

APPENDIX A

QUESTIONNAIRE FOR STUDENTS

Aims :

To obtain information regarding the suitability of the reading materials in the reading component of the English Courses for CIMA students.

To obtain information regarding the suitability of the reading skills approach adopted in the reading component of the English Courses for CIMA students.

To know to what extent the students have benefited from the materials and the skills taught in the reading component

INSTRUCTIONS

Read the questions carefully and put a tick at the appropriate box or complete the blanks (unless you are instructed to do otherwise).

Answer All questions. Write N/A (Not Applicable) in the blanks which do not require an answer.

Thank you for your co-operation.

Section I: General Information.

1. What are the reading materials that you read in English? (Put a tick in the appropriate box. You can have more than one tick).

Reference materials related to business	
Story books	
Newspapers	
Magazines	
Others, please specify	

2. Why do you need to read the materials in English? (Put a tick in the appropriate box).

To pass examinations	
To complete assignments	
To obtain essential information	
To obtain additional information	
To improve general knowledge	
Others, please specify	

Section II: Reading materials used in the reading component.

3. How much of the reading materials in the reading component do you understand? (Tick the appropriate box).

Almost 100%	
About 75%	
About 50%	
Less than 25%	
0%	

4. Which of the following hinder your understanding of materials in the reading component? (Tick the appropriate box. You can have more than one tick).

Vocabulary - there are many unknown words	
Contents - the topic is not familiar	
Grammar - tenses and rules are too confusing	
Organisation - poor arrangement of information	
Paragraphs - too long	
Others, please specify	

5. How would you grade the reading materials in the reading component?
(Tick the appropriate box).

In terms of usefulness

Very useful	
Useful	
A little useful	
Not useful	

In terms of level of interest

Very interesting	
Interesting	
Uninteresting	
Very uninteresting	

In terms of level of difficulty

Very difficult	
Difficult	
Right level	
Easy	

6. How would you rate the following aspects of the reading materials?
(Tick the appropriate box).

Vocabulary	Very Difficult	Difficult	Right level	Easy
Language	Very difficult	Difficult	Right level	Easy
Passages	Very interesting	Interesting	Uninteresting	Very uninteresting
Exercises	Too many	Many	Sufficient	Too few

7. How much have you benefited from reading the materials in the reading component? (Tick the appropriate box).

Benefit greatly	
Benefit	
Little benefit	
No benefit	

8. Have you benefited from reading business articles in the newspaper?

Yes	
No	

9. In what ways have you benefited from reading business articles in the newspaper? (Tick the appropriate box. You can have more than one tick).

It helps me...

Increase my vocabulary	
Understand important business topics	
Know the changes, trends, and problems in business	
Improve my writing skill	
Improve my grammar	

10. Have you benefited from doing the reading exercises in the reading component?

Yes	
No	

11. In what ways have you benefited from the reading exercises in the reading component? (Tick the appropriate box. You can have more than one tick).

They help me to

Know more key words used in business	
Find the main points quickly	
Know the relation of facts in the text	
Understand graphic information	
Improve my pronunciation	
Differentiate important and unimportant points	
Reduce the time spent on reading	

Section III: Reading skills

12. Which of the following skills have helped you in your comprehension of business text? (Tick the appropriate box. You can have more than one tick).

Skimming for information	
Scanning for information	
Locating topic sentence	
Locating main points	
Getting a general view of text	
Recognising connectors such as: and, while, because ...	
Referring to words that link ideas mentioned earlier, later	
Predicting what will follow	
Finding the meanings of unknown words	

13. How often do you need to use the reading skills taught in the reading component? (Tick the appropriate box).

Very often	
Often	
Sometimes	
Rarely	

14. How often do you use each of the skills below when reading a business text? (Tick the appropriate box).

Key

Very frequently

= use it more than 75% of the time

Frequently

= use it more than 50% of the time

Occasionally

= used it less than 25% of the time

Never use it at all

= 0%

SKILLS TAUGHT	FREQUENCY OF USE			
	Very frequently	Frequently	Occasionally	Never
Skim for information				
Scan for information				
Locate topic sentence				
Locate main points				
Get general view of text				
Recognize connectors				
Refer to words that link ideas				
Predict what will follow				
Find meanings of unknown words				

15. What is your view about the reading skills taught (Tick the appropriate box).

In terms of range

Not enough skills	
Sufficient skills	
Too many skills	

In terms of applicability

Not applicable	
Quite applicable	
Very applicable	

In terms of emphasis

Not enough emphasis	
Sufficient emphasis	
Too much emphasis	

16. What do you think about the time allotted for teaching the reading skills in the reading component? (Tick the appropriate box).

