

Appendix 1

Revised Questionnaire

Questionnaire

1. **Name:** (State only if you wish)

2. **Sex** : Male Female

Tick in the box for question 3,4 &5

3. **Age** : 18-20
21-29
30-39
40-49
50 and above..

4. **Marital status** : Single
Married
Others

5. Academic Qualification

Level of Education

SRP/PMR	<input type="checkbox"/>
MCE/SPM	<input type="checkbox"/>
HSE/ STPM	<input type="checkbox"/>
Diploma	<input type="checkbox"/>
Degree	<input type="checkbox"/>
Others	<input type="checkbox"/>

6. **Rank/Position**
.....

7. **Medium of instruction at work**
BM :
English :

8 Knowledge of languages

What language do you speak at home ?

What other languages do you know?

Use the following scale for Question 9

Weak 1

Fair 2

Satisfactory.. 3

Good 4

Excellent ... 5

9. State your present level of proficiency in English. Circle your numbering.

Spoken : 1 2 3 4 5

Written : 1 2 3 4 5

About the job

Duties it entails of English Usage

10. How long have you been working as an investigation officer ?

(number of years)

11. Do you use a lot of English in your daily communication ?

Yes No

12. How frequently do you use English after joining the force ?

In the office

Often Sometimes

Never

Outside the office

Often Sometimes
Never

13. How frequently did you speak English before joining the force?

Often Sometimes
Never

14. . How confident are you in speaking English? Tick in the box.

Not at all
Low confidence
Quite confident
Confident
Very Confident

14. When do you use English?

Please tick all the correct answers.

In the office to my superiors	
Interrogating the victims/suspect	
With my colleagues	
To the public while gathering evidence in line with investigation	
Writing a report	
Others	

15. Do you have any difficulties expressing yourself in English at your workplace?

Cannot express myself
With difficulty
Quite capable
Capable
Very capable

16.State the main or important duties in your present job. State how important English is to perform each duty. Use the following scale :

- Not at all important (1)
- Slightly important (2)
- Fairly important (3)
- Important (4)
- Very important (5)

To help you fill this table below there is an example of a duty and how you can scale it.

Example : Main duty-gathering evidence from the publicscale of importance – circle the scale

Main important Duties	Scale of Importance
Write down the duties	Circle the numbering only
	1 2 3 4 5
	1 2 3 4 5
	1 2 3 4 5
	1 2 3 4 5
	1 2 3 4 5
	1 2 3 4 5

Other duties if any for which English is used	Scale of importance
	1 2 3 4 5
	1 2 3 4 5

17.State who you normally speak to in English within the course of your duties and what are the main topic of conversation.

Example of topics ; interrogation, requesting

Person you speak to	Topic
Colleagues of equal rank	
Suspects	
Victims	
Senior officers/Superiors	
Subordinates	
Public	
Others :	

18. How would you rate your ability to cope with English language requirement.

Use the following scale:

- Cannot cope at all (1)
- Can cope with difficulties (2)
- Quite capable (3)
- Capable (4)
- Very Capable (5)

Duties	Ability to cope with English(circle the ability)	Medium State whether you need writing(W), speaking(S) or both (Tick your answer)
Interrogating a suspect	1 2 3 4 5	W S..... W&S.....
Gathering evidence from public	1 2 3 4 5	W S..... W&S.....

Taking down statement from victim/suspect	1 2 3 4 5	W S..... W&S.....
Carrying out the investigation	1 2 3 4 5	W S..... W&S.....
Briefing immediate superiors	1 2 3 4 5	W S..... W&S.....
Conducting talks	1 2 3 4 5	W S..... W&S.....
Others	1 2 3 4 5	W S..... W&S.....

19. Which language skills (writing, listening, speaking, reading) do you think is important?

Circle the suitable numbering.

- Not at all important 1
- Slightly important 2
- Fairly important 3
- Important 4
- Very important 5

Skills	Scale
Speaking	1 2 3 4 5
Reading	1 2 3 4 5
Listening	1 2 3 4 5
Writing	1 2 3 4 5

20. What advantages, if any would there be if you were very proficient in English?

Examples : training, promotion

- -----
- -----
- -----
- -----
- -----
- -----

21. List important factors that are important for your career development.

Example : Knowledge of English, knowledge of many languages

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

22. Is the language ability learned sufficient to meet the demands in the workplace?

Yes No

23. Speaking in English is a very important skill for an investigating officer. Do you agree?

Yes No

24. State how important the following abilities are in the course of carrying out your daily duties.

Use the scale below.

