

CHAPTER IV

RESULTS

Chapter four reports the results of the study. It is comprised of the analyses of the collected data and findings. The research questions raised in Chapter One serve as the framework for the presentation of the findings. Each answer is based on the data collected from the tourist police in the Tourist Police Division 3 Section 4. All the data obtained were later computed and analyzed.

In the discussion of the findings the following symbols and abbreviations will be used:

\bar{X} = Arithmetic Mean

S. D. = Standard Deviation

N = Number of Respondents

The statistical formula can be seen in Appendix E

Research Question One

To what extent are the tourist police competent in English vocabulary overall and as classified by vocabulary categories ?

To find the answer for research question one, a vocabulary test was administered to the subjects. The scores obtained from the test were computed. Then mean, standard deviation, and percentage were employed to determine the English vocabulary competency of the tourist police. The results on vocabulary competency are presented in tables 2 to 17.

Finding One

The results of the data analysis of the vocabulary competency test by categories and overall can be seen in table 2.

Table 2.

Vocabulary Competency by Categories

Number	Categories	Score	\bar{X}	S.D	Percent
1	Greeting and Offering Help	9	6.82	1.81	75.77
2	Answering Phone Calls	6	4.84	1.13	88.76
3	Checking / Confirming / Denying	13	8.69	2.51	66.87
4	Giving Directions	14	10.10	2.78	72.19
5	Giving Advice and Instructions	10	8.02	2.26	80.26
6	Complaining and Showing Sympathy	11	7.33	2.42	66.66
7	Explaining the Situation / Apologizing	8	5.43	2.06	67.95
8	Describing People	47	26.51	7.62	56.42
9	Asking Information	32	21.61	5.69	67.54
10	Translation	10	7.33	2.13	73.32
11	Occupations	30	19.66	4.72	69.84
12	Tourist Attractions	15	13.17	2.40	87.86
13	Legal Terms	39	21.20	7.17	54.50
14	Precious Stones / Ornaments	10	5.51	1.91	55.15
Overall		254	166.2	39.9	70.22

N=39

It can be seen from table 2 that the tourist police's highest score was for category 2. 'Answering Phone Calls', at 88.76 percent. The lowest score was for category 13, 'Legal Terms', at 54.50 percent. The overall score for vocabulary competency by categories was 70.22 percent.

An analysis of vocabulary competency in each category can be seen in tables 3 to 17.

The first category was 'Greeting and Offering Help' for which there were 9 vocabulary items as shown in Table 3.

Table 3

Greetings and Offering Help

Vocabulary	Total score	\bar{X}	S.D.	Percent
immediately	1	.76	.42	76.9
truth	1	.71	.45	71.8
on duty	1	.87	.33	87.2
polite request	1	.71	.45	71.8
phone number	1	.97	.16	97.4
complaint form	1	.56	.50	56.4
address	1	.87	.33	87.2
appreciate	1	.84	.36	84.6
briefcase	1	.48	.50	48.7
Overall	9	6.82	1.81	75.77

N = 39

Table 3 shows the tourist police's vocabulary competency for the category 'Greetings and Offering Help' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the word 'phone number' at 97.4 percent. The lowest score was for the word 'briefcase' at 48.70 percent. The overall vocabulary competency score was 75.77 percent.

The second category was 'Answering Phone Calls' for which there were 6 vocabulary items as shown in Table 4

Table 4
Answering Phone Calls

Vocabulary	Total Score	\bar{X}	S.D.	Percent
wrong number	1	.92	.27	92.30
leave a message	1	.92	.27	92.30
calls	1	.56	.50	56.40
just a second	1	.66	.47	66.70
sorry	1	.89	.30	89.70
hold in	1	.87	.33	87.20
Overall	6	4.84	10.13	80.76

N = 39

Table 4 shows the tourist police's vocabulary competency for the category 'Answering Phone call' by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest scores were for the words 'wrong number' and 'leave a message' at 92.3 percent. The lowest score was for the word 'calls' at 56.4 percent. The overall vocabulary competency score was 80.76 percent.

