14 (53.8%) and 11(42.3%) engineers responded with always and sometimes, respectively. This is shown in Table 4.

Table 4. Language Skills of Engineers

Skill	Always	Sometimes	Seldom	Never
Listening	22(84.6%)	4(15.4%)		
Speaking	18(69.2%)	7(26.9%)	1(3.9%)	
Reading	14(53.8%)	11(42.3%)	1(3.9%)	
Writing	15(57.7%)	11.(42.3%)		

Engineering Managers

The survey for the managers shows almost the same result as for the engineers. Overwhelmingly, most of managers said that they always used English skills mentioned, except writing skills which showed the same rating for both always and sometimes. The majority (87.5%) responded that they used always the listening skill, and only one manager responded he used the listening skill sometimes. For the speaking skill, six of them (75%) responded that they used it always and two of them (25%) responded that they used it sometimes. For the reading skill, five (62.5%) managers responded that they used the reading skill always, while three (37.5%) managers used it sometimes. For the writing skill, four (50%) managers responded that they used the writing skill always, four

(50%) managers used it sometimes. This is shown in Table 5.

Table 5. Language Skills of Engineering Managers

Skill	Always	Sometimes	Seldom	Never
Listening	7(87.5%)	1(12.5%)		
Speaking	6(75%)	2(25%)		
Reading	5(62.5%)	3(37.5%)		
Writing	4(50%)	4(50%)		

Listening skill

Both groups of engineers and managers reponded that they used the English listening skill most frequently with their superiors. This result also indicates that most of management people speak in English when they talk to their subordinates in this multi-national company.

Engineers

The responses to the frequency of the use of English listening skill is presented in Table 6. Most frequently, engineers used it with superiors. A majority of the respondents (84.6%) agreed that the listening skill is used always with superiors, and only four engineers (15.4%) agreed it was used sometimes. This result reveals that the majority of the respondents feel that English is used frequently with superiors. Another significant trend is that 14 (53.8%) engineers used English listening skill with peers and subordinates. It seems a general practice in the company to use English as the medium of communication. This practice applies to engineers at all levels. With regard to the communication with outside people, their job functions were the major contributory factor for the frequency of external communication. Thirteen (50%) of the engineers, mainly working in the quality control department which needs to communicate with suppliers or customers, responded that they always listened to outside people, while another 13 (50%)

engineers, working in the production and process engineering department which did not have frequent contact with outside people, said that they sometimes or seldom did so.

Table 6. Listening Skill of Engineers

With	Always	Sometimes	Seldom	Never
Peers	14(53.8%)	8(30.8%)	3(11.5%)	1(3.9%)
Superiors	22(84.6%)	4(15.4%)		
Subordinates	14(53.8%)	8(30.8%)	4(15.4%)	
People outside	13(50%)	8(30.8%)	4(15.4%)	1(3.9%)

Engineering Managers

Table 7 shows that managers, like engineers, most frequently used English with superiors. A majority of the managers (87.5%) agreed that English is used always with superiors. Another significant fact is the listening skill with peers, six (75%) managers said that they used it always and two (25%) managers agreed that they used it sometimes. Four (50%) managers said that they always used the listening skill with subordinates and three (37.5%) managers said that they sometimes did so.

Finally, regarding the frequency of using English for listening skill with outside people, three (38%) managers said that they always used and four (50%) managers sometimes used, and only one (13%) manager seldom did so.

Table 7. Listening Skill of Engineering Managers

With	Always	Sometimes	Seldom	Never
Peers	6(75%)	2(25%)		
Superiors	7(87.5%)	1(12.5%)		
Subordinates	4(50%)	4(50%)		
People outside	3(37.5%)	4(50%)	1(12.5%)	

Listening sub-skills

The results show that English is being widely used among engineers than managers

in most cases at meetings, training sessions, telephone conversations, and instruction. One reason might be that engineering managers more often need to deal with operators and technicians who cannot speak English well.

