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**AN INSIDER PERSPECTIVE OF
LIFELONG LEARNING IN SINGAPORE:
BEYOND THE ECONOMIC PERSPECTIVE**

**VOLUME TWO
OF TWO**

SIEW KHENG NG

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**A THESIS SUBMITTED IN PARTIAL FULFILMENT
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APPENDICES 263

Appendix 1: Invitation Letter 263

Appendix 2 : Information Sheet 264

Appendix 3 : Letter posted to interviewees to encourage reflection 265

Appendix 4 : Interview Schedule 266

Appendix 5 : Evaluation Criteria 269

Appendix 6 : Transcription guidelines 270

Appendix 7 : Sample of Transcripts 271

Appendix 7A : Sample of WW’s Transcript 271

Appendix 7B : Sample of OK’s Transcript 292

Appendix 7C : Sample of H’s Transcript 322

Appendix 8 : Sample of Analysis 342

Appendix 9 : ITE to take in workers without O or N levels 349

Appendix 10 : New skills test opens doors to better jobs 350

Appendix 11 : New training system set up to help workers 351

APPENDICES

Appendix 1: Invitation Letter

Ng Siew Kheng

14th February 2003

Subject: Study on Factors Motivating Lifelong Learning in Singapore

Dear _____

I am a postgraduate student of the University of Durham in _____ the United Kingdom. Having completed the two-year coursework, I am currently conducting research on the factors that motivate lifelong learning in Singapore as part _____ of my doctoral thesis.

My interest in lifelong learning started in 1977 when I was doing a unit on lifelong learning at the Institute _____ of Education. Over the years, my experience as a pre-university teacher, and subsequently, _____ as an adjunct lecturer with a polytechnic, has drawn my attention to the factors that motivate lifelong learning in Singapore.

In this particular study, I hope to examine the sociocultural and other influences on motivation for lifelong learning in the Singapore context. _____ I am especially interested to interview those _____ of you who have been nominated by your peers as successful lifelong learners, to get a glimpse _____ of your life stories. I believe that by sharing your life stories and how you manage to overcome obstacles to engage in lifelong learning, you will be an inspiration to others who hope to follow in your footsteps.

I enclose an information sheet outlining what the study is about. _____ Any information provided by you would be on the understanding that it is completely confidential to the researcher and that you _____ will not be identified in _____ any report _____ or publication that is prepared from this study, except where your prior permission has been obtained.

If _____ you have any queries regarding the above-mentioned study, please feel free to contact me at _____ S.K.Ng@durham.ac.uk or handphone number: _____ I look forward to meeting up with you at a time convenient to you.

Yours faithfully,

(Ms.) Ng Siew Kheng

Appendix 2: Information Sheet

Subject: Study on Factors Motivating Lifelong Learning in Singapore

(Approved by Durham University's Ethics Advisory Committee)

1. What the study is about

The purpose of my study is to examine the factors that influence motivation for lifelong learning in the Singapore context. I hope to focus on the sociocultural influences that affect motivation for lifelong learning in Singapore. I am especially interested in interviewing those of you who have been nominated by your peers as successful lifelong learners. By sharing your life stories, I hope to cast light on how we can continue to encourage lifelong learners in the Singapore society.

2. What you will have to do

If you agree to participate in the study, you will first be invited to meet me for one interview of about one hour. This interview would take place at a time convenient to you. The interview will be tape-recorded and will normally be conducted in private. The first interview consists of the narration of your life story with special emphasis on the factors that motivate you to engage in lifelong learning, as well as the obstacles that you have to overcome. If you agree to proceed to the next phase, another interview may then be conducted later to focus on some of these factors.

3. Your rights as a participant.

If you take part in this study, you have the right to:

- (a) refuse to answer any particular question, and to withdraw from the study at any time.
- (b) ask any further questions about the study that occur to you during your participation.
- (c) provide information on the understanding that it is completely confidential to the researchers, and that you will not be identified in any reports or publications that are prepared from this study, except with your prior permission.
- (d) examine and amend the transcript of the interview, and to indicate any part of the transcript that you do not wish to be used.
- (e) determine the disposal of interview tapes, transcripts of interviews and personal documents made available for the study.

4. Consent statement

I, _____, consent to participate in the research "Study on Factors Motivating Lifelong Learning in Singapore". I accept the assurances listed here and I give permission for Ng Siew Kheng to use the information gained in her thesis and any subsequent publications she may write.

Signed

Date

Appendix 3: Letter posted to interviewees to encourage reflection

12th May 2003

Subject: Interviews of Lifelong Learner Award Winners

Dear

Thanks for giving your consent to Mediacorp Radio to be interviewed for my doctoral thesis on lifelong learning in Singapore. I was not able to contact you earlier because of some prior arrangements that I had to make before starting officially. Now that I have been granted written approval from the university's ethics committee and can proceed with the interviews, I will like to make an appointment to interview you at a time convenient to you.

As mentioned in my previous letter, the method involves eliciting your life story through interviews. You can tell your life story in whichever way suits you most. As a guideline, some of the topics that can be covered in the interview include information about how each of the following factors may or may not influence your motivation for lifelong learning:

- *Your family of origin and cultural background* (e.g. whether your parents, relatives, neighbours and religious beliefs play a role in causing you to engage in lifelong learning now).
- *Social and historical incidents* (wars, independence of Singapore, change in educational systems, greater international competition and globalisation, etc. and their impact on your learning).
- *Education* (e.g. your experiences in school with teachers and fellow students).
- *Present family* (role of your spouse or children if you are married).
- *Work* (e.g. whether the nature or your place of work have any influence on your attitude or opportunities for lifelong learning).
- *A brief description of your past and present learning activities* and how you overcame any obstacles.
- *Any advice* that you will like to give to those who want to engage in lifelong learning like you.

You can contact me on my handphone (90011009) or by email (either at s.k.ng@durham.ac.uk or skyong@starhub.net.sg). Meanwhile, I will also be contacting you by email (if you have given an email address to Mediacorp Radio) and by telephone to arrange for an interview of about an hour or an hour and a half.

Hope to hear from you soon.

Warmest regards,

Ng Siew Kheng

Appendix 4: Interview Schedule

Introductory statements

Hi, Mr / Ms....., how are you? I am really glad to meet you today. As you have heard from Mediacorp Radio, I am currently doing a study on lifelong learning in Singapore. They have been very kind to make the initial contact on my behalf. As I have mentioned on the phone, I am interested in studying the factors that motivate people like you, who persevere to learn continuously, sometimes even despite adverse circumstances. I hope you can share your life story because I think that what you share will be able to help others who aim to engage in lifelong learning like you. In view of the current economic and social conditions, what you share will be even more relevant. Prior to this, you have received some questions to help you put your life story together. Please feel free to tell your life story in whichever order you want and also emphasise any particular aspect of your life that you find to be of particular importance in your lifelong learning endeavour.

I will like to tape record this interview. However, you will be shown the transcript later on and you can make changes to the transcript if you do not agree with it. You can also indicate any part of the transcript that you wish to be excluded. As mentioned in my letter, you can refuse to answer any question. Do feel free to ask any question that you may have at any time of the study. Confidentiality will be maintained except where prior permission has been given by you. If you don't mind, could we start with your family and cultural background?

Possible questions include:

Family of origin and cultural background

- What religious and cultural values were passed on to you, and by whom? / Were there any particular beliefs or ideals that were passed on to you, and by whom?
- Which of these beliefs or ideals are especially important in molding your personality or life philosophy?
- Was religion important in your family? If so, does it still have an influence on you now?
- What cultural influences are still important to you today, especially with regards to your attitude towards learning?
- Do you come from a family or culture where education/ learning is considered as very important or unimportant? What kind of influence does this have on your motivation for lifelong learning?
- Alternatively, were there any obstacles that prevent you from learning because of your family background? How do you overcome these obstacles?
- What do you think you inherit from your parents? Do these traits help or hinder you in learning?
- (For women) Does the fact that you are a woman prevent you from pursuing learning when you were younger or now? How do you overcome these obstacles? Conversely, does being a woman in your culture give you some advantages? What are these advantages?
- (For men) Does being a man mean that you have some advantages in learning? What are these advantages? Conversely, do you think that as a man you have certain disadvantages in learning? How do you overcome them?

Social / Historical Factors

- Who and what shaped your life the most?
- Do you have any role models in your life? / Who are the heroes, heroines or mentors that have influenced your life? Are there any writers / politicians that have influenced you?
- Were there any incidents in your life that caused you to become who you are today?
- Can you recall any historical (e.g. World War II or independence of Singapore) or social incidents (e.g. communist insurgency in Chinese schools, racial riots or labour unrest) that have an impact on your life?
- Did social class have any effect on your life? Does it still have an effect on your life now? If so, how?
- Is a sense of community important to you? / What do you think of the role of the individual in the community or conversely, the community's role in the life of an individual?
- Are there any social pressures that you experienced as a child or as an adult, especially concerning the need to excel in our society?

Education

- What is your first memory of attending school?
- Did you enjoy attending school?
- How did school influence you, especially in your motivation to learn?
- Did you have a favourite teacher in primary, secondary or pre-university or at the tertiary level? How much did they influence you, especially in your attitude towards learning?
- What organisations or activities were you involved with in school? Did they have any effect on you and your attitude towards learning?
- How much formal education did you have?
- What is your view of the role of education (both formal and informal) in a person's life?
- What is your opinion about the educational system and its role in encouraging / discouraging lifelong learning?
- Are there enough opportunities / avenues for lifelong learning in Singapore? Give specific examples of such opportunities / avenues that you are aware of?
- What can be done to promote lifelong learning in Singapore?

Present Family and Work

- Are you married and do you have any children?
- What values or lessons do you try to impart to your children?
- What role does your spouse (if you are married) and children (if you have children) play in your life, especially with regards to lifelong learning?
- What work are you involved in?
- How did you end up in the type of work you do or did?
- Does the nature or your place of work have any influence in your attitude or engagement in lifelong learning?

Past achievements and Present Life

- Could you recollect the different kinds of learning activities that you have engaged in so far?
- What obstacles did you face in your learning endeavours?
- How did you overcome them?
- Since you won the lifelong learning award, are there any previous or new learning activities that you are still engaged in?
- How do you organise your life, especially your time, so that you can engage in so many activities at one time?
- What do you think are the factors that motivate you to persevere in learning?
- Do you think that you possess any particular personality traits that may have helped you?
- How do you feel about life now? Are there any other things that you think you will like to achieve but have not done so?
- What are some obstacles that you face in learning right now?
- How do you intend to overcome these obstacles?
- What has been the greatest challenge in your life so far?
- In what ways have lifelong learning affected you and those around you?
- Do you have any advice for those who aim to engage in lifelong learning like you?

Closure Questions

Is there anything that we have left out in your life story?

What are your feelings about this interview and all that we have covered?

Some verbal prompts that I hope to use in the interviews include:

“Can you give me another example of that?”

“Is this the case all the time?”

“Really?”

“Please tell me more.”

“Could you elaborate on this?”

“When did this happen?”

“How did this happen?”

Appendix 5: Evaluation Criteria

Evaluation Criteria

General Guidelines

1. Nominees must be individuals aged 18 years and above.
2. Nominees must either be Singaporeans or Permanent Residents of Singapore.
3. All nominations must come attached with the official entry forms taken from:
 - TODAY newspapers
 - Lifelong Learner Awards website (<http://www.mediacorpradio.com/lifelong/learner>)

Evaluation of Shortlisted Nominees

1. Their learning experiences can occur in both non-traditional and structured formalised classroom learning.
2. Their learning journeys need not have resulted in certification or accreditation.
3. They must demonstrate their passion for learning and how learning has improved or enriched their lives or benefited other people.
4. Their learning experiences could also reflect their perseverance and determination in the face of hardship or obstacles, such that their stories have a 'heart appeal'.
5. Their stories must not be seen to specifically promote or market certain products and services of any one educational or training provider.
6. They must be able to validate their stories, where MediaCorp Radio and Ministry of Manpower would contact them or their nominators to verify their stories. This would be conducted through telephone interviews, emails and other possible correspondences.
7. They must disclose how they would spend the prize monies to further their learning experiences. MediaCorp Radio would re-confirm the truth of this the subsequent year.

Other Considerations

1. The final list of award winners should reflect diversity in terms of types of learning experiences as well as demographic distribution.
2. Award winners should not be selected merely on the basis of traditional progression of education. The process of transformation is fundamental.

Appendix 6: Transcription guidelines

It is important for qualitative research that transcripts be verbatim accounts of what transpired in the interview; that is, they should not be edited or otherwise “tidied up” to make them “sound better.”

Pauses	Denote short pauses during talking by a series of dots (. . .), the length of which depends on the amount of time elapsed (e.g., two dots for less than half a second, three dots for one second, four dots for one and a half seconds). Denote longer pauses with the word pause in parentheses. Use “(pause)” for two- to three-second breaks and “(long pause)” to indicate pauses of four or more seconds.
Laughing, coughing, etc.	Indicate in parentheses; for example, “(coughs),” “(sigh),” “(sneeze).” Use “(laughing)” to denote one person, “(laughter)” to denote several laughing.
Interruptions	Indicate when someone’s speech is broken off midsentence by including a hyphen (-) at the point where the interruption occurs (e.g., “What do you-”).
Overlapping speech	Use a hyphen to indicate when one speaker interjects into the speech of another, include the speech of the other with “(overlapping),” then return to where the original speaker was interrupted (if he or she continues). For example: R: He said that was impos- I: (overlapping) Who, Bob? R: No, Larry.
Garbled speech	Flag words that are not clear with square brackets and question mark, if guessing what was said (e.g., “At that, Harry just [doubled? glossed?] over”). Use x’s to denote passages that cannot be deciphered at all (number of x’s should denote approximate number of words that cannot be deciphered). For example, “Gina went xxxxx xxxxx xxxxx, and then [came? went?] home.”
Emphasis	Use caps to denote strong emphasis; for example, “He did WHAT?” (Do not use boldface or underlining because such formatting is often lost when text files are imported into qualitative analysis software programs.)
Held sounds	Repeat the sounds that are held, separated by hyphens. If they are emphasized, capitalize them as well. For example, “No-o-o-o, not exactly” or “I was VER-r-r-y-y happy.”
Paraphrasing others	When an interviewee assumes a voice that indicates he or she is parodying what someone else said or is expressing an inner voice in the interviewee’s head, use quotation marks and/or indicate with “(mimicking voice).” For example: R: Then you know what he came out with? He said (mimicking voice) “I’ll be damned if I’m going to let YOU push ME around.” And I thought to myself: “I’ll show you!” But then a little voice inside said “Better watch out for Linda.” Sure enough, in she came with that “I’m in control now” air of hers.

Source: Poland, B. D. Transcription Quality. In Gubrium, J. F. and Holstein, J. A. (ed.) (2002) *Handbook of Interview Research: context and method*. Thousand Oaks, California: Sage Publications.

Appendix 7: Sample of Transcripts
Appendix 7A: Sample of WW's Transcript

S.K.	<p>Mr. Wong, you know this study is about motivation for lifelong learning and we are trying to explain the factors that motivate you to want to engage in lifelong learning. So maybe you could just tell us a little bit about... We could start off with your family if you don't mind... what kind of family you came from? And do you think your family has in any way affected you? Ya...</p>
W.W.	<p>I was born in 1956 in Hong Kong and my childhood er... is basically er... full of hardship and our family was very poor at that time. My father and mother were refugees from China and so we settled in Hong Kong in the early sixties, so... from... my parents I understand we were sort of; the first place we stay is the squatter area in Hong Kong in Holy [Clause?] village we call. And very poor, very deprived and... I... was the only son in the family and had the fortune to go to school full-time and the... very... poor quality kind of education in those days in 1960s. And my two sisters didn't have any chance to receive any formal education even the primary school, those kind of welfare night class. You know... very... bad environment. So I managed to study till... my secondary school equivalent to the local 'N' level. I finished the secondary so-called secondary form 5 er... education level some time in 1974. Er... during my secondary school days, our family financial background is relatively- was relatively better because my sisters didn't pursue any study after their night time primary</p>

school. They went out to work, so... er... we... I have two sisters and parents working. Two sisters working managed to sustain my secondary study in a private secondary school in Hong Kong. But again the standard was quite bad lah. Ya. And the place we stayed in Hong Kong is very cramped, very small and... essentially... erm... looking back and to put it simply, quite a deprived and neglected childhood in that sense lah.

S.K. So, your parents had to work very hard when you were -

W.W. Well, my mother yes, but my father not quite. Because he got a job in the British military establishment doing some- as a labourer or something. Not... not really tough, just tending a small cafeteria for the officers and all that preparing tea. You know and all that.

S.K. Your mother had to work very hard?

W.W. In a factory, in the meantime, look after the family. My father was the typical traditional Chinese father lah.

S.K. (Overlapping) Yes, yes.

W.W. Never... helping out a bit... essentially... quite... er what you call er... the typical conventional Chinese father, very fierce, you know, very domineering, domineering you know and all that.

S.K. So did your father er... spend any time with the children?

W.W. No-

S.K. Hardly anytime-

W.W. In fact, he was very fierce-

S.K.	(overlapping) So that was the typical Chinese father...
W.W.	And in fact, to be very honest with you, my relation with him was no good because he would resort to or abuse... physical violence whenever he, he saw something us not right -
S.K.	I see.
W.W.	So in terms of motivation not quite... keep on sort of eroding my confidence by saying "Hey, why you so stupid?" You know like a pig, or something. So at... that time... I... ya-
S.K.	He used words which were quite hurting
W.W.	Ya, I didn't have much confidence in my study and all that -
S.K.	How about your mother?
W.W.	My mother again is a typical traditional Chinese woman, working in the day time. Night time go back to do the housework and all that. She is very kind but illiterate, essentially illiterate... and couldn't... didn't have the time to nurture or coach me in that sense.
S.K.	Your brothers and sisters?
W.W.	I have two sisters.
S.K.	Two sisters, you said something about your sisters in helping out -
W.W.	Ya, they... they don't have any chance to receive any formal education and they only got primary education, even for part-time education, they did it in a night school and welfare organization and all that.

S.K.	But you had the formal education.
W.W.	Ya, because I was the only son.
S.K.	So this will be quite typical of Chinese family. The son usually is given privilege of getting the formal education.
W.W.	Ya, ya, correct, correct, correct.
S.K.	And later on they also helped to support you?
W.W.	No, as I said earlier on, I finished my secondary 5 education when I was 18. Not very good results... in Hong Kong we call it the School Certificate or Hong Kong Certificate of Education, roughly equivalent to 'N' level. Quite fair results and in the early seventies there is the economic recession, the oil crisis in the 1973 and not many opportunities. So without much choice I join the Hong Kong police force lah. Basically as a police constable. You get my background?
S.K.	Yes, I have your background. You joined and you became a police inspector err...and then err... decided to return to study after that-
W.W.	(Overlapping) right, right.
S.K.	So when did you decide to return to study-?
W.W.	(Overlapping) was- was-
S.K.	How many years after you joined the police force ...
W.W.	I joined the force in 1974 and in 1986, I sort of went back to study, not full-time, only part-time. I took 'A' level in 1986.
S.K.	So you did your 'A' level in 1986.