Too much time	
Sufficient time	
Too little time	

17. Have you benefited from doing critical thinking simulation tasks?

Yes	
No	

18. In what ways have critical thinking simulation tasks benefited you? (Tick the appropriate box. You can have more than one tick).

They help me to

Spend time thinking about interesting topics and difficult questions	
Analyse and evaluate a topic before answering	
Raise questions after hearing others' comments	
Support my comments with facts	
Overcome my fear of speaking in class	

19. Has your comprehension of business text improved as a result of learning the reading skills in the reading component? (Tick the appropriate box).

Yes	
No	

20. How would you rate the reading component of the English Courses?
(Tick the appropriate box).

Poor	
Average	
Good	
Excellent	

21. Any suggestions for the improvement of the reading component in the English Courses?

Thank You For Your Co-operation.

APPENDIX B

QUESTIONNAIRE FOR LECTURERS

1. What subject did you major in during your undergraduate years?

English	
Social Science	
History	
Business	

Others, please specify _____

2. Did you pursue any post-graduate course?

Yes	
No	

Complete the following sentence if your answer to the above question is yes.

I pursued _____ course at
 _____ University/College in
 _____ (year).

3. For how many years have you been teaching English to business students in Kolej Tunku Abdul Rahman? _____ year / years.
4. How does your qualification affect your teaching of English to business students?
- _____

5. What is your view about the reading ability of the business students?

Good	
Average	
Poor	

6. How much of the reading materials in the reading component do the majority of your students understand?

Almost	100%	
About	75%	
About	50%	
Less than	25%	
	0%	

7. What do you think hinder your students' understanding of the reading materials in the reading component?

Vocabulary - there are many unknown words	
Contents - the topic is not familiar	
Grammar - tenses and rules are too confusing	
Organisation - poor arrangement of information	
Paragraphs - too long	
Others, please specify	

8. How would you grade the reading material in the reading component?

In terms of usefulness

Very useful	
Useful	
A little useful	
Not useful	

In terms of level of interest

Very interesting	
Interesting	
Uninteresting	
Very uninteresting	

In terms of level of difficulty

Very difficult	
Difficult	
Right level	
Easy	

9. How would you rate the following aspects of the reading materials?
(Put a tick beside your answer)

Text Selection	Very Good	Good	Poor	Very Poor
Vocabulary	Very Difficult	Difficult	Right level	Easy
Language	Very difficult	Difficult	Right level	Easy
Passages	Very interesting	Interesting	Uninteresting	Very uninteresting
Tasks	Too many	Many	Sufficient	Too few

10. The reading materials are organized according to business concepts, i.e. Information Technology, Economics, Company Accounts, etc... What is your opinion about the organization of the reading materials in the reading component?

Please comment _____

11. Do you have any suggestions regarding ways to organize the reading materials differently from the above method?

Please comment _____

12. The reading skills that are found in the reading component are:

Skim for information
Scan for information
Locate topic sentence
Locate main points
Get general view of text
Recognize connector
Refer to words that link ideas
Predict what will follow
Find meanings of unknown words

What is your view about the reading skills taught in the reading component?

In terms of range

Not enough skills	
Sufficient skills	
Too many skills	

In terms of applicability

Not applicable	
Quite applicable	
Very applicable	

In terms of emphasis

Not enough emphasis	
Sufficient emphasis	
Too much emphasis	

13. Is the time allocated for teaching reading skills sufficient? (The total contact hours for each English Course is 42 hours. 15 out of 42 hours are allocated for teaching reading in Business Communication, 15 out of 42 hours are allocated for teaching reading in Business English and 10 out of 42 hours are allocated for teaching reading in English For Management).

