

Dear study participant,

Please **carefully** read below statements and mark with **X** on a scale from 1 - 5 on how much you agree or disagree to the statements. 1 representing highly disagree and 5 representing strongly agree.

The purpose of this questionnaire is to find out if intercultural barriers exist and what are problem areas in intercultural business communication between WFI spare part coordinators and spare sales personnel located in Middle East and South Asia Network Companies.

Please note your response is confidential and no name details will be published.

NETWORK COMPANY EMPLOYEES FROM MIDDLE EAST REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

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EMAIL

Click on box and type here - or manually write you answer

MESA usually use to "fancy" words when writing mails, which can be hard to understand sometimes. Most of the matters are urgent so mails are not the correct way.

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

TELEPHONE

Click on box and type here - or manually write you answer

Hard to sometimes get word since they always interrupts.

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EMAIL

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usually they want a lot of explanations on the matter and this can maybe be quite hard for the Finnish culture. They ~~do not~~ are not so straight with their opinions ~~and~~ so they can take the Finnish manner wrongly

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

TELEPHONE

Click on box and type here - or manually write you answer

Language, ~~do not~~ usually they do not speak so good English so they can not explain the matter pronunciation of words.

**END OF QUESTIONNAIRE!!
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EMAIL

Most of communication is done via email and it is quite ok. In my opinion no big issues with United Arab Emirates. One person from Pakistan offers some interesting situations from time to time and his requests are pretty straight forward. The rest of the countries in the region are just marginal so can't really comment on those.

OFFICE COMMUNICATOR

Communication via Communicator is practical and no "harrasment" from NC side.

TELEPHONE

Useful when info needed fast for some urgent case and especially when NC office closed on Fridays.

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EMAIL

By far the best channel of communication though e.g. our Indian colleagues do have some interesting expressions and often quite high if not unrealistic expectations towards us.

Orders and cases from Bangladesh are usually quite big, so good communication is vital.

OFFICE COMMUNICATOR

Can be professional and practical way to get answers and communicate urgent matters fast if you do not let them (Indians) abuse the Communicator.

TELEPHONE

Can be a pain sometimes when communicating via phone with indian colleagues due to their strong accent and because they tend to argue a lot if things aren't going the way they want. Often a lot of time is wasted when same matters are talked over and over again several times since they want to strongly emphasise something e.g . urgency of some case, and the matter would have already been solved in the same time. Also often too much or irrelevant info given through phone, while email stating the facts is still required.

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OFFICE COMMUNICATOR

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TELEPHONE

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OFFICE COMMUNICATOR

Office communication is ok when you want to be sure that the person who you try to reach is available. If some important thing is agreed the conversation must save.

TELEPHONE

Telephone is ok when you have only short question or information. It not enough for the only communication type if the issue is difficult. It's ok to call and after that send e-mail.

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EMAIL

Sometimes it is difficult to understand what NC's are trying to tell due to incorrect typing.
Also if we send long mails with lot of questions, we quite often get answers to some of the questions. I get a feeling that they don't always read our mails all the way to the end.

OFFICE COMMUNICATOR

For me this is the easiest way of communicating, especially if I have questions that I need the answer quickly or I need to explain the situation more.
But the disadvantage is that sometimes NC's disturb too much through communicator, you get reminders after every 10-30 minutes.

TELEPHONE

It is easy to explain things via phone, but sometimes there are some language barriers. NC don't know the words and how to explain what they mean so when getting e-mail afterwards, the message might be totally different.

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EMAIL

Similar problems as above. Especially regarding getting replies to the questions that you have presented.

OFFICE COMMUNICATOR

Same as with MESA, but I think it is even worse regarding the many messages without new or relevant information. Most of the time when you could get some work done, you have to read the new messages and reply with the info that they already have. Especially with India.

TELEPHONE

Same as with MESA.

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EMAIL

Usually they can not explain in the "same language" their demands. They always have so many demands that I usually get confused. And they repeat themselves cause they think we will not understand them and that make even bigger confusion.

OFFICE COMMUNICATOR

They are always so in hurry and they use communicator for reminders and asking on the status of their issue.

TELEPHONE

This is probably the best way to agree on things with them and then confirm it by e-mail.

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EMAIL

It is quite effective way to communicate. Some times they have underlined so many things that it is difficult to get what is the most important. Some colleagues may send many e-mails and with each one of them they say a different matter.

OFFICE COMMUNICATOR

I haven't really used communicator with them.

TELEPHONE

Phone is good way to communicate if you know that the person speaks English well. If not, better don't try it.

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EMAIL

Sometimes we face language problems. Instructions given are not clear enough. Sometimes NC also asks to do things in too tight schedule or they ask for impossible favors. It is also challenging to share common understanding in some cases when we are not working according agreed way of working.