Engineers

The responses show that 23 (88.5%) engineers always used English at meetings, three (11.5%) of respondents agreed that English is used sometimes at meetings. The rest of three results are almost the same. Twenty-one (80.8%) engineers agreed that they always used English in training, five(19.2%) engineers said that they used it sometimes. Twenty (76.9%) engineers responded that English is used always over the telephone, while six (23.1%) engineers agreed that English is used sometimes over the telephone. In case of instructions, 19 (73.1%) engineers responded that English is used always, seven (26.9%) engineers agreed that English is used sometimes. This is shown in Table 8.

Table 8. Listening Sub-Skills of Engineers

Sub-Skill	Always	Sometimes	Seldom	Never
Telephone	20(76.9%)	6(23.1%)		
Meeting	23(88.5%)	3(11.5%)		
Training	21(80.8%)	5(19.2%)		
Instruction	19(73.1%)	7(26.9%)		

Engineering Managers

The result is that five (62.5%) managers agreed English is used always at meetings, on the telephone, and in training sessions. And each of the three (37.5%) managers agreed that English is used sometimes. In instruction, four (50%) managers agreed that English is used always, four (50%) managers agreed that English is used sometimes. This result is almost the same as engineers. This is shown in Table 9.

Table 9. Listening Sub-Skills of Engineering Managers

Sub-Skill	Always	Sometimes	Seldom	Never
Telephone	5(62.5%)	3(37.5%)		
Meeting	5(62.5%)	3(37.5%)		
Training	5(62.5%)	3(37.5%)		
Instruction	4(50%)	4(50%)		

Speaking Skill

The data obtained shows almost the same results as the Listening skill.

Engineers

The responses to the frequency of the use of English in the speaking skills are shown in Table 10. Table 10 shows that 23 (88.5%) of the engineers responded that they always used English with superiors, three (11.5%) engineers agreed that they used it sometimes with superiors. This reveals that the majority of engineers feel that English is spoken frequently with superiors. Sixteen (61.5%) engineers agreed that English is spoken always with peers and seven (26.9%) engineers said that they sometimes did so, two (7.7%) engineers said that they seldom did so, and only one (3.9%) engineer said that he never did so. With people outside, 12 (46.2%) engineers agreed that they speak in English always, 11 (42.3%) engineers agreed that they sometimes do so, and three (11.5%) engineers said that they seldom speak in English with people outside. In case of speaking with subordinates, 11 (42.3%) engineers agreed that they speak always, 13 (50%) engineers agreed that they speak sometimes, and two (7.7%) engineers said that they seldom speak with subordinates in English.

Table 10. Speaking Skill of Engineers

With	Always	Sometimes	Seldom	Never
Peers	16(61.5%)	7(26.9%)	2(7.7%)	1(3.9%)
Superiors	23(88.5%)	3(11.5%)		
Subordinates	11(42.3%)	13(50%)	2(7.7%)	
People outside	12(46.2%)	11(42.3%)	3(11.5%)	

Engineering Managers

The most significant result is that eight (100%) managers responded that they used English with superiors. This is the highest rate in speaking skill. Six (75%) of the respondents agreed that they always speak with peers, two (25%) of the respondents said that they speak sometimes. In speaking with subordinates, four (50%) of the respondents agreed that they used English always, four (50%) of the respondents agreed that they spoke English sometimes. In speaking with people outside, two (25%) of the respondents agreed that they used it always, four (50%) of the respondents agreed that they used it sometimes, and two (25%) of the respondents said that they used English seldom with people outside. This is shown in Table 11.

Table 11. Speaking Skill of Engineering Managers

With	Always	Sometimes	Seldom	Never
Peers	6(75%)	2(25%)		
Superiors	8(100%)			
Subordinates	4(50%)	3(37.5%)	1(11.5%)	
People outside	2(25%)	4(50%)	2(25%)	

Speaking Sub-skills

According to the general manager of the company, English is an official language at

presentation and manager meeting in Samsung Malaysia Display. That is why most of engineers and managers responded that they always used English at presentation.