- | | |
|----------------------|-----|
| Not at all important | (1) |
| Quite important | (2) |
| Fairly important | (3) |
| Important | (4) |
| Very important | (5) |

Ability	Scale of importance
Ability to speak correctly and importantly	1 2 3 4 5
Ability to use correct words when speaking	1 2 3 4 5
Ability to speak with correct grammar	1 2 3 4 5
Ability to get information from public, witness	1 2 3 4 5
Ability to respond immediately	1 2 3 4 5
Others (specify)	1 2 3 4 5

25. State how important each of the following is in doing your job well. State how well you cope with each of your abilities below. Circle the chosen numbering.

Scale

- Not at all important (1)
- Slightly important (2)
- Fairly important (3)
- Important (4)
- Very important (5)

Capability

- Cannot cope at all (1)
- Can cope with difficulties (2)
- Quite Capable (3)
- Capable (4)
- Very Capable (5)

Sub skills	Scale of importance	Ability to cope with English
Ability to follow and understand conversations in English	1 2 3 4 5	1 2 3 4 5
Ability to ask questions and answer queries	1 2 3 4 5	1 2 3 4 5
Ability to speak face to face or over the telephone	1 2 3 4 5	1 2 3 4 5

Ability to convey messages clearly	1 2 3 4 5	1 2 3 4 5
Ability to explain instructions clearly	1 2 3 4 5	1 2 3 4 5
Ability to gather evidence	1 2 3 4 5	1 2 3 4 5
Ability to interrogate	1 2 3 4 5	1 2 3 4 5
Ability to use criminal/law terms	1 2 3 4 5	1 2 3 4 5
Ability to understand instructions	1 2 3 4 5	1 2 3 4 5
Ability to take down/write messages	1 2 3 4 5	1 2 3 4 5
Ability to file a report	1 2 3 4 5	1 2 3 4 5

Need for English courses

26. Would you like to have an English programme at your workplace?

Yes No
 Unsure

27. If yes why do you need it/ Tick all your reasons. There can be more than one reason.

- 1. I need English to communicate effectively in my present job ()
- 2. I hope to improve my promotional aspects ()
- 3. My employer encourages me to do it ()
- 4. The constant dealing with various groups of people ()
- 5. Others (state) ()

28. Would English be your priority when considering additional training?

Yes No

THE END

Thank you

Appendix 2

Pilot Questionnaire

Questionnaire

1 **Name:** (State only if you wish)

2 **Sex** : Male Female

3 **Age** : 18-20
21-29
30-39
40-49
50 and above

4 **Marital status** : Single
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5 Academic Qualification

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Satisfactory.. 3
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Excellent ... 5

9. State your present level of proficiency in English. Circle your numbering.

Spoken : 1 2 3 4 5
Written : 1 2 3 4 5

About the job

Duties it entails of English Usage

10. How long have you been working as an investigation officer ?
(number of years)

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Yes No

12. How frequently do you use English after joining the force ?

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Never

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13. How frequently did you speak English before joining the force?

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 Never

14. . How confident are you in speaking English? Tick in the box.

Not at all
 Low confidence
 Quite confident
 Confident
 Very Confident

14. When do you use English?

Please tick all the correct answers.

In the office to my superiors	<input type="checkbox"/>
Interrogating the victims/suspect	<input type="checkbox"/>
With my colleagues	<input type="checkbox"/>
To the public while gathering evidence in line with investigation	<input type="checkbox"/>
Writing a report	<input type="checkbox"/>
Others	<input type="checkbox"/>

15. Do you have any difficulties expressing yourself in English at your workplace?

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 With difficulty
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Taking down statement from victim/suspect	1 2 3 4 5	W S..... W&S.....
Carrying out the investigation	1 2 3 4 5	W S..... W&S.....
Briefing immediate superiors	1 2 3 4 5	W S..... W&S.....
Conducting talks	1 2 3 4 5	W S..... W&S.....
Others	1 2 3 4 5	W S..... W&S.....

19. Which language skills (writing, listening, speaking, reading) do you think is important?

Circle the suitable numbering.

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- Fairly important 3
- Important 4
- Very important 5

Skills	Scale
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Reading	1 2 3 4 5
Listening	1 2 3 4 5
Writing	1 2 3 4 5

20. What advantages, if any would there be if you were very proficient in English?

Examples : training, promotion

- -----
- -----
- -----
- -----
- -----
- -----

21. List important factors that are important for your career development.

Example : Knowledge of English, knowledge of many languages

7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

22. Is the language ability learned sufficient to meet the demands in the workplace?

Yes No

23. Speaking in English is a very important skill for an investigating officer. Do you agree?

Yes No

24. State how important the following abilities are in the course of carrying out your daily duties.

Use the scale below.