W.W.	'86, ya.
S.K.	And then after that you went on to do some other studies. You went even to study a law degree.
W.W.	Yes, again it's a part-time basis – the external degree run by the University of London.
S.K.	(overlapping) Yes, yes, yes.
W.W.	in 1987
S.K.	so how long is the course–
W.W.	3 years.
S.K.	It's a 3-year course. So you actually had to work in the day and study at night–
W.W.	Correct. At that time I was er lucky in the sense I was posted to the Police Academy. So not much shift work, so relatively better.
S.K.	So in that sense you think ... that the place of work in a way can actually-
W.W.	Facilitate, ya facilitate. If I was in an operational division, I... I don't think I can complete it.
S.K.	When you say that, there's not much shift work, you mean that–
W.W.	(Overlapping) no need to shift, office hours.
S.K.	Ya, so you-
W.W.	Conduct training to the trainees and all that. So relatively, it's not that tough in that sense.
S.K.	So actually erm... you did up to secondary 5-

W.W.	'86, ya.
S.K.	And then after that you went on to do some other studies. You went even to study a law degree.
W.W.	Yes, again it's a part-time basis – the external degree run by the University of London.
S.K.	(overlapping) Yes, yes, yes.
W.W.	in 1987
S.K.	so how long is the course—
W.W.	3 years.
S.K.	It's a 3-year course. So you actually had to work in the day and study at night—
W.W.	Correct. At that time I was er lucky in the sense I was posted to the Police Academy. So not much shift work, so relatively better.
S.K.	So in that sense you think ... that the place of work in a way can actually-
W.W.	Facilitate, ya facilitate. If I was in an operational division, I... I don't think I can complete it.
S.K.	When you say that, there's not much shift work, you mean that—
W.W.	(Overlapping) no need to shift, office hours.
S.K.	Ya, so you-
W.W.	Conduct training to the trainees and all that. So relatively, it's not that tough in that sense.
S.K.	So actually erm... you did up to secondary 5-

W.W.	Formal education, yes.
S.K.	And your 'A' level?
W.W.	Part-time, on my own.
S.K.	How long did you take to do that?
W.W.	1 year.
S.K.	1 year! That's fantastic.
W.W.	It's not a full 'A' level, you know?
S.K.	I see, what do you call that then?
W.W.	Because initially I intended to ar... join the external programme directly but they say that "You don't even have an 'A' level you know, cannot lah" so... they have some sort of concession because of my background, my police background, police training and all that, so... they have some sort of concession, not a full 'A' level but one 'A' level subject. So I opt for 'A' level in law.
S.K.	So they took your experience in-
W.W.	Into account.
S.K.	In the police force into account-
W.W.	Some sort of exception
S.K.	So it was to your advantage.
W.W.	(Overlapping) yup, yup.
S.K.	So you took a particular subject in 'A' level. What subject did you-
W.W.	Law.
S.K.	Law huh.

	So that was relevant-	
W.W.	Yup	
S.K.	To the degree course that you were doing. So in that sense, the fact that they gave you that opportunity also helps a lot. They did not require that you do the whole 'A' level. Then, maybe we can discuss a little bit about this thing about male and female. You were saying that your sisters did not have the advantage of formal education. Were they able to continue their education after that?	
W.W.	(shook his head)	
S.K.	They were not able to. But-	
W.W.	After they get married, my elder sister became a full-time housewife. My... the second... one er... initially working for a while and then eventually become a housewife and then at a very late stage in life going back to the work force again.	
S.K.	I see. You mentioned something about, or rather, the Mediacorp website mentioned the 1997 handover, Hong Kong handover was a turning point in your life. How was it a turning point in your life?	
W.W.	It is a sort of a catalyst so to speak. Because at that time, in fact one of my motivations in the mid-80s, '86 when I went back to study my 'A' levels, basically I have some sort of self-reflection and I said to myself: "Oh my goodness, China is going to take over Hong Kong and the police area was the only career I can, you know... continue without which I went outside, I won't have the	

	<p>knowledge and skill to do anything." So I decided to do something about it lah. To improve my educational background so as to basically equip myself to have more option lah.</p>
S.K.	<p>So that actually caused you to think more carefully about the course. That was in 1997-</p>
W.W.	<p>No, no.</p>
S.K.	<p>Sorry, sorry before that-</p>
W.W.	<p>Because in the early 80s, the British and China-</p>
S.K.	<p>(overlapping) Yes</p>
W.W.	<p>Already entered into an agreement to hand over Hong Kong back to China in 1997. Although the actual change over took place in '97, but way before that everybody is already expecting that to happen-</p>
S.K.	<p>Yes.</p>
W.W.	<p>This triggered off my learning... (laughter)</p>
S.K.	<p>Yeah</p>
W.W.	<p>You know, motivation lah.</p>
S.K.	<p>Yes, very good. Did anyone of your friends experience this?</p>
W.W.	<p>Yes, many of our fellow police officers studied part-time.</p>
S.K.	<p>They took part-time.</p>
W.W.	<p>For obvious reasons lah. We were in the law enforcement, to pick up er law, legal study, relatively easy. At least for criminal law some basic legal concepts are there already.</p>

S.K.	Did anyone of them also do it because of this reason - because of the 1997 handover?-
W.W.	It's a combination of many factors lah. One is the sort of er... self-improvement er... don't want to be police officer for the rest of their life. It's quite attractive lah, to become a lawyer and although at the end of the day, eventually we find it is not the case. Right? If then, fantastic lah. (laughter)
S.K.	(laughter) I guess with every career, that's the case. Ya, so actually talking about your family again. Did you think that your family encouraged you in terms of like teaching you certain things about the importance of education -
W.W.	My parents and sisters?
S.K.	Ya, ya. Was it considered important to finish -
W.W.	I don't think it's a big contributing factor. Although er... they pay lip service. They say it's important to be educated and all that but essentially the environment with the er... so-called... in terms of behaviour, in terms of motivation, it's not there.
S.K.	So what actually motivate you, motivated you to pursue -
W.W.	The tri- triggering mechanism, I suspect would be as I said earlier on, is the anticipation of... of change, of sovereignty which may lead to a change of career. That's how I see it. Second is er... kind of erm... self-reflection... and there is a sense of loss when I er... took up the position as an inspector, being a supervisor in... is that

case. Mostly, most of the inspectors are graduate level or expatriates from UK, so in day-to-day operations, I find myself, in terms of analytical power, cognitive, you know, level... analysis... not quite up to the standard. So... that... that kind of a sense of loss which prompt me to think "How come so bad?" when I compared myself with other fellow inspectors and officers. So prompt me to improve myself. Ya.

S.K. When did you come to Singapore?

W.W. In 1994.

S.K. 1994, before the handover.

W.W. Ya.

S.K. Ok, when you came to Singapore, you actually started working with Lucent Technology.

W.W. No, in fact the sequence of event is er... I joined the force in 1974, became an inspector in 1980 and then... er... embarked on my part-time study in 1986, got an external degree in 1989. And in 1991, I went back to full-time to the University in Hong Kong to study the post-graduate course. It's a post graduate, post certificate ... post graduate certificate course in law in 1991.

S.K. (Overlapping) Ok

W.W. In 1992, I switched... changed my career to be a trainee solicitor.

S.K. (overlapping) Oh!

W.W. From '92 to '94 but by the time I am fully qualified in '94.

and all that so working in AT&T, a multinational corporation, a lot of new things pop up again. Again the sense of inadequacy you know... wanting to... you know... equip myself, basically to make myself more knowledge... along those lines.

S.K. And this management course you took was for how long?

W.W. It's two and a half years. In fact, I didn't complete it in full. It's a diploma course. First year certificate. If you complete the full then it will be a diploma. That time er... when I need to do a sort of dissertation. I was already er sort of absorbed by the Ministry of Community Development to take up the post of superintendent at the Singapore Boys' Home. And I was busy that I didn't have the time to complete the diploma course. So, I just aborted it basically lah. Ya... I attended all the exam but essentially the dissertation was not completed so they did not give me the diploma.

S.K. So you got a certificate ... That was really difficult isn't it, to work as the superintendent in the Boys' Home?

W.W. Quite tough lah.

S.K. Full-time job, isn't it? Ya very tough. You had to spend long hours there, I presume. So how long were you there?

W.W. From 1998 to year 2000. In fact when I was in Boys' Home in 1999, I took up the graduate diploma.

S.K. Wow!

W.W. In social work in NUS. Again half way through, I aborted it.

	Because my transfer to this posting, I hope it won't be repeated for this Master's course.
S.K.	Hahaha (laughter). Can I get that again? You said that you took up the post-grad diploma –
W.W.	In social work in NUS when I was in Singapore Boys' Home
S.K.	And you had to give it up because of the nature of the work.
W.W.	Yup, because of the transfer to this –
S.K.	Oh, because of the transfer to the prison post and now you are doing another one. (laughter)
W.W.	Ya, Master in KM in NTU.
S.K.	Master's in?
W.W.	Knowledge Management.
S.K.	Knowledge Management, ok. So how long, how you have been doing this?
W.W.	1 year already, 2 semesters.
S.K.	How long is this course supposed to be?
W.W.	2 years.
S.K.	2 semesters?
W.W.	I have completed 2 semesters. There are 4 semesters altogether –
S.K.	So you have to do –
W.W.	Half way through.
S.K.	So you have to do a dissertation besides the course work?
W.W.	Correct.

S.K.	Yes, yes.
W.W.	Energy level would shrink –
S.K.	Yes, it would affect but so far you are quite happy. (laughter)
W.W.	Hopefully, it won't strike me.
S.K.	Ok, so you actually mentioned a bit of family, a bit of social factor and historical factor that is the handover of 1997, of Hong Kong in 1997. How before that –
W.W.	The two main contributing factors, one is so call the change of sovereignty which may lead to er so-called insecurity of my police career that triggers of the sense of urgency, crisis. The other one is the so call er the feeling of the lack of... the feeling of inadequacy where you are at a certain position and find yourself not to the par, knowledgeable. And the people around are so good, then you have the tendency to try to make it up. So I think these are the 2 contributing factors. Third one perhaps is, I don't know, possibly because of the er... lack of opportunities when I was young, so some kind of making amends making it up lah. In the younger days, don't have the opportunities to study; now grown up, have the time and resources and would like to make amends.
S.K.	Actually talking about resources, you er... most of this courses, you actually er pay it out from your own pocket except for the-
W.W.	You see, the law in Hong Kong, the Hong Kong ones are all self sponsored. All the Singapore ones are company sponsored.

S.K. Oh well, so you are fortunate.

W.W. Singapore is very good.

S.K. Haha (laughter)

W.W. But the KM course, I need to pay 25% but I am very grateful. Because of my age they still support me 75%. Very, very good...

S.K. That's very good eh?

W.W. And for the grad diploma, I pay a penalty for a break of bond, for failing to complete the whole course. So essentially it's... ah... self-sponsored lah. And then the management course paid by the company.

S.K. So do you think you have enough opportunities for upgrading yourself if assuming you want to in Singapore?

W.W. I... am... quite fortunate.

S.K. You are quite fortunate.

W.W. I am not sure.

S.K. As far as you are concerned-

W.W. (overlapping) I am not sure. But for Singapore public service, I think it is quite supportive. For the private company, for the private company, during the booming times, I think they were quite generous also. But these days... a bit difficult.

S.K. Did you apply for these courses yourself or did... did you apply for the sponsorship yourself or-

W.W. I need to apply simultaneously for the course in NTU and the

sponsorship from the ministry.

S.K. I see.

W.W. In fact, initially I was not that optimistic because of my age. In fact when I went to NTU, I need to have some sort of so-called aptitude test and all that, that kind of logical deduction, you know. Wah, I was really shocked you know.

S.K. Haha (laughter)

W.W. My goodness! You know. Full of people, young people! You know. So a bit jiat liat (dialect). Eh... surely will lose out. Fortunately, I went through.

S.K. Was your class mainly made up of young people?

W.W. Err ...

S.K. Or most of these classes were made up of mostly young people?

W.W. Yes and no. I think roughly er... quite a wide range, from early 20s to late 30s, but I am the oldest lah... I am the oldest. I am even older than the tutor.

S.K. Did you feel awkward at all? Or you got used to it? You got used to it. Initially, you say there were a lot of young people

W.W. Oh, that one was for the assessment test.

S.K. I see, that was the assessment test. Then when you joined the course, it was ok. There were quite a number of older people. You were the oldest. (laughter)

W.W. Yup, yup.

	management, which is actually quite different, is it?
W.W.	In fact there is some commonalty.
S.K.	Is that so?
W.W.	If you talk about competitive intelligence... in knowledge management, one of the areas is competitive intelligence i.e. the look for intelligence, how your competitor is doing, and the reposition of your case and your product or services. That one need a lot of intelligence gathering, analysis which is very much related to domesticating ability, competency. And in another area say talking about intellectual X, intellectual property rights, something to do with law, that not that maybe-
S.K.	So you could see the link. (silant for about 5 seconds)
S.K.	The other thing that the... I would like to explore is... if you remember the letter I send to you concerning your school days, did you have any favourite teacher... when you were in school?
W.W.	Yes.
S.K.	You did.
W.W.	When I was in sec 1. I still remember his name Yip, Chinese name is Yip Weng Hong.
S.K.	So you have a favourite teacher, Mr. Yip Weng Hong.
W.W.	Yip Weng Hong.
S.K.	How did he- I mean what- when did you like this particular

	teacher?	
W.W.	He gives me the confidence. He motivated me.	
S.K.	He motivated you?	
W.W.	Ya, exactly.	
S.K.	He gave you the confidence?	
W.W.	Ya.	
S.K.	Because you say that your father sort of ran you down and you sort of did not have much confidence when you were –	
W.W.	(Overlapping) and he gave me the confidence.	
S.K.	When you were in primary school?	
W.W.	That kind of physiologically, they call it the self-fulfilling prophecy. That kind of trust, "I know you can do it" you know. "I know you can reach the standard". Whenever I do something very difficult, he already move on- move in to compliment. You know, a pat on the shoulder. It motivates a lot.	
S.K.	That was in secondary what?	
W.W.	Sec 1.	
S.K.	Sec 1?	
W.W.	19 ... 196...9 or 1970.	
S.K.	So...	
W.W.	He is my Chinese ar... teacher.	
S.K.	Chinese teacher.	
W.W.	Ya.	

S.K.	So you had a very good relationship with this particular Chinese teacher who was always-
W.W.	I had the very good impression of him, not to the extent of a very good relationship.
S.K.	I see.
W.W.	That time blur lah, don't know what's happening.
S.K.	But he was -
W.W.	I feel quite motivated, I can still see, remember you know and I think, in terms of <u>arm</u> , management, in terms of teaching youngsters, I think my learning point is... be very, very careful of not to say and... as far as possible to be more positive, have some trust in the so-called, the youngster, whoever or so-called recipient of your remarks and all that.
S.K.	So he was always like -
W.W.	Very encouraging, very encouraging.
S.K.	Very positive lah.
W.W.	Later on when I join the toastmasters' movement, have you heard of the toastmaster -
S.K.	Yes.
W.W.	Ya learn a lot of techniques lah.
S.K.	(overlapping) I had one student who won first prize -
W.W.	Because other than making presentation, public speaking, we all go on a rotation basis to evaluate other presenters' performance

(Silent for 4 seconds)

So actually, there were not many extra curricular activities that you sort of engage in formally or engage informally in school, because like here some students join the police force. I mean er... call it the cadet corp. or the national police cadet corp. and they were like, they learn discipline there. But in your case you did not join any of these. Was it compulsory to join those curricular- extra curricular activities in your school in Hong Kong? It was not compulsory-

W.W. (Overlapping) that time was 1979, 1969 to 1974. Very *shai shai* (dialect). Tell you Hong Kong education up until now very messy.

S.K. Hehehe (laughter)

W.W. Basically, you just go back hahaha (long laughter). You know, go to the er... the one er... retro at where and go to the football field and then skip the class.

S.K. Oh is it?

(long silence 7 seconds)

S.K. so actually, do you enjoy school when -

W.W. Those days no but now yes.

S.K. I mean, when- when you were in school, primary and secondary school.

W.W. I hate to go to school.

S.K. Ok, you hated going to school. What was the reason for your hatred?

