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 barries 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. 3 4 5 I do not know Partly agree Strongly agree Partly disagree Strongly disagree MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION AS AN ENTITY OF A GROUP. 4 5 2 3 I do not know Partly agree Strongly agree Strongly disagree Partly disagree MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION 5 2 3 4 I do not know Partly agree Strongly agree Strongly disagree Partly disagree 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.

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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

MESA usually use to "fancy" words when wraiting 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
interioupts.

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.**

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EMAIL

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

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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

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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 barries 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.

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

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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.

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

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 the 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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NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR

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

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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

Sometimes it is difficult to understand what NC's are trying to tell due to incorrec 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 quations 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 logn 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 afterwords, the message might be totally different.

Dear study participant,	
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TELEPHONE	
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TELEPHONE	
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Too many favors are asked v	ria communicator instead of phone call.
TELEPHONE	
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Dear study participant,	
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OFFICE COMMUNICATOR	
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T	END OF QUESTIONNAIRE!! HANK YOU FOR PARTICIPATING!!

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NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR

SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

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
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EMAIL
Click on box and type here - or manually write you answer
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OFFICE COMMUNICATOR	
Click on box and type here	- or manually write you answer
TELEPHONE ×	
	or manually write you answer

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 barries 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. 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. MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES IN FINLAND ELIEVE THE VALUES OF OUR OWN CULTURE AND ANYTHING DONE DIFFERENTLY IN THIS CONTEXT BY NC COLLEAGUES IN MIDDLE EAST REGION IS INCORRECT. MY SPC COLLEAGUES IN FINLAND BELIEVE THE VALUES OF OUR OWN CULTURE AND ANYTHING DONE DIFFERENTLY IN THIS CONTEXT BY NC COLLEAGUES IN MIDDLE EAST REGION IS INCORRECT.	Dear study par	ticipant,			-
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NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

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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.

If asking a question -> not getting the question answerd. Sometimes there are nisunderstandings due to language issues. Stressing the "urgener" retornione the needed.

OFFICE COMMUNICATOR

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

Expecting an apover to their question

right away although the question night

require some investigating in order for me to jet the correct asswer. delived.

TELEPHONE

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

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Please answer below question by freely typing in the text box your response. W your answer down in relation to using the following 3 communication channels Email, Office Communicator and Telephone.	
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Click on box and type here - or manually write you answer	
END OF QUESTIONNAIRE!!	

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 barries 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. Χ 1 2 3 4 5 I do not know Strongly disagree Partly disagree 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. 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 Χ 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. 2 3 4 5 1 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.

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·	tion by freely typing in the text box your response. Write on to using the following 3 communication channels - or and Telephone.
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•	phone, best method to reach a common understanding. I lication to be always polite and relaxed.

Dear study participant,	A Commission of the commission			
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.				
	ISSUES DO YOU FIND MOST DIFFICULT WHEN R COLLEAGUES FROM SOUTH ASIA REGION THROUGH			
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TELEPHONE				
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NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

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Dear study participant,	
Please answer below question by freely typing i your answer down in relation to using the follow Email, Office Communicator and Telephone.	
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EMAIL	<u> </u>
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.

Dear study participant,	
·	estion by freely typing in the text box your response. Write ation to using the following 3 communication channels - ator and Telephone.
	N ISSUES DO YOU FIND MOST DIFFICULT WHEN UR COLLEAGUES FROM SOUTH ASIA REGION THROUGH
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OFFICE COMMUNICATOR	
Bad english when it's an ι	irgent issue.
TELEPHONE	
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Dear study part	ticipant,				
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NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR SOCIAL GROUPS AND THAT THEY ACT IN SIMILAR WAYS.

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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

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 mores 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 an 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!!
THANK YOU FOR PARTICIPATING!!

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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 barries 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. Х 5 1 2 3 4 Strongly disagree I do not know Strongly agree Partly disagree Partly 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. 3 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 Х 3 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. Х

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I do not know

4

Partly agree

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Strongly agree

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Strongly disagree

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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 cource their fault..

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I do not know

Strongly agree

Partly agree

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Partly disagree

Strongly disagree

NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR

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 Same as middle east 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 1 **END OF QUESTIONNAIRE!!**

THANK YOU FOR PARTICIPATING!!

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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 larguage 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

tland to understand sometimes.

bad lines, dialetts.

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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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.

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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

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1 2 3 4 5
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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
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NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR

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

TELEPHONE

Click on box and type here - or manually write you answer Some of our colleagues don't speed good english and it might be hard to understand what they are saying.

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

OFFICE COMMUNICATOR

India

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

Colleagues are giving tasks via

communicator and wants answers

even tough 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 into to give.

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 barries 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. 5 3 2 Strongly agree I do not know Partly agree Strongly disagree Partly disagree MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION AS AN ENTITY OF A GROUP. 5 Strongly agree I do not know Partly agree Strongly disagree Partly disagree MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION 5 3 Strongly agree I do not know Partly agree Strongly disagree Partly disagree 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. 4 5 2 1 I do not know Partly agree Strongly agree Partly disagree Strongly disagree

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NETWORK COMPANY EMPLOYEES FROM SOUTH ASIA REGION BELONG TO SIMILAR

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

OFTEN NO PROBLEMS BUT SOMETIMES THEY
LAN 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

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 NETT BOLITE AND OFTEN NO PHOBLEVS 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 MOV TO USE THE PHONE.
NEVER CALL.

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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.

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

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.

	Х			
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.