OFFICE COMMUNICATOR

Too many favors are asked via communicator instead of phone call.

TELEPHONE

Only problem is that that keep on calling about same issue many times a day even though you have promised to keep them posted on the case. It also happens that many different persons are calling about the same case at the same time.

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EMAIL

I have noticed that they do not share any documents within their office. You have to send everything to everybody.

OFFICE COMMUNICATOR

Many different persons contact at the same time about the same case. This is time consuming. They should share responsibility to follow up the cases.

TELEPHONE

Sometimes understanding problems regarding English language. But I think they are friendly when they call us.

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Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

			X	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM SOUTH ASIA REGION AS AN ENTITY OF A GROUP.

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Dear study participant,

Please answer below question by freely typing in the text box your response. Write your answer down in relation to using the following 3 communication channels - **Email, Office Communicator and Telephone.**

WHAT COMMUNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN INTERACTING WITH YOUR COLLEAGUES FROM MIDDLE EAST REGION THROUGH BELOW CHANNELS?

EMAIL

Click on box and type here - or manually write you answer

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

TELEPHONE

X

Click on box and type here - or manually write you answer

difficult to understand what they want to say

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TELEPHONE

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difficult to understand what they are saying

**END OF QUESTIONNAIRE!!
THANK YOU FOR PARTICIPATING!!**

Dear study participant,

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EMAIL

Click on box and type here - or manually write you answer

If asking a question → not getting the question answered. Sometimes there are misunderstandings due to language issues. Stressing the "urgency" ^{far more than} needed.

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

Expecting an answer to their question right away although the question might require some investigating in order ~~to~~ for me to get the correct answer delivered.

TELEPHONE

Click on box and type here - or manually write you answer

Language barrier.

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EMAIL

Click on box and type here - or manually write you answer

*Not getting your point taken (=getting through to them).
"urgent" factor.*

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

same as for middle east

TELEPHONE

Click on box and type here - or manually write you answer

Language barrier

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EMAIL

Communication regarding documents and local requirements -- sometimes some untypical documents are required for customs purposes. It is occasionally difficult to understand some of the needs that they have as we do not know the background that well.

OFFICE COMMUNICATOR

TELEPHONE

Not much problems in telephone, best method to reach a common understanding. I have experienced communication to be always polite and relaxed.

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EMAIL

The way how so many people are kept in CC: field when their role in the matter is not of importance and they are not able to provide any further assistance to problems.

OFFICE COMMUNICATOR

Not much problems experienced.

TELEPHONE

Occasionally problem is poor connection or trying to understand very fast paced speech.

**END OF QUESTIONNAIRE!!
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EMAIL

Muddled and long instructions.

OFFICE COMMUNICATOR

Bad english when it's an urgent issue.

TELEPHONE

Very strong accent and bad english. Sometimes phone lines are also not too good.

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EMAIL

When they are requesting for clarification or identification of parts what are missing or unclear/unknown because they have sent poor requests or incorrect data. Some of them are afraid to contact the end customer regarding unclear issues what has to be clarified and we need the end customers verification and more specified details. Some persons aren't skilled enough to manage well with their job on mentioned area.

OFFICE COMMUNICATOR

Probably it's easier to get some issues clarified by communicator than per telephone. It's easy way to communicate quickly.

TELEPHONE

Worst because you can never be sure that they have understood what you have clarified for them regarding their issue.

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EMAIL

When they are requesting for clarification or identification of parts what are missing or unclear/unknown because they have sent poor requests or incorrect data. Some of them are afraid to contact end customer regarding unclear issues what has to be clarified and we need the end customers verification or more specified details. Singapore is acting on a different way which is much better. Luckily there are some personal exceptions on mentioned area. Some persons aren't skilled enough to manage well with their job.

OFFICE COMMUNICATOR

Probably it's easier to get some issues clarified by communicator than per telephone. It's easy way to communicate quickly.

TELEPHONE

It seems that we get most phone calls from India and it's not easy to communicate with them because they speak a lot but are bad listener so you have problem to get your message through and understood.

**END OF QUESTIONNAIRE!!
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EMAIL

easiest channel

OFFICE COMMUNICATOR

fastest channel

TELEPHONE

most diddicult channel

-> the lines are often quite bad

->also understanding them via phone can sometimes be quite diffilcult because of their special accent, which is not of course their fault..

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EMAIL

best channel, sometimes answers are too long and include too much information, too much details

OFFICE COMMUNICATOR

fastest way, the problem is just sometimes it feels they use this channel even too much,

TELEPHONE

most difficult channel
-> the lines are often quite bad
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EMAIL

Click on box and type here - or manually write you answer

same as middle east

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

TELEPHONE

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WHAT COMMUNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN INTERACTING WITH YOUR COLLEAGUES FROM MIDDLE EAST REGION THROUGH BELOW CHANNELS?

