



**FACTORS AFFECTING PUBLIC SPEAKING ANXIETY
AMONG EMPLOYEES AT A PRIVATE
CONSTRUCTION COMPANY IN BANGKOK**

BY

MISS ASMA THAICHAROEN

**AN INDEPENDENT STUDY PAPER SUBMITTED IN PARTIAL
FULFILLMENT OF
THE REQUIREMENTS FOR THE DEGREE OF
MASTER OF ARTS IN CAREER ENGLISH FOR
INTERNATIONAL COMMUNICATION
LANGUAGE INSTITUTE
THAMMASAT UNIVERSITY
ACADEMIC YEAR 2017
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ENTITLED

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AT A PRIVATE CONSTRUCTION COMPANY IN BANGKOK

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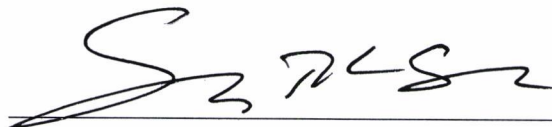
(Sichon Koowuttayakorn, Ph.D.)

Member and Advisor



(Associate Professor Nopporn Sarobol)

Dean



(Associate Professor Supong Tangkiengsirisin, Ph.D.)

Independent Study Title	FACTORS AFFECTING PUBLIC SPEAKING ANXIETY AMONG EMPLOYEES AT A PRIVATE CONSTRUCTION COMPANY IN BANGKOK
Author	Miss Asma Thaicharoen
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Independent Study Advisor	Associate Professor Nopporn Sarobol
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ABSTRACT

This research study aimed to investigate the public speaking anxiety (PSA) among the employees at a private construction company in Bangkok. The aims of this study were to examine the factors affecting public speaking anxiety, and the level of public speaking anxiety at three different stages of public speaking --- before speaking, during speaking and after speaking. The participants in this study were 54 employees from two departments at a private construction company in Bangkok. The instrument in this research was a questionnaire adapted from a reliable measure of public speaking anxiety called the Personal Report of Public Speaking Anxiety (PRPSA) implemented by McCroskey (1970). The findings showed that the personality factor was the most influential factor that contributed to anxiety. The personality factor had the highest mean score (mean score = 3.24) followed by knowledge and ability factor (mean score = 3.13) and atmosphere factor (mean score = 2.98). All of them were found to be at a moderate level of public speaking anxiety. Moreover, the results revealed the average mean of the anxiety level in each stage, before speaking, during speaking and after speaking. The before speaking stage had the highest mean score of anxiety (mean score = 3.32) while, for the during speaking stage, the mean score of anxiety declined (mean score = 3.23). In the after speaking

stage, the mean score continued to decline (mean score = 3.13). All of them were found to be at a moderate level of public speaking anxiety.

Keywords: Public speaking, public speaking anxiety, employees, private construction company.



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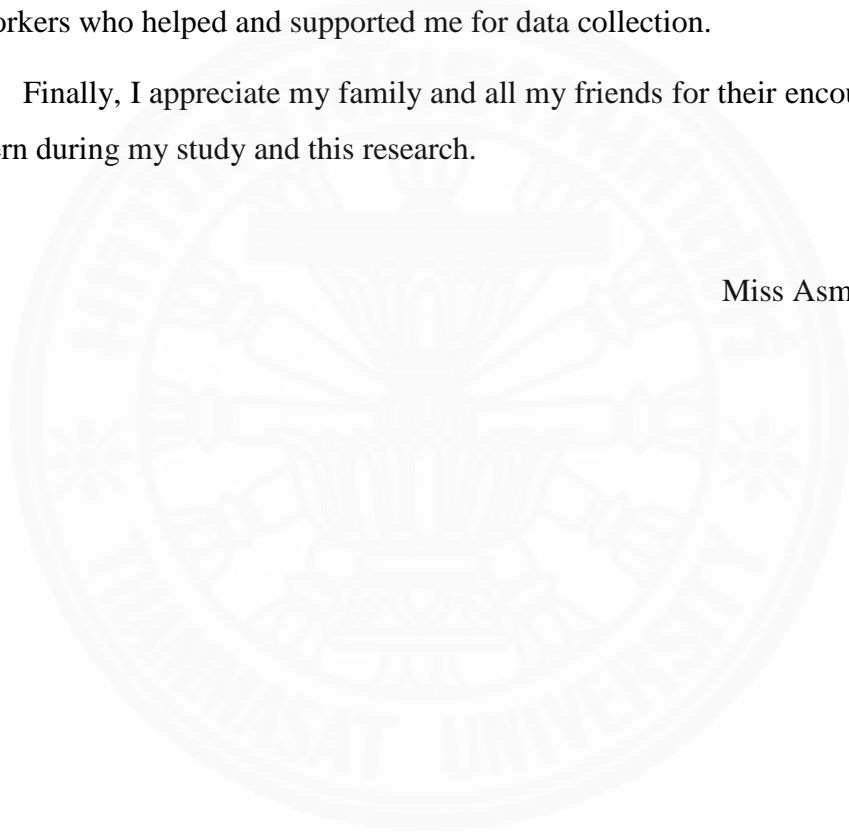


TABLE OF CONTENTS

	Page
ABSTRACT	i
ACKNOWLEDGEMENTS	iii
LIST OF TABLES	vi
LIST OF ABBREVIATIONS	vii
CHAPTER 1 INTRODUCTION	1
1.1 Background of the Study	1
1.2 Statement of Problems	2
1.3 Research Questions	2
1.4 Objectives of the Study	2
1.5 Definitions of Terms	3
1.6 Scope of the Study	3
1.7 Significance of the Study	4
1.8 Organization of the Study	4
CHAPTER 2 REVIEW OF LITERATURE	6
2.1 The Definition of Anxiety	6
2.2 Public Speaking Anxiety	7
2.3 Factors Causing Public Speaking Anxiety	9
2.4 Relevant Research	9
2.5 Summary	11

CHAPTER 3 RESEARCH METHODOLOGY	12
3.1 Participants	12
3.2 Research Instrument	12
3.3 Procedures	14
3.4 Data Analysis	15
CHAPTER 4 RESULTS	16
4.1 Personal Information of the Participants	16
4.2 Factors Affecting Public Speaking Anxiety	20
4.3 Levels of Public Speaking Anxiety	23
4.4 Opinions about Factors Affecting Public Speaking Anxiety	29
CHAPTER 5 DISCUSSION, CONCLUSION AND RECOMMENDATIONS	31
5.1 Summary of the Study	31
5.2 Summary of the Findings	32
5.3 Discussion	35
5.4 Conclusion	37
5.5 Recommendations for Further Research	37
REFERENCES	39
APPENDICES	
APPENDIX A	43
APPENDIX B	50
BIOGRAPHY	57

LIST OF TABLES

Tables	Page
Table 1 Gender of the participants	16
Table 2 Age of the participants	17
Table 3 Education Background	17
Table 4 Department that participants work	18
Table 5 Marital Status	18
Table 6 Length of experience working at a private construction Company	19
Table 7 Level of English Proficiency of the participants	19
Table 8 Factors Affecting Public Speaking Anxiety in the Aspect of Personality Factor	20
Table 9 Factors Affecting Public Speaking Anxiety in the Aspect of Atmosphere Factor	21
Table 10 Factors Affecting Public Speaking Anxiety in the Aspect of Knowledge and Ability Factor	22
Table 11 Means of Factors Affecting Public Speaking Anxiety	23
Table 12 Level of Anxiety during the Stage of “Before Speaking”	24
Table 13 Level of Anxiety during the Stage of “During Speaking”	26
Table 14 Level of Anxiety during the Stage of “After Speaking”	27
Table 15 Mean of Anxiety Levels of Each Stage	29

LIST OF ABBREVIATIONS

Symbols/Abbreviations

Terms

PSA

Public speaking anxiety

PRPSA

The Personal Report of Public Speaking
Anxiety



CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Skills in communication are the most important in achieving success in one's career. To be successful in a career, employees are required to have a good oral communication skill. According to McCroskey, Teven, Minielli, and McCroskey (2014), oral communication skill is an important skill which is required in employment. Having a good oral communication skill can have a huge impact on a career. Therefore, employees who have good oral communication skill will have more opportunities in the job market compared with others who are poor in oral communication skill.

However, there is another kind of oral communication called "public speaking". Verderber, Verderber and Sellnow (2008, p.2) said that "public speaking is one kind of sustained formal presentations made by a speaker to an audience". O'Hair, Rubenstein and Stewart (2007) described public speaking anxiety or PSA as apprehension and tension when people have to speak in a public. Moreover, public speaking anxiety is a common fear people have around the world. Wallach, Safir, & Bar-Zvi (2009) defined public speaking anxiety (PSA) as a phobia. When employees feel anxious, it will probably decrease their effectiveness when they give public speeches.

Public speaking anxiety can become a problem. According to Richmond & McCroskey (1998), people with high anxiety levels are seen as less competent. They tend to avoid interviews and make a poor impression in an interview. They usually have low job satisfaction, hold lower-paying positions, have lower-status, and are less likely to be promoted to supervisory positions. Moreover, Bartoo & Sias (2004) said that the employees will receive less important information when a supervisor has high anxiety.

1.2 STATEMENT OF PROBLEMS

At a private construction company in Bangkok, the employees from two departments which consists of the normal concrete delivery department and the retail concrete delivery department are required to present formal reports, for example, sales volume, and customer complaints, to a team member every month at a monthly conference. From my observation, the employees try to avoid public speaking. If this problem is not solved, it could lead to negative behaviors in performing their duties, for example, they might avoid having a meeting with customers in person, and they might turn to use e-mail as a major way to communicate.