The third category was 'Checking / Confirming / Denying' for which there were 13 vocabulary items as show in Table 5

Table 5
Checking/Confirming/Denying

Vocabulary	Score	\bar{X}	S.D.	Percent
recognize	1	.82	.38	82.10
embassy	1	.92	.27	92.30
make a report	1	.84	.36	84.60
waitress	1	.59	.49	59.00

Table 5 (continued)

Vocabulary	Score	\bar{X}	S.D.	Percent
occupation	1	.71	.45	71.80
sidestreet	1	.46	.50	46.20
editor	1	.66	.47	66.70
file a report	1	.10	.30	10.30
give a refund	1	.84	.36	84.60
clerk	1	.79	.40	79.50
bus terminal	1	.82	.38	82.10
actually	1	.33	.47	33.30
were heard	1	.76	.42	76.90
Overall	13	8.69	2.51	66.87

N = 39

Table 5 shows the tourist police's vocabulary competency for the category Checking/ Confirming/ Denying evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the word 'embassy' at 92.30 percent. The lowest score was for the word 'file a report' at 10.30 percent. The overall vocabulary competency score was 66.87 percent.

The fourth category was 'Giving Directions' for which there were 14 vocabulary items as shown in Table 6.

Table 6

Giving Directions

Vocabulary	Score	\bar{X}	S.D.	Percent
on the other side	1	.64	.48	64.40

Table 6 (continued)

Vocabulary	Score	\bar{X}	S.D.	Percent
straight	1	.87	.33	87.20
gas station	1	.64	.48	64.10
in the back of	1	.87	.33	87.20
got off	1	.82	.38	82.10
far	1	.82	.38	82.10
the silk shop	1	.84	.36	84.60
the stairs	1	.43	.50	43.60
go straight and turn left	1	.92	.27	92.30
intersection	1	.79	.40	79.50
direction	1	.66	.47	66.70
got on	1	.05	.22	5.10
tour agency	1	.82	.38	82.10
information desk	1	.89	.30	89.70
Overall	14	10.10	2.78	72.19

N = 39

Table 6 shows the tourist police's vocabulary competency for the category 'Giving Direction' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the word 'go straight and turn left' at 92.30 percent. The lowest score was for the word 'got on' at 5.10 percent. The overall vocabulary competency score was 72.19 percent.

The fifth category was 'Giving Advice and Instructions' for which there were 10 vocabulary items as shown in table 7.

Table 7

Giving Advice and Instructions

Vocabulary	Score	\bar{X}	S.D.	Percent
public office	1	.87	.33	87.20
photocopy	1	.71	.45	71.80
advice	1	.76	.42	76.90
deserted area	1	.87	.33	87.20
stranger	1	.82	.38	82.10
souvenir	1	.76	.42	76.90
The General Post Office	1	.89	.30	89.70
handicraft	1	.84	.36	84.60
bus conductor	1	.59	.49	59.00
spend a night	1	.87	.33	87.20
Overall	10	8.02	2.26	80.26

N = 39

Table 7 shows the tourist police's vocabulary competency for the category 'Giving Advice and Instructions' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the word 'The General Post Office' at 89.70 percent. The lowest score was for the word 'bus conductor' at 59.00 percent. The overall vocabulary competency score was 80.26 percent.

The sixth category was 'Complaining and Showing Sympathy' for which there were 11 vocabulary items as shown in table 8.

Table 8

Complaining and Showing Sympathy

Vocabulary	Total Score	\bar{X}	S.D.	Percent
extortion	1	.61	.49	61.50
purse	1	.74	.44	74.40
pick (someone's) pocket	1	.61	.49	61.50
luggage	1	.82	.38	82.10
bracelet	1	.76	.42	76.90
was stomped on	1	.74	.44	74.40
restaurant	1	.84	.36	84.60
awful	1	.61	.49	61.50
terrible	1	.41	.49	41.00
unfortunate	1	.51	.50	51.30
plan	1	.61	.48	64.10
Overall	11	7.33	2.42	66.66

N = 39

Table 8 shows the tourist police's vocabulary competency for the category 'Complaining and Showing Sympathy' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the word 'restaurant' at 84.60 percent. The lowest score was for the word 'terrible' at 41.00 percent. The overall vocabulary competency score was 66.66 percent.

The seventh category was 'Explaining the Situation/Apoloizing' for which there were 8 vocabulary items as shown in table 9.