EMAIL

Click on box and type here - or manually write you answer

answers can take long time and can be language problems

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

alot of small questions, Rather have them write an e-mail

TELEPHONE

Click on box and type here - or manually write you answer

Hard to understand sometimes, bad lines, dialects.

Dear study participant,

Please **carefully** read below statements and mark with **X** on a scale from 1 - 5 on how much you agree or disagree to the statements. 1 representing highly disagree and 5 representing strongly agree.

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NETWORK COMPANY EMPLOYEES FROM MIDDLE EAST REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

			x	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION AS AN ENTITY OF A GROUP.

x				
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

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Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

			x	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

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OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

TELEPHONE

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TELEPHONE

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EMAIL

Click on box and type here - or manually write you answer

If matter is complicated it might be easier to explain it on the phone than in e-mail. Respons time can be long.

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

Pakistan

Colleagues may not be available (status) when you need to reach them. They give tasks in communicator even though you are 'busy' and wait for your quick answer.

TELEPHONE

Click on box and type here - or manually write you answer

Some of our colleagues don't speak good english and it might be hard to understand what they are saying.

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WHAT COMMUNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN INTERACTING WITH YOUR COLLEAGUES FROM SOUTH ASIA REGION THROUGH BELOW CHANNELS?

EMAIL

Click on box and type here - or manually write you answer

Sometimes colleagues are sending so many reminders that it's only disturbing.

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

India
Colleagues are giving tasks via communicator and wants answers even though status is busy.

TELEPHONE

Click on box and type here - or manually write you answer

Indian colleagues use telephone in urgent matters too much sometimes. You get the feeling that you can't do the job because phone is ringing all the time and still they have no new info to give.

**END OF QUESTIONNAIRE!!
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	✗			
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EMAIL

Click on box and type here - or manually write you answer

OFTEN NO PROBLEMS BUT SOMETIMES THEY
CAN MORE OR LESS DEMAND THING AND
NOT ASK KINDLY

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

—

TELEPHONE

Click on box and type here - or manually write you answer

ACCENT CAN BE DIFFICULT TO UNDERSTAND

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EMAIL

Click on box and type here - or manually write you answer

VERY POLITE AND OFTEN NO PROBLEMS

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

-

TELEPHONE

Click on box and type here - or manually write you answer

THEY DON'T KNOW HOW TO USE THE PHONE.
NEVER CALL.

**END OF QUESTIONNAIRE!!
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Click on box and type here - or manually write you answer

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

TELEPHONE

becuase of the language problem, it's not easy to communicator with NC by phone. Problem can not be solved immediatly.

**END OF QUESTIONNAIRE!!
THANK YOU FOR PARTICIPATING!!**

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EMAIL

Click on box and type here - or manually write you answer

Sometimes I feel that my colleagues in Middle East (especially in AE) don't have enough patience. Even though you have promised to take care of something, they keep asking for updates and news all the time and don't let you to do your job in peace. It feels like they wouldn't trust you in a way.

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

Sometimes our colleagues from Middle East region contact several persons in our team about the very same matter. Many times it causes a lot of confusion and double work.

TELEPHONE

Click on box and type here - or manually write you answer

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EMAIL

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OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

TELEPHONE

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Sometimes it very hard to understand the English they use in South Asia region, especially on the phone. Because of this, I feel that it's easier to communicate with them via written email or office communicator.

**END OF QUESTIONNAIRE!!
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EMAIL

Click on box and type here - or manually write you answer

THEY ARE BEING TOO STRAIGHT FORWARDS, I.E. AGRESSIVE. THEY DO NOT ASK, THEY DEMAND. A LOT OF USING CAPITAL WORDS AND ETC.

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

EXSPCELIALLY INDIANS TEND TO USE THIS A LOT AND SOME TIMES IT IS DISTURBING.

TELEPHONE

Click on box and type here - or manually write you answer

THEY SEEM TO UNDERLINE AND REPEAT HOW IMPORTANT THE MATTER IS, IT NEEDS TO BE SORTED OUT TDDAY ALREADY

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EMAIL

Click on box and type here - or manually write you answer

IF THE MATTER IS E.G. SENSITIVE, THEY TEND TO LITTLE THE SUBJECT AND WRITE LONG STORIES, BUT IN THE END THEY DO NOT SAY THE FACTS STRAIGHT

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

SOME PEOPLE AVOID THIS IS THE MATTER IS SENSITIVE: 'IT IS BETTER TO HAVE OUR MANAGERS TO DEAL THIS'

TELEPHONE

Click on box and type here - or manually write you answer

ONE PROBLEM IS THEIR POOR ENGLISH AND THEREFORE THEY SOMETIMES SEEM TO AVOID THE USE OF TELEPHONES

**END OF QUESTIONNAIRE!!
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			X	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM SOUTH ASIA REGION AS AN ENTITY OF A GROUP.