- Not at all important (1)
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Ability to respond immediately	1 2 3 4 5
Others (specify)	1 2 3 4 5

25. State how important each of the following is in doing your job well. State how well you copewith each of your abilities below. Circle the chosen numbering.

Scale

- Not at all important (1)
- Slightly important (2)
- Fairly important (3)
- Important (4)
- Very important (5)

Capability

- Cannot cope at all (1)
- Can cope with difficulties (2)
- Quite Capable (3)
- Capable (4)
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Sub skills	Scale of importance	Ability to cope with English
Ability to follow and understand conversations in English	1 2 3 4 5	1 2 3 4 5
Ability to ask questions and answer queries	1 2 3 4 5	1 2 3 4 5
Ability to speak face to face or over the telephone	1 2 3 4 5	1 2 3 4 5
Ability to convey messages clearly	1 2 3 4 5	1 2 3 4 5
Ability to explain instructions clearly	1 2 3 4 5	1 2 3 4 5
Ability to gather evidence	1 2 3 4 5	1 2 3 4 5
Ability to interrogate	1 2 3 4 5	1 2 3 4 5
Ability to use criminal/law terms	1 2 3 4 5	1 2 3 4 5
Ability to understand instructions	1 2 3 4 5	1 2 3 4 5
Ability to take down/write messages	1 2 3 4 5	1 2 3 4 5
Ability to file a report	1 2 3 4 5	1 2 3 4 5

Need for English courses

26. Would you like to have an English programme at your workplace?

Yes No Unsure

27. If yes why do you need it/ Tick all your reasons. There can be more than one reason.

- 6. I need English to communicate effectively in my present job ()
- 7. I hope to improve my promotional aspects ()
- 8. My employer encourages me to do it ()
- 9. The constant dealing with various groups of people ()
- 10. Others (state) ()

28. Would English be your priority when considering additional training?

Yes No

THE END

Thank you

Appendix 3

Structured Interview

Questions Asked

1. Where are you attached to presently?
2. Can you state your present position in the police force?
3. How many years have you served as an Investigation Officer before being promoted to other positions?
4. What are some of the main duties of an investigation Officer?
5. How is an investigation carried out the moment a report is made by a complainant?
6. As an investigation officer you need to deal with various departments and organizations. Can you name some of these.
7. As a senior Police officer, what do you feel of the standard of English in the Police Force?
8. Do you agree that all police officers need to be bilingual? Why?
9. You have served as the head of the Criminal Department and had many Investigation Officers under you. Did you face any communication problems with them especially with English.
10. When you served as an Investigation Officer, how frequently was the language used? Is it used in any formal police functions/ceremonies/occasions or only in an informal setting.
11. There are four skills in any language: Listening, Speaking, Reading and Writing. Which skills do you think is important for an IO in line of his duty?
12. In your knowledge and experience, is English given emphasis during the police training?
13. Is there any English course attended by the trainees during their training?
14. You would have attended many courses, seminars, workshops and talks organized by the Defence Ministry and the Royal Police of Malaysia. Is English important to be mastered to participate?
15. Do you think it is necessary to ensure that a high credit in English in SPM to be a requirement to enter the police force for investigation Officers?
16. Do you think in future an English programme should be incorporated in the police training?
17. We are looking at globalization and English as an international language. We are aware of the need to be bilingual to be on par with other developed nations. Does this affect the police force?

Appendix 4

Information of informants via interview

Officer A

Officer A has 15 years of experience as a criminal investigating officer. He joined the Police Training College in 1992 and upon his graduation was posted to Pontian District, Johor as an Investigating Officer attached to the Criminal Department in the Pontian District Police Headquarters. During his tenure as an investigating officer, he was transferred to many places such as Johor Bahru, Klang and Sabak Bernam. All these transfers were based on promotions. Recently he was promoted to Deputy Superintendent of Police and attached to the Anti Money Laundering Division under Commercial Crime Department in Bukit Aman.

Right now he is pursuing a law degree (Bachelor in Jurisprudent) From University Malaya. He has completed his masters in business (MBA) in a private college and is keen to further his studies in criminology after his law degree. He is an experienced police officer and is learned in his profession. The interview carried out with him was very beneficial for this study.

Officer B

This police officer graduated from a local university (UPM) with a degree in Economics before he decided to join the police force as a cadet ASP. He graduated a year later and was sent as a senior investigation officer to Johor Bahru. Here he was attached to the criminal department and was in charge of the investigation of criminal cases. He served for 7 years before he was promoted and sent to Ipoh. Here he was the head of the serious crime division in Criminal Investigation Department (C.I.D). He dealt with many crimes and was responsible in solving numerous cases. Later he was transferred to the Commercial Crime Department in Petaling Jaya District before being transferred to Bukit Aman. Now he is holding the post as a Corporate Investigation Officer in the Commercial Crime Department.