Engineers

Table 12 shows information about speaking sub-skills. The majority of the engineers (88.5%) responded that they always used English at meetings, only three of them (11.5%) agreed that they used sometimes. In terms of presentation, majority of them (84.6%) responded that they always used English, only four of them (15.4%) agreed that they used sometimes. In discussing technical issues, 20 (76.9%) of the respondents agreed that they used English always, and 6 (23.1%) of them responded that they used it sometimes. With regard to speaking instruction and negotiation sub-skills, 18 (69.2%) of them responded that they used English always, eight (30.8%) of them responded that they used it sometimes.

Table 12. Speaking Sub-Skills of Engineers

Sub-Skill	Always	Sometimes	Seldom	Never
Presentation	22(84.6%)	4(15.4%)		
Discussing Technical problem	20(76.9%)	6(23.1%)		
Instruction	18(69.2%)	8(30.8%)		
Meeting	23(88.5%)	3(11.5%)		
Negotiation	18(69.2%)	8(30.8%)		

Engineering Managers

A majority of the managers (87.5%) responded that they always used English at Presentations, only one of them agreed that he used it sometimes. Six (75%) of them responded that they always used speaking sub-skills in discussing technical problems, six (25%) of them agreed that they used sometimes. Five (62.5%) of them responded that

they always used English at meetings, three (37.5%) of them responded that they used it sometimes. Four (50%) of them responded that they used English for instruction and four (50%) of them responded that they used it sometimes. Three (37.5%) of them responded that they always used English in negotiations, five (62.5%) of them responded that they used it sometimes. This is shown in Table 13.

Table 13. Speaking Sub-Skills of Engineering Managers

Sub-Skill	Always	Sometimes	Seldom	Never
Presentation	7(87.5%)	1(12.5%)		
Discussing Technical problem	6(75%)	2(25%)		
Instruction	4(50%)	4(50%)		
Meeting	5(62.5%)	3(37.5%)		
Negotiation	3(37.5%)	5(62.5%)		

Reading Skill

Most of them responded that they were always reading technical documents written in English. The reason could be that most of technical books and references were written in English.

Engineers

The responses to the frequency of the use of English in the reading skills are shown in Table 14. Most of them (92.3%) responded that they were always reading technical reports written in English, two (7.7%) of respondents said that they sometimes read them in English. Secondly, 23 (88.5%) of the respondents agreed that they were always reading business letters and manuals, handbooks, charts in English, and three (11.5%) of the respondents said that they read them in English sometimes. And next, 21 (80.8%) of the respondents agreed that they were always reading in-house correspondence, four (15.4%) of

them responded that they read them sometimes. About reading business documents, 20 (76.9%) of them responded that they were always reading them, three (11.5%) of them read them sometimes. Finally, 17 (65.4%) of the engineers responded that they were always reading other documents, five (19.2%) of them responded that they read other documents sometimes.

Table 14. Reading Skill of Engineers

Reading Material	Always	Sometimes	Seldom	Never
In-House Correspondence	21(80.8%)	4(15.4%)	1(3.8%)	
Business Letters	23(88.5%)	3(11.5%)		
Technical Reports	24(92.3%)	2(7.7%)		
Manuals, Charts	23(88.5%)	3(11.5%)		
Business documents	20(76.9%)	3(11.5%)	2(7.7%)	1(3.9%)
Other documents	17(65.4%)	5(19.2%)	3(11.5%)	1(3.9%)

Engineering Managers

The results for engineering managers are shown in Table 15. All of the managers (100%) responded that they were always reading technical reports and business letters written in English. Seven (87.5%) of them responded that they were always reading in-house correspondence and business documents in English, while only one of them (12.5%) read them in English sometimes. Six (75%) of them responded that they were always reading manuals, handbooks and charts in English, Two (25%) of them responded that they read documents in English sometimes. And finally, two (25%) of them responded that they was always reading other documents, and five (62.5%) of them responded that they were sometimes reading other documents. This result showed that most of the managers did not have time to read other documents.