W.W.	The only thing that time is the second time, when teacher give me a lot of encouragement because... essentially is the lack of confidence and not up to the par... being look down you know.
S.K.	Yes.
W.W.	Then you cannot do, you know. That kind of stuff.
S.K.	Was the teacher –
W.W.	That was, was one reason why I joined Singapore Boys' Home. I know all of them you know. All these youngsters essentially, I saw myself you know. Haha. Looking all the boys... haha! Delinquency.
S.K.	Yes, yes, yes.
W.W.	I was lucky not-
S.K.	Not to go bad?
W.W.	Not to go that way, a matter of luck.
S.K.	Yes, so your experience is you're-you're-your unhappiness in school in a way has helped you to be able to, to identify with boys in the Boys' Home.
W.W.	In fact looking back, I am not sure I should move to this post. That one although is tough and very rewarding, very encouraging.
S.K.	A lot of satisfaction from helping people I presume.
W.W.	Interacting with the boys and a lot of er... easily at home you know. My heart making me think of those days when I was young. I was like them er neglect, poor condition. Not very desirable

Appendix 7B: Sample of OK's Transcript

S.K.	Start from anywhere you want, and just tell us, about your life.	
OK.	Ok. I came from a poor family in the sense. My... ok my father came from China. He was not skilled. He was not a skilled person. He didn't have any education I think. He was like a labourer kind of person. Came to Singapore, no job, so he took up the labour to carry heavy things and lift some-	
S.K.	Coolie?	
OK.	Coolie yes. Then my mother, her background was quite different because her own father was a teacher in China. And my mother's mother was also educated in the sense, she could read and write Chinese in China, which in those days, the girls were rather-	
S.K.	(overlapping) Very rare, isn't it?	
OK.	Ye. So my mother received some education. It seems the teacher came to the house in China. And so the girls together, they had some form of education. And she had one or two years only; then stopped. But, the one of two years, she was able to read newspaper. Amazing?	
S.K.	Yes (laughter)	

OK. In Singapore's society, read newspapers and some articles. And she was every now and then trying to figure out the words, the difficult words. So... I admire her in that sense. So I was wondering, one or two years and she could read. Here one or two years' education we can't read the papers. But because we throw in a lot of other subjects. Like erm, PE, that kind, but that is purely read and write. So my mother could read and write but my father was a labourer kind of thing. Erm... Erm... Then... So we- we- we were sort of renting rooms, yah, we were renting rooms. And erm, I'm the third in the family, of 3. Erm, so there must be a stage where we were quite poor. Erm, my father had to go sailing, that means work onboard the erm ship, as that kinda of erm, managing boats, you know, throwing ropes and he must learn to pull and tie ropes. And, my mother then had to find job. In the- in... you know the naval base? Where they had these erm servicemen from- from Britain, they come here for 3 years, so they needed these domestic servants. My mother was working as that, and they had quarters and I was living there

	together with my sister and brother -	
S.K.	(overlapping) you were staying at the, which -	
O.K.	Ya, naval base	
S.K.	Naval base, ok.	
O.K.	Ok, I was the youngest, so my mother was working as like- like the servant, so the servant's quarters. And my sister and my brother, we were studying then, but the- after school we went back to the quarters in naval base. So, erm, those days were ok, tough in the sense that. My mother had a one-day off someday, but before she- she went off, we would have to well, go on our knees to polish the floor, this huge, you know colonial bungalows, huge you know, so we all helped her, after that then we cleared up, then on Sunday that we had Sunday off. Sunday off that means we then we rented one room, about few kilometres away when we reach, and that's where we spend the Sunday in the little room lah.	
S.K.	Oh, so in other days you stayed in the quarters?	
O.K.	Yes, that's right	
O.K.	So during the, I still remember when we rented that room in this village, Chongpang village, there was	

	no electricity, and no-o taps in the house. And I still remember... the image is still very clear in my mind that, the flooring was not cemented-	
S.K.	(overlapping) You can feel...	
OK.	Yeah, I still remember because here I was trying to sweep the floor, and then you see mud floor you know, mud floor. Ah, but of course later on when the- the owner of the house had more money, then she renovated then we had cement floor. And then the stem pipe that we draw water from, everybody got water from the stem pipe, common stem pipe by the road side. We carried water back, to our kitchen, bathroom, that kind of thing, and electricity, no electricity then, so we had these kerosene lamps. Quite scary lah, because when you go to the toilet ah, you have to use the kerosene lamp, and then in the middle of the night, and walk out of the house, because it structured-	
S.K.	(overlapping) toilet out of the house, yeah	
OK.	So and I called woke up my sister to accompany me, it was quite scary, all the shadows	
S.K.	You were quite young then	
OK.	I was the youngest yah, I was an offspring... in	

	<p>primary school. So erm, those were the days. Now, my mother, I must say that erm, she always drove home the point that we our educations were important. Ah, education is a must and we must try very hard, but she did not sort of, er, expect very, very tremendously good results from us lah. As long as no red marks. She was happy you know! So erm, but she was herself like showing that reading was really good. She said, "If you don't want to read, you'll be a blind person." And she also from time to time, she said, "If I had a chance, I want to learn how to, you know to join the erm CCs to learn how to cook and all that... (Softly) if I have the opportunity." So I think that indirectly influenced me lah.</p>	
S.K.	<p>Did she manage to join any of these courses at the CCs?</p>	
OK.	<p>No, she did not, because later on she like er helping out with my sister's family, my brother's family, then later on me, my children. No, she didn't. Then much later on then she, you know health lah, she fell then not so good. But she all the time pride herself as keeping abreast in her thinking, so I</p>	

	<p>thought maybe the influence is from there. Ah, my father himself, of course there was a distance between my father and myself because he was most of the time out sailing, and I was closer to my mother than to him. Later on when he retired, again, I was then a teenager, so there was this barrier between him and myself.</p>	
S.K.	<p>Was he a typical Chinese father who doesn't communicate very much with the children?</p>	
OK.	<p>Mm, not really, he was, he was Hok Chew lah. Hok Chew I heard lah that he was very clean person. He was cropped everything, even though he was renting a place, he was always cleaning here and there, that kind of thing. And he was very good with his hands, carpentry work he was very good. Erm, ok, so he was like- like illiterate, so I was wondering, how come he got married to my mother. (laughing) It was match made. It seems his first wife, he was married once, and the young wife, somehow, he was an old-fashioned man, I heard these stories, that- that the young wife did not live up to his expectations. He was not able to cope, and somehow I think he was like, he bashed her you</p>	

	<p>know, I heard, hit her, until she ran off, yesh she ran off, so later on, matchmaker came along and match made my- my mother with him lah.</p>	
S.K.	<p>Did your mother know that he bashed up his first wife?</p>	
OK.	<p>That one I don't know, but anyway they married. And erm, my mother came over because her elder sister was looking for a rich family. So when my mother came over, was helping out to look after this child, the rich family, then got married to my father.</p>	
S.K.	<p>Ok</p>	
OK.	<p>Another thing I admire in my mother is she was able to pick up language. She- she is Cantonese. She was Cantonese and my father Hok Chew. Hok Chew is not easy to learn. She- you know after a couple of years, being married to him, she was able to speak Hok Chew like a Hok Chew.</p>	
S.K.	<p>That is so amazing.</p>	
OK.	<p>Amazing! So because my father's friends were Hok Chew came and my mother spoke Hok Chew to them, I mean like a Hok Chew. So my mother was able to pick up language, in that sense. And of course, then maid in the erm... servicemen, British,</p>	

	English, she picked up English too.	
S.K.	So she could speak English.	
OK.	She could speak yes, some English.	
S.K.	Again, that is quite a feat, for somebody who had very little education.	
OK.	<p>Erm, so that was that end, primary school, I was in Sembawang school. I think I did fairly- I mean I was a prefect, and then later on they even nominated me to be head prefect. Erm, in secondary school, they sent me to Paya Lebar MGS, but I wasn't quite used to the mission school system so I requested out, then Monk's Hill, then once I completed that education, I was in Science stream...</p> <p>Because my parents kept saying, my mother kept saying that, you know, we were so... not well off, money is hard to come by, so- so I was very anxious to work. My fa- my brother at that time was erm... he was a male nurse, but he did ask, I remember distinctly that he did ask me, "How do you- after 'O' level, you want to continue?" And I told him, "No, I don't want to continue after 'O' level. My sister, she had only Primary 6 education. She stopped then, she and my mother teamed up to</p>	

	<p>work for this European family and get a bit more money, so my sister stopped education after P6, then my brother continue with secondary school. So he became a male nurse. So I remember that part. Erm, of course on hindsight, if my brother had pushed me, I would have gone on then you see. But given the choice, I don't know why I said. Maybe because all my friends said they didn't want to continue. So I didn't want to continue.</p>	
S.K.	So your friends didn't continue.	
OK.	Some of them did. But my closer friends did not. They went into nursing and all that... In fact, if I had been sort of pressured or what-	
S.K.	Or encouraged	
OK.	Encouraged, I would have gone on. Then...	
S.K.	So they sort of give you a choice.	
OK.	My brother. My mother of course left it to me. So by choice, and then at that time, there was this teaching job that was in demand, so-	
S.K.	When were you born by the way?	
OK.	45	
S.K.	1945. So that means you started working in the 60s.	
OK.	'60 ya. '60, I qualify TTC in '65. So I started TTC	

S.K.	Oh. H-o-w old were you then?	
OK.	I was in my 40s.	
S.K.	Oh, ok, I see.	
OK.	So that means between my 2 nd and 3 rd is about-	
S.K.	(overlapping) Quite a big gap	
OK.	13 years.	
S.K.	(overlapping) Because you said your 2 nd child was taking the 'O' level exam.	
OK.	Eldes child taking 'O' level	
S.K.	Oh, eldest child taking the 'O' level exam when you were doing the Maths 'O' level. Ok, and then your 3 rd child was born after...	
OK.	All that years	
S.K.	After all those studies. So were you able to continue after your 3 rd child was born? Continue your studies? Continue with all these courses.	
OK.	Wait ah. I remember my 3 rd child came, I became pregnant when I was doing this Diploma for English Studies. So then, because I was going to give birth, I had to defer, stop. Then the following year I had to join another group. I joined another group, yes I remember that. Joined another group, then I completed it. So then when I took this HOD	

	<p>course, my child, the youngest one was then a toddler lah. So after that, I suppose the studying kind of mood came in.</p>	
S.K.	<p>I see.</p>	
OK.	<p>And the... then we saw the advertisement about the Open U. The Open U, you can study at night. Then I say, "Why not?" And then so a group of us, those who attended the DDM, the HOD course, "Eh... why not we apply?" So ok, come. So ok, so I applied and I got a place. At that time, it was the 1st batch of Open U students in Singapore. I was the 1st batch. So there were not many choices for us. Because English, Bachelor of Arts, English with Lit, that was all recognized by MOE. So I was a HOD and I was pursuing this course at night. 4 years. We were encouraged to finish it between 5 and 6 lah. But we chose 4. The shortest, it was heavy going. But again, I had encouragement from my family. My husband was very supportive. Because my child was then still a baby. And we had a maid. But it was not easy, because assignments came. (laughter) you have to hand in your assignments.</p>	

S.K.	Yes.	
OK.	So I will have to say, "I'm sorry, close the door, don't let her come in. Don't let the baby come in, I want to be left alone and I have to do my assignment," that way. That was guilt feeling lah. couldn't spend as much time as I wanted with my little baby. But we plodded on lah, for 4 years. Finally we completed, I completed, and my friends.	
S.K.	Did they all finish the course?	
OK.	Yes, they all finish the course.	
S.K.	How many of you took the course at the same time?	
OK.	About 3 or 4. Then one continued to do her Master's. But the rest of us, we didn't, because of various reasons. Ya, so it was really a wonderful feeling lah. I completed this course. Then I took up driving. I say, "Now I got this baby, I want to take up driving again." So I plodded on. Because she was still a toddler, about 2-3 years old when I taking my license, and I managed to pass it at the 3 rd attempt. So after my degree then I got my driving license. I think getting a driving license is more difficult than getting a degree! (laughing)	
S.K.	Yes, I know of people who take more than 10	

	times?	
O.K.	YAH! So 3 times, twice I failed, so I tell myself, NO, if I have to take 10 times, I will take 10 times. I must get it. I was determined.	
S.K.	You were already in the 50s is it?	
O.K.	My baby was...	
S.K.	(overlapping) because	
O.K.	Late 40s.	
S.K.	Late 40s ah? When did you get your degree?	
O.K.	When I was a HOD? (pause) I think... I got my degree ah... about, let's say about 7 years ago. 7-8 years ago, I got my degree. Before I came. Because I am already here for about 7 years. 7 or 8 years lah.	
S.K.	You have been here for 7 or 8 years?	
O.K.	7 years lah, put it. So when I finally got my driving licence, the licence, I was so happy. If I man, I'll pass the cigars around but I'll be the subject of everybody. At last I got the license, it was so great.	
S.K.	Yes, yes.	
O.K.	So that was... me lah.	
S.K.	A real achievement. (laughter)	
O.K.	Like a pair of wings you know, I can go anywhere I like. Ok... So what else? My, that's my learning	

	part.	
S.K.	You also attended a Diploma course on Guidance and Counseling?	
O.K.	Ah, yes.	
S.K.	At the NIE?	
O.K.	Correct, correct. That is after the erm, after the basic degree that I have got. Then after 1 or 2 years, again I felt restless. I say, "Umm, I must do something lah." So I look around, and I saw another opportunity that says, "Saturday class only. You attend Saturday classes for this. 4-5 hours each Saturday. And your school can excuse you, you don't have to perform duties on Saturdays." So ok, why not? So this is about 2 years, module. Modu kind of-	
S.K.	(overlapping) every Saturday for 2 years?	
O.K.	Every Saturday for 2 years. So I say why not? So I took the modules and finally I completed the modules.	
S.K.	There are quite a few modules if I am not mistaken? For this particular diploma course.	
O.K.	To get your Advanced Dip, to get your Advanced Dip, there are- you must clear at least how many-	

	how many modules lah. It's stated. Then some, 1 or 2 lah, you get accreditation for your Master's if you continue. That one is for Psychology. Master's in Psychology, a branch of it.	
S.K.	So you took the Diploma course?	
O.K.	I took the Advanced Dip.	
S.K.	Advanced Diploma.	
O.K.	Advanced Dip with some, I can't remember how many accreditations. So I said umm, if I want to pursue my masters, I could go into this-	
S.K.	This psychology. In a local university?	
O.K.	Yes	
S.K.	Ok.	
O.K.	Which one of two of my classmates in Advanced Dip, they are doing now. For me, after this Advanced Dip, I thought I'd give myself a rest. Not exactly, but for the sake of my girl. Now my daughter is a teenage-	
S.K.	The younger-	
O.K.	The youngest one. She is like Sac 27 13, 14? So I told myself, if I value myself in studies and ignore her, neglect her, I may regret.	
S.K.	I see.	

O.K. Because teenagers they need the mother actually.
Growing up... So I say between the 2, myself my development and my daughter, I choose my daughter. To me I think it is not worth it if I have all the diplomas to hang on the wall, and eventually the girl feels neglected. If I give up whatever I can and she doesn't turn up the way, it's different. At least I have done my part. So that was how I have decided to stop for at least 2 years. This year, because last year I finished my course right? Last year Dip, my Advanced Dip I finish. So for 2 years mean this whole year and next year. I will stop. Yes, so I'm spending a lot of time with my daughter. Try because teenagers are very xxxxxxx, so I try to spend time with her, do things together, you know, whatever is interesting to her, I try to take to the library, do some cooking together, things like that. Just to be close to her. But, I'm also feeling very restless, again. (laughter) So I had... I saw an email ah ok, they trying to organize, beginners, people who want to try to form a Chinese Orchestra. So I say, ah, I want that. I enrol myself, so I responded. So I'm going to start in probably June or July.

	Chinese Orchestra, this, so far about 12 of us responded. Erm consists of-	
S.K.	(overlapping) who are they?	
O.K.	Ps and VPs.	
S.K.	Ah, oh ok.	
O.K.	P and VP they come together, and and-	
S.K.	(overlapping) Principals and Vice Principals.	
O.K.	Yes. Learn together and-	
S.K.	(overlapping) It's conducted by-	
O.K.	(overlapping) you have to pay your own lessons. But it is going to be- actually somebody organized it, but we all will converge in one school to learn. Learn from this paid tutor lah. To teach us-	
S.K.	(overlapping) It's a private arrangement. It's not err-	
O.K.	No	
S.K.	Something arranged by the Ministry of Education.	
O.K.	No, it's private. So I said this is also an opportunity for me to get to know new friends and mix around. I thought it's good, healthy for me. So, that's a new skill that I'm going to pick up. All the while, I actually I love music. I love music a lot. Had I been given an opportunity, I would love to play the	

	<p>piano, something. I really love music. So I say, ah, I have an opportunity. Those days, I did promise myself, when I retire, I'm going to take up the piano, things like that. So now, why not?</p> <p>Everybody's a beginner. And I don't mind paying for it. And I got one guzheng at home.</p>	
S.K.	Orh, you have a guzheng at home.	
O.K.	Yes, because my daughter was last time in this Chinese Orchestra.	
S.K.	So are you going to play the guzheng?	
O.K.	I think I shall opt for it. Because then I can practise at home you see. I don't have to spend extra money buying the instrument.	
S.K.	Actually it is a very beautiful instrument.	
O.K.	<p>It is. But it is a very big and cumbersome thing to bring around lah. But it's also, actually I like the er-hu. But er-hu I think I have to buy and then I don't have one at home. So never mind, so I think guzheng will be fine. So that's the music part.</p> <p>Cooking? I'm now trying to learn to cook curry, the Indian style. So I've been looking at recipe books.</p> <p>Going to library and read and read and read. Going to buy the spices and experiment and umm ok.</p>	

	<p>Yesterday my daughter was saying, "Wow, this curry is so good. Exactly like what they sell in the restaurant." (laughter) So ok, that is a compliment.</p>	
S.K.	<p>Yes.</p>	
O.K.	<p>So that is my latest thing that I am picking up.</p>	
S.K.	<p>Also benefits your family (laughing).</p>	
O.K.	<p>Ya, ok, she likes curry now. But I did tell my superintendent and the P, if I- I would feel very, very sad if people perceive me as old. And sort of mentally put me in the museum. I won't like that. I like to, I like to be kept in abreast with whatever is happening. Like now, right now, I also want to go into the webpage. I want to learn how to do the webpage and... that is a good way to communicate with my students.</p>	
S.K.	<p>Do you have your own webpage or you are going to do one?</p>	
O.K.	<p>I am going to do one. I don't have. But I already found out that it is not that difficult. My technical assistant in the school can teach me. Even my daughter was willing to teach me. She say it don't take long. You can learn up to simple one. So sure, I want to learn.</p>	

S.K.	Do your daughters help you when it comes to this kind of technical support?	
O.K.	Oh yeah. Yes yes.	
S.K.	When you are doing the courses for example, you may need some technical support with computer skills?	
O.K.	Umm, not so much because computer skills those days are simple typing word processing that's it. That's ok already.	
S.K.	Like powerpoint and so on?	
O.K.	Umm, occasionally.	
S.K.	Presentations?	
O.K.	Occasional, not that much. Powerpoints are more for my colleagues.	
S.K.	I see.	
O.K.	(pause) Ok lah. Some things I learn from my youngest daughter. For example, the chat room. I saw how she chatted you know?	
S.K.	So you are into that as well?	
	Ya, chat room I can chat. So so I feel that I don't want to be left behind lah. So that's why thinking... I feel that everything is learnable lah. If you really, except of course things that you must have your	

	<p>basic back... let's say a good singing voice. That one you don't have means you don't have.</p> <p>(laughter) Otherwise, other things we can learn.</p> <p>You just focus and practise hard enough, determined enough, you can, everything you can.</p> <p>Prioritize what attracts you, what you want. So I feel anything if I am really determined enough, I can do.</p>	
S.K.	<p>What causes you to have that attitude that everything can be learned? Is there, is it something that was in you already when you were young? Or it's-</p>	
O.K.	<p>Not really. When I was younger that time ya, I was like an average person lah. I wasn't that bright, although I won a few prizes here and there. I wasn't a brilliant, brilliant student. I think I'm just average.</p> <p>The best I, all along... Driving was one that showed me that if you are determined enough you can get it. I said it's through... through experience lah. When I look around, there is something at the beginning that seems quite hard, I know I can do it. So more and more I convinced myself: something you want so much, you can learn. So this is what I think.</p>	

	Exposure.	
S.K.	Exposure, ya.	
O.K.	<p>Be it the language, just try hard enough. I mean in Mathematics 'O' levels, I tried and tried and practise and practise, ok what. I got my One. And things like that. So ya, ya, if you try hard enough focus, you should be able to do it. Ok, so erm, ya my husband has been Principal too. If he had not been supportive, I don't think I would be able to... because here is the young baby needing my attention. And if he was not supportive, it would be so difficult for me. So difficult I'll be torn between the two. Here I was able to concentrate. Because, obviously the maid did a lot of other things, but occasionally he has to help out. And I was left alone to do my studies. If that was not that, I don't know. So that means you must have people to support you also.</p>	
S.K.	Yes.	
O.K.	Ya (laughing), it's an uphill task.	
S.K.	Correct.	
O.K.	Ok, and of course now my children are very supportive lah. "Can, can, can," now they are there	

	gatherings and all that. Erm, I remember when I was in primary school, the... I was in primary school and erm, I still remember primary 1 or primary 2. That time, when we were supposed to opt, whether we want to remain as British subjects or as Singaporeans.	
S.K.	Yes.	
O.K.	So I went home and ask my sister, how ah? Which one? Then I still remember my sister said, OF COURSE SINGAPOREAN, you know. Ok, Singaporean. Opted. But some I think, remained as British subjects.	
S.K.	Oh, is that so?	
O.K.	Ya some, I think the Indians, some of them.	
S.K.	Ok, ok. So those are some of the things that happened when you were younger, were related to historical incidents.	
O.K.	Yes, yes.	
S.K.	How about being a woman? Do you find that you were in any way discriminated against, as far as learning is concerned?	
O.K.	Ah, ok. That I think my mother influenced me a lot. Because when she was in China, she could see the	