Therefore, the findings about the factors affecting public speaking anxiety and the level of public speaking anxiety could be very helpful for the employees at a private construction company in Bangkok to reduce their anxiety and give an effective public speech.

1.3 RESEARCH QUESTIONS

The research questions of this study are the following:

1.3.1 What are the factors affecting public speaking anxiety among the employees at a private construction company in Bangkok?

1.3.2 What are the levels of public speaking anxiety at three different stages of public speaking --- before speaking, during speaking and after speaking among the employees at a private construction company in Bangkok?

1.4 OBJECTIVES OF THE STUDY

There are two the objectives of this study:

1.4.1 To investigate factors affecting public speaking anxiety among the employees at a private construction company in Bangkok.

1.4.2 To examine the level of public speaking anxiety at three different stages of public speaking --- before speaking, during speaking and after speaking among the employees at a private construction company in Bangkok.

1.5 DEFINITIONS OF TERMS

The terms mentioned in this research study are defined as follows:

1.5.1 **Factors** contributing to anxiety refer to factors that influence an employee's anxiety during the process of preparing, performing and after performing a speech.

1.5.2 **Public speaking** refers to the process of preparing, performing and after performing a speech by the employees for a group of people who listen. It usually lasts an hour every month as a monthly conference.

1.5.3 **Public speaking anxiety or PSA** refers to anxiety associated with oral presentations among the employees at a private construction company in Bangkok. O'Hair, Rubenstein and Stewart (2007) mentioned that public speaking anxiety is feelings of worry and fear when an individual speaks in public.

1.5.4 **Anxiety** refers to an individual feeling fear, uneasiness and worry associated with triggering his or her anxious system. (Horwitz, Horwitz, & Cope, 1986).

1.5.5 **Employee** refers to a ready mix concrete sales representative who work at a private construction company from two departments which consists of the normal concrete delivery department and the retail concrete delivery department.

1.5.6 **Private Construction Company** refers to a company which manufactures cement, ready-mix concrete, construction aggregates in Bangkok.

1.5.7 **Stages of Public Speaking** refer to the three parts of public speaking --- before speaking, during speaking and after speaking.

1.6 SCOPE OF THE STUDY

This research study is limited to examining factors affecting public speaking anxiety and the level of public speaking anxiety among the employees at a private construction company in Bangkok at three different stages of public speaking --- before speaking, during speaking and after speaking.

The respondents are 54 employees from two departments at a private construction company which consists of the normal concrete delivery department and the retail concrete delivery department.

1.7 SIGNIFICANCE OF THE STUDY

This survey on the factors influencing public speaking anxiety and the level of public speaking anxiety among employees at a private construction company in Bangkok is significant in the following aspects.

1.7.1 This study intends to investigate the factors affecting public speaking anxiety and the level of public speaking anxiety among employees at a private construction company in Bangkok. The findings from the investigation can help the employees understand and realize the causes of public speaking anxiety and can be applied for decreasing employees' anxiety in public speaking.

1.7.2 The overall results of the study can provide useful information about public speaking anxiety at the different stages of public speaking which could lead to the delivery of effective public speaking.

1.8 ORGANIZATION OF THE STUDY

This research investigating the factors affecting public speaking anxiety at a private construction company in Bangkok is separated into five chapters as follows:

1.8.1 Chapter One includes the introduction, background of the study, statement of problems, research questions, objectives of the study, the definition of terms, the scope of the study, the significance of the study and the organization of the study.

1.8.2 Chapter Two contains the review of literature related to the theory and previous studies of public speaking anxiety.

1.8.3 Chapter Three involves the research methodology used in conducting the research. It includes the participants, instrument, procedures and data analysis.

1.8.4 Chapter Four showed the results of the study derived from the survey.

1.8.5 Chapter Five presents a summary of findings, discussions, conclusions, and recommendations for the future research.



CHAPTER 2

REVIEW OF LITERATURE

This chapter reviews the literature in five main areas:

- (1) The definition of anxiety
- (2) Public speaking anxiety
- (3) Factors causing public speaking anxiety
- (4) Relevant research
- (5) Summary

2.1 THE DEFINITION OF ANXIETY

2.1.1 Anxiety

The word “anxiety” can be defined in several ways. Thus, it is important to comprehend the definition of anxiety from experts as follows:

Horwitz, Horwitz, and Cope (1986) mentioned that anxiety is the individual’s feeling of tension, apprehension, uneasiness and nervousness associated with triggering his or her anxious system.

Moreover, Spielberger (1983) said that anxiety is the feeling of apprehension, uneasiness and nervousness related to a stimulation of the automatic anxious system.

Brown (2002) stated that anxiety was related to feelings of self-doubt, tension, fear, frustration and worry.

Furthermore, Clément (1980) defined anxiety as a complicated construct related to the learner’s psychology, including self-esteem, self-confidence, and feelings.

2.1.2 Type of anxiety

According to MacIntyre, P. D., and Gardner, R. C. (1991), anxiety is separated into three types: **Trait** anxiety refers to personality characteristics. A person who has trait anxiety easily get worried in any situation, with or without triggers. **Situation** anxiety is a type of trait anxiety. A person who has situation anxiety experiences extreme anxiety in specific situation. **State** anxiety refers to the anxious feeling occurring at a specific moment of time.

Due to the aforementioned definitions of anxiety, it can be defined in the field of public speaking for employees at a private construction company in Bangkok as, it refers to the personal negative feelings, for example, nervousness, worry, tension and apprehension that interrupt their public speaking.

2.2 PUBLIC SPEAKING ANXIETY

O'Hair, Rubenstein and Stewart (2007) mentioned that public speaking anxiety or PSA is apprehension and uneasiness when an individual speaks in public.

Moreover, Jaffe (2007) mentioned that the scope of public speaking anxiety is separated into two areas: process anxiety and performance anxiety. The process anxiety refers to the speaker's worry when preparing a speech. In additional, performance anxiety refers to the speaker's worry when giving an actual speech.

Furthermore, Fritscgher (2008) defined public speaking anxiety as a phobia called "glossophobia", which is fear of public speaking. The symptoms of glossophobia can be physically noticed because the body reacts to anxiety. The glossophobic person will experience one of these symptoms: "nervousness, increased heart rate, sweating and weak voice".

2.2.1 Four Milestones of Public Speaking Stages and Anxiety

According to Behnke and Sawyer (1999), the "four milestones of public speaking" refer to the four phases at the three different stages of public speaking. There are the before speaking stage (Anticipation), the minute before the

speaking stage (Confrontation), the last minute of the speaking stage (Adaptation), and the minute immediately following the speaking stage (Release).

Anticipation (the before speaking stage) is the level of anxiety the person experiences prior to speaking, including the anxiety and worry the person feels while preparing and waiting to speak.

Confrontation (the minute before the speaking stage) is the level of anxiety the person experiences when the person begins speaking.

Adaptation (the last minute of the speaking stage) is the level of anxiety the person experiences when the person finishes giving the speech.

Release (the minute immediately following the speaking stage) is the level of anxiety the person experiences when the person has already finished giving the speech.

Furthermore, many studies have found that the level of public speaking anxiety is likely to be at the peak at the stage of before speaking, then seems likely to decrease at the stage of during speaking and continue to decrease at the stage of after speaking.

2.2.2 The Personal Report of Public Speaking Anxiety (PRPSA)

The Personal Report of Public Speaking Anxiety (PRPSA) implemented by McCroskey (1970) has been widely used to measure PSA in many research studies. The Personal Report of Public Speaking Anxiety (PRPSA) consists of 34 questions and speakers are required to rate their level of anxiety in each question. Richmond and McCroskey (1998) mentioned that the PRPSA is a research instrument measuring public speaking anxiety that falls under the type of context-based communication apprehension. It effectively determines an individual's fear toward public speaking; it is usually chosen to be the research instrument for research focusing on public speaking anxiety or apprehension.

2.3 FACTORS CAUSING PUBLIC SPEAKING ANXIETY

According to MacIntyre and Thivierge (1995), an introverted personality makes an individual less willing to speak and this kind of person will experience public speaking anxiety. Moreover, introverted speakers have a negative opinion toward themselves. They also predict that they will receive a negative evaluation from the audience.

Regarding audience familiarity, Ayrest (1986) describes that a speaker might feel anxious because they worry that their speaking competence does not meet the audience's expectations.

Horwitz, Horwitz and Cope (1986) mentioned that people with high self-esteem tend to be less nervous than those with low self-esteem.

Furthermore, McCroskey and Richmond (1982) described a shy personality as easily frightened, reserved, and talks less. Therefore, this confirms that when the employees at a private construction company mentioned that they were shy, they were not willing to talk.

2.4 RELEVANT RESEARCH

Behnke and Sawyer (1999) studied milestones of anticipatory public speaking anxiety. The study aimed to examine the level of the anticipatory public speaking state. The first stage occurred at “the moment when the public speaking was assigned in the class”. The second stage was “the mid-point of the laboratory session during which the speeches were being prepared” and the third stage occurred at “the moment immediately preceding the formal presentation of the speech to the class”. The results revealed that the participants showed the highest level of anxiety just before the speaking stage while the second highest level of anxiety occurred at the moment when the public speaking was assigned. Finally, the lowest level of anxiety happened during the time that the speech was being prepared.