Table 15. Reading Skill of Engineering Managers

Reading Material	Always	Sometimes	Seldom	Never
In-House Correspondence	7(87.5%)	1(12.5%)		
Business Letters	8(100%)			
Technical Reports	8(100%)			
Manuals, Charts	6(75%)	2(25%)		
Business documents	7(87.5%)	1(11.5%)		
Others	2(25%)	5(62.5%)	1(12.5%)	

Writing Skills

It can be recognized that writing is often needed at the workplace because the writing skill is highly required in E-mail as well as technical reports. Lately writing skill became more important especially due to E-mail communication. According to the general manager of the company, E-mail communication has been highly encouraged to all staff to share more information in real time, and furthermore to create a paperless office.

Engineers

The responses to the frequency of the use of English in the writing skills are shown in Table 16. Through Table 16, it can be recognized that writing is often needed in the workplace. Twenty-three (88.5%) of the respondents agreed that they were always drafting manuals, two (7.7%) of them responded that they were drafting manuals sometimes. Also 22 (84.6%) of respondents agreed that they were always writing technical reports, four (15.4%) of them responded that they were writing sometimes. And 21 (80.8%) of the respondents agreed that they were always filling forms in English, five (19.2%) of them responded that they were doing so sometimes. Twenty (76.9%) of the respondents agreed that they were always writing E-mail, in-house and business letters, while 6 (23.1%) of

them responded that they were writing E-mail sometimes.

Table 16. Writing Skill of Engineers

Type of Writing	Always	Sometimes	Seldom	Never
E-Mail	20(76.9%)	6(23.1%)		
Form-filling	21(80.8%)	5(19.2%)		
In-House Correspondence	20(76.9%)	4(15.4%)	2(7.7%)	
Business letters	20(76.9%)	5(19.2%)	1(3.9%)	
Technical reports	22(84.9%)	4(15.4%)		
Drafting Manuals	23(88.5%)	2(7.7%)	1(3.8%)	

Engineering Managers

Most of the managers (88%) responded that they were always writing E-mail, in-house correspondence, business letters, technical reports, and drafting manuals except form-filling. Six (75%) of them responded that they were always filling forms, and the others said that they were writing sometimes. This is shown in Table 17.

Table 17. Writing Skill of Engineering Managers

Type of Writing	Always	Sometimes	Seldom	Never
E-Mail	7(87.5%)	1(12.5%)		
form-filling	6(75%)	2(25%)		
In-House Correspondence	7(87.5%)	1(12.5%)		
business letters	7(87.5%)	1(12.5%)		
Technical reports	7(87.5%)	1(12.5%)		
Drafting Manuals	7(87.5%)	1(12.5%)		

Writing Sub-skills

Engineers

The responses to the frequency of the use of English in the writing sub-skills are shown in Table 18. Nineteen (73.1%) of the engineers responded that they were always

taking notes at meetings, seven (26.9%) of them responded that they sometimes took notes at meetings. Sixteen (61.5%) of them responded that they were always writing reports and manuals, nine (34.6%) of them responded that they were writing them sometimes. For office documents and telephone messages, 13 (50%) of the respondents agreed that they were always writing office documents and telephone messages and 11 (42.3%) of them responded that they were writing them sometimes.

Table 18. Writing Sub-Skills of Engineers

Sub-Skill	Always	Sometimes	Seldom	Never
Meetings	19(73.1%)	7(26.9%)		
Reports, Manuals	16(61.5%)	9(34.6%)	1(3.9%)	
Office documents	13(50%)	11(42.3%)	2(7.7%)	
Telephone Messages	13(50%)	11(42.3%)	2(87.7%)	

Engineering Managers

Five (62.5%) of the managers responded that they were always taking notes at meetings and preparing reports and manuals, the rest three (37.5%) of them responded that they were taking notes sometimes. Four (50%) of them responded that they were always writing for office documents, three (37.5%) of them responded that they were writing them sometimes. In case of telephone messages, only one manager responded that he was always writing them, 4 (50%) of them responded that they were writing them sometimes. This is shown in Table 19.