	<p>unfairness. The unfair treatment that the girls got. Erm, her mother was, everybody in China in those days lah, was very biased. They were for the boys. The best things were kept for the boys.</p>	
S.K.	Yes.	
O.K.	<p>In her family, very few boys you see. So she was one of the many, many daughters. Finally the son came, the younger brother. So anything good and best, they all kept for the younger brother. Kept for the younger brother. So she got very mad. So, and she used to grumble to us. That eventually you see, when the girls grew up, it's the girls that supported the parents, not the boy. And yet, the best was given to the boy. So she kept talking about this story. I think that must have influenced me in a way. So she said, so she in turn, more or less treated us, because my sister and myself, the 2 girls, and my brother, so she more or less treated us the same, equal. I didn't really see that, oh my brother was favoured. Not really lah. We were more or less given the same things. So when in turn, I treated my children all the same, whether they are girls or boys. So you can see that, maybe I was influenced by my mother.</p>	

	Fairness. So whatever I give to the girls, I will give to the boys. The same things.	
S.K.	So other words, in your own family, you were not discriminated against, as far as learning opportunities were concerned. Your mother gave you the same amount of opportunities as your brother.	
O.K.	Yes, yes.	
S.K.	Unlike some other fam- Chinese families.	
O.K.	That's right. Ya. I suppose it impacted also much when she was a young girl. That she was so determined that she was not going to witness it to-to her own children. And in turn, I learnt from her, and it was passed on to me.	
S.K.	I see.	
O.K.	And I think I am passing on to my children too lah. The fairness, whether girls or boys, should be equal. Contribution also should be equal.	
S.K.	And also equal also in terms of wanting to learn? Not just opportunities. Some may think that women actually don't need to learn so much. But in your case, you feel that women actually able to learn as well as men? In-	

O.K.	Yes. Yes. In fact when I was in secondary school, I still remember, I was a girl guide. Then we say, ok, anything the boys can do, we can do also. So we also wanted to start football team. So my friend and myself, we told the teacher we wanted to start football team.	
S.K.	At that time?	
O.K.	Yes, at that time! So you see, my nature was such... erm, we felt that-	
S.K.	That was quite revolutionary.	
O.K.	(laughter) Y-e-a-h, yes. But it did not take off. We felt as a girl guide, I had plenty of opportunity. And my mother was very supportive. She trusted me. And mixed around with the other boys and all that. Of course that time was girl guides and scouts we went out. We were really very... innocent. And my mother gave that trust. Which was good. Erm, the guiding experience in secondary school, it was quite a good experience. Where this equality, I did not feel that because I am a girl, I'm less able. I don't think I had that... maybe I was lucky.	
S.K.	So your mother was supportive, you also had the guiding experience that helped you to form those	

	<p>values. What about other experiences in school?</p> <p>Were there any teachers in particu that you liked that actually influenced you? (long pause) Can you recall any teacher that has, impacted your life?</p> <p>(pause)</p>	
O.K.	<p>Ok. Maybe in primary school, I had this very wonderful Maths teacher. He was very skillful. I was not doing too well in primary 3 and 4. But when he took over in primary 5 or 6, there was a change. My Mathematics became very good. One of my stronger subjects. So I felt that I was very, very lucky to have him. Otherwise I don't think I would have got as far as I'm now. Because that was a turning point.</p>	
S.K.	<p>Ok.</p>	
O.K.	<p>So I think the turning point, certain teachers were very good. He was very systematic, very fierce, but very clear in his explanations. So I was able to grow. I think a very good teacher is pretty important in primary level. Secondary school level too. I also very good Maths teacher and that helped me.</p> <p>Actually I'm not so inclined towards Maths. But because my language exposure was not there and</p>	

	terrible. He'll never forget. And I was so proud and so happy that I was able to break the case that he was the innocent one. That made me very happy.	
S.K.	The fact that your students have learnt something about-	
O.K.	(overlapping) Yes! Justice and honesty. It's a very powerful lesson. So that was what the mother told me made me very happy. That means all the time spent, going right to the bottom of it was not lost, was worthwhile.	
S.K.	Yeah. And you did this guidance and counseling class as part of your diploma, is it?	
O.K.	Ah, yes. This Advanced Dip.	
S.K.	Ya, so it's also- you are also applying what you have learnt.	
O.K.	Ah, in a way, in a way. Of course, there is-	
S.K.	(overlapping) no set method	
O.K.	No set method. But generally you know what to do lah. Generally. It did help.	
S.K.	It did help you ah? Maybe one last question. About your work. You know, you are so busy as a Vice Principal, does it in a way become an obstacle sometimes when you want to learn? Or you find	

	that as a Vice Principal, you want to learn even more.	
O.K.	Oh.	
S.K.	How does your work influence your life long learning?	
O.K.	(pause) Ok. Being a Vice Principal, erm, my responsibilities and duties ah, the demands are much, much more as compared to the HODs, right? I feel that I wouldn't have made it, doing the Open U, taking the VP job at the same time. Too demanding. I wouldn't have completed it. But when I was doing my Open U, I was a HOD. That's what I'm saying, but a VP job is very demanding.	
S.K.	You did it as a part-time student ah? Open U? That means you were working and doing the course.	
O.K.	Yes, yes. At night, I went for lectures. So a VP job is very demanding. Long hours, something like 12 hours a day kind of thing. HOD ah, shorter. Because HOD you can [give up?] your assignments, as a VP, you can't. So here, sometimes I stay 10 hours, 12 hours in the school.	
S.K.	So when you came to this school, you became the VP?	

O.K.	Yes.	
S.K.	And you were a HOD at another school?	
O.K.	Yes, when I came to this school, I already completed my Advanced Diploma.	
S.K.	I think we have to stop here, because I can see that they are closing. (laughing) Thanks a lot	
O.K.	Ok.	

OK Page 82
(Excerpt only)

Appendix 7C: Sample of H's Transcript

S.K.	<p>Yah, it's recording. So, Mr H, as you know, this interview is about lifelong learning in Singapore.</p> <p>And because you have won this award, I feel that it will be very interesting for other people to hear about your life story, and they can learn, and be motivated to also engage in lifelong learning like you. And as I said you can actually start in any way, you can start off from your family of origin, or we can start off from your family right now.</p>	
H	<p>Er, for my family I think er, one area which I really felt uneasy was my father. My brother was a graduate and I was not. So my father, I think er, showed a lot of biasedness, a lot of biasedness. Whenever relatives come to the house, he introduces my elder brother, and then tells them that he is a civil engineer, that kinda thing. And of course, relatives tend to ask "Where's your second son?" He used to use the word "he's roaming around".</p>	
S.K.	<p>(laughing) Oh no.</p>	
H	<p>But that was of those, but at that stage I think er, it was also partly my fault. I had a very different ambition. I wanted to become a professional footballer. And I was actually putting in more effort</p>	

in the field than in the classroom. So after that I didn't do very well. I only got er I 'O' level. And from there I moved on. As my ambition was to become a footballer, made me so much into the field than into the books... until my nasty injury on my knee, which made me become er... there's no more football for me. Er, when I realized that- that was painful, but life is like that I think. Sometimes you're only wanted for what you are, er, when you don't have that then that happens. From there on, I looked at a different perspective. I wanted to become a car-racer. I went for interview with BMW and everything, and that also all was done up, and that also had a stumbling block was my father. Er, I was under 21, he refused to sign the er declaration form, because I think as the guarantor he has got to sign that he is willing to let me go, he refused to sign that. So that also went bust. So that I think angered me a lot and I found that my father was actually a hindrance for me. Er then I started going out on my own way, where I started work in the construction. I was in the shipbuilding and I also, I was a deep-sea diver. Er, after doing all this, I found that er, my

	<p>grandmother wanted me to come back. She wanted me to come back. And er, so I came back, from the deep-sea diving. Er I found a job as a driver. That was the best I could find. Because with 1 'O' level, I was not able to find any jobs, wherever I went, you need 4 'O' levels, 5 'O' levels but I only had 1, finally I ended up as a driver. Er, I think that was the sparkling point in my life. Because when I became a driver, I found that I was ostracised by society. My relatives, friends and everything. That angered me a lot. Then I wanted to see for myself what would be best for me to do. That's where I embarked on education again. That education has brought me to what I am today.</p>	
S.K.	So you felt that you were ostracised by your own relatives?	
H	Yes, to a large extent, to a large extent.	
S.K.	And also other people?	
H	Friends, who are better off than you. Er, some of them were at that time already executives. So the moment they see is like never see you, pretend to not to see you. And you can be standing in front of them they'll just not even nod their head at you. So that	

	<p>angered me a lot. Er, I wanted to show that it's not actually that I'm stupid, but I had not put in enough effort. But time has come again, so I told myself that this is the time where I'll reverse. Er, well I went into a lot of reverse engineering, and er re-engineer myself to- to what I am today.</p>	
S.K.	<p>So in other words will you call that a turning point?</p>	
H	<p>It was a turning point, it was a turning point. That was I think er, the most critical part, er of my life. You know it is whether I want to do what I thought I want to do. Or do I want to stop and er, brood over things, you see, so that was the decision, but at the end of the day I- I believed in myself. And I felt that there were a lot of things which I can do, which I know myself, and I said, "Ok, let me give it a shot."</p>	
S.K.	<p>Now, you mentioned about your father being a hindrance. Was he a hindrance right from the very beginning or after you did not do well? When you were young?</p>	
H	<p>From young I would say, because you see, er Indians follow the astrology a lot, they believe in astrology a lot. And I was born into a month which is not very acceptable in the Hindu custom. Which is of not my</p>	

	<p>fault, you see, and er end of the day I was actually er, subjected to criticism. You see, and I didn't have much love from my father, I didn't have much love from my father, and I think the other thing was that as I grew up, er I think I resembled my grandfather very much when my father and my grandfather can't be seen with each other. And the way I talk, the way I behave, er my stubborn character and everything, fitted to my grandfather. I think that worsen it, that worsen it. But the end of the day, we had no enmity, it was just that er, we couldn't see certain things eye to eye. To me- my father and my elder brother, relatives were primary. They were- it was- it concerns them very much. But to me, I don't give a hoot about relatives. I believe in myself and I think my life is my battle, I got to win it. You see, and for them it's the relatives. You got to please relatives so that- that'll make them happy, which I can't do.</p>	
S.K.	Is it very much in the Indian tradition-	
H	(overlapping) I think so. I think so.	
S.K.	That relatives are very important? Their opinions are important?	
H	Yah! Yah! You see like for instance, like for me I've	

H Pg 5
(Excerpt only)

S.K.	Again, is this quite common in traditional Indian families for in-laws to be involved?	
H	Oh yes, er they always want to have a say, they always want to have a say. And I think that is not very good. That's not very- I think they've got to leave them as they are, they're grown up they're adults, they know what they are doing if they should be married. IF they have got a problem then you interfere and you tell them ok this is what you should do, then I think it's ok. But uncalled for they should not put their heads into, I think that is not professional I would consider.	
S.K.	Still talking about your family of origin, you mentioned your father, how about your mother?	
H	My mother died at a very early age. My mother died when I was 9 years old, so I was totally under the arms of my grandmother. She was a very regimental woman, er staunch Hindu, er believed in God more than anybody else, but that I think shaped me up to what I am today. You see, that shaped me up to what I am today. And I- I thank her for what she has done for me today. And I'm still following what she has taught me, er that has helped me a LOT in life, to be	

	what I am.	
S.K.	Maybe you can elaborate a little bit on how that shaped you in-	
H	(overlapping) Er during my, even my earlier days in school, we had to wake up morning 4 a.m. to do prayers, whether it is school holidays or whether school is on. Er she believed that a person who sleeps a lot is a useless person. A person who gets, er rises out of bed as early as possible is a person who can be very healthy and who can... who will be very flexible, and who actually can be mova- movable, that's her belief. And er those days of course I was er not very happy , being young you wanted to sleep a lot. Er but looking back at my life today where I got to work day and night and sleeping less helps me to do so much of things, where others can't do. See and ah of course, the other thing she taught me was er nothing is greater than the God. We may be born with certain intellectual powers but end of the day we still need the power of the God, to move us to what we need to be, see and er that I think I- I'm still following. I'm a person who goes to temple 7 days a week, and I believe that there's one power above me.	

	<p>And er that makes me er do things which others are not doing. Er I don't want to be selfish. I came through a school of hard knock, but I've achieved success. But this success is what I want to push down to the ground for people who are above 30 years old who don't have that solid foundation in life, to make them see a better quality of life, see. So her teachings, to a large extent, have moulded me today.</p>	
S.K.	<p>So even though you er did not have a mother, I mean your mother passed away when you were quite young. In a way your grandmother's teachings has affected you.</p>	
H	<p>Yes.</p>	
S.K.	<p>And for how long did you stay with your grandmother?</p>	
H	<p>Oh many years, many years.</p>	
S.K.	<p>Was your grandmother staying with you or?</p>	
H	<p>Yes, staying with me, she only passed away in ni-n-e-ty s-even.</p>	
S.K.	<p>I see.</p>	
H	<p>'97 she passed away, 1997.</p>	
S.K.	<p>All these years when you were young what your grandmother's teachings influenced you and-</p>	

	<p>And er that makes me er do things which others are not doing. Er I don't want to be selfish. I came through a school of hard knock, but I've achieved success. But this success is what I want to push down to the ground for people who are above 30 years old who don't have that solid foundation in life, to make them see a better quality of life, see. So her teachings, to a large extent, have moulded me today.</p>	
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S.K.	<p>And for how long did you stay with your grandmother?</p>	
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S.K.	<p>Was your grandmother staying with you or?</p>	
H	<p>Yes, staying with me, she only passed away in ni-n-e-ty s-even.</p>	
S.K.	<p>I see.</p>	
H	<p>'97 she passed away, 1997.</p>	
S.K.	<p>All these years when you were young what your grandmother's teachings influenced you and-</p>	

H	<p>Very sad, but that's life, reality that's life. But that should change, that should change. We should not look at the person's position or status. We should look at him as a human being. I think that is very important, HOPE we can change that, hope we can change that. I think that will er have a big factor, know to see some happy people coming about. I think we got to be real in life, but there's so much of mask being put on today in Singapore. Er that is one of the saddest parts of Singapore. You see, and er we don't know, whether the future is going to be worse, or is it going to be better. You see, the status has become so much of a problem and if you look at it in Singapore I would say that ego has built into people.</p>	
S.K.	<p>So in a way, who do you think affected your life the most? Shaped your life?</p>	
H	<p>My wife, my wife, er I knew her when she was 18 years old. And er she is from a very conservative orthodox family. Er she's a Punjabi, I'm South Indian, she's a North Indian. Er that was a big barrier, that was a big barrier. And er, at that age when she came to me I told her that she was too young, I gave her 3 years to think about it very</p>	

	<p>seriously and after 3 years, she said, "I'm ready."</p> <p>And that I looked back and I said if she's going to come to me there should not at any time a word which she says, "I regret marrying you." I asked myself what are the things I needed to do. And the only thing that came to me was if I were to raise my educational level, things will change. And that even urged me to do things much better. See, there was a kind of a fire which went under, you see, it was just er growing bigger, bigger, bigger. Nobody could douse that flame away. And that I think made me excel to what I am today. And of course during my years of part-time learning, she has been er wonderful, very supportive, never troubled me, let me be what I am. Er whole family things were being taken care. She was a Home Affairs Minister, Finance Minister, Foreign- Foreign Minister, mother, wife, e-v-erthing, she took. Now I think that was the most beautiful gift for me I think in my life.</p>	
S.K.	So that you could concentrate on your learning.	
H	Yes, fully, fully. I was just moving into my career growth, more into my career growth, without any hindrance, without any disturbances. See, that- that I	

	think was my greatest gift lah, if I would say my strength, she's my strength, she's my strength.	
S.K.	How many years have you been (laughing) married?	
H	I've been married for 15 years	
S.K.	15 years.	
H	15 years. But we've been together er... we've known each other for more than 22 years.	
S.K.	Mm... so you knew her-	
H	(overlapping) very well	
S.K.	From the neighbourhood or...	
H	No, no, no, er through some er... sports activities.	
S.K.	I see.	
H	Sports activities I came to know her. I'm also an athlete, she's also athlete, so it's through that sports activities we came to know each other. Er... from there it just turned out. Sometimes they say marriages are made in heaven.	
S.K.	Yes.	
H	And I think ours was made in the field. So it- it- it struck er, I think we had a lot of things which were common. I mean she only wanted a husband who doesn't smoke, who doesn't drink, doesn't womanise, this and that, er it was not an easy task for	

	her, because her parents er wanted her to marry somebody who was very rich, but she thought richness is not the end, you see. And er she had to leave the family, she had to leave the family.	
S.K.	So she had to leave the family to marry you?	
H	Yes, she had to leave the family to marry me. And we went through a lot-	
S.K.	(overlapping) big sacrifice.	
H	Big sacrifice and er... a lot of pain, a lot of pain. It was not an easy thing, it was not an easy thing but she's... she's a woman with a... an iron heart-	
S.K.	(overlapping) Strong.	
H	She knows what she wants er... she's very stubborn about what she wants and she knows how to go about it and that has been the greatest success today. You know sometimes we fall down, er... I think you need to come back again, you need that strength. I think to me, she's my strength.	
S.K.	What was the reasons for the objection?	
H	(Cough)	
S.K.	Because of the fact that she was a Punjabi and you are Southern Indian? That was the main reason?	
H	And the other thing was of course she was er fair like	

	<p>fulfil that role before they can emerge from anywhere else.</p>	
S.K.	<p>You encourage people to dare to dream and to dare to have a vision. Do you think there are enough opportunities in Singapore for people who want to improve themselves educationally now?</p>	
H	<p>I think Singapore government has done a lot. Opportunities are just lying, but it is people who are not seeing it. Ah either people sometimes feel that they are blind, deaf and dumb. Nobody is going out from where they are to see what are the opportunities available. Today if you look at the opportunities given by people like NTUC, Ministry of Manpower, and with all those educational industries, which has been boomed, and there are so many players in the market today. You are free to choose what you want to do. There are no more limitations like those days before. 20 years ago we have limitations, you want to do this we don't have this, you can't. Today, we are I think plentiful. It is whether you want to choose the right one and make yourself a better person. Er to blame the government I think is unfair, I think you got to blame yourself, got to blame yourself.</p>	