Chen (2009) studied the EFL undergraduate students' English oral communication anxiety. The PRPSA was used as one of the research instruments. The purposes of the study were to examine the level of anxiety and the causes of anxiety

among the graduate students for academic oral communication. The participants in this study were 18 Taiwanese graduate students in a university. The finding revealed that the students' public speaking anxiety level was at the moderate level. According to the results, it was shown that the Taiwanese students' anxiety was not too hard for them to handle.

Kaeoluan and Wattanavong (2003) also used the PRPSA as one of the research instruments to investigate the level of public speaking anxiety. The participants were members of an international public speaking and leadership club in Thailand. Their finding showed that the participants' public speaking anxiety ranged from moderate, low to very high.

Lee (2004) studied psychological factors that cause public speaking anxiety among 45 Japanese university freshmen students majoring in business administration. The researcher found that "a lack of confidence" was the only variable causes foreign language anxiety.

Zhang (2006) investigated the factors that cause public speaking anxiety in oral English classrooms in a Chinese university. The results presented that the most anxious situation occurred when students were singled out to give presentation in front of the class. The researcher found a multitude of causes affecting to student anxiety in class. One of them that happened often in the students' reflective papers is "poor proficiency of English speaking" Also, the researcher found "fear of making mistakes and being laughed at" were affecting student's anxiety". Furthermore, the researcher indicated that "many people in the audience" could make students very anxious when they spoke to the whole class.

Villar (2010) studied eight factors that may cause public speaking anxiety among 167 students. They are expectation, audience, training and experience, rejection, preparation, previous unpleasant experience, self-valuation and verbal fluency. The finding showed that four factors "self-valuation", "training and experience", "preparation" and "previous unpleasant experience", were found to significantly cause public speaking anxiety. Also, the "unknown audience" factor was found to be another cause leading to public speaking anxiety.

Witt, Roberts and Behnke (2008) studied comparative patterns of anxiety and unhappiness in public speaking. The participants were 210 undergraduate students joined in an elementary speaking communication class at a private university to examine the level of trait anxiety and unhappiness at each level of public speaking milestones of Anticipation (the before speaking stage), Confrontation (the minute before the speaking stage), Adaptation (the last minute of the speaking stage), and Release (the minute immediately following the speaking stage). The results revealed that the shapes of the patterns of trait anxiety and unhappiness were different. Moreover, the level of anxiety declined at each level of public speaking milestones: Anticipation (mean score = 19.76), Confrontation (mean score = 18.57), Adaptation (mean score = 11.24), and Release (mean score = 9.43).

2.5 SUMMARY

The topic of public speaking anxiety has been investigated, but the problem of public speaking anxiety still exists. From the previous studies, the findings showed that signs of public speaking anxiety might be emotional reactions such as fear, anxiety, worry, negative thought, and physical reactions such as shaking, sweating, rapid heartbeat. The signs of public speaking anxiety are different from individual to individual. Thus, the findings from each research gives a clearer understanding of the causes and effects of public speaking anxiety.

In conclusion, this chapter presented the review of related literature. The research methodology will be shown in the following chapter.

CHAPTER 3

RESEARCH METHODOLOGY

This chapter describes: (1) the participants, (2) the instrument, (3) the procedures, and (4) the data analysis

3.1 PARTICIPANTS

The participants in this study consisted of 54 employees at a private construction company in Bangkok from two departments. There were 34 employees from the normal concrete delivery department and 20 employees from the retail concrete delivery department. At these departments, employees were required to do public speaking every month at a monthly conference.

These groups were requested to answer a questionnaire to discover the factors that might have caused public speaking anxiety and their level of public speaking anxiety.

3.2 RESEARCH INSTRUMENT

In order to investigate the factors affecting public speaking anxiety and evaluate the level of the public speaking anxiety among employees at a private company in Bangkok, a questionnaire was used. The questionnaire was adapted from the Personal Report of Public Speaking Anxiety (PRPSA), which was implemented by McCroskey (1970). The modified questionnaire focuses on feelings before speaking, during speaking and after speaking. To get rid of any misunderstanding and miscommunication, the researcher provided a questionnaire in Thai version. The questionnaire was divided into four parts as follows:

Part 1: Personal information of the participants

The first part of the questionnaire focused on collecting background information of participants and consisted of seven close-ended questions regarding gender, age, education background, department at a private construction company,

marital status, length of working experience at a private construction company and level of English speaking skill.

Part 2: An investigation of factors affecting public speaking anxiety

The aim of this part was to measure the factors that frequently cause public speaking anxiety among the employees at a private construction company in Bangkok. The factors mentioned in many previous studies were asked in this study. The factors in this study were categorized into three factors: personality factor, atmosphere factor, and knowledge and ability factor. The questionnaire consisted of 15 statements along with those factors for example “I feel shy” (personality factor), “I am afraid of being laughed at” (atmosphere factor) and “I lack preparation” (knowledge and ability factor). The participants were asked to rate their agreement toward factors affecting their public speaking anxiety with a five-point Likert scale.

Part 3: An investigation of the level of public speaking anxiety

This part of the questionnaire was to investigate the level of public speaking anxiety. The Personal Report of Public Speaking Anxiety (PRPSA) was adapted to find the level of public speaking anxiety experienced by the participants. The questionnaires contained 30 statements of the three different stages of public speaking: before speaking (items no.1-10), during speaking (items no.11-20) and after speaking (items no.21-30), with five-point Likert scales ranging from “strongly agree” = 5, “agree” =4, “undecided” =3, “disagree” =2 and “strongly disagree” =1 for the participants to rate. The rate interpretation for the scales of opinion were categorized as follows:

Scales of Opinion	Rate Interpretation
Strongly agree	5
Agree	4
Undecided	3
Disagree	2
Strongly disagree	1

The total scales of opinion for each statement were analyzed into mean scores with the level of anxiety interpretation as follows:

Mean score	Level of Anxiety
4.21-5.00	Very high
3.41-4.20	High
2.61-3.40	Moderate
1.81-2.60	Low
1.00-1.80	Very low

Part 4: Open-ended questions

The last part was open-ended questions. It gave participants the chance to give more details about their anxiety in public speaking.

3.2.1 Pilot study

Before the data collection began, a pilot study was proceeded. The pilot questions were provided to five participants who were not participating in the study. The statements in the questionnaire were examined by the research advisor. After the questionnaires were pilot tested, it was adjusted in terms of content so that the participants would be able to understand and gave the correct information for this research study.

3.3 PROCEDURES

This part presents the procedures in collecting the data as follows:

3.3.1 Research Design

In this research, the questionnaire was used to investigate the factors affecting public speaking anxiety and the level of public speaking anxiety at a private construction company in Bangkok. The questionnaires were delivered to employees in both the normal concrete delivery department and the retail concrete delivery department.

3.3.2 Data Collection

The data collection took place at a private construction company in Bangkok. The questionnaires were distributed to 54 employees in both the normal concrete delivery department and the retail concrete delivery department employees. They were given one week to complete and returned the questionnaire to the researcher.

3.4 DATA ANALYSIS

After the 54 questionnaires were collected from the two departments, the raw data derived from all questionnaires were analyzed by using the Statistical Package for Social Sciences (SPSS) program as follows:

Part 1: The general data were analyzed by SPSS and illustrated in terms of frequency and percentage.

Part 2: To answer research question one on the factors affecting public speaking anxiety among the employees at a private construction company in Bangkok, the statements from Part 2 (no.1-15) were interpreted into rating scores. The total rating scores were analyzed into mean scores and finally the mean scores were interpreted to investigate the factors affecting public speaking anxiety among the employees.

Part 3: To answer research question two on the public speaking anxiety levels among the employees at a private construction company in Bangkok at three different stages of public speaking -- before speaking, during speaking and after speaking—the statements from Part 3 (no.1-30) were analyzed into mean scores and finally the mean scores were interpreted to examine the PSA level for each stage.

In summary, Chapter 3 has presented the methodology of the research regarding the participants, the instrument, the procedures and the data analysis. In the next chapter, the results of the study will be shown.

CHAPTER 4

RESULTS

The previous chapters consisted of the introduction, the review of literature and the methodology. This chapter presents the results of the study based on the data gained from the 54 employees at a private construction company in Bangkok. The study results are classified into four parts as follows:

- 4.1 Personal Information of the Participant.
- 4.2 Factors Affecting Public Speaking Anxiety
- 4.3 Levels of Public Speaking Anxiety
- 4.4 Opinions about Factors Affecting Public Speaking Anxiety

4.1 PERSONAL INFORMATION OF THE PARTICIPANTS

This part shows the frequency and percentage of the personal information of the participants of this research study, which are gender, age, education background, department at a private construction company, marital status, length of working experience at a private construction company and level of English proficiency. The results are analyzed as follows:

Table 1. Gender

Gender	Frequency	Percent (%)
Male	21	38.90
Female	33	61.10
Total	54	100.00

Table 1 shows the gender of participants, which indicates that the majority of the participants were female at 61.10%, whereas the rest of participants were male at 38.90%.

Table 2. Age

Age	Frequency	Percent (%)
26-30 years old	17	31.50
31-35 years old	12	22.20
36-40 years old	9	16.70
40 years old or more	16	29.60
Total	54	100.00

Table 2 shows the age of the participants. From Table 2, most of the participants (31.50%) were between 26-30 years old, 22.20% of them were between 31-35 years old, 16.70% of them were between 36-40 years old and 29.60% of them was 40 years old or more.