Table 19. Writing Sub-Skills of Engineering Managers

Writing sub-Skill	Always	Sometimes	Seldom	Never
Meetings	5(62.5%)	3(37.5%)		
Reports, Manuals	5(62.5%)	3(37.5%)		
Office documents	4(50%)	3(37.5%)	1(12.5%)	
Telephone Messages	1(12.5%)	4(50%)	3(37.5%)	

Proficiency and Importance of English Language

Proficiency in English

All of the subjects responded that their English was above average level. And no specific difference between engineers and managers was noticed.

Engineers

Four (15.4%) engineers responded that their listening, reading and writing was very good, only two (7.7%) of them responded that their speaking was very good. Nineteen (73.1%) of the respondents agreed that their reading was good, 18 (69.2%) of them responded that their listening was good, 13 (50%) of them responded that their speaking was good, 11 (42.3%) of them responded that their writing was good. And others responded that they were average. This result showed that most of engineers' English was good. This is shown in Table 20.

Table 20. English Proficiency of Engineers

Skill	Very Good	Good	Average	Poor
Listening	4(15.4%)	18(69.2%)	4(15.4%)	
Speaking	2(7.7%)	13(50%)	11(42.3%)	
Reading	4(15.4%)	19(73.1%)	3(11.5%)	
Writing	4(15.4%)	11(42.3%)	11(42.3%)	

Engineering Managers

All the managers responded that their English proficiency was above average level. And only one manager said that his speaking and reading skill were very good. This is shown in Table 21.

Table 21. English Proficiency of Engineering Managers

Skill	Very Good	Good	Average	Poor
Listening		6(75%)	2(25%)	
Speaking	1(12.5%)	5(62.5%)	2(25%)	
Reading	1(12.5%)	4(50%)	3(37.5%)	
Writing		6(75%)	2(25%)	

Importance of English

Most of the participants responded overwhelmingly that a good command of English is crucial for them to do a job well, to advance in their careers and also to contribute to the company's growth. This is mainly because English is being widely used in the working environment as well as in international communication. However, according to the survey result, engineers stressed the importance of English, in all 3 fields mentioned in the survey considered, more than managers do. It shows that engineers have much stronger needs for English proficiency than managers.

Engineers

Twenty-one (81%) engineers responded that English was very important for career advancement, 19 (73%) of them responded that English was very important for the company's growth, 16 (62%) of them responded that English was very important in order to do the job well. In turn, eight (31%), five (19%) and seven (27%) of them responded that English was important for doing the job well, for career advancement and for the company's growth, respectively. Two (8%) of them responded that English was not so important factor for doing the job well. This is shown in Table 22.

Table 22. Importance of English - Engineers

Field	Very Important	Important	Not so Important	Not at all Important
Doing the job well	16(61.5%)	8(30.8%)	2(7.7%)	
Career Advancement	21(80.8%)	5(19.2%)		
Company's Growth	19(73.1%)	7(26.9%)		

Engineering Managers

Four (50%) managers responded that English was very important for career advancement, three (37.5%) of them responded that English was very important for doing their jobs well and for the company's growth. In turn, five (62.5%), four (50%) and five (62.5%) of them responded that English was important for doing the job well, for career advancement and for the company's growth respectively. This is shown in Table 23.

Table 23. Importance of English - Managers

Field	Very Important	Important	Not so Important	Not at all Important
Doing the job well	3(37.5%)	5(62.5%)		
Career Advancement	4(50%)	5(50%)		
Company's Growth	3(37.5%)	5(62.5%)		

Personal Impressions

Provisions for improving English

Engineers

Of the 25 engineers, 16 answered that they do not have any provision for improving English. However, 10 engineers answered that there is an English class every week organized by the company. They also said that they have training courses which help improve their English in training, meeting, writing reports and doing presentation in English.