Table 9

Explaining the Situation/Apoloizing

Vocabulary	Total Score	\bar{X}	S.D.	Percent
budget	1	.46	.50	46.20
juice	1	.69	.46	69.20
helpful	1	.61	.49	61.50
evidence	1	.69	.46	69.20
apologize	1	.51	.50	51.30
civil case	1	.71	.45	71.80
excuse	1	.82	.38	82.10
mid-night	1	.92	.27	92.30
Overall	8	5.43	2.06	68.00

N = 39

Table 9 shows the tourist police's vocabulary competency for the category 'Explaining the Situation/Apoloizing' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the word 'mid-night' at 92.30 percent. The lowest score was for the word 'budget' at 46.20 percent. The overall vocabulary competency score was 68.00 percent.

The eighth category was for 'Describing people' which were 47 vocabulary items as shown in table 10.

Table 10
Describing People

Vocabulary	Score	\bar{X}	S.D.	Percent
seedy	1	.69	.46	69.20
triangular face	1	.82	.38	82.10
complexion	1	.64	.48	64.10
jump suit	1	.48	.50	48.70
two piece-dress	1	.10	.30	10.30
crooked-nose	1	.17	.38	17.90
kinky	1	.69	.46	69.20
hooked-nose	1	.76	.42	76.90
casual dress	1	.51	.50	51.30
teenager	1	.84	.36	84.60
birthmark	1	.48	.50	48.70
short	1	.79	.40	79.50
oval face	1	.79	.40	79.50
tank top	1	.66	.47	66.70
armless	1	.69	.46	69.20
scar	1	.71	.45	71.80
attractive	1	.66	.47	66.70
slanted eyes	1	.02	.16	2.60
wide-striped shirt	1	.35	.48	35.90
heavy-built	1	.61	.49	61.50
slim	1	.56	.50	56.40
pale	1	.71	.45	71.80
plump	1	.66	.47	66.70
full lips	1	.69	.46	69.20

Table 10 (continued)

Vocabulary	Score	\bar{X}	S.D.	Percent
pony tail	1	.38	.49	38.50
fair	1	.43	.50	43.60
well-built	1	.59	.49	59.00
short-sleeved shirt	1	.61	.49	61.50
mid-twenties	1	.30	.46	30.80
gray hair	1	.25	.44	25.60
T-shirt	1	.79	.40	79.50
bony face	1	.79	.40	79.50
sloppy	1	.69	.46	69.70
distorted leg	1	.30	.46	30.80
thick	1	.46	.50	46.20
harelip	1	.74	.44	74.40
pants	1	.30	.46	30.80
sharp-pointed nose	1	.38	.49	38.50
sport-shirt	1	.64	.48	64.10
shabby	1	.28	.45	28.20
rugged-looking	1	.41	.49	41.10
curly-hair	1	.61	.49	61.50
skirt	1	.92	.27	92.30
twisted mouth	1	.38	.49	38.50
well-dressed	1	.82	.38	82.10
jacket	1	.92	.27	92.30
pointed ears	1	.23	.42	23.10
Overall	47	26.51	7.62	56.42

Table 10 shows the tourist police's vocabulary competency for the category 'Describing People' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the words 'skirt' and 'jacket' at 92.30 percent. The lowest score was for the word 'slanted eyes' at 2.60 percent. The overall vocabulary competency score was 56.42 percent.

The ninth category was 'Asking Information' for which there were 32 vocabulary items as shown in table 11.

Table 11

Asking Information

Vocabulary	Score	\bar{X}	S.D.	Percent
slash	1	.66	.47	66.70
brand	1	.84	.36	84.60
bag	1	.56	.50	56.40
discover	1	.74	.44	74.40
fell asleep	1	.20	.40	20.50
around there	1	.56	.50	56.40
stab	1	.38	.49	38.40
insurance company	1	.89	.30	89.70
fight back	1	.51	.50	51.30
was armed	1	.87	.33	87.20
cost	1	.89	.30	89.70
incident	1	.56	.50	56.40
at what time	1	.92	.27	92.30
find out	1	.61	.49	61.50
antique shop	1	.69	.46	69.20
take	1	.48	.50	48.70

Table 11 (continued)

