

APPENDICES

Observation sheet

Activities	VG	G	M	B	VB																									
Broker 1																														
1. Speaking skill in dealing with foreign colleagues or clients	✓																													
2. Reading skill in understanding English news	✓																													
3. Writing skill in taking notes, sending and replying e-mails, letter, etc.		✓																												
4. Listening skill – directly or indirectly (by phone)		✓																												
Broker 2																														
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1. Speaking skill in dealing with foreign colleagues or clients			✓		
2. Reading skill in understanding English news		✓			
3. Writing skill in taking notes, sending and replying e-mails, letter, etc.		✓			
4. Listening skill – directly or indirectly (by phone)			✓		
Broker 5					
	VG	G	M	B	VB
1. Speaking skill in dealing with foreign colleagues or clients			✓		
2. Reading skill in understanding English news			✓		
3. Writing skill in taking notes, sending and replying e-mails, letter, etc.				✓	
4. Listening skill – directly or indirectly (by phone)			✓		

Broker 6	VG	G	M	B	VB
1. Speaking skill in dealing with foreign colleagues or clients			✓		
2. Reading skill in understanding English news		✓			
3. Writing skill in taking notes, sending and replying e-mails, letter, etc.		✓			
4. Listening skill – directly or indirectly (by phone)		✓			

Format of Interview :

1. Which part of English skill is the most used for you as a broker?
2. Does the mastering of all English skills have a great impact on your job? How far does it work?
3. How does the passive English skills influence your active English?
4. Do you find any difficulties in understanding text or information in English? If so, would you please mention what the difficulties are?

Format of Questionnaire:

Name :

- 1) When did you start working as a broker?
- 2) Do you usually read the information in English?
 - a. Yes
 - b. No
- 3) Do you find it difficult to understand the information in English?
 - a. Yes
 - b. No
- 4) How many times do you use the English skills in a week?

*English skills here are reading, speaking, listening, and writing

 - a. Once a week
 - b. Twice a week
 - c. More than twice a week
 - d. Every day
- 5) Which part of English skills is the most used for a broker?
 - a. Reading skill
 - b. Writing skill
 - c. Listening skill
 - d. Speaking skill
- 6) Please rank these following English skills from the most important to the least in relation to their significance in doing your job!

Reading skills	
Listening skills	
Writing skills	
Speaking skills	

7) Do you think information in English is important for your decision-making as a broker?

a. Yes

b. No

8) Since some of your colleagues and clients are from abroad, do you communicate in English with them?

a. Yes

b. No

9) Would you take an English course to improve your English for your job?

a. Yes

b. No

10) Would you mention one or more common mistakes in using active English?

a. Speaking, example (word/s):

b. Listening, example (word/s):