APPENDIX A

Questionnaire in English

Subordinates' Attitude Toward Management Attributes:

A Case Study of an IT Business in Bangkok

This questionnaire is part of an Independent Study Course of a graduate student, Language Institute, Thammasat University. The information in this study shall be treated as confidential data for study purposes only and the result will not affect your job performance.

The questionnaire is divided into three parts:

Part I: Demographic Information of the Respondent

Part II: Subordinates' attitude toward Management's attributes

Part III: Suggestion

Instruction : Please mark X in the in front of the choice which relates to your information

Part I: Demographic Information

1. Sex   ☐ Male   ☐ Female

2. Age

                   ☐ 20-24 years old   ☐ 25-29 years old

                   ☐ 30-34 years old   ☐ 35-39 years old

                   ☐ 40-45 years old   ☐ above 45 years old

3. Education

                   ☐ Vocational school   ☐ Bachelor degree

                   ☐ Master degree

4. Affiliation

☐ Administration   ☐ Developer

☐ Marketing   ☐ Quality Assurance

☐ Support

5. Length of Employment

☐ Less than 3 years   ☐ 3-5 years

☐ 5-8 years   ☐ more than 8 years

Part II: Subordinates' attitude toward Management's attributes

Leadership	Highest	High	Moderate	Low	Lowest
1) Truly believe in the people who work for them	☐	☐	☐	☐	☐
2) Be a patient listener	☐	☐	☐	☐	☐
3) Initiate change in the organization	☐	☐	☐	☐	☐
4) Be a role model for subordinates	☐	☐	☐	☐	☐
5) Explain changes of policy in the organization effectively.	☐	☐	☐	☐	☐
6) Stimulate the subordinates to work.	☐	☐	☐	☐	☐
7) Be self confident.	☐	☐	☐	☐	☐
8) Encourage subordinates to achieve goals.	☐	☐	☐	☐	☐
9) Find out the solution together with the subordinates	☐	☐	☐	☐	☐
10) Ensure subordinates are successful in their careers	☐	☐	☐	☐	☐

Communication skill	Highest	High	Moderate	Low	Lowest
11) Communicate clearly	☐	☐	☐	☐	☐
12) Use gestures and emotional tone in communication.	☐	☐	☐	☐	☐
13) Full knowledge and understanding of the information sent out.	☐	☐	☐	☐	☐
14) Providing subordinates with up-to-date information	☐	☐	☐	☐	☐
15) Selecting correct channels to communicate with subordinates.	☐	☐	☐	☐	☐

Ability to motivate subordinates	Highest	High	Moderate	Low	Lowest
16) Make subordinates clearly understand and be satisfied with their benefits.	☐	☐	☐	☐	☐
17) Give opportunities to subordinates to show their job performance.	☐	☐	☐	☐	☐
18) Train subordinates properly in their current job.	☐	☐	☐	☐	☐
19) Be open-minded and be able to take criticism	☐	☐	☐	☐	☐
20) Be supportive and able to get things done.	☐	☐	☐	☐	☐

Manageability	Highest	High	Moderate	Low	Lowest
21) Have reliable knowledge of and skill at management	☐	☐	☐	☐	☐
22) Realize the culture of the organization.	☐	☐	☐	☐	☐
23) Evaluate and follow up the subordinates' work	☐	☐	☐	☐	☐
24) Gain cooperation and harmony from employees of different departments.	☐	☐	☐	☐	☐

25) Bring new innovations to the organization ☐ ☐ ☐ ☐ ☐

26) Discuss and learn from experts and subordinates ☐ ☐ ☐ ☐ ☐

Controlling and Directing	Highest	High	Moderate	Low	Lowest
27) Ensure subordinates follow organizational regulations	☐	☐	☐	☐	☐
28) Set the direction for subordinates to work effectively	☐	☐	☐	☐	☐
29) Follow up and evaluate the subordinates' work in order to maintain the standard of work.	☐	☐	☐	☐	☐
30) Control staff to work in the same direction.	☐	☐	☐	☐	☐

Part III: Suggestion

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