S.K.	So you do see that there has been a lot of improvement in this area?	
H	Very much, very much, very much. I think the government has been er very proactive, know and even- even if you look at this juncture, you can see the amount of er er foreign universities coming into Singapore and playing the big game in the industry, you know and that is giving us opportunities where we don't have to spend so much of money going out. We can do it locally. So it is not an issue of whether er you can't do it. It's whether do you want to do it.	
S.K.	So you see that there are some people who are not really taking up these opportunities. What do you think prevent people from taking these?	
H	Well, they're giving multiple reasons. One, they say is no time, which I think is er not the truth, er everyone of us are gifted with 8760 hours per year, er it is how you manage your time. Er some people are saying that they are not er er cut for education. You are not tested you wouldn't know who you are, so end of the day I think a lot of reasons are just lame excuses. But nobody really wants to go and of course in Singapore I think you've got face, and they dare	

	<p>not go into a classroom and then dropout, which I think is not a big problem, we learn. You see, a failing exam doesn't mean that you are failing in life. That could be a learning stage and ask yourself how do I answer the questions next time better so I don't think there's any big problem in that. It is people themselves, they are just er cutting themselves off from the er people who are successful. Which I think will become a big problem for them, not for the government. Er if you are not qualified, I think the government can't help you. See, you got to keep yourself competitive, er you got to go and do what you need to do in order to excel in your own life. You see, the government can lay a path, but you must choose to walk which a lot of people are not doing.</p>	
S.K.	<p>I see, in other words you feel that the individual is to be responsible for taking up opportunities.</p>	
H	<p>Definitely! Er nobody can force you. You got to think for yourself and you got to ask yourself, what will make you different. That could be academic, that could be technical, EITHER one. You got to pick up something somewhere and you got to excel in life. Nobody can force you.</p>	

S.K.	So that is with regards to the role of the government. How about society? You know, you mentioned something about face, this thing about concept of face. I know is quite common among Chinese, but what about Indians?	
H	It's coming, it's coming, it's coming.	
S.K.	You mean you feel that there's also this concept?	
H	YA, Yes, you see like for instance he has got 2 sons. Er wherever he goes people want to know what the 2 sons are DOING. So if you were going to say, (mimicking) "Oh, he's a driver," people look down on him. So is also, it is flowed over, it is flowed over today. You see it is flowed over and I think a lot of people are already, that that is the reason why you can see the parents are pressurising the children to excel. You see and that has become a big stress for parents, as well as children.	
S.K.	I see.	
H	You see, so it has actually turned the whole tide again now.	
S.K.	But was it the case in the past-	
H	(overlapping) NO.	
S.K.	that parents also had-	

H	No, I don't think so.	
S.K.	No ah.	
H	<p>Mine was er... I wanted to change my own pattern of life. Er... I wanted to prove to a lot of people that I am not what I am. They are only seeing one window. They have got to see the main door. You see? That's where I think I may have wanted to. And of course my wife has been very inspirational. See, I wanted her to have the best part of life. I don't want her to use the word regret. I don't want HER parents to come and tell her, "You should have listened to us". So, THAT was my fight. That was my fight. I think that was the biggest fire which woke me up.</p>	
S.K.	<p>How about historical incidents? Were there any historical incidents that have actually changed your life or affected you? Historical or social incidents? For example, like change in educational system in Singapore... or maybe change in the political system. Do you recall any?</p>	
H	<p>Ermm... change in educational system I would say that Singapore was looking more for people who are critical and analytical.</p>	
S.K.	Okay.	

H In order to be critical and analytical, you need to have the pace with the knowledge. So only when you go through some educational system, then you become very critical, you become very analytical. Which today I am, I think. Er... that's why I'm able to teach, and I'm able to sustain the class into developing certain things. You know a lot of issues are brought up in classrooms. And people feel that I am a very analytical person. I think this education has changed me. It has made me think very analytically. And I think it has got an impact. The change in educational system has got an impact. You have got a free flow of thought coming in. You are able to sit down for yourself and see whether what is right and what is wrong. And what is the dominance like, you know? All those things.

S.K. So did you have any social pressures, you know? Besides pressure from your father, did you have pressures from anybody else?

H Oh, when I was doing my diploma, I had pressures from my colleagues. Er... my working colleagues. These were the people that were mocking me. Say, "He can't even do an 'O'-level, he's thinking of

	<p>doing a diploma." But end of the day, I think I did very well. I did very well. To me, I think, each time a person tells me I can't do, I think I prove. That is really my style. And until now I think I am still excelling because I have that "I never say die" attitude. You see, which is very strong in me. I think that is in-built. That is in-built in me. And I think that is one biggest advantage I am having in my life. That I will feel is my biggest advantage. A lot of people become negative--</p>	
S.K.	Yes, yes.	
H	<p>Very fast. You know like, my- my first day, we introduced ourselves, and when I introduced myself as a driver, there was somebody who ask me, "How many cars do you want to wash?" You see. But that is ok when you go into a class size of this where managers all come in. But year 2000, January 3, millennium surprise, he's my diploma student.</p>	
S.K.	Your diploma student? You mean after-	
H	At that time, he asked me how many cars we were going to wash. We were doing diploma together.	
S.K.	Ah huh.	
H	And today, I finished my Master's, and I'm HIS	

Appendix 8: Sample of Analysis

FACTORS	No. 1 WV Chinese Male	No. 2 OK Chinese Female	No. 4 H Indian Male	No. 6 Z Malay Male	No. 7 V Indian Female
22.3.3 Life Transformation	"When ... when initially you don't know the stuff, after a while, put some effort, some learning, discuss with people, then you acquire a new, new knowledge. That kind of intrinsic satisfaction ... Maybe that is another motivating factor. I find it quite fun ... " (pg 22) Refer to other changes such as widening of social roles e.g. community work cited below.	"The course opened my eyes to ..." (pg 13) Refer to other changes such as widening of social roles e.g. community work cited below.	From being ostracised by his friends and relatives, he is now held up as an example for others to follow. He is also actively involved in community work besides hosting programme that encourages others to learn. I'm also in the Association of Muslim Professionals Committee, Education and Training Committee. I'm also trying to see where the community is lacking and why the community is lacking. End of the day, I'm realising that I may be going in for some motivational talks to the community. And for the Indian Community, I'm trying to work with Holy 96.8, which is a Mediacorp radio, Tamil section." (pg 62)	Refer to other changes above. (As a young chap, I was myself quite ... try to learn and study lah. You know growing up, you have all kinds and lots of friends, and er ... there's a lot of negative influence ... You don't really look forward to study that much." (pg 5) "All my nephews, my nieces ... can ... look up to it ... my dad ... quote me as an example." (pg 130, 131)	Refer to other changes above. Last time before I ... I taking these courses, I feel like when I speak anything, when I say English, people might laugh at me ... but after I went to these courses, BEST programme, I feel that ... WHY NOT? ... I feel that kind of confidence in me." (pg 12)
22.3.4 Community Work Voluntary Work e.g. PNY - I go to this ... social work ... helping people, I learn a lot of things."	"I am a volunteer police inspector" (pg 20, 42) Voluntary work with youth. "That was one reason why I joined the Singapore Boy's Home. I know all of them you know. All these youngsters essentially, I saw myself you know. Haha. Looking at all the boys. Haha! Delinquency." (pg 33) "In fact looking back, I am not sure I should move to this post. That one although tough is tough and very rewarding, very encouraging ... Interacting with the boys and a lot of er ... easily at home you know. My heart making me think of those days when I was young. I was like them er ... neglect, poor condition. Not very desirable considerations for studying. So quite interesting. Maybe one of these days I will go ... so home. May go back." (pg 33, 34)	"Hope to help older folks. "Er, I really feel that I want to be useful with my experience and my skills. lah. ITI can help in a different group of people. For example, maybe older folks? I can do something to, to enrich their lives? Organize something to enrich their lives?" (pg 45, 46) Wants to start something to help a group of students. "Maybe I look around say, eh, people don't know how to give tuition in Science maybe. Maybe I can start a school, just concentrate in Science teaching. Remedial extra lessons and all that. To make Science learning fun." (pg 46)	"But when you are alive, why don't you impart what you have, to people who are not fortunate and make them, and feel that their lives are meaningful? I think that is the most important part." (pg 61) Trying to work with Holy 96.8, which is a Tamil Mediacorp radio station, to encourage others to learn. "I'm already working with AMP, Association of Muslim Professionals, I'm already working with the Tamil Radio, Holy 96.8." (pg 62) Working with the Association of Muslim Professionals, Education and Training Committee, to encourage the Malay community to learn. (pg 62, 63)	"I'm involved in the MCIDS feedback unit. Not for the Malays la. I'm more of the national feedback unit." (pg 81, 82, 80) "I'm being pushed to the SARS community meeting which every 10 weeks ... I have to work for one week at that ... M.O.H. Singapore General Hospital as a SARS tracker." (pg 82) "... I would like ... to move to the field, and do community ... be a grass root leader..." (pg 83) "... I volunteer myself for Singapore marathon er ... for the ... er ... all those long distance ... Raffles bench run and of late ... the national stadium? The rugby 7 ... international games." (pg 137)	"I go to this ... social work ... helping people, I learn a lot of things." (pg 37) "OK, SINDA ... I was helping them, prepare the things everything ... in my Seagate Technology, I was helping in the handicapped, old folks' home." (pg 60) "I have one kind of satisfaction feeling, when I go and help this kind of volunteer." (pg 61) "... I start to donate blood ... three months, four months once." (pg 61) S.K.: ... you were actually thinking of going to visit some handicapped children in Malaysia. V: Yes, I wanted to, I supposed to ... because of this SARS, everything stop me. (pg 62) S.K.: ... do you think you are a role model in a way to your children, the fact that you were learning when they were growing up? Did they sort of look at you and also want to learn? V: Yes, they do. (pg 54) "So in other words they look up to you and they want to be like you." (pg 54) "I always tell them until now, if you want to learn something ... NEVER give up, want something, go for it. If you really cannot, you have my problem, come to me ... whatever it is, go on till the end." (pg 55) (Socialization) "They should go for it." (pg 84) "... age is not a limit, you have confidence ... you can do it." (pg 84)
22.3.5 Role Model to Others	"I think my learning point is ... be very, very careful of not to say and ... as far as possible to be more positive, have some trust in the so-called, the youngster, whoever er so-called recipient of your remarks and all that." (pg 28) TEACHING by showing example." S.K.: Did you find yourself being a mentor for one of these boys? W.V.: Yah, I think so. In fact during my 2 years' duration, there are a couple of ... I won't tell it as a success lah. But reworking experience so to speak. "Well, it's a kind of tacit instruction. Every now and then, I got my everywhere I go I would bring a book one ... waiting for public transport not much to do, flip books. Then the daughter also follows out lah. So she got a lot of books and now had a very good foundation. She is in a scholar program in NUS." (pg 37)	"Your daughter finds you to be a role model? That's what the todd Mediacorp." (pg 30) "But if I can do it, I will also show my girl lah." (pg 45)	Wants to help others who don't have a solid foundation in life, like himself. (pg 14) Trying to inculcate learning attitude in others. (pg 61) Trying to work with Holy 96.8, which is a Tamil Mediacorp radio station, to encourage others to learn. Working with the Association of Muslim Professionals, Education and Training Committee, to encourage the Malay community to learn. (pg 62, 63) "People have already considered me as a model." (pg 63, 65) Tries to help those who come for night classes, as he can empathise with those who missed out on education earlier on.	"All my nephews, my nieces ... can ... look up to it ... my dad ... quote me as an example." (pg 130, 131) S.K.: ... V: ...	"I see that people there can do so many things ... They don't have much education, and ... they have a lot of confidence in them ... who when people, others are doing, why not me." (pg 57) "So in other words they look up to you and they want to be like you." (pg 54) "I always tell them until now, if you want to learn something ... NEVER give up, want something, go for it. If you really cannot, you have my problem, come to me ... whatever it is, go on till the end." (pg 55) (Socialization) "They should go for it." (pg 84) "... age is not a limit, you have confidence ... you can do it." (pg 84)
22.3.6 Joy / Sense of Achievement / Sense of Satisfaction	"I find it quite enjoyable, it's (toasters) movement) my lifelong hobby already." (pg 29)	"... my daughter and I got a one (for O level Maths), so happy. Boost my ego lah." (pg 15) "Yar, so it was really a wonderful feeling lah. I completed this course." (pg 19) "So when I finally got my driving licence, the licence, I was so happy ... it was so great ... Like a pair of wings..." (pg 20)	"But end of the day, the relief is to graduate. You have done it. I think that is what gives you the real satisfaction." (pg 59)	"Wah! I was er ... wah dead happy lah. Wah! Very glad, happy..." (pg 16)	
22.3.7 Change in Learning Disposition	"When ... when initially you don't know the stuff, after a while, put some effort, some learning, discuss with people, then you acquire a new, new knowledge. That kind of intrinsic satisfaction ... Maybe that is another motivating factor. I find it quite fun ... " (pg 22) "Very enjoyable. Now I treat study as fun." (pg 39) "And I was busy that I didn't have the time to complete the diploma course. So, I just aborted it basically lah." (pg 12)	"Then after 1 or 2 years, again I felt restless. I say, "Umm, I must do something lah." (pg 21, 23) "So after that, I suppose the studying kind of mood came in." (pg 18)	"I am ... I am doing my doctorate." (pg 49)	"So now quite itchy already. I mean almost I have to er ... besides I'm thinking of er ... er ... learning more on finance like I'm thinking of getting a CFA. I mean its Certified Finance Analyst. Er ... Then then go into my MBA or Masters. Because right now is quite quiet because I'm ... I'm doing ... Actually I'm learning all the skills now, er ... fully utilized that er ... and at the same time, because married and all those and I'm saving money. Later, I'd like to finish CFA and continue with my masters." (pg 20)	Completed her "N" level exam despite having only primary two education initially. "And from BEST to 'N' level, the only person go up to the end is me. Others all stop halfway." (pg 70)
22.4 Excitement	"In fact when I was in Boys' Home in 1999, I took up the graduate diploma ... in social work in NUS. Again half way through, I aborted it. Because my transfer to this posting." (pg 12, 13)	Q: 'A' Levels, that's right. Q: I enrolled. I enrolled for the GP class, and did a few compositions. I don't know who I didn't continue ... Maybe because of the children or something, so I dropped." (pg 11) "I remember my 3rd child came, I became pregnant when I was doing this Diploma for English Studies. So then, because I was going to give birth, I had to defer, stop." (pg 17) "For me, after this Advanced Dip, I thought I'd give myself a rest. Not exactly, but for the sake of my girl. Now my daughter is a teenage ... I told myself, if I value myself in studies and ignore her, neglect her, I may regret." (pg 22, 23)			Excited whenever there is childcare arrangement problem.
22.5 Re-entry	Re-entered when another learning opportunity arises. Taking a government sponsored course at time of interview. ... need to pay 25% but I am very grateful. Because of my age they still support me 75%. Very, very good." (pg 16)	"When they (the children) were sort of settled down, in Sec 1, Sec 2, that kind of thing, then I started looking around in, I said, "OK, I better apply for some courses." (pg 12) "Then the following year I had to join another group ... then I completed it." (pg 17)			Re-entered when she could fit her learning schedule with her work schedule.
23 Publicity & Opportunities for Lifelong Learning	"But for Singapore public service, I think it is quite supportive. For the private company, for the private company, during the booming times, I think they were quite generous also. But these days ... a bit difficult." (pg 16)		"I think Singapore government has done a lot. Opportunities are just lying, but it is people who are not seeing it. Ah either people sometimes feel that they are blind, deaf and dumb. Nobody is going out from where they are to see what are the opportunities available ... You are free to choose what you want to do. There are no more limitations like those days before 20 years ago we have limitations, you want to do this we don't have this, you can't. Today, we are I think plentiful." (pg 30) "I think the government has been er very proactive ... you can see the amount of er er foreign universities coming into Singapore and playing the big game in the industry, you know and that is giving us opportunities where we don't have to spend so much of money going out. We can do it locally." (pg 31)	"I think ... now ... the opportunities ... are tremendous. They're yes, out in the picking. You lack of IT, they have national IT programmes where they have, very little fund, you come out \$30 or so you can learn computer." (pg 92) "If you take a stone ... and you throw outside Shenton Way, the stone bound to hit someone who's taking night class." (pg 104, 105)	S.K.: How did these auntsies know about these courses? V: They read newspaper, Chinese newspaper. (pg 45) "Publicity a lot. Actually there is everything all the while, this ITE but only thing with people, never take the interest to take like a notice all these ..." (pg 46)
24 Government & Other Support	"The Hong Kong ones are all self-sponsored. All the Singapore ones are company sponsored." (pg 15) PNY: I heard that NTUC also has sponsorship ... "But the KM course, I need to pay 25% but I am very grateful. Because of my age they still support me 75%. Very, very good." (pg 16) "But for Singapore public service, I think it is quite supportive. For the private company, for the private company, during the booming times, I think they were quite generous also. But these days ... a bit difficult." (pg 16) S.K.: "That's another area altogether lah? What makes you choose KM (knowledge management)?" W.V.: "Because it's sponsored. HAHAHHA!" (pg 25)	"Diploma for English studies" was sponsored by MOE. (pg 12) MOE's support. "Because MOE (Ministry of Education) spends lots of money to send teachers to learn ... I did learn from them how to surf the net." (pg 43)	"He thinks that there are enough opportunities in Singapore and that the "Singapore government has done a lot, opportunities are just lying, but it is just people who are not seeing it." (pg 30) "I think the government has been very pro-active." (pg 31)	"I think ... now ... the opportunities ... are tremendous. They're yes, out in the picking. You lack of IT, they have national IT programmes where they have, very little fund, you come out \$30 or so you can learn computer." (pg 92, 93) "Besides, there's a lot of ... media ... helping people to realize there's a lot of opportunities, er ... then this economic crisis, even more ... media play a role." (pg 92)	CREST course, Seagate sponsored me and ITE BEST programme and WISE programme ... after I joined as an NTUC member, I have some discount. (pg 13) "Because you are a NTUC member, we have discount. Just 75% you have to attend, then you can pay ... later on, if you want, you can claim from your working place." (pg 14) "And NTUC, and you are not paying so much of the money, just pay half of the price and ... you want to take computer, SINDA is helping you." (pg 64) "I went to Window 85, the first time computer came out. I went to learn Window 85, then after that I went to SINDA take PowerPoint. It was very cheap, this is only I pay about ... seven dollars ... company subsidize, at the same time, SINDA also subsidize." (pg 64,65)