Table 3. Education Background

Education	Frequency	Percent (%)
Bachelor's Degree	34	63.00
Master's Degree	20	37.00
Total	54	100.00

Table 3 shows the education background of the participants, which shows that the majority of the participants (63.00%) held a bachelor's degree. The rest of the participants held master's degree at 37.00%.

Table 4. Department that Participants Work in

Department	Frequency	Percent (%)
NORMAL CONCRETE DELIVERY	34	63.00
RETAIL CONCRETE DELIVERY	20	37.00
Total	54	100.00

Table 4 shows the department at a private construction company that participants work in. From Table 4, most of the participants (63.00%) were from NORMAL CONCRETE DELIVERY DEPARTMENT and 37.00% of the participants were from RETAIL CONCRETE DELIVERY DEPARTMENT.

Table 5. Marital Status

Marital status	Frequency	Percent (%)
Single	38	70.40
Married	15	27.80
Divorced	1	1.90
Total	54	100.00

Table 5 shows the marital status of the participants, which indicates that the majority of the participants (70.4%) were single, 27.8% of them were married and 1.9% of them were divorced.

Table 6. Length of Working Experience at a Private Construction Company

Working experience (years)	Frequency	Percent (%)
Less than 1 year	5	9.30
1-5 years	20	37.00
6-10 years	15	27.80
11-15 years	11	20.40
16-20 years	3	5.60
Total	54	100.00

Table 6 shows the length of working experience at a private construction company. From Table 6, most of the participants (37.00%) have worked in this department between 1-5 years, 9.30% of the participants have worked less than 1 year, 27.80% of them have worked between 6-10 years, 20.40% of them have experience in this department between 11-15 years, and 5.60% of them have experience between 16-20 years.

Table 7. Level of English Proficiency of Participants

Level of English proficiency	Frequency	Percent (%)
Very Good	4	7.40
Good	10	18.50
Fair	23	42.60
Elementary	17	31.50
Total	54	100.00

Table 7 shows the level of English proficiency of the participants. The majority of the participants (42.60%) rated that their proficiency in English were at fair level. 7.40% of them thought that they were at a very good level, followed by 18.50% at a good level and 31.50% at an elementary level.

4.2 FACTORS AFFECTING PUBLIC SPEAKING ANXIETY

The second part of the questionnaire investigated factors affecting public speaking anxiety. The findings were divided into three tables for presenting three main factors affecting public speaking anxiety, including items no.1-5 which measure personality factor, item no. 6-10 which measure atmosphere factor and item no. 11-15 which measure knowledge and ability factor. The results were shown as follows:

4.2.1 PERSONALITY FACTOR

Table 8. Factors Affecting Public Speaking Anxiety in the Aspect of Personality Factor

Statements	Mean	S.D.	Ranking	Level of Interpretation
1. I lack self-confidence.	3.33	1.20	1	Moderate
2. I feel shy and insecure about my physical appearance	3.26	1.10	2	Moderate
3. I feel anxious easily.	3.24	1.10	3	Moderate
4. I feel stressed easily.	3.22	1.30	4	Moderate
5. I feel nervous easily.	3.13	1.36	5	Moderate
Total	3.24	1.21	-	Moderate

As shown in Table 8, the most significant factor affecting public speaking anxiety in terms of personality was item 1 “I lack self-confidence” (mean score = 3.33). However, the least significant level of this factor affecting public speaking anxiety was item 5 “I feel nervous easily” (mean score = 3.13). The levels of interpretation of both items were in a moderate level. In addition, the total mean score for the level of personality factor was in a moderate level (mean score = 3.24).

4.2.2 ATMOSPHERE FACTOR

Table 9. Factors Affecting Public Speaking Anxiety in the Aspect of Atmosphere Factor

Statements	Mean	S.D.	Ranking	Level of Interpretation
6. I am afraid of being laughed at and losing face.	2.54	1.11	5	Low
7. I am anxious about unfamiliar audiences or too many people in an audience.	3.22	1.24	2	Moderate
8. I am afraid of making mistakes.	3.57	1.13	1	High
9. I am afraid that someone might speak better than I do.	2.69	1.18	4	Moderate
10. I am afraid that my presentation won't impress the audience.	2.89	1.11	3	Moderate
Total	2.98	1.15	-	Moderate

As shown in Table 9, the most significant factor affecting public speaking anxiety in terms of atmosphere factor was item 8 “I am afraid of making mistakes” (mean score = 3.57). However, the least significant level of this factor affecting public speaking anxiety was item 6 “I am afraid of being laughed at and losing face” (mean score = 2.54). The level of interpretation of item 8 was in a high level and item 6 was in a low level. In addition, the total mean score for the level of atmosphere factor was in a moderate level (mean score = 2.98).

4.2.3 KNOWLEDGE AND ABILITY FACTOR

Table 10. Factors Affecting Public Speaking Anxiety in the Aspect of Knowledge and Ability Factor

Statements	Mean	S.D.	Ranking	Level of Interpretation
11. I lack preparation.	3.09	1.14	3	Moderate
12. I lack personal knowledge about the topic.	2.85	1.16	5	Moderate
13. I lack oral language proficiency	3.02	1.06	4	Moderate
14. I lack experience speaking in front of an audience.	3.44	1.11	1	High
15. I feel bad about my speaking ability.	3.24	0.99	2	Moderate
Total	3.13	1.09	-	Moderate

As shown in Table 10, the most significant factor affecting public speaking anxiety in terms of knowledge and ability factor was item 14 “I lack experience speaking in front of an audience” (mean score = 3.44). However, the least significant

level of this factor affecting public speaking anxiety was item 12 “I lack personal knowledge about the topic” (mean score = 2.85). The level of interpretation of item 14 was in a high level and item 12 was in a moderate level. In addition, the total mean score for the level of knowledge and ability factor was in a moderate level (mean score = 3.13).

4.2.4 FACTORS AFFECTING PUBLIC SPEAKING ANXIETY

Table 11. Means of Factors Affecting Public Speaking Anxiety

Factors	Mean	S.D.	Ranking	Level of Interpretation
Personality	3.24	1.21	1	Moderate
Knowledge and Ability	3.13	1.09	2	Moderate
Atmosphere	2.98	1.15	3	Moderate

As shown in Table 11, the results revealed that the personality factor was the most influential factor that contributed to anxiety. The personality factor has the highest mean score (mean score = 3.24) followed by knowledge and ability factor (mean score = 3.13) and atmosphere factor (mean score = 2.98), respectively. All of them were found to be at a moderate level of public speaking anxiety.

4.3 LEVELS OF PUBLIC SPEAKING ANXIETY

In the third part of the questionnaire, the participants were requested to rate their level of anxiety at three different stages in public speaking: before speaking, during speaking and after speaking. The results were presented as follows:

4.3.1 LEVEL OF AXIETY BEFORE SPEAKING

Table 12. Level of Anxiety during the Stage of “Before Speaking”

Statements	Mean	S.D.	Ranking	Level of Interpretation
1. While preparing to give a presentation, I feel stressed and nervous.	3.41	1.19	4	High
2. I am anxious when I think of a presentation coming up.	3.48	1.19	1	High
3. I have trouble falling asleep the night before the presentation.	3.02	1.35	10	Moderate
4. I felt anxious while sitting in the meeting room before my presentation begins.	3.39	1.14	5	High
5. Before getting up to give the presentation, I am very nervous.	3.43	1.16	3	High
6. I breathe faster just before starting the presentation.	3.46	1.25	2	High
7. Before getting up to give a presentation, my body feels strained and tense.	3.24	1.24	8	Moderate

(Table continues)

(Table continues)

Statements	Mean	S.D.	Ranking	Level of Interpretation
8. It seems I will be unable to give a good presentation because I cannot control my anxiety.	3.28	1.15	7	Moderate
9. It seems I will be unable to complete the presentation because my mind will go blank.	3.09	1.19	9	Moderate
10. When I am on my way to give a presentation, I never feel sure and relaxed.	3.35	1.18	6	Moderate
Total	3.32	1.20	-	Moderate

As can be seen in Table 12, the results revealed that the first three statements that had the highest mean score of anxiety before speaking were item 2 “I get anxious when I think of a presentation coming up” (mean score = 3.48), item 6 “I breathe faster just before starting the presentation” (mean score = 3.46), and item 5 “ Before getting up to give the presentation, I am very nervous” (mean score = 3.43). All of them were found to be at a high level of public speaking anxiety.

On the other hand, the three items that had the lowest mean score of anxiety were item 3 “I have trouble falling asleep the night before the presentation” (mean score = 3.02), item 9 “It seems I will be unable to complete the presentation because my mind will go blank” (mean score = 3.09), and item 7 “Before getting up to give a presentation, my body feels strained and tense” (mean score = 3.24). These items were interpreted to be at a moderate level of public speaking anxiety. In addition, the total mean score of public speaking anxiety level before speaking was in a moderate level (mean score = 3.32).