Appendix 5

Excerpt from interview with Officer B

Researcher : What do you feel of the standard of English in the Police Force?

Officer B : Well...to be frank, very average to below average.

Researcher : Do you agree that police officers need to be bilingual? Why?

Officer B : Yes, because of globalization and all kinds of people who end up being witnesses, suspects, accused and complainants.

Researcher : Did you face any communication problems with your investigation officers?

Officer B : Yes, numerous times. They are not fluent. I also see the mother tongue interference besides lack of confidence in using the English.

Researcher : How frequently is English used in the working environment. Is it used in formal/ Police functions/ceremonies or only in an informal setting?

Officer B : It is used daily though minimally. You look surprised! (Laughs). English is necessary in day to day work. In fact now English is compulsory for all officers as it is made into a daily activity where officers are chosen at random to speak every morning before the meeting.

Researcher : I did not know that. Among the four skills which are the most important?

Officer B : All I believe. Okay, let me see....Most important is Speaking. Listening is definitely necessary. Writing too because you have to pen down what is being said. That document can be used as evidence.

Researcher : In your knowledge and experience, is English given emphasis during the police training?

Officer B :Recently yes. There is a slot of intensive English course for two weeks for officers of higher rank including inspectors, in other words IO. The problem is two weeks is too short and it is General English.

- Officer B : Now batch after batch of officers are sent for English courses. In terms of Promotion, they have to attend the government Examination (PTK) which includes a public speaking slot in English. The only problem very minimal marks are given for this.
- Researcher : Is English important to be mastered to participate at various courses, seminars, workshops and talks?
- Officer B : Yes of course. In fact some of the courses are conducted fully in English.
- Researcher : Do you think it is necessary to ensure a high credit in English in SPM to be made a requirement to enter the police force for investigation officers?
- Officer B : Now they need a diploma to enter the Police training. And I think a pass in English is the requirement now. It would be better if a credit is made compulsory.
- Researcher : Do you think in future an ESP (English for Specific Purposes) course should be incorporated in the police training?
- Officer B : Ummm..I think I have answered that earlier but yes an ESP course that deals with communication, terminology and occupational purposes would be better.
- Researcher : We are looking at globalization and English as an international language. We are aware of the need to be bilingual to be on par with other developed nations. Does this affect the police force?
- Officer B : Police force cannot survive in future without mastering English. Crime is being committed beyond boundaries...borderless crimes.

Appendix 6

Excerpts from interview with Officer A

- Researcher : What do you feel of the standard of English in the Police Force?
- Officer A : Not very good. Moderate.
- Researcher : Do you agree that police officers need to be bilingual? Why?
- Officer B : Of course. Umm..sometimes in investigation the complainant, suspect or witness can be foreigners. You need to be able to speak the language or difficult to communicate with them. Your language is not good, the witness is more fluent than the officer, how to gather information?
- Researcher : Did you face any communication problems with your investigation officers?
- Officer B : No. many can speak and understand English. Only they are not very proficient.
- Researcher : How frequently is English used in the working environment. Is it used in formal/ Police functions/ceremonies or only in an informal setting?
- Officer B : If foreigners are involved, English is used but in a daily basis...normal working environment, both languages are used.
- Researcher : Among the four skills which are the most important?
- Officer B : First...speaking, writing, listening and reading.
- Researcher : In your knowledge and experience, is English given emphasis during the police training?
- Officer B : Earlier, no. Now there is a change. It is given importance. They encourage the officers to speak English. When dealing with foreign counterparts, have to use English. Some courses are also conducted in English.
- Researcher : Is English important to be mastered to participate at various courses, seminars, workshops and talks?
- Officer B : Yes of course. In fact some of the courses are conducted fully in English.
- Researcher : Do you think it is necessary to ensure a high credit in English in SPM to be made a requirement to enter the police force for investigation officers?

Officer B : Sergeant level a diploma is needed. For Inspectors and above, degree is the qualification. No emphasis on credit in English now. In future...yes.

Researcher : Do you think in future an ESP (English for Specific Purposes) course should be incorporated in the police training?

Officer B : Yes.

Researcher : We are looking at globalization and English as an international language. We are aware of the need to be bilingual to be on par with other developed nations. Does this affect the police force?

Officer B : The Royal Malaysian Police is giving focus on English. They have a specific unit called Language Unit that coordinates courses in English and conducts them for the officers.