Vocabulary	Score	\bar{X}	S.D.	Percent
approach	1	.33	.47	33.30
kind	1	.69	.46	69.20
railway-station	1	.89	.30	89.70
loss	1	.84	.36	84.60
suspect	1	.76	.42	76.90
robbery	1	.30	.46	30.80
camera	1	.82	.38	82.10
size	1	.87	.33	87.20
notice	1	.51	.50	51.30
refuse	1	.66	.47	66.70
signature	1	.89	.30	89.70
shopping arcade	1	.89	.30	89.70
citizenship	1	.25	.44	25.60
stolen	1	.92	.27	92.30
crowd	1	.53	.50	53.80
gem	1	.94	.22	94.90
Overall	32	21.61	5.69	67.54

N = 39

Table 11 shows the tourist police's vocabulary competency for the category 'Asking Information' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the words 'gem', 'at what time' and 'stolen' at 94.90, and 92.30 percent respectively. The

lowest score was for the word 'fell asleep' at 20.50 percent. The overall vocabulary competency score was 67.54 percent.

The tenth category was 'Translation' for which there were 10 vocabulary items as shown in table 12.

Table 12

Translation

Vocabulary	Score	\bar{X}	S.D.	Percent
came back	1	.79	.40	79.50
was gone	1	.66	.47	66.50
breakfast	1	.94	.22	94.90
disappear	1	.46	.50	46.20
beach cabana	1	.56	.50	56.40
gay	1	.89	.30	89.70
offers a ride	1	.71	.45	71.80
realized	1	.69	.46	69.20
went swimming	1	.94	.22	94.90
wristwatch	1	.64	.48	64.10
Overall	10	7.33	2.13	73.32

N = 39

Table 12 shows the tourist police's vocabulary competency for the category 'Translation' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the words 'breakfast' and 'went swimming' at 94.90 percent. The lowest was for the word 'disappear' at 46.20 percent. The overall vocabulary competency score was 73.32 percent.

The eleventh category was 'Occupations' for which there were 30 vocabulary items as shown in Table 13.

Table 13
Occupations

Vocabulary	Score	\bar{X}	S.D.	Percent
debtor	1	.35	.48	35.90
mechanic	1	.71	.45	71.80
laborer	1	.79	.40	79.50
carpenter	1	.74	.44	74.40
investigator	1	.74	.44	74.40
security guard	1	.87	.33	87.20
designer	1	.89	.30	89.70
musician	1	.87	.33	87.20
porter	1	.53	.50	53.80
instructor	1	.17	.38	17.90
truck driver	1	.84	.36	84.60
sculptor	1	.43	.50	43.60
journalist	1	.51	.50	51.30
goldsmith	1	.82	.38	82.10
electrician	1	.82	.38	82.10
bartender	1	.84	.36	84.60
vendor	1	.76	.42	76.90
housekeeper	1	.61	.49	61.50
agriculturist	1	.12	.33	12.80
dress-maker	1	.69	.46	69.20
tailor	1	.87	.33	87.20

Table 13 (continued)

Vocabulary	Score	\bar{X}	S.D.	Percent
engineer	1	.92	.27	92.30
hair-dresser	1	.51	.50	51.30
construction-worker	1	.84	.36	84.60
grocer	1	.30	.46	30.80
ticket seller	1	.89	.30	89.70
secretary	1	.94	.22	94.90
foreman	1	.94	.22	94.90
detective	1	.66	.47	66.70
translator	1	.82	.38	82.10
Overall	30	19.66	4.72	69.84

N = 39

Table 13 shows the tourist police's vocabulary competency for the category 'Occupations' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the words 'foreman', 'secretary' and 'engineer' at 94.90, and 92.30 percent respectively. The lowest score was for the words 'instructor' and 'agriculturist' at 17.90 and 12.80 percent respectively. The overall vocabulary competency score was 69.84 percent.

The twelfth category was 'Tourist Attractions' for which there were 15 vocabulary items as shown in table 14.

Table 14

Tourist Attractions

Vocabulary	Score	\bar{X}	S.D.	Percent
Democracy Monument	1	.94	.22	94.90
Doi Inthanon National Park	1	.89	.30	89.70
The National Museum	1	.94	.22	94.90
The Temple of Emerald	1	.89	.30	89.70
The Golden Mountain	1	.92	.27	92.30
The Grand Palace	1	.79	.40	79.50
The Marble Temple	1	.79	.40	79.50
The Bridge on The River Kwai	1	.97	.16	97.40
The crocodile Farm	1	.92	.27	92.30
The War Cemetery	1	.66	.47	66.70
The Victory Monument	1	.69	.46	69.20
Bang-Pa-In Summer Palace	1	.94	.22	94.90
The Night Bazaar	1	.92	.27	92.30
The Rose Garden	1	.92	.27	92.30
Pra Pathom Chedi	1	.92	.27	92.30
Overall	15	13.17	2.40	87.86