4.3.2 LEVEL OF AXIETY DURING SPEAKING

Table 13. Level of Anxiety during the Stage of “During Speaking”

Statements	Mean	S.D.	Ranking	Level of Interpretation
11. I feel my heart beating more rapidly than normal during a presentation.	3.41	1.14	1	High
12. My palms often sweat, and I tremble during a presentation.	3.11	1.19	9	Moderate
13. While giving a presentation, I often feel nervous that I will forget the facts I really know.	3.17	1.31	7	Moderate
14. I often stumble over my words while giving a presentation.	3.19	1.23	6	Moderate
15. When I make a mistake while giving a presentation, I find it difficult to concentrate on the parts that follow.	3.30	1.20	4	Moderate
16. I find it is difficult to look at the audience in the eye during a presentation.	3.20	1.13	5	Moderate
17. I am afraid that the boss is ready to correct the mistake I make.	3.35	1.16	3	Moderate
18. I keep fidgeting with my hands during a presentation.	3.09	1.15	10	Moderate
19. My mouth often feels dry during a presentation.	3.11	1.23	8	Moderate
20. I don't feel relaxed and comfortable while giving a presentation.	3.35	1.20	2	Moderate
Total	3.23	1.19	-	Moderate

As can be seen in Table 13, the results revealed that, for the first three statements, the highest mean score of anxiety during speaking were item 11 “I feel my heart beating more rapidly than normal during a presentation” (mean score = 3.41), item 20 “I don’t feel relaxed and comfortable while giving a presentation” (mean score = 3.35), and item 17 “I am afraid that the boss is ready to correct every mistake I make” (mean score = 3.35). Item 11 was found to be at a high level of public speaking anxiety, and the rest of them were found to be at a moderate level of public speaking anxiety.

On the other hand, the three items that had the lowest mean score of anxiety were item 18 “I keep fidgeting with my hands during a presentation” (mean score = 3.09), item 12 “My palms often sweat, and I tremble during a presentation” (mean score = 3.11), and item 19 “My mouth often feels dry during a presentation” (mean score = 3.11). These items were interpreted to be at a moderate level of public speaking anxiety. In addition, the total mean score of public speaking anxiety level during speaking was in a moderate level (mean score = 3.23).

4.3.3 LEVEL OF ANXIETY AFTER SPEAKING

Table 14. Level of Anxiety during the Stage of “After Speaking”

Statements	Mean	S.D.	Ranking	Level of Interpretation
21. I get nervous when the boss or audience members ask questions that I have not prepared for in advance.	3.39	1.11	1	Moderate
22. After the presentation, some parts of my body continue to tremble.	2.93	1.10	9	Moderate
23. I feel worried that my presentation won’t impress the audience.	3.13	1.04	6	Moderate

(Table continues)

(Table continues)

Statements	Mean	S.D.	Ranking	Level of Interpretation
24. I feel worried that the boss and the audience may not like my presentation.	3.30	1.03	3	Moderate
25. I find that giving a presentation is somehow threatening.	3.15	1.18	5	Moderate
26. Right after giving the presentation, I feel that I have had an exciting experience.	3.31	1.10	2	Moderate
27. After a presentation, I can feel my heart pounding.	2.94	1.25	8	Moderate
28. After the presentation, my body remains tense for a while	2.91	1.20	10	Moderate
29. Giving a presentation makes me feel uncomfortable and sweat	3.20	1.25	4	Moderate
30. After a presentation, I feel exhausted.	3.06	1.24	7	Moderate
Total	3.13	1.15	-	Moderate

As can be seen in Table 14, the results revealed that, for the first three statements, the highest mean score of anxiety after speaking were item 21 “I get nervous when the boss or audience members ask questions that I haven’t prepared for in advance” (mean score = 3.39), item 26 “Right after giving the presentation, I feel that I have had an exciting experience” (mean score = 3.31), and item 24 “ I feel worried that the boss and the audience may not like my presentation” (mean score = 3.30). All of them were found to be at a moderate level of public speaking anxiety.

On the other hand, the three items that had the lowest mean score of anxiety were item 28 “After the presentation, my body remains tense and for a while” (mean

score = 2.91), item 22 “After the presentation, some parts of my body continue to tremble” (mean score = 2.93), and item 27 “After a presentation, I can feel my heart pounding” (mean score = 2.94). These items were interpreted to be at a moderate level of public speaking anxiety. In addition, the total mean score of public speaking anxiety level after speaking was in a moderate level (mean score = 3.13).

4.3.4 LEVEL OF ANXIETY OF EACH STAGE

Table 15. Means of Anxiety Levels of Each Stage

Stage	Mean	S.D.	Ranking	Level of Anxiety
Before speaking	3.32	1.20	1	Moderate
During speaking	3.23	1.19	2	Moderate
After speaking	3.13	1.15	3	Moderate

As can be seen in Table 15, the results revealed the average means of the anxiety levels in each stage, before speaking, during speaking and after speaking. The before speaking stage has the highest mean score of anxiety (mean score = 3.32) while for the during speaking stage, the mean score of anxiety declined (mean score = 3.23). In the after speaking stage, the mean score continued to decline (mean score = 3.13). All of them were found to be at a moderate level of public speaking anxiety.

4.4 OPINIONS ABOUT FACTORS AFFECTING PUBLIC SPEAKING ANXIETY

The last part of the questionnaire shows the participants’ opinions about factors affecting their public speaking anxiety, the feeling toward public speaking at three different stages (before speaking, during speaking and after speaking), and a

solution to handle public speaking anxiety, which were added in the end of the questionnaire.

Firstly, according to question one which asked about the participants' opinions about factors affecting their public speaking anxiety, most of the respondents said that the personality factor affected their public speaking anxiety. They felt shy and nervous when they knew that they had to speak in public. Some of them did not want to speak in public; they tended to avoid attending the meeting.

Secondly, regarding question two which asked about the feeling toward public speaking at three different stages (before speaking, during speaking and after speaking). There were various answers as follows:

- During the stage of before speaking, most of the respondents mentioned that they felt very anxious before public speaking. Some admitted that they took a deep breath or did a meditation before giving a speech.
- During speaking stage, some felt that their hearts beat fast. Also, they feel anxious when the audience looked at them.
- During the last stage or after speaking, the respondents admitted that they were still anxious. Some said that they could have given a better speech if they had been able to eliminate their nervousness, fear and anxiety.

Lastly, according to question three which asked about a solution to handle with public speaking anxiety, most of the respondents said that speech rehearsal was very important. It helped them to memorize the speech script; as a result, when they could remember their script, they did not feel so anxious when they actually spoke in public. Moreover, they mentioned that good preparation also helped them to minimize their anxiety. The more they practiced for a speech, the less anxiety they had when performing public speaking.

The findings of this research will be summarized and discussed in the next chapter.

CHAPTER 5

DISCUSSION, CONCLUSION AND RECOMMENDATIONS

This chapter includes five main sections including (1) summary of the study, (2) summary of the findings, (3) discussion, (4) conclusion, and (5) recommendations for further research.

5.1 SUMMARY OF THE STUDY

This part summarizes the objectives, participants, instruments, and procedures of the study as follows:

5.1.1 Objectives of the Study

The main objectives of this research were to investigate the factors affecting public speaking anxiety among the employees at a private construction company in Bangkok and to examine the level of public speaking anxiety among the employees at three different stages of public speaking --- before speaking, during speaking and after speaking.

5.1.2 Participants, Instrument, and Procedures

The participants of this research study were 54 employees at a private construction company in Bangkok from two departments. There were 34 employees from the normal concrete delivery department and 20 employees from the retail concrete delivery department.

The instrument in this research was a questionnaire divided into four parts, including personal information of the participants, the investigation of factors affecting public speaking anxiety, the investigation of the level of public speaking anxiety, and open-ended questions asking about opinions on factors affecting public speaking anxiety.

For the data collection, the questionnaires were delivered to the participants in both the normal concrete delivery department and the retail concrete delivery department in April 2018. The participants were given one week to complete and return the questionnaires to the researcher. After receiving the questionnaires

from the participants, the results were analyzed by using the Statistical Package for Social Sciences (SPSS) program. The data were shown in terms of frequency, percentage, average mean scores, and the standard deviations. The results were shown in the forms of tables.

Furthermore, the open-ended questions showed the participants' opinions about factors affecting their public speaking anxiety, the feeling toward public speaking at three different stages (before speaking, during speaking and after speaking), and a solution to handle public speaking anxiety.

5.2 SUMMARY OF THE FINDINGS

The results of this research were summarized as follows:

5.2.1 Personal Information of the Participants

The number of the participants of the study was 54. 61.1% of the participants were females and 38.9% of them were males. The majority of the participants (31.5%) were aged between 26-30 years old. Regarding the educational background, 63% of the participants held a bachelor's degree, while 37% of them held a master's degree. 63% of the participants were from the Normal Concrete Delivery Department and 37% of the participants were from the Retail Concrete Delivery Department. The majority of the participants (70.4%) were single, 27.8% of them were married and 1.9% of them were divorced. Regarding work experience, most of the participants (37%) have worked in this department between 1-5 years, 9.3% of the participants have worked less than 1 year, 27.8% of them have worked between 6-10 years. 20.4% of them have experience in this department between 11-15 years, and 5.6% of them have experience between 16-20 years. In addition, according to evaluating their own proficiency in English, 42.6% of the participants thought that their proficiency in English was at fair level, 7.4% of them rated that they were at very good level, 18.5% of them rated that they were at a good level and 31.5% of them rated that they were at an elementary level.

5.2.2 Factors Affecting Public Speaking Anxiety

The finding indicated that three factors -- personality factor, atmosphere factor, and knowledge and ability factor – influenced public speaking anxiety among the employees at a private construction company in Bangkok. The results showed that the personality factor was the most influential factor that contributed to anxiety. The personality factor had the highest mean score, followed by knowledge and ability factor and atmosphere factor (mean score = 3.24, 3.13 and 2.98, respectively). All of them were found to be at a moderate level of public speaking anxiety.

5.2.3 Level of Public Speaking Anxiety

The statistical finding showed that the overall public speaking anxiety among the employees at a private construction company in Bangkok was at a moderate level (mean score = 3.23).