Too much time	
Sufficient time	
Too little time	

14. How often do you think the students use each of the skills below when reading a business text? (Put a tick beside your answer).

Key

Very frequently = use it more than 75% of the time

Frequently = use it more than 50% of the time

Occasionally = use it less than 25% of the time

Never use it at all = 0%

Reading skills taught	Frequency Of Use			
	Very Frequently	Frequently	Occasionally	Never
Skim for information				
Scan for information				
Locate topic sentence				
Locate main points				
Get general view of text				
Recognise connectors				
Refer to words that link ideas				
Predict what will follow				
Find meanings of unknown words				

Please comment why certain skills are not used frequently by students

15. How much do you think the students have benefited from learning the reading skills?

Benefit greatly	
Little benefit	
No benefit	

16. Are the students not taught the reading skills at a disadvantage when reading business materials?

Yes	
No	

Please comment _____

17. Do you think the objectives of the reading component of the English Courses are achieved?

Yes	
No	

Please comment _____

18. Please comment on the weakness of the reading component.

19. Besides teaching reading skills, what other ways can help students improve their reading abilities?

20. Any suggestion for the improvement of the reading component?

THANK YOU FOR YOUR COOPERATION.

APPENDIX C

QUESTIONS FOR INTERVIEWS WITH LECTURERS

1. Refer to your response for question 6 of the questionnaire, would you like to explain why you felt that the students were able to comprehend about 50% of the business texts in the reading component?
2. What were your responses for question 8 when you were asked to rate the reading materials in terms of usefulness, level of interest and level of difficulty? Do you mind explaining your reasons for such responses?
3. If I understand you correctly, you believed that not enough emphasis was placed on teaching the reading skills, would you like to elaborate why there should be more emphasis on teaching the skills?
4. Did you have any problems with completing the syllabus of the reading component? Was sufficient time allocated for teaching the reading skills?
5. Were there any observations that you had made regarding the students' application of the reading skills taught?
6. Do you think students' application of "recognizing connectors" while reading could improve their comprehension of business texts?
7. Did your students have any problems in applying "recognizing connectors" and what were the reasons for such problems?
8. Can you explain why students frequently referred to the dictionary but indicate that finding meanings of unknown words from dictionary did not improve their comprehension of texts?
9. Can you please give some reasons why many students did not use "predicting skill" while reading business texts?
10. Was there any advantage that students could receive from learning the reading skills?
11. What conclusion can be drawn regarding the reading component of the Business English Courses?
12. Will you propose that the teaching of reading skills remains as the main focus of the reading component?

APPENDIX D

QUESTIONS FOR INTERVIEW WITH STUDENTS

1. Refer to questions 1 and 2 in the questionnaire, what are the reading materials that you read in English and what are the reasons for reading them?
2. Please explain the reasons for your responses to question 5 of the questionnaire when you were asked to grade the reading materials in the reading component

In terms of usefulness

Very useful	
Useful	
A little useful	
Not useful	

In terms of level of interest

Very interesting	
Interesting	
Uninteresting	
Very uninteresting	

In terms of level of difficulty

Very difficult	
Difficult	
Right level	
Easy	

3. Can you briefly explain your reasons for your responses to Question 6 of the questionnaire?

Vocabulary	Very Difficult	Difficult	Right level	Easy
Language	Very difficult	Difficult	Right level	Easy
Passages	Very interesting	Interesting	Uninteresting	Very uninteresting
Exercises	Too many	Many	Sufficient	Too few

4. With reference to question 14 of the questionnaire; can you apply all the reading skills taught while reading business texts?
5. What are the reading skills that you have difficulties applying while reading business texts and why do you have such opinion?
6. What is your view about the range of skills taught?
7. Do you think there is enough emphasis placed on teaching the reading skills? Why do you have such opinion?
8. What is your view about the applicability of the skills taught?
9. Do you think sufficient time was allocated for teaching the reading skills in the reading component? Briefly explain why you have such opinion?
10. Are there sufficient tasks for you to practise the skills learned?
11. What are the effects of learning the reading skills?
12. Has your comprehension of business texts improved as a result of learning the reading skills? How do you know you have improved?
13. What conclusion can be drawn regarding the reading component of the Business English Courses?

Thank you