N = 39

Table 14 shows the tourist police's vocabulary competency for the category 'Tourist Attractions' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the words 'The Bridge on the River Kwai', 'The National Museum', 'Bang Pa-In Summer Palace', 'The Golden Mountain', 'The Crocodile Farm', 'The Night Bazaar' and 'Pra Pathom Chedi' at 97.40 , 94.90 and 92.30 percent respectively. The lowest score was for the

word 'War Cemetery' at 66.70 percent . The overall vocabulary competency score was 87.86 percent.

The thirteenth category was 'Legal Terms' for which there were 39 vocabulary items as shown in table 15.

Table 15

Legal Terms

Vocabulary	Score	\bar{X}	S.D.	Percent
make a statement	1	.74	.44	74.40
well-grounded	1	.51	.50	51.30
deceive	1	.64	.48	64.10
presume	1	.66	.47	66.70
the value of this property	1	.53	.50	53.80
interpreter	1	.17	.38	17.90
victim	1	.23	.42	23.10
legal presentation	1	.56	.50	56.40
material evidence	1	.56	.50	56.40
injured person	1	.66	.47	66.70
bad faith	1	.64	.48	64.10
charge	1	.48	.50	48.70
hard-substance	1	.53	.50	53.80
trial	1	.48	.50	48.70
search for	1	.46	.50	46.20
insulted	1	.59	.49	59.00
compoundable offense	1	.56	.50	56.40
threatened	1	.69	.46	69.20
inquiry	1	.71	.45	71.80
receipt	1	.92	.27	92.30

Table 15 (continued)

Vocabulary	Score	\bar{X}	S.D.	Percent
allegation	1	.35	.48	35.90
file a motion	1	.51	.50	51.30
presumption	1	.84	.36	84.60
the file of the case	1	.28	.45	28.20
fright	1	.30	.46	30.80
term	1	.30	.46	30.80
accuse	1	.59	.49	56.00
intentionally	1	.46	.50	43.20
place of residence	1	.25	.44	25.60
saying	1	.82	.38	82.10
doing	1	.28	.45	28.20
offense against body	1	.71	.45	71.80
defenses	1	.20	.40	20.50
inquiry official	1	.84	.36	84.60
description	1	.89	.30	89.70
fight	1	.82	.38	82.10
by mistake	1	.35	.48	35.90
authority	1	.51	.50	51.30
claim	1	.46	.50	46.20
Overall	39	21.20	7.17	54.50

N = 39

Table 15 shows the tourist police's vocabulary competency for the category 'Legal Terms' evaluated by the percentage of the subjects who could recognize the

words in this category. It can be seen that the highest score was for the words 'receipt', 'description' and 'inquiry official' at 92.3, 89.7 and 84.6 percent respectively. The lowest score was for the words 'victim', 'defenses' and 'interpreter' at 23.10, 20.50 and 17.90 percent respectively. The overall vocabulary competency score was 54.50 percent.

The fourteenth category was 'Precious Stones/Ornaments' for which there were 10 vocabulary items as shown in table 16.

Table 16

Precious Stones/Ornaments

Vocabulary	Score	\bar{X}	S.D.	Percent
pendant	1	.46	.50	46.20
chain	1	.38	.49	38.50
pearl	1	.66	.47	66.70
engagement ring	1	.10	.30	10.30
necklace	1	.82	.38	82.10
black onyx	1	.79	.40	79.50
moonstone	1	.20	.40	20.50
blue sapphire	1	.76	.42	76.90
ruby	1	.71	.45	71.80
emerald	1	.59	.49	59.00
Overall	10	5.51	1.91	55.15

N = 39

Table 16 shows the tourist police's vocabulary competency for the category 'Precious Stones/Ornaments' evaluated by the percentage of the subjects who could recognize the words in this category. It can be seen that the highest score was for the words 'black onyx', blue sapphire' and 'ruby' at 79.50, 76.90 and 71.80 percent

respectively. The lowest score was for the words 'moonstone' and 'engagement ring' at 20.50 and 10.30 percent respectively. The overall vocabulary competency score was 55.15 percent.