FACTORS	No. 1 WW Chinese Male	No. 2 OK Chinese Female	No. 4 H Indian Male	No. 6 V Malay Male	No. 7 V Indian Female
18 Hindrances/Obstacles	<p>18.1 Hindrances/Obstacles</p> <p>"I was busy that I didn't have time to complete the diploma course. So, I just started it basically lah." (pg 12)</p> <p>"To be fast when I was in Boy's Home in 1999, I took up the graduate diploma... in social work in NUS. Again half way through, I had to stop. Because my transfer to that point." (pg 12, 13)</p> <p>Shift work is a deterrent to LLL.</p> <p>SK: "... So from your experience, do you think that doing shift work is in a way a deterrent to lifelong learning?"</p> <p>WW: "Yes, yes, very tough..."</p> <p>WW: "How tough is it to you know... Turn your entire system upside down." (pg 43)</p>	<p>Initial hindrance- financial. (pg 75)</p> <p>Children (pg 11, 17)</p> <p>"... I started driving, learning how to drive. But I failed once. And then the children came. So I did not continue." (pg 10)</p> <p>Stereotype- Teaching, nursing after Sec. 4 for girls.</p> <p>No opportunity (pg 11)</p> <p>"... I think when I sat for the paper, I had chicken pox. Chicken pox' my own gave it to me. So I had to sit for it, still remember, at the Tan Tock Seng, Communicable Disease Centre." (pg 14)</p> <p>"I remember my 3rd child came. I became pregnant when I was doing this Diploma for English Studies. So then, because I was going to give birth, I had to defer, stop." (pg 17)</p> <p>Brother & mother- did not encourage her to continue schooling. (pg 75)</p> <p>That clerk! (laughing) Here I needed help and she gave me that impatient kind of expression. " (pg 42, 41)</p> <p>Language is a barrier for TCM course. "... the language is an obstacle." (pg 47, 48)</p> <p>"I did try, but halfway I gave up lah. Because it's too tedious." (pg 71)</p> <p>"Because my language was horrible." (pg 74)</p> <p>"I suppose my mother did say lah, that, "Well we are not so well off. All our wages are so low. It would be good if you can work, start working." (pg 75)</p>	<p>1) No time. (Which he thinks is untrue)</p> <p>2) Time management.</p> <p>3) Face problem - "It's some people are saying that they are not or cut for education. You are not tested you wouldn't know who you are, so end of the day I think a lot of reasons are just lame excuses. But nobody really wants to go and of course in Singapore I think you've got face, and they dare not go into a classroom and then deposit, which I think is not a big problem." (pg 31, 32)</p> <p>4) Stubborn character.</p> <p>5) Would rather enjoy life.</p> <p>"I do my thesis from morning 3am to 6am... That's the only time I have." (pg 49)</p> <p>"They have got their pubs, karaoke all waiting for them. So you must know where and when to blend. I mean for example, for them, I go with them to the coffee shop and go for my cup of coffee. But when they use the word, "Boss, are you going back?" That means I know they are ready for a beer. I quickly move away myself. And er... during after every exam, they go for holidays, which I don't do." (pg 56)</p>	<p>"I look 'O' level, after 10 years of leaving school. (cough) That period is quite tough... I look subjects I never look before, things like commerce..." (pg 8)</p> <p>"... because construction you come out, go to class, your battery already flat, because it's a lot of physical job, the sweat, the hard work, sometimes you fall asleep in class and you don't have time to do your own work..." (pg 11, 12, 43)</p> <p>"Because at that time I stayed at West Coast and I work at Pulau Ubin. I have to travel all the way to Punggol Point, and then from Pulau Ubin, come back, then I have to travel all the way back to Bukit Merah for the PSB night class. It's a ding dong. The travelling alone can be killing." (pg 15)</p> <p>"It's once you start skipping class... end of the day you stop class totally lah. Piling of homework all those kind of thing, loss of interest." (pg 14)</p> <p>"... when I took my degree because I don't have scholarship, I don't have loan, I don't have money. I was only a technician earning not much... and I want to get married also... that's the most difficult part in my life." (pg 34, 17, 88)</p>	<p>"... but it's very difficult for me to spell... Primary Two... in Tamil school... I don't know anything about English, not even a simple word." (pg 2)</p> <p>"Maybe they feel that at this age must I go and learn computer? And they feel that the time that always spend there... might as well stay at home and watch TV... stay at home, taking care of their husband, children... they feel that... already very old, what I want to learn from this... you know computer, some people think that way. And some people feel... embarrassed. At this age, must I go and learn all these... people laugh at you." (pg 66)</p>
19 Costs of Learning	<p>19.1 Financial Costs</p> <p>"I did a 3-month course, one lesson every week, and it costs nearly 200 dollars." (pg 7)</p>		<p>"You've got to sacrifice your personal leisure, social activities, sleep, your annual leave, your money." (pg 54)</p>	<p>"So I continue doing these three things (refuse, defer, instructor and later) to supplement my studies at the SIM because there is no scholarship, no loan, no nothing... I have to sacrifice... other days for this." (pg 19)</p> <p>"It's lower... of course construction you earn... double or more than double of what you earn because of the OJ all those stuff." (pg 44)</p> <p>"I have to take unpaid leave..." (pg 88)</p>	<p>"These courses were not very expensive." (pg 15)</p> <p>"Ever, five minutes also I don't want to waste, I have to do something." (pg 40)</p>
19.2 Other Costs	<p>Less time spent with family. (pg 14)</p> <p>"LAS", cinema, TV, or did chat, just sitting, and... Those... those were the sacrifices." (pg 14)</p>	<p>Quilt of not spending enough time with young children</p> <p>"So I will have to say, "I'm sorry, close the door, don't let her come in. Don't let the baby come in, I want to be left alone and I have to do my assignment," that way. That was just feeling lar. I couldn't spend as much time as I wanted with my little baby." (pg 18)</p>	<p>"You see, so I had to manage my work, manage my studies, I had to manage my family. So, it was three different things where a lot time management had to come in. And you got to put your priorities right." (pg 40)</p> <p>"Like for my 2 kids, I saw them growing taller. And as I see now, they are more closer to their mother than to me." (pg 40)</p> <p>"You've got to sacrifice your personal, leisure, social activities. Sleep, your annual leave, your money." (pg 54)</p>		<p>Had to do a lot of juggling among her various duties. See account of her daily juggling of activities below:</p> <p>"Yes, permanent eight (shift), so I ask my neighbour to take care, which is quite old lady, elderly woman. Every month I pay her about hundred and fifty, ask her take care my two girls. I feel them, I change everything that I need in their house. Just... put them to sleep that's all. Every morning seven o'clock I finish work, I come home and fetch them back... give them breakfast, I'll send my small one to kindergarten, then I'll come back. That time my eldest one was morning, she'll go school early morning. They have a school bus, the eldest one, so she will get ready from the auntie's house, she'll go school. When I come home, I fetch my small one, change her everything, (use) for her uniform, send to kindergarten, I'll put my alarm too... one and a half hours, I'll sleep. Once the alarm ring only, I just get ready to fetch my small one, and on the way I buy market things, come back and cook. Everything I prepare, then the big one will come back from school, morning school. Then I'll fetch both of them and one o'clock I go back to sleep again. Make sure the two girls sleep beside me and I'll sleep until five o'clock. Then five o'clock, wake up, bath them and ask them do their school work everyday. Then I'll be with them until eight o'clock. Then eight o'clock, get ready, send them to the auntie's place and then I'll go to work." (pg 20-27)</p>
20 Turning Points	<p>20.1 Turning Point's e.g. OK "Because that was a turning point."</p> <p><i>Hong Kong handover - a catalyst</i> "It is a sort of a catalyst so to speak... I have some sort of self-reflection and I said to myself, "Oh my goodness, China is going to take over Hong Kong and the police area was the only career I can, you know... continue without which I went outside, I won't have the knowledge and skill to do anything." So I decided to do something about it lah. To improve my educational background so as to basically equip myself to have more option lah." (pg 7, 8)</p> <p><i>Promotion to inspector - discovered he could focus</i> "I think the other turning point to when I was promoted to the inspector. I was forced because I did not pass the professional exam, essentially I will be kicked out. So... more then lah, I have that kind self-discipline, may be... pay close attention to things, you know, to concentrate myself, to focus and I find it not bad." (pg 21, 22, 31)</p>	<p>"The course opened my eyes." (pg 13)</p> <p><i>Good Maths teacher in Primary 5 and 6</i> "Maybe in primary school, I had this very wonderful Maths teacher. He was very skilful, I was not doing so well in primary 3 and 4. But when he look over in primary 5 or 6, there was a change. My Mathematics become very good. One of my stronger subjects. So I felt that I was very, very lucky to have him. Otherwise I don't think I would have got as far as I'm now. Because that was a turning point." (pg 68, 69)</p>	<p>"Er, I think that was the sparking point in my life. Because when I became a driver, I found that I was ostracised by society. My relatives, friends and everything. That angered me a lot. Then I wanted to see for myself what would be best for me to do. That's where I embarked on education again." (pg 3)</p> <p>"I wanted to show that it's not actually that I'm stupid, but I had not put in enough work." (pg 3)</p> <p>"It was a turning point, it was a turning point. That was I think, er, the most critical part, er, of my life." (pg 4)</p> <p>He wanted to raise his educational level, so that his wife would not regret marrying him. (pg 19)</p> <p>Considers wife to be his greatest gift and strength. (pg 19, 20)</p> <p>"... my wife has been very inspirational. See, I wanted her to have the best part of life. I don't want her to use the word regret. I don't want HEEK pants to come and tell her, "You should have listened to us". So, THAT was my fight. That was my fight. I think that was the biggest fire which woke me up." (pg 26)</p>	<p>"Then I realize, I said, "Er, I got electrical, why not I want to learn something to apply my knowledge." (pg 6)</p> <p>"While I was in Stater City, that is where, wake me up. Ah... I realised the harsh reality of life ah... you look around, it's actually the papers that matters, here I am, in my own country, have to work, like a labourer, is due to my lack of paper qualification. That actually wakes me up lah. Ah... I sit down, I give it a thought. And I don't want to continue being... working this kind of situation with limited er... avenues of movement due to limitation of paper. Er... and I think I can be better off (laughing) than some of those overseas people who are here. So I decided, "Why not, I go back to school again!" (pg 7, 8)</p> <p>"At that point, I (cough) I think I have to work in a place that allows me to study... because construction you come out, go to class, your battery already flat, because it's a lot of physical job, the sweat, the hard work, sometimes you fall asleep in class and you don't have time to do your own work, all this kind. I think I need to sacrifice. In anything there's a lot of... I think OK lah. For the sake of, I give it a shot lah. So, give me a few options. I think, why not work in an office-based job? Of course construction is still an office-based job, but something that allow me to more time to travel (cough). So at that time Outward Bound came out with this advertisement. It's just plain lucky that I got it lah." (pg 12)</p> <p>"Construction site make me change because it is a melting pot of all nationalities. I'm just another electrician. Not because I'm a Singaporean, I have to be their supervisor... and I think those outside who make lot of noise why the foreigners this and that. They didn't realize that is not that we stay in Singapore we have every right. If we don't work our way up, is not our right to blame foreigners come here, take over this thing because we are not prepared for it and we want simple easy job but we are not prepared to get that qualification or the sacrifice of doing it lah." (pg 48, 49)</p> <p>"... it's like a wake-up call... all you need is a big slap. Just like me ah." (pg 94)</p>	<p>"And when I start to work... my two girls are very small, my youngest in kindergarten... and my eldest is Primary One. And that is the time when I start to work in Seagate Technology... I see people talk in English... because they all... they have a lot of confidence... and for myself, I got nothing. And my Tamil just OK, and my Malay not so good. Chinese there and here, I learn all the bad words (laughs) I don't learn any good ones." (pg 3)</p> <p>"... after five years, separated, I went and apply for separation because I can't take it anymore. Every now and then get beating from him and... I see my children suffering... my main aim that you're not allowed to do divorce, separation because Indian, they feel that, if this kind of things happen, the society will look down on you, I feel that all this is rubbish which I have to do something. Then I did it myself, without my brother's my mum help, I did it. (I) Go through so many things." (pg 23)</p> <p>S.K.: "... when did you start thinking of the fact that you can do it (learn English)?"</p> <p>V: "When I start to work in that Seagate... when I see aunties all go back to study... I see the aunties speak in English... and their English is very much better than mine." (pg 42)</p>
21 Reflection	<p>21.1 Reflection</p> <p>"Anticipation of change, reflection. I have some sort of self-reflection and I said to myself, "Oh my goodness, China is going to take over Hong Kong and the police area was the only career I can, you know... continue without which I went outside, I won't have the knowledge and skill to do anything." So I decided to do something about it lah. To improve my educational background so as to basically equip myself to have more option lah." (pg 7, 8)</p> <p>"Mostly, most of the inspectors are graduate level or ex-patriates from UK, so in day-to-day operations, I find myself, in terms of analytical power, cognitive, you know, level... study... not quite up to the standard. So... that, that kind of a sense of loss which prompt me to think "How come so bad?" when I compared myself with other fellow inspectors and officers. So prompt me to improve myself." (pg 10, 15)</p>	<p>"So I said, "My English is still very, very low standard, and I want to raise it." (pg 12)</p> <p>"So I said, "Between the 2, myself my development and my daughter, I choose my daughter." To me I think it is not worth it if I have all the diploma to hang on the wall, and eventually the girl finds employment. I'll give up whatever I can and the down I turn up the way, it's different. At least I have done my part. So that was how I have decided to stop for at least 2 years." (pg 23)</p> <p>"That's it. That's the way to learn. You just have to expose yourself. Repeat and repeat and repeat. It gets stuck in your mind, you won't forget." That was how I did it worked. (pg 42)</p>	<p><i>He believes in analysing, and examining himself</i> (pg 6)</p> <p>"So I feel that instead of making people, why don't you sit down to yourself. You analyze yourself, you become critical. And you become analytical, and you open up yourself and you open the bridge, and then let the bridge go." (pg 6)</p> <p><i>I raised the importance of reflection.</i> "I work on a 5-year plan. I work on a 5-year plan. Every 5 years, I change my goal." (pg 75)</p> <p>"I asked myself what are the things I need to do. And the only thing that came to me was if I were to raise my educational level, things will change. And that even urged me to do things much better." (pg 19)</p>	<p>Reflected led to a change in goals and life course - "Then I realised..." (pg 6)</p> <p>"I realised the harsh reality of life..." (pg 7)</p> <p>"I realised that those engineers from Philippines, from India, from all over, they come here... they get their position, they get their pay... it's because of their paper. And here I am, in my own country, have to work, like a labourer, is due to my lack of paper qualification. That actually wakes me up lah. Ah... I sit down, I give it a thought. And I don't want to continue being... working this kind of situation with limited er... avenues of movement due to limitation of paper. Er... and I think I can be better off (laughing) than some of those overseas people who are here. So I decided, "Why not, I go back to school again!" (pg 7, 8)</p> <p>"It's a reflection... the same kind of determination and hard work. The working through to get the degree... you reflect that to... work hard for some other goals because for me to degree is one goal. I want to have it because I really want to have it to have a better job. I don't want to be a technician for the rest of my life... so now I have, I become an executive officer... it's not that I am not satisfied, I am happy because I achieve something... I can continue doing this but I would like to have a more advanced, higher degree, where at the same time I can use that to teach." (pg 38)</p> <p>"... is your right as a Singaporean to have everything... I sit down think again... I cannot blame anyone for anything. I'll have to blame is me myself because I don't want to have that learning ability. Because with higher qualification, by right that is the fact of life lah." (of 45, 46)</p>	<p>"I feel like I cannot carry on like that and I'm not going to teach anything for my girls and I'm not going to learn anything." (pg 4)</p> <p>"I see that people there can do so many things... They don't have much education, and... they have a lot of confidence in them... why when people, others are doing, you feel like..." (pg 37)</p> <p>"... if you feel like you want to study something, you need me, you just go for it. If you really have confidence and that... determination you can do it. Anything. When you need... I mean, God's support... and if there anyone can support you, you can do it. All you need is confidence in yourself... you know, you can do it."</p>
22 Learning Journey (Career/Transition)	<p>22.1 Triggering Factor</p> <p>"It is a sort of a catalyst so to speak... I have some sort of self-reflection and I said to myself, "Oh my goodness, China is going to take over Hong Kong and the police area was the only career I can, you know... continue without which I went outside, I won't have the knowledge and skill to do anything." So I decided to do something about it lah. To improve my educational background so as to basically equip myself to have more option lah." (pg 7, 8, 15)</p> <p>"Because in the early 80s, the British and China... already entered into an agreement to hand over Hong Kong back to China in 1997. Although the actual change over took place in '97, but way before that everybody is already expecting that to happen, this triggered off my learning." (pg 8, 9)</p>	<p>"When they (her children) were all sort of settled down, in Sec 1, Sec 2, that kind of thing, then I started looking around in, I said, "OK, I better apply for some courses." So I think that was the start of it. I applied for Dip Eng, English studies because it was a full-time thing. So I said - / (pg 12)</p> <p>"After that, then I decided to say, they were giving incentive to people who can do their 'O' levels if they can get a distinction. They get some kind of increment or something... So I said, "Oh, why not?" So then I did my English and I think I got a distinction for English, then I did my Maths 'O' Level." (pg 13)</p> <p>Refer also to quotations on turning points above.</p>	<p>"Because when I became a driver, I found that I was ostracised by society. My relatives, friends and everything. That angered me a lot. Then I wanted to see for myself what would be best for me to do. That's where I embarked on education again." (pg 3)</p> <p>Refer also to quotations on turning points above.</p>	<p>"Then I realize, I said, "Er, I got electrical, why not I want to learn something to apply my knowledge." (pg 6)</p> <p>"... is not your right as a Singaporean to have everything... I cannot blame anyone for anything. I'll have to blame is me myself because I don't want to have that learning ability, by right that is the fact of life lah." (pg 46)</p> <p>"... it's like a wake up call... all you need is a big slap. Just like me ah." (pg 94)</p> <p>Refer also quotations on turning points above.</p>	<p>V: "... when I was working in that Seagate, so after ten years later, they start to retrench people... quite a lot, eight thousand something people... then that time I quite scared already... that time those two girls were studying, if anything were to happen to me, I have to survive, then I want to take my master like income... if they retrench, I end a job, at the same time I have to spend time with my girls. I'll take a motor bike, I can do some delivery job..." (pg 39)</p> <p>Refer also to quotations on turning points above.</p>
22.2 Sustaining factors	<p>"When... when initially you don't know the stuff, after a while, put some effort, some learning, discuss with people, then you acquire a new, new knowledge. That kind of intrinsic satisfaction... Maybe that is another motivating factor. I find it quite fun..." (pg 22)</p> <p>"Very enjoyable. Now I treat study as fun." (pg 39)</p> <p>"Yah I treat it as an entertainment. In those days where got chance to really learn all these so-called pronunciation." (pg 39)</p> <p>SK: "So you are able to spend a lot of time reading and studying?"</p> <p>WW: "Yah, I treat it as an entertainment you know. I don't quite treat it as study. Studying is a very negative connotation." (pg 40)</p>	<p>"I think the study one has its appeal lah. (laughter)" (pg 16)</p> <p>"We should not use it just like a chalkboard. It should be more than that. Think a smartboard, you can directly get into internet." (pg 35)</p> <p>"... it was so-o-o tough! It was so difficult that we had to use the dictionary almost for every word. That was horrendous. I suppose that makes me a better teacher. I know how difficult it was to struggle like that." (pg 69)</p>	<p>"You see, I want to enjoy life, I want to take this lifelong learning as part of growing, and enjoy it." (pg 51)</p> <p>"But how I did it was my discipline, my determination, my commitment, my dedication." (pg 52, 53)</p> <p>"... every time fall, never say die, come back. That I think is one thing that keeps me going." (pg 70)</p> <p>"It's the desire." (pg 85)</p> <p>"You need pillars of strength... it's from this that make me... motivate me... want to move on... just need to move a bit more... Make it happen." (pg 91)</p>	<p>"... this is good! (cough) I think I can study... because at 'A' level I learn. I was a technician, I'm electrical trained and all things, but I work in electrical. Actually when I look 'O' level, I look management. Actually when I look 'O' level, it's because I pass with a B3 commerce. (cough) Make me think, I think I think is a... quite interesting thing." (pg 13)</p> <p>"Actually why I take that, it's because I pass with a B3 commerce. (cough) Make me think, "Er, I think is an- quite an interesting thing." (pg 13)</p> <p>"It always think positive." (pg 15)</p> <p>"It's the desire." (pg 85)</p> <p>"You need pillars of strength... it's from this that make me... motivate me... want to move on... just need to move a bit more... Make it happen." (pg 91)</p>	<p>"So it really like made me very interested, I'm going to learn something new, like those children go to primary school, kindergarten, they feel so excited, carry their bags and books. It made me like just going to school newly... That time I was... thirty-five around there..." (pg 25)</p> <p>V: "... I can ask teacher a lot of questions. Those people wanted to ask but dare not but the person got big mouth. I think is me." (cough) (That you learnt the most because you asked!)</p> <p>V: Yes, I ASKED so many things... (pg 6)</p> <p>S.K.: Did the fact that you were attending those courses help you to be able to voice your opinion also?</p> <p>V: Yes... I'm willing to stand in front of them and talk to them. They give me that kind of feelings, that kind of confidence in myself. (pg 10, 11)</p> <p>"Last time before I... I taking these courses, I feel like when I speak anything, when I say English, people might laugh at me... but after I went to those courses, BEST programme, I feel that... WHY NOT?... I feel that kind of confidence in me." (pg 12)</p>
22.3 Effects of Learning	<p>22.3.1 Change in Perspectives / Attitudes / Career Identity</p> <p>"When... when initially you don't know the stuff, after a while, put some effort, some learning, discuss with people, then you acquire a new, new knowledge. That kind of intrinsic satisfaction... Maybe that is another motivating factor. I find it quite fun..." (pg 22)</p> <p>OK: "The course opened my eyes."</p> <p>It "helps me to see things from a different perspective."</p>	<p>"The course opened my eyes..." (pg 13)</p> <p>"We should not use it just like a chalkboard. It should be more than that. Think a smartboard, you can directly get into internet." (pg 35)</p> <p>"... it was so-o-o tough! It was so difficult that we had to use the dictionary almost for every word. That was horrendous. I suppose that makes me a better teacher. I know how difficult it was to struggle like that." (pg 69)</p>	<p>"(Learning) helps me to see things from a very different perspective." (pg 51)</p>	<p>"When I look the night class and the degree and after I finish, I think I will like to maintain that habit... It's good, it's a reading habit... Once you learn, you keep on learning." (pg 35)</p>	<p>"I want to go and study, it make me like a... person. Go to class, carry my books..." (pg 25)</p>
22.3.2 Increase in Confidence, voice e.g. V: "They give me that kind of feelings, that kind of confidence in myself."	<p>"When... when initially you don't know the stuff, after a while, put some effort, some learning, discuss with people, then you acquire a new, new knowledge. That kind of intrinsic satisfaction... Maybe that is another motivating factor. I find it quite fun..." (pg 22)</p> <p>Very enjoyable. Now I treat study as fun." (pg 39)</p> <p>"Yah I treat it as an entertainment. In those days where got chance to really learn all these so-called pronunciation." (pg 39)</p> <p>SK: "So you are able to spend a lot of time reading and studying?"</p> <p>WW: "Yah, I treat it as an entertainment you know. I don't quite treat it as study. Studying is a very negative connotation." (pg 40)</p>	<p>"I think the study one has its appeal lah. (laughter)" (pg 16)</p> <p>"So yes, it is not that difficult. If I really want something, I practise hard enough, I will be able to learn." (pg 44)</p>	<p>"I'm a risk taker. And I like to do things very differently. And I've got a lot of creativity and innovation in me. I don't like to do what others are doing. I like to do things very differently. And THAT actually made my bosses look at me very differently. And I'm a very fast learner. Very fast learner. That I think kept me going in the industry very long." (pg 42)</p>	<p>"I'm the... life-wise in class lah." (pg 98)</p> <p>"I er... I do not know... why I always end up being the... being the joker in class." (pg 98)</p>	<p>"At the same time... gives me so much confidence when I talk to people, when I listen to other people's problem..." (pg 8)</p> <p>V: "... what the supervisor did was not really fair for the operator so when I raised up this thing..."</p> <p>S.K.: You were fighting for the rights of the operators.</p> <p>V: Yes... I was there and things that happened... I'm very much lower than them but still I feel that what they are doing is not right.</p> <p>S.K.: Did the fact that you were attending those courses help you to be able to voice your opinion also?</p> <p>V: Yes... I'm willing to stand in front of them and talk to them. They give me that kind of feelings, that kind of confidence in myself. (pg 10, 11)</p>
22.3.3 Increase in Confidence, voice e.g. V: "They give me that kind of feelings, that kind of confidence in myself."	<p>"When... when initially you don't know the stuff, after a while, put some effort, some learning, discuss with people, then you acquire a new, new knowledge. That kind of intrinsic satisfaction... Maybe that is another motivating factor. I find it quite fun..." (pg 22)</p> <p>Very enjoyable. Now I treat study as fun." (pg 39)</p> <p>"Yah I treat it as an entertainment. In those days where got chance to really learn all these so-called pronunciation." (pg 39)</p> <p>SK: "So you are able to spend a lot of time reading and studying?"</p> <p>WW: "Yah, I treat it as an entertainment you know. I don't quite treat it as study. Studying is a very negative connotation." (pg 40)</p>	<p>"I think the study one has its appeal lah. (laughter)" (pg 16)</p> <p>"So yes, it is not that difficult. If I really want something, I practise hard enough, I will be able to learn." (pg 44)</p>	<p>"I'm a risk taker. And I like to do things very differently. And I've got a lot of creativity and innovation in me. I don't like to do what others are doing. I like to do things very differently. And THAT actually made my bosses look at me very differently. And I'm a very fast learner. Very fast learner. That I think kept me going in the industry very long." (pg 42)</p>	<p>"I'm the... life-wise in class lah." (pg 98)</p> <p>"I er... I do not know... why I always end up being the... being the joker in class." (pg 98)</p>	<p>"At the same time... gives me so much confidence when I talk to people, when I listen to other people's problem..." (pg 8)</p> <p>V: "... what the supervisor did was not really fair for the operator so when I raised up this thing..."</p> <p>S.K.: You were fighting for the rights of the operators.</p> <p>V: Yes... I was there and things that happened... I'm very much lower than them but still I feel that what they are doing is not right.</p> <p>S.K.: Did the fact that you were attending those courses help you to be able to voice your opinion also?</p> <p>V: Yes... I'm willing to stand in front of them and talk to them. They give me that kind of feelings, that kind of confidence in myself. (pg 10, 11)</p> <p>"Last time before I... I taking these courses, I feel like when I speak anything, when I say English, people might laugh at me... but after I went to those courses, BEST programme, I feel that... WHY NOT?... I feel that kind of confidence in me." (pg 12)</p>