Regarding the public speaking anxiety during the stage of before speaking, the participants agreed that they got anxious when they thought of a presentation coming up (mean score = 3.48), they breathed faster just before starting the presentation (mean score = 3.46) and they were very nervous before getting up to give the presentation (mean score = 3.43). All of those three statements had the highest mean scores of anxiety, which were found to be at a high level of public speaking anxiety.

On the other hand, the participants admitted that they had trouble falling asleep the night before the presentation (mean score = 3.02), they would be unable to complete the presentation because their mind would go blank (mean score = 3.09), and their body felt strained and tense before getting up to give a presentation (mean score = 3.24). All of those three statements had the lowest mean score of anxiety, which were found to be at a moderate level of public speaking anxiety.

Regarding the public speaking anxiety during the stage of during speaking, the participants agreed that they felt their heart beating more rapidly than normal during a presentation (mean score = 3.41), they didn't feel relaxed and comfortable while giving a presentation (mean score = 3.35) and they were afraid that the boss was ready to correct every mistake they make (mean score = 3.35). All of

those three statements had the highest mean scores of anxiety. The first statement was found to be at a high level of public speaking anxiety, and the rest of them were found to be at a moderate level of public speaking anxiety.

Meanwhile, the participants admitted that they kept fidgeting with their hands during a presentation (mean score = 3.09), their palms often sweat, and they trembled during a presentation (mean score = 3.11), and their mouth often feels dry during a presentation (mean score = 3.11). All of those three statements had the lowest mean scores of anxiety, which were found to be at a moderate level of public speaking anxiety.

Regarding the public speaking anxiety during the stage of after speaking, the participants got nervous when the boss or audience members ask questions that they hadn't prepared for in advance (mean score = 3.39), they felt that they had had an exciting experience right after giving the presentation (mean score = 3.31), and they felt worried that the boss and the audience may not like their presentation (mean score = 3.30). All of those three statements had the highest mean scores of anxiety, which were found to be at a moderate level of public speaking anxiety.

In contrast, the participants admitted that after the presentation, their body remains tense for a while (mean score = 2.91), they felt some parts of their body continue to tremble (mean score = 2.93), and they could feel their heart pounding (mean score = 2.94). All of those three statements had the lowest mean scores of anxiety, which were found to be at a moderate level of public speaking anxiety.

5.2.4 Other Opinions about Public Speaking Anxiety and Suggestion

During the stage of before speaking, the majority of the participants mentioned that they felt very anxious before public speaking. Some admitted that they took a deep breath or did a meditation before giving a speech. During the speaking stage, some felt that their hearts beat fast. Also, they felt anxious when the audience looked at them. Moreover, during the last stage or after speaking, the participants admitted that they were still anxious. Some said that they could have given a better speech if they had been able to eliminate their nervousness, fear and anxiety. A lot of

participants also said that speech rehearsal was very important. It helped them to memorize the speech script. As a result, when they could remember their script, they did not feel so anxious when they actually spoke in public. They admitted that good preparation also helped them to minimize their anxiety.

5.3 DISCUSSION

In order to answer the two research questions in Chapter 1, this part presents a discussion about the factors affecting public speaking anxiety and the level of public speaking anxiety at three different stages of public speaking --- before speaking, during speaking and after speaking among the employees at a private construction company in Bangkok.

5.3.1 Factors Affecting Public Speaking Anxiety

The first research question is: What are the factors affecting public speaking anxiety among the employees at a private construction company in Bangkok?

Based on the results, the personality factor was found to be the most influential factor affecting public speaking anxiety (mean score = 3.24) followed by knowledge and ability factor (mean score = 3.13) and atmosphere factor (mean score = 2.98). The finding showed that the dominant factor affecting public speaking anxiety among the employees was personality factor. These findings were consistent with the study of MacIntyre and Thivierge (1995), which said that an introverted personality makes an individual less willing to talk and this kind of person will experience public speaking anxiety. Furthermore, these findings also support the study of Lee (2004), which found that “a lack of confidence” was the only factor causing public speaking anxiety among 45 Japanese university freshmen students majoring in business administration. This current study also supported the study of Zhang (2006), which said that many people in the audience, poor proficiency of English speaking and fear of making mistakes and being laughed at were the factors affecting students’ anxiety in oral English classrooms in a Chinese university. Moreover, Villar (2010) said that “self-valuation”, “training and experience”, “preparation” and “previous unpleasant experience” were the factors leading to public

speaking anxiety among students. These factors affecting students' anxiety was similar to the factors affecting the employees' anxiety at a private construction company in Bangkok.

5.3.2 Level of Public Speaking Anxiety at Different Stages

The second research question in this study is: What are the levels of public speaking anxiety among the employees at three different stages of public speaking---before speaking, during speaking and after speaking.

Based on the results, the before speaking stage was found to be at the highest level of anxiety (mean score = 3.32) followed by the during speaking stage (mean score = 3.23) and the after speaking stage (mean score = 3.13). However, all of them were found to be at a moderate level of public speaking anxiety. As can be seen from the findings, the level of public speaking anxiety among the employees was at the peak at the before speaking stage, then continued to decline at the during speaking stage and the after speaking stage. These findings also support the study of Behnke and Sawyer (1999), which said that the speakers normally experienced the highest anxiety before a speech began, then decreased at each following milestone as the speech progressed and concluded. Moreover, the participants agreed that they got anxious when they thought of a presentation coming up (mean score = 3.48), they breathed faster just before starting the presentation (mean score = 3.43), and they were very nervous before getting up to give the presentation (mean score = 3.39). All of them were found to be at a high level of anxiety at before speaking stage. These findings are in line with the study of Witt, Roberts and Behke (2008), which said that the speakers usually experienced a high level of anxiety before the speaking began. Also, Chen (2009) found that graduate students' anxiety level was at a moderate level which was similar to the employees' anxiety level. This indicated that it was not too difficult for them to handle the anxiety.

5.4 CONCLUSION

This research study was conducted to investigate the factors affecting public speaking anxiety and the level of public speaking anxiety at three different stages of public speaking --- before speaking, during speaking and after speaking among the employees at a private construction company in Bangkok. The findings of this research revealed that the personality factor was the most influential factor affecting public speaking anxiety followed by knowledge and ability factor, and atmosphere factor. All of them were found to be at a moderate level of public speaking anxiety. Most of the participants said that the personality factor affected their public speaking anxiety. They felt shy and nervous when they knew that they had to speak in public. Some of them did not want to speak in public; they tended to avoid attending the meeting. Also, the results revealed that the highest level of public speaking anxiety was found at the before speaking stage, and it continued to decline during speaking stage and the after speaking stage. All of them were found to be at a moderate level of public speaking anxiety. It can be concluded that the majority of the participants thought that the public speaking anxiety was not too difficult to manage. Interestingly, the participants suggested helpful ways to handle the anxiety. Most of them recommended that good preparation help them to minimize their anxiety. The more they practiced for a speech, the less anxiety they had when performing public speaking. The results of this research study can be advantageous for the employees at a private construction company in Bangkok to reduce their anxiety and give an effective public speech.

5.5 RECOMMENDATIONS FOR FURTHER RESEARCH

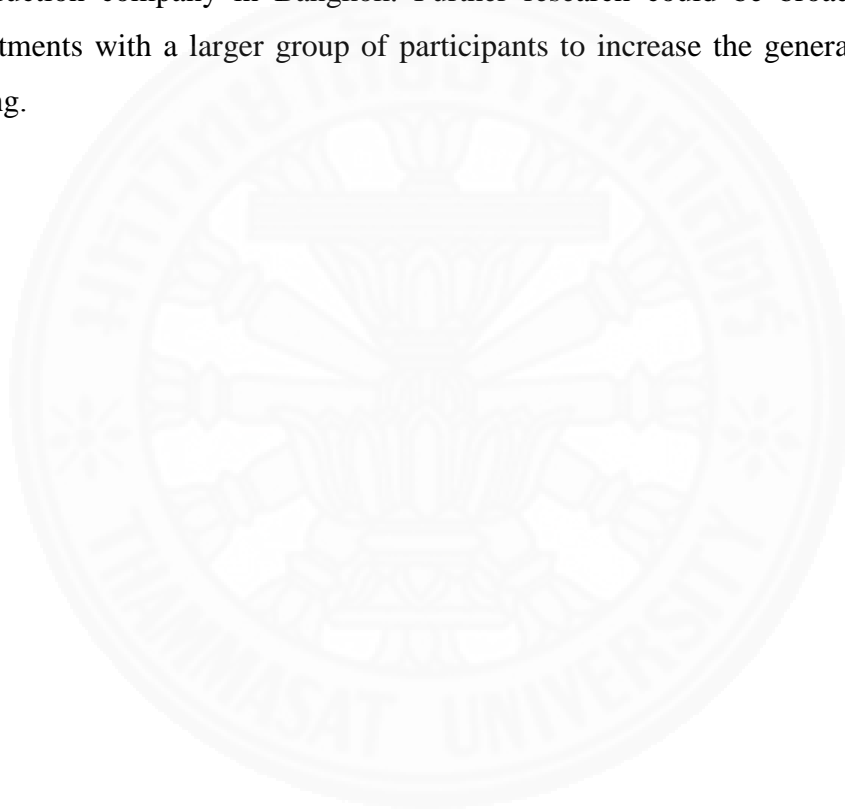
Based on the findings and conclusion of this research, some recommendations are made for further research as follows:

5.5.1 This study only investigated three factors, including personality factor, knowledge and ability factor and atmosphere factor. Further research should examine other factors which are beyond these three factors such as audience factor and previous unpleasant factor.