Summary

From the result of the data analysis of English vocabulary competency of the tourist police, the vocabulary categories can be ranked from the highest to the lowest as seen in table 17.

Table 17

Ranking of Vocabulary by category

Rank	Category	Score	Percent
1	Answering Phone Calls	6	88.76
2	Tourist Attractions	15	87.86
3	Giving Advice and Instructions	10	80.26
4	Greeting and Offering Help	9	75.77
5	Translations	10	73.32
6	Giving Directions	14	72.19
7	Occupations	30	69.84
8	Explaining the Situation/ Apologizing	8	67.95
9	Complaining and Showing Sympathy	11	66.66
10	Asking information	32	67.54
11	Checking/Confirming/Denying	13	66.87
12	Describing people	47	56.42
13	Precious Stones/Ornaments	10	55.15
14	Legal Terms	39	54.50
Overall		254	70.22

N = 39

Table 17 shows the ranking of vocabulary competency by category. It can be seen that the highest score was for the categories 'Answering Phone Calls', 'Tourist Attraction' and 'Giving Advice and Instructions' at 88.76, 87.86 and 80.26 percent respectively. The lowest score was for 'Describing People', 'Precious Stones/Ornaments' and 'Legal Terms' at 56.42, 55.15 and 54.50 percent respectively.

Research Question Two

What kind of vocabulary problems and problem in English language usage are encountered by the tourist police in the lower central region of Thailand when communicating with tourists ?

Finding Two

The second part of the vocabulary test was the open ended question regarding problems in using English vocabulary. From a total of 39 respondents 33 answered the question while 6 of them didn't respond. Some of the responses included information not relevant to using vocabulary. The responses are comprised of two sections: problems and suggestions. The result of the data analysis of the responses can be seen in table 18 and 19. A discussion of the problems relevant to using English vocabulary will be discussed in Chapter V.

The problems of English vocabulary and English language usage of the tourist police was shown in table 18.

Table 18

Problems of Using English Vocabulary

Rank	Problem	Respondent	Percent
1	The different accents of the tourists from different countries make it difficult for the tourist police to understand.	21	63.63

Table 18 (continued)

Rank	Problem	Respondent	Percent
2	The tourist police can't understand the tourists because they speak so fast	7	21.21
3	Some of the tourist police don't speak English therefore they can't communicate with the tourist police	6	18.18
4	The tourist police have a limited vocabulary knowledge therefore they can't recognize the words spoken by the tourists.	4	12.12
5	The tourist police don't have knowledge of formal and polite conversation structure	1	3.03
6	The tourist police have difficulty with English pronunciation.	1	3.03
7	Although the tourist police say they have adequate vocabulary knowledge, they have difficulty verbalizing their thoughts.	1	3.03
8	The tourist police have less difficulty communicating with native English speakers from England, Australia and American than other countries.	1	3.03
9	They have difficulty in reading the tourists' writing on complaint forms	1	3.03
10	The tourist police can't remember the vocabulary for describing people or legal terms which causes problems in their inquiries.	1	3.03

Table 18 shows the tourist police's responses from the questionnaire, evaluated by the percentage of the respondents. It can be stated that the highest problem was item '1' which is about the problems in listening the tourists' accent . It was 63.63 percent. The least sophistication was item 5 to 10 which were about the inadequate knowledge of formal and polite conversation structure, the difficulty of English pronunciation, the lack of speaking skill, the tourist police's less difficulty communicating with native English speakers from England, Australia and America than other countries, the difficulty in reading the tourists' forms and the lack of skill in using the vocabulary about 'describing people' and 'legal terms' with 3.03 percent.

The tourist police's suggestions is shown in table 19.

Table 19

The Tourist Police's Suggestions to Improve Their Language Potential.

Rank	Suggestion	Respondent	Percent
1	The tourist police would like to practice English conversation with foreigners to improve their language skills. Some want to have language class one time per year, some two or three times per month.	11	33.33
2	The tourist police would like to have classes in different languages, for example, Chinese, Japanese and German.	5	15.15
3	The tourist police want the Tourism Authority of Thailand to make signs in English to warn tourists of danger in some areas.	1	30.30

Table 19 shows the rank of the tourist police's suggestions evaluated by the percentage of the respondents who expressed their opinions. It can be seen that most respondents would like to have English conversation practicing more. It was at 33.33 percent.