			X	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM SOUTH ASIA REGION

			X	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND BELIEVE THE VALUES OF OUR OWN CULTURE AND THE WAY WE COMMUNICATE IS THE ONLY CORRECT WAY TO INTERACT AND ANYTHING DONE DIFFERENTLY IN THIS CONTEXT BY NC COLLEAGUES IN SOUTH ASIA REGION IS INCORRECT.

			X	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

Dear study participant,

Please answer below question by freely typing in the text box your response. Write your answer down in relation to using the following 3 communication channels - Email, Office Communicator and Telephone.

WHAT COMMUNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN INTERACTING WITH YOUR COLLEAGUES FROM MIDDLE EAST REGION THROUGH BELOW CHANNELS?

EMAIL

Click on box and type here - or manually write you answer

- IMPOLITENES (TONE OF EMAILS) - PAKISTAN
- UNWILINGNESS TO LISTEN - PAKISTAN
- Lack of understanding - PAKISTAN

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

⇒ NO PROBLEMS SINCE THE COMMUNICATION VIA COMMUNICATOR DOESN'T OCCUR SO OFTEN

TELEPHONE

Click on box and type here - or manually write you answer

- language barrier
- unwillingness to listen

Dear study participant,

Please answer below question by freely typing in the text box your response. Write your answer down in relation to using the following 3 communication channels - **Email, Office Communicator and Telephone.**

WHAT COMMUNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN INTERACTING WITH YOUR COLLEAGUES FROM SOUTH ASIA REGION THROUGH BELOW CHANNELS?

EMAIL

Click on box and type here - or manually write you answer

*Lack of understanding
unwillingness to listen when explaining the
issues*

OFFICE COMMUNICATOR

Click on box and type here - or manually write you answer

NO PROBLEMS

TELEPHONE

Click on box and type here - or manually write you answer

- language barrier

**END OF QUESTIONNAIRE!!
THANK YOU FOR PARTICIPATING!!**

Dear study participant,

Please **carefully** read below statements and mark with **X** on a scale from 1 - 5 on how much you agree or disagree to the statements. 1 representing highly disagree and 5 representing strongly agree.

The purpose of this questionnaire is to find out if intercultural barriers exist and what are problem areas in intercultural business communication between WFI spare part coordinators and spare sales personnel located in Middle East and South Asia Network Companies.

Please note your response is confidential and no name details will be published.

NETWORK COMPANY EMPLOYEES FROM MIDDLE EAST REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

	x			
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION AS AN ENTITY OF A GROUP.

x				
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION

x				
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND BELIEVE THE VALUES OF OUR OWN CULTURE AND THE WAY WE COMMUNICATE IS THE ONLY CORRECT WAY TO INTERACT AND ANYTHING DONE DIFFERENTLY IN THIS CONTEXT BY NC COLLEAGUES IN MIDDLE EAST REGION IS INCORRECT.

x				
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

x				
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM SOUTH ASIA REGION AS AN ENTITY OF A GROUP.

			x	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM SOUTH ASIA REGION

x				
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

MY SPC COLLEAGUES IN FINLAND BELIEVE THE VALUES OF OUR OWN CULTURE AND THE WAY WE COMMUNICATE IS THE ONLY CORRECT WAY TO INTERACT AND ANYTHING DONE DIFFERENTLY IN THIS CONTEXT BY NC COLLEAGUES IN SOUTH ASIA REGION IS INCORRECT.

x				
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

Dear study participant,

Please answer below question by freely typing in the text box your response. Write your answer down in relation to using the following 3 communication channels - **Email, Office Communicator and Telephone.**

WHAT COMMUNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN INTERACTING WITH YOUR COLLEAGUES FROM MIDDLE EAST REGION THROUGH BELOW CHANNELS?

EMAIL

No big issues

OFFICE COMMUNICATOR

No big issues

TELEPHONE

Sometimes hard to understand what is actually requested.

Dear study participant,

Please answer below question by freely typing in the text box your response. Write your answer down in relation to using the following 3 communication channels - **Email, Office Communicator and Telephone.**

WHAT COMMUNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN INTERACTING WITH YOUR COLLEAGUES FROM SOUTH ASIA REGION THROUGH BELOW CHANNELS?

EMAIL

Majority of all cases are reported to be urgent. Some cases that would really be urgent are treated as normal as there is "inflation" with the word urgent.

OFFICE COMMUNICATOR

Too easy to contact with communicator. Same question may be asked several times though everyone should know that the answers are not available and as soon they are they will be communicated .

TELEPHONE

Messages may be unclear every occasionally.

**END OF QUESTIONNAIRE!!
THANK YOU FOR PARTICIPATING!!**