FACTORS	No. 1 WV Chinese Male	No. 2 OK Chinese Female	No. 4 H Indian Male	No. 6 Z Malay Male	No. 7 V Indian Female
14.2 Put-time	"I sort of went back to study, not full-time, only part-time. I took 'A' level in 1986." (pg 4) "... it's a part-time basis - the external degree (law) run by the University of London." (pg 5) "... management course... company-sponsored course." (pg 11) "In fact when I was in Boys' Home in 1999, I took up the graduate diploma... in social work in NUS." (pg 12) "Master in KM (Knowledge Management) in NTU." (pg 13) "... I join the toastmaster movement..." (pg 28)	"GP 'A' Levels, that's right. GP I enrolled." (pg 11) "I was pursuing this course (Bachelor of Arts, English with Lit.) at night, 4 years." (pg 18) "I saw an email abt ok, they trying to organize, beginners, people who want to form a Chinese Orchestra. So I say, ah, I want that. I cared myself." (pg 23) "I am now doing qigong class." (pg 43)	"I did a certificate in Business Management and then I moved on to diploma in Supervising Management. Er... I did an Advanced Dip. in Business Administration. I did a Master's in International Management." (pg 44) "I'm doing my doctorate in Human Resource." (pg 49)	"At that time, I took night class again. Er... I took 'O' level, after 10 years of leaving school." (pg 8) "I registered for night class Pre-U 1 straightaway. Then Pre-U 2. After Pre-U 2, of course that time straight away 'A' level." (pg 12) "So I took the night, the part-time PSB advanced diploma..." (pg 14) "... applied for the RMIT programme, qualify for it." (pg 17) "... I also took diving... work my way up to a level of divermaster where I can earn some allowance as a divermaster..." (pg 17) "I took cooking class... bread making, cake making... make dim sum." (pg 23) "There's a message... Singapore Sports Council." "Ah, Really ah?" I go to Malaysia stadium... so I spend a few weekends there... and a few attachments..." (pg 17)	"studied in the beginning BEST programme... module one, which teach in a primary, very simple English, teach you... how to write simple tense and past." (pg 2) S.K. You said that BEST is more to do with academic subject and CREST is more to do with communication. V. Yes. The CREST course is the communicate with other people... how to solve problems, all these. This is CREST course, is different but the BEST is like primary education, WISE is secondary education... (pg 17) "... I only drive car now because I just took my class 3." (pg 39) S.K.: So if you were doing the permanent night shift, how did you do these courses? V: Sometimes I go on off days... after come back from this BEST programme... then I go to WISE programme.
14.3 On-the-job training		Learned webpage design from technical assist. (pg 26) Computer skills. School has a strong learning environment. "So in terms of IT, our school here is quite advanced." (pg 34) Learned baking, dancing and music. (pg 46)		"I never do business before..." he said, "you try to do it. I said, 'OK, I take it.' Some people take it negatively but I said, 'Never mind. We try out.' And the first 6 months we made \$10,000." (pg 22)	"That time I don't know anything about sewing, don't even know how to use the thread, just go there and learn. So I learn a lot of things from there." (pg 21) "Then there and here when I start to work, I learn all kind of things..." (pg 81)
14.4 Future learning		"... I did promise myself, when I retire, I'm going to take up the piano, things like that." (pg 25, 71) "Like now, right now, I also want to go into the webpage. I want to learn how to do the webpage and... that is a good way to communicate with my students." (pg 26) "... This Master's course, I would very much like to have my degree lah." (pg 45) "Or I just learn music." (pg 46) "I will pick-pick piano first then pick Chinese." (pg 71, 72)	"After doing my doctorate, I want to do my Bachelor in Psychology." (pg 60)	"... I'm thinking of... learning more on finance like I'm thinking of getting a CFA... Certified Finance Analyst... then go into my MBS or Master's." (pg 26, 34) "... I'll like to take the... specialist diploma in... Finance and Accounting..." (pg 27)	"... by end of this year I want to learn swimming." (pg 85)
15 Informal Learning and Non-formal Learning	Joined the toastmaster movement. "... other than making presentation, public speaking, we all go on a rotation basis to evaluate other presenter's performance... So along the way, I learn a lot of tricks and techniques lah." (pg 28) "I find it quite enjoyable, it's my lifelong hobby already."	"... when I went through the night class, I able to realize how to formulate my study, when people share with you this should-be the way to approach, this should be the way to do, and I realized one more thing is there's a 10-year series." (pg 10) Cooking. "I'm now trying to learn to cook curry, the Indian style. So I've been looking at recipe books. Going to library and read and read and read. Getting to buy the spices and experiment..." (pg 25) Learned webpage design from technical assist. (pg 26) Computer skills. School has a strong learning environment. "So in terms of IT, our school here is quite advanced." (pg 34) Learned baking, dancing and music. (pg 46) Riding a bike. "... you observe and then you try to pick it up for..." (pg 72)	Stresses the importance of informal learning. (pg 76-78) "Everyday, sub-consciously we are learning. It's only that we don't agree that we are learning. It is because maybe of our age, we don't want to tell people that you know we are still learning. Or maybe the social system is like that, we just don't want to accept that actually we are learning. But I think everyday we are going through, I think informal learning I think gives you a better climate, to organize yourself and to reflect yourself. It must be in everyone... So sometimes again, you do not know when is informal learning. Not necessary it must be in a class, structured programme, not necessary. While you are walking also, I think informal learning helps you a lot. It's whether you are ready to accept." (pg 76, 77, 78)	"I also took diving... work my way up to a level of divermaster where I can earn some allowance as a divermaster..." (pg 17) "I took cooking class... bread making, cake making... make dim sum." (pg 23) "There's a message... Singapore Sports Council." "Ah, Really ah?" I go to Malaysia stadium... so I spend a few weekends there... and a few attachments..." (pg 17) "... I make them (cakes) as a test-based... then ask them for honest opinion all these and... feedback..." (pg 25) "... I read lots of... finance books... lots of investment books... equipping myself..." (pg 27, 113) "There are enough resources and the Internet is always there and there is always talks on entrepreneurs... I attend all those talks, seminars..." (pg 34, 35) "I do keep track... now I'm reading... economics..." (pg 40) "I buy his book... then... I learn..." (pg 111)	S.K.: You learnt your Chinese from who? V: From all my friends, from Malaysian girls... teach me all the bad things but nobody teach me the good things. Then I still learn, at least I learn something... everybody would me. I know they are scolding me... And then... I feel that I have to do something about it. I cannot just say like this. (pg 3, 4) S.K.: So you said you learnt your Chinese from your friends, how about Malay, where did you learn the Malay from? V: ... childhood time when I stay in St Georges Road kampong, my neighbours in Malay. So I learnt there and here... (pg 12) "Because we mix around with a lot of people and we are very open-minded. We discuss about so many things, like when they have problems they come and ask me, here I have like this. They're so open-minded that they want, you know, the want to solve their problem. If the problem similar to us, we can follow the same thing. (pg 79)
16 Reasons for Learning	"I have some sort of self-reflection and I said to myself 'OK my goodness, China is going to take over Hong Kong and the police area was the only career I can, you know... continue without which I went outside, I won't have the knowledge and skill to do anything.' So I decided to do something about it lah. To improve my educational background so as to basically equip myself to have more options lah." (pg 7, 8)	Increment as incentive. "After that, then I decided to say, they were giving incentive to people who can do their 'O' levels if they can get a distinction. They get some kind of increment or something... So I said, 'OK why not?' So then I did my English and I think I got a distinction for English, then I did my Maths 'O' Level." (pg 13) "Because when I became a driver, I found that I was ostracised by society, My relatives, friends and everything. That angered me a lot. Then I wanted to see for myself what would be best for me to do. That's where I embarked on education again. That education has brought me to what I am today." (pg 3)	Experienced discrimination and ostracism because of his lack of education. Concluded that he had to re-engage in learning to improve himself. "That's why I'd like to take CFA and, and learn more, and besides stocks exchange, learn more the exchange thing, but not working there, I mean, continue work. Then teach night class adult, get masters, teach night class, work and invest and maybe be late invest. Accumulate then buy some firms... build some kind of business..." (pg 30)	"CFA is, I look at it as a book of... in investing, investment in all those kind of thing. I rather pay myself to educate myself." (pg 26) "That's why I'd like to take CFA and, and learn more, and besides stocks exchange, learn more the exchange thing, but not working there, I mean, continue work. Then teach night class adult, get masters, teach night class, work and invest and maybe be late invest. Accumulate then buy some firms... build some kind of business..." (pg 30) "... for me is degree is one goal. I want to have it because I really want to have it to have a better job. I don't want to be a technician for the rest of my life, holding secondary of all that, so now I have, I become an executive officer. OK, that's it. But even that, there is always other thing movement. It's not that I am not satisfied. I am happy because I achieve something but er... I'm happy. I can continue doing this but I would like to have a more advanced, higher degree where at the same time I can use that to teach. Er... then some other qualification, to learn more, then to invest and to do more things. It's something that I would like to do ah." (pg 38)	"This some of my opinion don't know English, I explain to them in Malay... take how many hours I will never give up." "I will never accept them, I'll never do, I'll just do and teach them step by step." (pg 9) V: ... when I was working in this Seagate, so after ten years later, they start to retrench people... quite a lot, eight thousand something people... then that time I quite scared already... that time these two girls were studying, if anything were to happen to me, I have to survive, then I want to take my motor bike license... if they retrench, I need a job, at the same time I have to spend time with my girls. If I take a motor bike, I can do some delivery job... (pg 39) "... I have class 3, even if I want to go for taxi license, I can still bring the girls up from my taxi license. I already prepare whatever things happen I have something." (pg 41)
16.2 To Help Others	e.g. LAS: "I would be very happy if I can do voluntary work to help others."	"So I feel that if I train hard enough, I fine day, I will have this energy to use, to help others." (pg 48)	"His 'never say die' attitude. "And until now I think I am still excelling because I have that 'I never say die' attitude... which is very strong in me. I think that is in-built, that is one biggest advantage I am having in my life." (pg 38)	"... young chap, I was myself quite er... lazy to learn and study..." (pg 4) "But I look at it as a challenge." (pg 8) "As usual I am a joker in my class. I tend to make noise... my personality, it's just that, life-wise of class." (pg 9, 99) "I'm a person who... will not... I don't complain. "Aha... so many jobs to do ah... I have to do this, I have to do that." Now I don't complain. I look at it in a positive light... opportunities... more- more things given... opportunities... to learn. Then opportunities to develop... which will be better for me in the future. All... I look it in the positive stride..." (pg 96, 97)	"Even some of my opinion don't know English, I explain to them in Malay... take how many hours I will never give up." "I will never accept them, I'll never do, I'll just do and teach them step by step." (pg 9) "Last time I was very strict. When I see something, that's it, there's no second chance that you can do anything. Maybe when I cool down time you can explain to me things, yes, but when I angry time please try not to open your mouth. Until they... they never say die." (pg 34) "So you have to juggle among all these things, your courses, plus your time with the children, plus your work." (pg 40) "I already prepare whatever things happen I have something." (pg 41) "I like to depend on myself." (pg 42)
16.3 Sense of Inadequacy	"Mostly, most of the inspectors are graduate level or expatriates from UK, so in day-to-day operations, I find myself, in terms of analytical power, cognitive, you know, level... analysis... not quite up to the standard. So... that... that kind of a sense of loss which prompt me to think 'How come so bad?' when I compared myself with other fellow inspectors and officers. So prompt me to improve myself." (pg 10) "... so, that spur me... all my training are either with law enforcement, law and all that so working in to have some desire AT&T, a multinational corporation, a lot of new things pop up again. Again the sense of inadequacy you know... wanting to... you know... equip myself, basically to make myself more knowledgeable..." (pg 11, 12, 15, 31) WW: "Again the English Language."		"I asked myself what are the things I needed to do, and the only thing that came to me was if I were to raise my educational level, things will change. And that even urged me to do things much better." (pg 19) "I wanted to show that it's not actually that I'm stupid, but I had not put in enough work." (pg 3) "Mine was er... I wanted to change my own pattern of life. Er... I wanted to prove to a lot of people that I am not what I am. They are only seeing one window. They have got to see the main door." (pg 36) "To me, I think, each time a person tells me I can't do, I think I prove. That is really my style." (pg 38)		"Then some of my friends were taking night class... I'm still young when they are all quite old, still they want to learn something... when others can, why not me, so I pushed myself." (pg 4)
16.4 Personality	"Likes to do stimulating things. "Only those things which are stimulating enough, I would... would, erm you know, err put me on." (pg 22) "Soy... erm... someone say it's a hopeless case, that kind of things. You say hopeless, let's see if I can reverse it." (pg 2) S.K.: You applied for the job. What makes you apply for the job? WW: The challenge. (pg 24) S.K.: So what cause you to be looking out for challenges? WW: I am sure... think probably could be the Hong Konger blood."		"His 'never say die' attitude. "And until now I think I am still excelling because I have that 'I never say die' attitude... which is very strong in me. I think that is in-built, that is one biggest advantage I am having in my life." (pg 38)	"... young chap, I was myself quite er... lazy to learn and study..." (pg 4) "But I look at it as a challenge." (pg 8) "As usual I am a joker in my class. I tend to make noise... my personality, it's just that, life-wise of class." (pg 9, 99) "I'm a person who... will not... I don't complain. "Aha... so many jobs to do ah... I have to do this, I have to do that." Now I don't complain. I look at it in a positive light... opportunities... more- more things given... opportunities... to learn. Then opportunities to develop... which will be better for me in the future. All... I look it in the positive stride..." (pg 96, 97)	"So your life was very well organized..." (pg 28) "Last time I was very strict. When I see something, that's it, there's no second chance that you can do anything. Maybe when I cool down time you can explain to me things, yes, but when I angry time please try not to open your mouth. Until they... they never say die." (pg 34) "So you have to juggle among all these things, your courses, plus your time with the children, plus your work." (pg 40) "I already prepare whatever things happen I have something." (pg 41) "I like to depend on myself." (pg 42)
16.5 To Prove Ability	e.g. E.Y.M: "My reason for studying is to get myself more knowledgeable so that people will not bully me..."	"Because to get my first degree, was like a challenge to me itself. To see whether I can do it, or I can't do it. So my first degree shows me I can." (pg 45)	"Outraged by relatives and friends when he became a driver. "So the moment they see is like they never see you, pretend not to see you... That angered me a lot. Then I wanted to see for myself what would be best for me to do. That's where I embarked on education again. That education has brought me to where I am today." (pg 3) "I wanted to show that it's not actually that I'm stupid, but I had not put in enough work." (pg 3) "Mine was er... I wanted to change my own pattern of life. Er... I wanted to prove to a lot of people that I am not what I am. They are only seeing one window. They have got to see the main door." (pg 36) "To me, I think, each time a person tells me I can't do, I think I prove. That is really my style." (pg 38)		"Then some of my friends were taking night class... I'm still young when they are all quite old, still they want to learn something... when others can, why not me, so I pushed myself." (pg 4)
16.6 Career Advancement	e.g. LAS: "majority for career advancement"	"One is the sort of er... self-improvement er... don't want to be police officer for the rest of their life. It's quite attractive lah, to become a lawyer..." (pg 9)			"For promotion - 'In future, if I got anything that, promotion or anything, OK, I feel I better go and study.'" (pg 4)
16.7 To Gain Knowledge	e.g. E.Y.M: "My reason for studying is to get myself more knowledgeable so that people will not bully me..."	"... I want to learn something out of it. It's not because I challenge for the certificate, I want to learn something, you see." (pg 40)			
16.8 Other Reasons	"... lack of opportunities when I was young, so some kind of making amends making it up lah. In the younger days, don't have the opportunity to study, now grown up, have the time and resources and would like to make amends." (pg 15)	"No, because if you are Head of Department, they expect you to apply for this. And you are supposed to get additional training lah. So that you can perform better as a Head of Department." (pg 16) "Like now, right now, I also want to go into the webpage. I want to learn how to do the webpage and... that is a good way to communicate with my students." (pg 26) "... being a Vice Principal, I'm a leader. As a leader, I cannot be so laid back into IT right? So I must show an example." (pg 36) "... we had to pass up our assignment using the... in processed words. And I approached the clerk, who was good at it." (pg 41)	"I asked myself what are the things I needed to do, and the only thing that came to me was if I were to raise my educational level, things will change. And that even urged me to do things much better." (pg 19) "I wanted to show that it's not actually that I'm stupid, but I had not put in enough work." (pg 3) "Mine was er... I wanted to change my own pattern of life. Er... I wanted to prove to a lot of people that I am not what I am. They are only seeing one window. They have got to see the main door." (pg 36) "To me, I think, each time a person tells me I can't do, I think I prove. That is really my style." (pg 38)	"... I look at it, I'll get the later Master's and all, the later stage, I'd like to teach higher level where I work, I have another income, teaching at higher level is because... Lower level they give you \$30. All those much more money..." (pg 27, 28) "I qualified for advanced standing on most of the universities, means direct into second year in a way lah, because PSB advanced diploma... I was... good happy lah." (pg 10) "... because is an opportunity to take care of finance, purchasing accounts. I'm doing all the administrative work. Whatever I learn is putting good use..." (pg 21) "This is something in books that we have to put into practice." (pg 23) "I get a better job... better pay... better opportunity..." (pg 130)	"To help her daughters in their study. "And sometimes my girls come and ask me simple English. "Mommy how to spell this word? How to spell sheep?" Then I have to look through the dictionary. I have to use by one, you know, and I don't know the S, what kind of sound it gives... I feel like I cannot carry on like that and I'm not going to teach anything for my girls and I'm not going to learn anything... In future, if I got anything that, promotion or anything, OK, I feel I better go and study." (pg 4)
17 Benefits	"Direct Enabled him to switch from police to legal career. "In 1992, I switched... changed my career to be a trainee solicitor." (pg 10) "LD: So with the degree, then the boss also employ me, straightaway as a sales manager."	"So this course helped me to really open my eyes to some of the stories we looked at." (pg 13) Increment as incentive. "After that, then I decided to say, they were giving incentive to people who can do their 'O' levels if they can get a distinction. They get some kind of increment or something... So I said, 'OK why not?' So then I did my English and I think I got a distinction for English, then I did my Maths 'O' Level." (pg 13) "I was then Head of Department... of Science." (pg 15) "Because you don't come to school to teach or work. It's like just studies. You go there lecture and you just do your work." (pg 16) "So I said this is also an opportunity for me to get to know new friends and mix around. I thought it's good, healthy for me. So, that's a new skill that I'm going to pick up." (pg 24)	Believes that learning gives one a good life and a good job. "I think in Singapore, education has become core. Er when you go for interview, nobody's asking you what is your work experience, the first thing they ask you is what kind of degree you have, what papers you carry, so that it has become a paper chase. I think so they have got to fulfil that role before they can emerge from anywhere else." (pg 29) Indian parents today also pressure their children to do well in learning for instrumental reasons due to the current materialistic society. (pg 35) "... I was then Head of Department... of Science." (pg 15) "Because you don't come to school to teach or work. It's like just studies. You go there lecture and you just do your work." (pg 16) "So I said this is also an opportunity for me to get to know new friends and mix around. I thought it's good, healthy for me. So, that's a new skill that I'm going to pick up." (pg 24)	"I qualify for advanced standing on most of the universities, means direct into second year in a way lah, because PSB advanced diploma... I was... good happy lah." (pg 10) "... because is an opportunity to take care of finance, purchasing accounts. I'm doing all the administrative work. Whatever I learn is putting good use..." (pg 21) "This is something in books that we have to put into practice." (pg 23) "I get a better job... better pay... better opportunity..." (pg 130)	"... promotion... I feel I better go and study." (pg 4) "BEST programme is all about education, English... CREST course is how to communicate with people... problem-solving with other people and try to understand people more..." (pg 7) "At the same time... gives me so much confidence when I talk to people, when I listen to other people's problem..." (pg 8) "Then later on in Seagate, they promote me." (pg 8) "This really help me a lot and some more I'm uneducated, you can say that and I'm not that good to explain to people when they come and ask me things and these courses help me a lot." (pg 9) S.K. So do you think the fact that you attended these courses also help you in your promotion?... did they take that into consideration? Did they know that you were taking those courses? V: Yes. S.K. They knew... also good that you took those courses because... helped you in your job." (pg 8, 9) "... Primary Six BEST programme module 4 and WISE programme module one. I took these two and took a computer course so our Singapore government give me a self-learning award... give me a voucher eighty dollar, that one help me in a way." (pg 13) "Then after I get award and they give me certificate, which made me very happy... I just started... I already get an award from Singapore..." (pg 15) "Three courses that I send them the certificate everything, so they... give me the award... in one year." (pg 16) S.K. I guess the certificate is not important because now you are able to communicate in English. V: And I think my spelling is not that bad." (pg 72)
17.2 Indirect	"When... when initially you don't know the stuff, after a while, put some effort, some learning, discuss with people, then you acquire a new, new knowledge. That kind of intrinsic satisfaction... Maybe that is another motivating factor. I find it quite fun..." (pg 22) "Very enjoyable. Now I treat study as fun." (pg 39) "Yah I treat it as an entertainment. In those days where got chance to really learn all these so-called pronunciation." (pg 39) S.K.: "So you are able to spend a lot of time reading and studying." WW: "Yah, I treat it as an entertainment you know. I don't quite treat it as study. Studying is a very negative connotation." (pg 40)	Ego boosted by good results. (pg 15) "Enjoy." Study more appealing than work. (pg 16)	Become more critical and analytical. "So only when you go through some educational system, then you become very critical, you become very analytical. Which today I am, I think. Er... that's why I'm able to teach, and I'm able to sustain the class into developing certain things. You know a lot of issues are brought up in classrooms. And people feel that I am a very analytical person. I think this education has changed me. It has made me think very analytically. And I think it has got an impact." (pg 77) "I want to take this lifelong learning as part of growing and enjoy with it." (pg 51) "It (learning) helps me to see things from a very different perspective." (pg 51) "But end of the day, the relief is to graduate. You have done it. I think that is what gives you the real satisfaction." (pg 59)	"It's an eye-opening, interesting, exciting, enjoyable life... I mean night class." (pg 14) "I managed to manage... national athlete... I can't be... national athlete. Must... at least... I'm there... can contribute something." (pg 138) "It's something learn, and I pray that... for my wife... for my family, my mum sometimes cramp." (pg 139)	"Gained a voice. Can now speak up for herself and others." V: ... what the supervisor did was not really fair for the operator so when I raised up this thing... S.K.: You were fighting for the rights of the operators. V: Yes... I was there and things that happened... I'm very much lower than them but still I feel that what they are doing is not right. S.K. Did the fact that you were attending those courses help you to be able to voice your opinion also? V: Yes... I'm willing to stand in front of them and talk to them. They give me that kind of feelings, that kind of confidence in myself. pg 10, 11) "Last time before I... I taking these courses, I feel like when I speak anything, when I say English, people might laugh at me... but after I went to these courses, BEST programme, I feel that... WHY NOT? ... I feel that kind of confidence in me." (pg 12) S.K.: ... were you so organized when you were young? V: No, I'm not... after I start to meet some of the people, when I start to attend these courses... (pg 37)