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Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree
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MY SPC COLLEAGE MY NC COLLEAGE	GUES IN FINLAND A GUES FROM SOUTH	ACT IN A DISADVAN ASIA REGION X 3	TAGEOUS MANNE	R TOWARDS
MY SPC COLLEAD MY NC COLLEAD 1 Strongly disagree	QUES IN FINLAND A GUES FROM SOUTH 2 Partly disagree	ACT IN A DISADVAN ASIA REGION X 3 I do not know	TAGEOUS MANNE 4 Partly agree	Strongly agree
1 Strongly disagree MY SPC COLLEA	QUES IN FINLAND A GUES FROM SOUTH 2 Partly disagree GUES IN FINLAND I OMMUNICATE IS THE	ACT IN A DISADVAN ASIA REGION X 3	TAGEOUS MANNE 4 Partly agree S OF OUR OWN CU	Strongly agree
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MY SPC COLLEAD MY NC COLLEAD 1 Strongly disagree MY SPC COLLEAD THE WAY WE COLLEAD ANYTHING DON	QUES IN FINLAND A GUES FROM SOUTH 2 Partly disagree GUES IN FINLAND I OMMUNICATE IS THE	ACT IN A DISADVAN ASIA REGION X 3 I do not know BELIEVE THE VALUE HE ONLY CORRECT N	TAGEOUS MANNE 4 Partly agree S OF OUR OWN CU	Strongly agree

Click on box and type here - or manually write you answer	Dear study participant,
INTERACTING WITH YOUR COLLEAGUES FROM SOUTH ASIA 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 becuase of the language problem, it's not easy to communicator with NC by phone.	your answer down in relation to using the following 3 communication channels -
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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.	
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.	
TELEPHONE becuase of the language problem, it's not easy to communicator with NC by phone.	OFFICE COMMUNICATOR
becuase of the language problem, it's not easy to communicator with NC by phone.	Click on box and type here - or manually write you answer
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becuase of the language problem, it's not easy to communicator with NC by phone.	
becuase of the language problem, it's not easy to communicator with NC by phone.	
	TELEPHONE
Problem can not be solved immediately.	becuase of the language problem, it's not easy to communicator with NC by phone.
	Problem can not be solved infinediately.

Strongly disagree

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I do not know

Partly disagree

Strongly agree

Partly agree

х				
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.

	Х			
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree
MY SPC COLLE	AGUES IN FINLAND	HAVE NEGATIVE AT	ITITUDES OR OPINIC	ONS
1			GION AS AN ENTITY	I
GROUP.	WC COLLEAGOEST	(ON SOOT NOW THE		
			x	
1	2	3	4	5
Strongly disagree	Partly disagree	i do not know	Partly agree	Strongly agree
MY SPC COLLEA	AGUES IN FINLAND	ACT IN A DISADVAN	ITAGEOUS MANNER	RTOWARDS
i	GUES FROM SOUTH			
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	х			
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree
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1			WAY TO INTERACT A	j
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Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree

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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

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

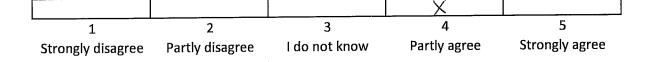
Click on box and type here - or manually write you answer

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

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 barries 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. 5 3 2 Strongly agree I do not know Partly agree Strongly disagree Partly disagree MY SPC COLLEAGUES IN FINLAND HAVE NEGATIVE ATTITUDES OR OPINIONS TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION AS AN ENTITY OF A GROUP. 5 1 2 Strongly agree I do not know Partly agree Strongly disagree Partly disagree MY SPC COLLEAGUES IN FINLAND ACT IN A DISADVANTAGEOUS MANNER TOWARDS MY NC COLLEAGUES FROM MIDDLE EAST REGION 5 3 4 1 Strongly agree Partly agree Partly disagree I do not know Strongly disagree 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. 5 3 2 1 I do not know Partly agree Strongly agree Partly disagree Strongly disagree

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EMAIL

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

EXSPECIALLY INDIANS TEND TO USE

THIS A LOT AND SOME TIMES IT IS DISTUR
BING.

TELEPHONE

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

THEY SEEM TO UNDER LINE AND REPEAT

HOW IMPORTANT THE MATTER IS IT NEEDS

TO BE SORTED OUT TODAY ALREADY

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

THE MATTER IS E.G. SENSITNE, THEY TEND

TO LIRLLE THE SUBJECT AND WRITE LONG

STORIES (BUT IN THE END THEY DO NOT

SAY THE FALTS 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

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SOCIAL GROUP	S AND THAT THEY	ACT IN SIMILAR WA	YS.	
			X	
1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree
		HAVE NEGATIVE AT ROM SOUT ASIA REG		1
T			X	
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Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree
<u> </u> 1	2	3	4	5
Strongly disagree	Partly disagree	I do not know	Partly agree	Strongly agree
THE WAY WE CO	OMMUNICATE IS TI	BELIEVE THE VALUES HE ONLY CORRECT V THIS CONTEXT BY N	VAY TO INTERACT	AND
		I	X	
l	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

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
 Luck 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

Luck 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 parrier

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3

I do not know

2

Partly disagree

4

Partly agree

5

Strongly agree

Χ

1

Strongly disagree

Dear study part	icipant,
your answer do	pelow question by freely typing in the text box your response. Write wn in relation to using the following 3 communication channels - pmmunicator and Telephone.
VALUAT CODADA	UNICATION ICCUES DO VOU FIND MOST DISSICILIT WHEN
i e	UNICATION ISSUES DO YOU FIND MOST DIFFICULT WHEN WITH YOUR COLLEAGUES FROM MIDDLE EAST REGION THROUGH NELS?
EMAIL	
No big issues	
OFFICE COMM	UNICATOR
No big issues	
TELEPHONE	
Sometimes har	d to understand what is actually requested.

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 OHESTIONNAIDELL

THANK YOU FOR PARTICIPATING!!

Dear study participant,