5.5.2 This current study only focusses on the investigations of factors affecting public speaking anxiety and the level of public speaking anxiety. Further research could study the solutions to reduce the employee's public speaking anxiety.

5.5.3 This study utilized quantitative data using a questionnaire to collect the data. However, for future research, qualitative data is recommended. Collecting data from interviews could gain more in-depth information.

5.5.4 The participants were limited to only two departments at a private construction company in Bangkok. Further research could be broadened to other departments with a larger group of participants to increase the generalization of the finding.



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The seal of Thammasat University is a circular emblem. It features a central five-tiered umbrella (parasol) above a lotus flower. The lotus is supported by a base. The entire emblem is encircled by a ring containing the university's name in Thai script at the top and "THAMMASAT UNIVERSITY" in English at the bottom, separated by small star-like symbols.

APPENDICES

APPENDIX A

QUESTIONNAIRE (THAI VERSION)

แบบสอบถาม

เรื่อง ปัจจัยที่มีผลต่อความวิตกกังวลต่อการพูดในที่สาธารณะของพนักงานบริษัทปูนซีเมนต์

FACTORS AFFECTING PUBLIC SPEAKING ANXIETY AMONG EMPLOYEES AT A PRIVATE CONSTRUCTION COMPANY IN BANGKOK

คำชี้แจง

แบบสอบถามนี้เป็นส่วนหนึ่งของกระบวนการทำงานวิจัยในการศึกษาระดับปริญญาโทในสาขาภาษาอังกฤษเพื่ออาชีพ สถาบันภาษา มหาวิทยาลัยธรรมศาสตร์ ผู้ตอบแบบสอบถามในงานวิจัย ได้แก่ พนักงานบริษัทปูนซีเมนต์ ขอความกรุณาทุกท่านตอบแบบสอบถามนี้ตามความคิดเห็นของท่าน ข้อมูลต่าง ๆ ที่ได้จากการทำวิจัยนี้จะ เป็นความลับ และผลที่ได้จะเป็นประโยชน์ทั้งเชิงวิชาการ และการนำไปปรับปรุงคุณภาพในการทำงานอีกต่อไป

แบบสอบถามนี้ ประกอบด้วยคำถาม 4 ส่วน

ส่วนที่ 1: ข้อมูลทั่วไปของผู้ตอบแบบสอบถาม

ส่วนที่ 2: ปัจจัยที่มีผลต่อความวิตกกังวลต่อการพูดในที่สาธารณะ

ส่วนที่ 3: ระดับความวิตกกังวลต่อการพูดในที่สาธารณะ

ส่วนที่ 4: ความคิดเห็นและข้อเสนอแนะเพิ่มเติม

ส่วนที่ 1 ข้อมูลทั่วไปของผู้ตอบแบบสอบถาม

กรุณากรอกข้อมูลในช่องว่าง หรือกาเครื่องหมาย ✓ ในช่องสี่เหลี่ยม ☐

1. เพศ

☐

1. ชาย

☐

2. หญิง

2. อายุ

- ☐ 1. 26-30 ปี ☐ 3. 36-40 ปี
- ☐ 2. 31-35 ปี ☐ 4. มากกว่า 40 ปี

3. การศึกษา

- ☐ 1. ระดับปริญญาตรี
- ☐ 2. ระดับปริญญาโท
- ☐ 3. ระดับปริญญาเอก

4. ท่านเป็นพนักงานขายคอนกรีตในแผนกใด

- ☐ 1. Normal concrete delivery department
- ☐ 2. Retail concrete delivery department

5. สถานะทางการสมรส

- ☐ 1. โสด
- ☐ 2. สมรส
- ☐ 3. หม้าย/หย่า/แยกกันอยู่

6. ท่านมีประสบการณ์ทำงานในแผนกขายคอนกรีต บริษัทปูนซีเมนต์เป็นระยะเวลากี่ปี

- ☐ 1. น้อยกว่า 1 ปี ☐ 4. 11-15 ปี
- ☐ 2. 1-5 ปี ☐ 5. 16-20 ปี
- ☐ 3. 6-10 ปี ☐ 6. มากกว่า 20 ปี

7. ความสามารถในการพูดภาษาอังกฤษ

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1. ดีมาก

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3. พอใช้

☐

2. ดี

☐

4. ต้องปรับปรุง

ส่วนที่ 2 ท่านคิดว่าปัจจัยใดมีผลต่อความวิตกกังวลต่อการพูดในที่สาธารณะ

คำชี้แจง กรุณาอ่านข้อความที่ระบุแล้วให้ความเห็นโดยการทำเครื่องหมาย ✓ ลงในช่องว่าง ☐ ตามระดับความคิดเห็นของท่าน

5 หมายถึง มากที่สุด

4 หมายถึง มาก

3 หมายถึง ปานกลาง

2 หมายถึง น้อย

1 หมายถึง น้อยที่สุด

ข้อความ	ระดับความคิดเห็น				
	5	4	3	2	1
1. ปัจจัยด้านบุคลิกภาพ					
1.1 ข้าพเจ้าขาดความมั่นใจในตนเอง					
1.2 ข้าพเจ้ารู้สึกเขินอายและประหม่า					
1.3 ข้าพเจ้าเป็นคนตื่นเต้นง่าย					
1.4 ข้าพเจ้าเป็นคนเกรียดยง่าย					
1.5 ข้าพเจ้าเป็นคนกลัวและวิตกกังวลง่าย					
2. ปัจจัยด้านสิ่งแวดล้อม					
2.1 ข้าพเจ้ากลัวว่าเพื่อนร่วมงานจะหัวเราะเยาะ					
2.2 ข้าพเจ้ามักจะรู้สึกกังวลเมื่อต้องพูดต่อหน้าคนหมู่มากและไม่คุ้นเคย					
2.3 ข้าพเจ้ากลัวการผิดพลาด					
2.4 ข้าพเจ้ากลัวว่าผู้อื่นจะพูดได้ดีกว่าข้าพเจ้า					
2.5 ข้าพเจ้ากังวลว่าผู้ฟังจะไม่ประทับใจ					
3. ปัจจัยด้านความรู้ความสามารถ					
3.1 ข้าพเจ้าขาดการเตรียมตัวที่ดี					

ข้อความ	ระดับความคิดเห็น				
	5	4	3	2	1
3.2 ข้าพเจ้าขาดความรู้ความเข้าใจในหัวข้อที่จะพูด					
3.3 ข้าพเจ้าขาดความสามารถในการใช้ภาษาที่ดี					
3.4 ข้าพเจ้าขาดประสบการณ์ในการพูดต่อหน้าผู้ฟัง					
3.5 ข้าพเจ้ารู้สึกแย่เกี่ยวกับความสามารถของตนเองเมื่อต้องพูดในที่สาธารณะ					

ส่วนที่ 3 ระดับความวิตกกังวลต่อการพูดในที่สาธารณะ

คำชี้แจง กรุณาอ่านข้อความที่ระบุแล้วให้ความเห็นโดยการทำเครื่องหมาย ✓ ลงในช่องว่าง ☐ ตามระดับความคิดเห็นของท่าน

5 หมายถึง มากที่สุด

4 หมายถึง มาก

3 หมายถึง ปานกลาง

2 หมายถึง น้อย

1 หมายถึง น้อยที่สุด

ข้อความ	ระดับความคิดเห็น				
	5	4	3	2	1
1. ขณะเตรียมพูด (ก่อนการพูดในที่สาธารณะ)					
1.1 ข้าพเจ้ามีความรู้สึกวิตกกังวลขณะเตรียมการพูดในที่สาธารณะ					
1.2 ข้าพเจ้ารู้สึกกังวลเมื่อนึกถึงการพูดในที่สาธารณะที่กำลังจะมีขึ้น					
1.3 ข้าพเจ้ารู้สึกตื่นเต้นนอนไม่หลับก่อนการพูดในที่สาธารณะ					
1.4 ข้าพเจ้ารู้สึกวิตกกังวลขณะนั่งรออยู่ในห้องประชุม					
1.5 ข้าพเจ้ามีความรู้สึกวิตกกังวลก่อนการขึ้นพูดในที่สาธารณะ					

ข้อความ	ระดับความคิดเห็น				
	5	4	3	2	1
1.6 ข้าพเจ้ารู้สึกหัวใจเต้นแรงก่อนการพูดในที่สาธารณะ					
1.7 ข้าพเจ้ารู้สึกอึดอัดก่อนการพูดในที่สาธารณะ					
1.8 ข้าพเจ้าคิดว่าไม่สามารถพูดได้ดี เพราะข้าพเจ้าไม่สามารถควบคุมความตื่นเต้นได้					
1.9 ข้าพเจ้าคิดว่าไม่สามารถจบการพูดได้เนื่องจากความประหม่าและสับสน					
1.10 ข้าพเจ้ารู้สึกไม่มั่นใจ ขณะเตรียมการพูด					
2. ขณะกำลังพูด					
2.1 ข้าพเจ้ารู้สึกหัวใจเต้นแรงขณะกำลังพูด					
2.2 ข้าพเจ้ารู้สึกเหงื่อออกที่ฝ่ามือขณะกำลังพูด					
2.3 ขณะกำลังพูดข้าพเจ้ารู้สึกตื่นเต้นจนทำให้ลืมเนื้อหาที่เตรียมมา					
2.4 ข้าพเจ้าไม่สามารถจดจ่อในสิ่งที่กำลังพูด ทำให้พูดสะดุด					
2.5 ข้าพเจ้ารู้สึกขาดสมาธิ เมื่อเกิดข้อผิดพลาดขึ้นขณะกำลังพูด					
2.6 ข้าพเจ้าไม่สามารถสบตาผู้ฟังได้					
2.7 ข้าพเจ้ารู้สึกหวาดกลัวเมื่อหัวหน้างานแก้ไขทุกข้อผิดพลาดขณะกำลังพูด					
2.8 ข้าพเจ้ารู้สึกกระสับกระส่ายขณะพูด					
2.9 ข้าพเจ้ามีอาการอื่นๆอีกมากมายที่เกิดจากความกังวลในขณะพูด					
2.10 ข้าพเจ้ารู้สึกไม่มั่นใจ ขณะพูด					

