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### CHAPTER III METHODOLOGY

The purpose of this study was to investigate English vocabulary competency and problems of the tourist police in the lower central region of Thailand. The method employed was a survey using a vocabulary test and questionnaire.

Chapter three explains the procedures of the study. It contains the information about the population of the study, the instrument used, the pilot data, data collection, and method of data analysis.

#### Population

The target population of this study were 39 tourist police in the tourist police, division 3, section 4 which covers the areas of Nakhon Pathom, Samut Sakon, Prachuap Kirikhan, Kanchanaburi, Suphan Buri, Samut Songkram, Petchaburi and Ratchaburi provinces. This was the total number of tourist police working in 1997. All of them had had English training, called 'English for Tourist Police'. Also a number of the tourist police in the tourist police division 3, section 2 whose task covers the area of Ayutthaya, Lop Buri, Sing Buri, Patum Thani, Nonthaburi, Ang Thong, Chai Nat and Saraburi provinces was selected randomly on the basis of their availability to participate in the pilot study of the vocabulary tests and questionnaire which let the respondents discuss their problems in using English vocabulary.

#### Instruments Used

##### The test

The test was constructed in line with the purpose of the study. The procedure for the construction of the test followed these steps. The researcher studied the tourist police curriculum and designed the test accordingly.

1. A study was conducted of the total vocabulary from the textbook English for Tourist Police (Sukhakul, Sirithawee and Phuthijarernrat, 2538 B.E.).
2. A collection was made of 1,262 words from 17 vocabulary categories as follows:
  - 3.1 Greeting and Offering Help
  - 3.2 Answering Phone Calls
  - 3.3 Checking Confirming/Denying
  - 3.4 Giving Direction
  - 3.5 Giving Advice and Instructions
  - 3.6 Complaining and Showing Sympathy
  - 3.7 Explaining the Situation/Apoloizing
  - 3.8 Describing People
  - 3.9 Asking for information : Loss, Robbery and Getting a Refund
  - 3.10 Translation
  - 3.11 Police Administration Positions
  - 3.12 Numbers/Days/Months/Years
  - 3.13 Occupations
  - 3.14 Countries/Nationalities/Citizenships
  - 3.15 Tourist Attractions
  - 3.16 Legal Terms
  - 3.17 Precious Stones and Ornaments
4. A total of 1,262 words from 17 categories were selected. Finally, by applying a simple random sampling method, 25 % of each category were used to construct the vocabulary test.
5. The words selected were used to construct the vocabulary test. The researcher constructed the test using multiple-choice questions with four alternative answers per question. This technique was used in this study to ensure economy of time, statistical reliability and ease of marking.

Initially, the adviser advised the researcher to divide the test into two forms. Each of them was comprised of 158 items, but when the two test forms were piloted in the first try out, the result showed that the words in the categories 11, 12, and 14 (Numbers/Days/Months/Years, Countries/Nationalities and Citizenship and Police Administrative Position) were very easy for the respondents. Therefore, the researcher in consultation with her advisor eliminated these three categories. The revised test then comprised 254 items.

#### Validity of the Test

All efforts were made to ascertain the validity of the test. The draft of the test was modified and revised based on the suggestion of a group of specialists as follows :

1. The advisor of the study.
2. Two instructors in the Department of Foreign Language, Faculty of Humanities, Rajabhat Institute Kanchanaburi were invited to check content validity and correctness of language used in the test form.
3. An instructor in the Department of Thai language, Faculty of Humanities, Rajabhat Institute Kanchanaburi was invited to check content validity and appropriateness of the Thai language used in the test form.
4. A statistical specialist, the headmaster of Mahidol Withayanusorn School in the academic year of 1991 - 1997 and mathematics instructor of Rajabhat Institute Kanchanaburi were invited to make suggestions about statistical validity.

After that the test was tried out in the pilot study.

#### Reliability of the Test

This study investigated the vocabulary competency and problems of the tourist police of the Tourist Police Division 3, Section 4. To ascertain the reliability of the test, the upper-lower 27 percent method of Chung The Fan (32) was employed. The results of the pilot study were analyzed using a computer program namely, 'Total Item Analysis Difficulty Discrimination and Reliability', version 1.0, by Thanut Krobthong, Faculty of Education, Chulalongkorn University. Then each item and choice on the test

was analyzed. After that the percent of population passing in the highest group and in the lowest group was used to obtain an index of discriminating power (  $r$  ) and difficulty index (  $p$  ). The items that had a level of difficulty from 0.2 to 0.8 and discrimination power at a low of 0.2 were randomly selected and improved.

The test try-out was conducted three times with a group of 29 tourist police of the Tourist Police Division 3, Section 2. After the first and second try-out, the unsatisfactory items of the test were revised and improved. Then the third try-out was done. The results of the third try-out had a reliability value of 0.97. The results of the third try-out can be seen in Appendix A.

#### The Questionnaire

To minimize problems of ambiguity and misinterpretation, the questionnaire used in this study was written in Thai. It related to the purpose of the study and the research question. The procedure of construction was as follows:

1. Prior to the development of the questionnaire, ten tourist police were interviewed. They were questioned about their opinions regarding English as used to fulfill their duties as tourist police, the extent of their use of English, the difficulty of English language skills as well as any suggestions they might offer for English language training programs.
2. The information from the interviews were used in designing the initial questionnaire in consultation with the thesis advisor.
3. The questionnaire constructed resulted in one open question which let the respondents express their opinion freely regarding the extent of the English language problems they faced in carrying out their duties.
4. The draft of questionnaire was modified and revised based on the suggestions of the thesis advisor and an instructor in the department of Thai language: Faculty of Humanities; Rajabhat Institute Kanchanaburi for the validity of the content and appropriateness of the Thai language used. Then it was tried out in the pilot study and then revised in light of the results and suggestions from the pilot study.

### Collection of Data

After the instruments had been designed, tested with the pilot group and measured for validity and reliability, they were employed with the target group. The distribution and collection of data followed these steps :

1. The researcher talked with the chief of the tourist police division 3, section 4 requesting permission to conduct this study.
2. An official letter introducing the researcher and the purpose of the study from the head of the graduate school of Naresuan University, Phitsanulok, was taken to the chief of the tourist police, division 3, section 4.
3. The researcher explained the objectives, significance of the study and the request for the 39 respondents.
4. The test and questionnaire were administered taking two and a half hours.
5. The researcher collected all answer sheets and prepared them for data analysis.

### Analysis of the Data and Statistical Devices

The data from the completed test and questionnaire were transcribed and computed by computer using the Statistical Package for Social Science (SPSS). The statistical devices included arithmetic mean, standard deviation, and percentage.