Engineering Managers

Of the eight managers, three answered that the company organized weekly English classes and also provided newspapers to help them improve their knowledge of English. But some others said that there were not many provisions from the company for improving their English.

Knowledge of English

Engineers

Seventeen engineers answered that their communication skills were not adequate. They said that they used insufficient English language as they preferred to use their mother tongue during communication with their colleagues. They also said that when they presented technical reports and gave information and messages, they wanted to speak fluently and write concisely and correctly. According to them, some of them are good in their technical and practical aspects, but their presentation on the certain issues is not very good, especially on the terminology used. Finally, they want to improve their speaking skills so that they are grammatically and structurally correct.

Engineering Managers

Six managers answered the question about knowledge of English. Some of them said that English was not their first language, so they did not use it frequently and had insufficient exposure to the use of English. Because of this reason they wanted to improve their English, especially in grammar. They also knew that English is important for them to enhance their careers. Most of managers said that they needed to improve their speaking skills and writing skills in their real job situation as engineers.

English language skills possessed

Engineers

A small number of the engineers said that they were somewhat impressed by the English language skills of speaking and writing. They said that university graduates possessed a comparatively better English command than the graduates of other institutions. Generally they had the ability to understand oral instructions and were able to follow and understand conversation and discussions. However, the majority of the engineers said that they were not impressed by the English language skills that engineering students possessed. They felt that engineering students had a comparatively poor command of English and as a result lacked full confidence in using the language when necessary. This meant that they did not participate proactively in meetings and discussions and did not dare to ask questions. Sometimes they were unable to express their thoughts concisely and therefore were reluctant to get involved in in-depth discussions or were unable to comprehend when spoken in English and as a result were unable to follow and understand instructions given to them. The engineers remarked they had to resort to using 'Malay words' to make themselves understood, when they encountered the difficulties mentioned above. They said that the engineering students' writing skills were not up to the mark. They felt that their

written English was very poor especially in grammar and structure. They also said that they were poor in writing reports as well, because they were not able to express themselves concisely.

Engineering Managers

The majority of the managers said that they were not impressed by the English language skills of listening, speaking, reading, and writing. They said that when they were engineers, they had poor command of language and as a result they used to command poor English because of the lack of confidence. They also said sometimes they could not express their ideas well and therefore their communications were often stuck. They said that they had problems of writing skill as well as speaking skill. They said that engineers should be able to write reports and prepare presentation materials which are grammatically and structurally correct.

English language skills required for practical training.

Engineers

Twenty-one engineers were of the opinion that speaking skills are very important so that the engineers are able to converse with confidence. They should be able to express their thoughts and ideas in English and also be able to ask questions. They should have a good command of speaking skills so as to 'encourage the exchange of informations and ideas' and to have 'good presentation and negotiation skills'. Also their speech should be clear and should be able to give instructions precisely. They should be capable of holding in-depth discussions with their superiors and subordinates. The engineers were also of the opinion that their writing skills needed to be improved. They should be able to write reports concisely and be able to prepare messages and memos which are grammatically and structurally correct. So some engineers said that they should start to learn the basic

English grammar and structure.

Also they needed to have the reading proficiency with technical information, manuals, journals which are mainly published in English and need to have listening skill as well, to understand presentations, instructions, and conversations.

Engineering Managers

Five managers also had same opinions, as to what English skills they need to have a good command of in order to carry out their job well, as engineers. They said that speaking skills are most important so that they are able to conduct meetings effectively. They should be able to present their thoughts and technical reports and instructions in English. And they should have a good command of the speaking skill so as to give instructions, exchange technical informations and ideas and discuss with their superiors, peers and subordinates precisely. The managers also agreed that they need to improve writing skills which enable them to prepare technical reports, messages, and others which are grammatically and structurally correct. Comparing engineers and managers, they all need to improve speaking and writing skills mostly in their real job situations.