ข้อความ	ระดับความคิดเห็น				
	5	4	3	2	1
3. หลังการพูด					
3.1 ข้าพเจ้ารู้สึกตื่นตระหนกเมื่อผู้ฟังถามคำถาม ที่ไม่ได้เตรียมตัวมาล่วงหน้า					
3.2 ข้าพเจ้ารู้สึกมือสั่นแม่หลังจบการพูด					
3.3 หลังจากจบการพูด ข้าพเจ้ามีความกังวลว่า ผู้ฟังจะไม่ประทับใจ					
3.4 หลังจากจบการพูด ข้าพเจ้ามีความรู้สึกกังวล ว่าพูดได้ดีหรือไม่					
3.5 ข้าพเจ้าคิดว่าการพูดในที่สาธารณะเป็นเรื่อง ที่น่ากลัว					
3.6 หลังจากจบการพูด ข้าพเจ้ารู้สึกว่า ประสบการณ์ที่น่าตื่นเต้น					
3.7 ข้าพเจ้ายังรู้สึกถึงหัวใจที่เต้นแรง แม้ขณะ จบการพูด					
3.8 ข้าพเจ้ายังคงรู้สึกตึงเครียด แม้ว่าจะจบการ พูดไปแล้ว					
3.9 การพูดในที่สาธารณะทำให้ข้าพเจ้ารู้สึก อึดอัด					
3.10 ข้าพเจ้ารู้สึกเหนื่อยล้า หลังจากจบการพูด					

ส่วนที่ 4 ความคิดเห็นและข้อเสนอแนะเพิ่มเติม

- นอกเหนือจากปัจจัยที่กล่าวมาข้างต้น ท่านพบปัญหาและอุปสรรคในการพูดในที่สาธารณะอย่างไรบ้าง (โปรดอธิบาย)

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2) ท่านมีความรู้สึกร้อยประการต่อการพูดในที่สาธารณะ (โปรดอธิบาย)

ก่อนพูด

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ขณะพูด

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หลังการพูด

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3) ท่านมีข้อเสนอแนะในการแก้ไขปัญหาคความวิตกกังวลต่อการพูดในที่สาธารณะอย่างไร (โปรดอธิบาย)

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ขอขอบพระคุณทุกท่านที่ให้ความร่วมมือในการกรอกแบบสอบถาม คำตอบของท่านจะเป็นประโยชน์อย่างมากในการทำวิจัยเพื่อเป็นแนวทางในการศึกษาต่อไป

APPENDIX B

Questionnaire (English Version)

Questionnaire

FACTORS AFFECTING PUBLIC SPEAKING ANXIETY AMONG EMPLOYEES AT A PRIVATE CONSTRUCTION COMPANY IN BANGKOK

This questionnaire is a part of a Master's Degree of Arts in English for Careers, Language Institute, Thammasat University. The participants in this research study are employees at a private construction company in Bangkok. Your response will be strictly confidential and will be used for the research purpose only.

The questionnaire is divided into four parts as follows:

Part 1: Personal information of the participants

Part 2: An investigation of factors affecting public speaking anxiety

Part 3: An investigation of the level of public speaking anxiety

Part 4: Open-ended questions

Part 1: Personal information of the participants

Instruction: Please check (✓) in the ☐ below.

1. Gender

☐ 1. Male

☐ 2. Female

2. Age

- | | |
|---|--|
| <input type="checkbox"/> 1. 26-30 years old | <input type="checkbox"/> 3. 36-40 years old |
| <input type="checkbox"/> 2. 31-35 years old | <input type="checkbox"/> 4. 40 years old or more |

3. Education

- ☐ 1. Bachelor's Degree
- ☐ 2. Master's Degree
- ☐ 3. Doctoral Degree

4. Department at a Private Construction Company

- ☐ 1. Normal concrete delivery department
- ☐ 2. Retail concrete delivery department

5. Marital Status

- ☐ 1. Single
- ☐ 2. Married
- ☐ 3. Divorced

6. Length of Working Experience at a Private Construction Company

- | | |
|--|--|
| <input type="checkbox"/> 1. Less than 1 year | <input type="checkbox"/> 4. 11-15 years |
| <input type="checkbox"/> 2. 1-5 years | <input type="checkbox"/> 5. 16-20 years |
| <input type="checkbox"/> 3. 6-10 years | <input type="checkbox"/> 6. More than 20 years |

7. Level of English Proficiency

☐ 1. Very Good

☐ 3. Fair

☐ 2. Good

☐ 4. Poor

Part 2: An investigation of factors affecting public speaking anxiety

Instruction: Please check (✓) the statements that most reflect your opinion.

Strongly agree = 5

Agree = 4

Undecided = 3

Disagree = 2

Strongly disagree = 1

Statements	Level of Opinion				
	5	4	3	2	1
1. Personality Factor					
1.1 I lack self-confidence.					
1.2 I feel shy and insecure about my physical appearance.					
1.3 I feel anxious easily.					
1.4 I feel stressed easily.					
1.5 I feel nervous easily.					
2. Atmosphere Factor					
2.1 I am afraid of being laughed at and losing face.					
2.2 I am anxious about unfamiliar audiences or too many people in an audience.					
2.3 I am afraid of making mistakes.					
2.4 I am afraid that the other speak better than I do.					

Statements	Level of Opinion				
	5	4	3	2	1
2.5 I am afraid that my presentation won't impress the audience.					
3. Knowledge and Ability Factor					
3.1 I lack preparation.					
3.2 I lack personal knowledge about the topic.					
3.3 I lack oral language proficiency.					
3.4 I lack experience speaking in front of an audience.					
3.5 I feel bad about my speaking ability.					

Part 3: An investigation of the level of public speaking anxiety

Instruction: Please check (✓) the statements that most reflect your opinion.

Strongly agree = 5

Agree = 4

Undecided = 3

Disagree = 2

Strongly disagree = 1

Statements	Level of Opinion				
	5	4	3	2	1
1. During the Stage of "Before Speaking"					
1.1 While preparing to give a presentation, I feel tense and nervous					
1.2 I get anxious when I think of a presentation is coming up.					
1.3 I have trouble falling asleep at the night before the presentation.					

Statements	Level of Opinion				
	5	4	3	2	1
1.4 I experience considerable anxiety while sitting in the meeting room just before my presentation starts.					
1.5 Before getting up to give the presentation, I am very nervous.					
1.6 I breathe faster just before starting the presentation.					
1.7 Before getting up to give a presentation, my body feels strained and tense.					
1.8 It seems I will be unable to give a good presentation because I cannot control my anxiety.					
1.9 It seems I will be unable to complete the presentation because my mind will go blank.					
1.10 When I'm on my way to give a presentation, I never feel sure and relaxed.					
2. During the Stage of "During Speaking"					
2.1 I feel my heart beating more rapidly than normal during a presentation.					
2.2 My palms often sweat, and I tremble during a presentation.					
2.3 While giving a presentation, I often get so nervous that I forget facts I really know.					
2.4 I often stumble over my words while giving a presentation.					
2.5 When I make a mistake while giving a presentation, I find it hard to concentrate on the parts that follow.					
2.6 I find it hard to look the audience in the eye during a presentation.					

Statements	Level of Opinion				
	5	4	3	2	1
2.7 I am afraid that the boss is ready to correct every mistake I make.					
2.8 I keep fidgeting with my hands during a presentation.					
2.9 My mouth often feels dry during a presentation.					
2.10. I don't feel relaxed and comfortable while giving a presentation.					
3. During the Stage of "After Speaking"					
3.1 I get nervous when the boss or audience members ask questions that I haven't prepared for in advance.					
3.2 After the presentation, some parts of my body continue to tremble					
3.3 I feel worried that my presentation won't impress the audience.					
3.4 I feel worried that the boss and the audience may not like my presentation.					
3.5 I find that giving a presentation is somehow threatening.					
3.6 Right after giving the presentation, I feel that I have had an exciting experience.					
3.7 After a presentation, I can feel my heart pounding.					
3.8 After the presentation, my body remains tense and strained for a while.					
3.9 Giving a presentation makes me feel uncomfortable and sweat.					
3.10 After a presentation, I feel exhausted.					

Part 4: Open-ended questions

- 1) Opinions about factors affecting their public speaking anxiety.

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- 2) The feeling toward public speaking at three different stages.

During the stage of before speaking

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During speaking stage

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During the last stage or after speaking

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- 4) A solution to handle with public speaking anxiety

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Thank you for your cooperation

BIOGRAPHY

Name	Miss Asma Thaicharoen
Date of Birth	October 05, 1985
Educational Attainment	2008: Bachelor of Social Work at Thammasat University
Work Position	2016-present: Retail Ready Mix Concrete Sale at Siam City Concrete Company Limited