FACTORS	No. 1 W Chinese Male	No. 2 O K Chinese Female	No. 4 H Indian Male	No. 6 Z Malay Male	No. 7 V Indian Female
1 Original Family	<p>1.1 Family background</p> <p>"Very poor. Very deprived... my childhood... in basically... full of hardship and our family was very poor at that time." (pg 1, 2, 21)</p> <p>"My father and mother were refugees from China and so we settled in Hong Kong in the early sixties..." (pg 1)</p> <p>"...they pay lip service. They say it's important to be educated and all that but essentially the environment with... in terms of behavior, in terms of motivation, it's not there." (pg 9)</p>	<p>1.1</p> <p>Came from a poor family (pg 1, 2, 3, 4)</p> <p>"I still remember when we rented that room in this village, Chongqing village, there was no electricity, and it rains in the house. And I still remember... the image is still very clear in my mind that the flooring was not cemented..." (pg 4)</p> <p>Worked as a labourer (a coolie) (pg 1)</p> <p>Different background from mother.</p> <p>"...so there must be a stage where we were quite poor. Erm, my father had to go sailing, that means work onboard the erm ship, as that kinda of erm, managing boats..." (pg 2)</p> <p>"...keep on sort of eroding my confidence by saying 'Hey, why you so stupid?' You know, like a pig or something." (pg 9)</p>	<p>1.1</p> <p>Father biased towards brother. "Whenever relatives come to the house, he introduces my elder, and then tells them that he is a civil engineer, that kind of thing. And of course, relatives tend to ask, 'Where's your 2nd son?' He used the word 'He's roaming around.'" (pg 1)</p> <p>Refused to give him written permission to be a car racer. "My father was actually a hindrance/stumbling block for me." (pg 2)</p> <p>Superstitious father did not love him because he was born during an inauspicious Hindu month. (pg 4)</p> <p>He remembered his grandfather very much, and his father and grandfather could not get along. (pg 5)</p> <p>Father was a stubborn man. "But my father was a stubborn man. He believed in what he believed." (pg 7)</p> <p>Father's business went bust when he was born, and thought he was the cause. "Because his belief was that when I was born, his business went bust. So I was the cause of his bust. You see, which is not my fault. I'm too young to know all that that time, so from there I think the hatred grew, the distancing was very much." (pg 7, 8)</p> <p>Was reconciled with his father two years before his father died. "It's only I think 2 years before he died, er we were very close. I don't know what made him come close, but er I felt happy. Because end of the day, I was the one who lit the final fire for him. You see, I burn the fire, and er, I was quite happy, end of the day." (pg 8)</p> <p>"... my father was an opium smoker." (pg 59)</p>	<p>1.1</p> <p>"Hard life" (pg 2)</p> <p>"...we have quite, quite a tight budget..." (pg 3)</p> <p>Refer to descriptions below for father and mother's occupations.</p>	<p>1.1</p> <p>Poor, started work when she was thirteen.</p> <p>"Thirteen years old the first job I went in sewing." (pg 21)</p> <p>Her father passed away in an accident when she was "two or three". She felt like "an extra" as she was passed to her grandmother to be taken care of. (pg 56-57)</p> <p>"That time when I was two years old, my father passed away, two or three I'm not sure, passed away in an accident, so all the way my mother is the one taking care of my brothers and sisters, so me was the extra, so give to my..." (pg 56)</p> <p>"Yeah, so there was nobody to take care of me, so the (mother) gave (me) to my grandmother." (pg 57)</p> <p>Refer to questions below about her relationship with her grandmother and mother.</p>
1.2 Father	<p>"... my father got a job in the British military establishment... just treated a small cafeteria for officers and all that preparing tea." (pg 2)</p> <p>"My father was the typical traditional Chinese father lah... very domineering." (pg 2)</p> <p>"... because he would resort to er abuse... physical violence whenever he, he saw something in us that is not right..." (pg 3)</p> <p>"... keep on sort of eroding my confidence by saying 'Hey, why you so stupid?' You know, like a pig or something." (pg 9)</p>	<p>1.2</p> <p>Father came from China. Not killed.</p> <p>Admitted as a labourer (a coolie) (pg 1)</p> <p>"... he retired... but then too late because by that time, I was already a teenager... horrible teenager that I really showed rudeness to my father openly. Defiant and really did the opposite things that he wanted me to do. I was a difficult teenager to him." (pg 58, 59)</p> <p>Vicent, illiterate "old-fashioned man" who bashed up first wife (pg 7, 62)</p> <p>"But again, I didn't quite communicate much with him. Because there was a barrier. I couldn't speak Hok Chew well." (pg 58)</p> <p>"... he retired... but then too late because by that time, I was already a teenager... horrible teenager that I really showed rudeness to my father openly. Defiant and really did the opposite things that he wanted me to do. I was a difficult teenager to him." (pg 58, 59)</p> <p>"... my father was an opium smoker." (pg 59)</p>	<p>1.2</p> <p>Father biased towards brother. "Whenever relatives come to the house, he introduces my elder, and then tells them that he is a civil engineer, that kind of thing. And of course, relatives tend to ask, 'Where's your 2nd son?' He used the word 'He's roaming around.'" (pg 1)</p> <p>Refused to give him written permission to be a car racer. "My father was actually a hindrance/stumbling block for me." (pg 2)</p> <p>Superstitious father did not love him because he was born during an inauspicious Hindu month. (pg 4)</p> <p>He remembered his grandfather very much, and his father and grandfather could not get along. (pg 5)</p> <p>Father was a stubborn man. "But my father was a stubborn man. He believed in what he believed." (pg 7)</p> <p>Father's business went bust when he was born, and thought he was the cause. "Because his belief was that when I was born, his business went bust. So I was the cause of his bust. You see, which is not my fault. I'm too young to know all that that time, so from there I think the hatred grew, the distancing was very much." (pg 7, 8)</p> <p>Was reconciled with his father two years before his father died. "It's only I think 2 years before he died, er we were very close. I don't know what made him come close, but er I felt happy. Because end of the day, I was the one who lit the final fire for him. You see, I burn the fire, and er, I was quite happy, end of the day." (pg 8)</p> <p>"... my father was an opium smoker." (pg 59)</p>	<p>1.2</p> <p>"My dad was a policeman... and... he had to support eight of us... parent and mum and my grandparents back in Malacca, so it's kind of a... hard life for him ah to support eight, eight of us." (pg 2)</p> <p>Father took night class. "So we have quite a tight budget but one thing for sure I realise from young, I observe that, no doubt my dad is always reading late at night... He came from Malaysia, Malacca er... with not much education but er... he joined the police force er... Then he took night class... cycle to school, eight people to support, late at night read books... managed to get a 'C' level at that time." (pg 3, 77, 78)</p> <p>Father is his strength and mentor. "Er... I draw my strength, my... if who's my hero, my mentor, that's him lah. He's someone, a simple man who works for his family and at the same time try to upgrade himself... That is er... a person that I look up to. So from young I have been observing him. This is something, a strength ah." (pg 4, 31)</p> <p>"Well, my dad told me to repeat, take my 'O' level again, but I told him, 'Never mind lah, don't waste time lah.' (laughter) because (laugh) first and foremost, I'm not that interested to repeat and study again. I look at it, why bother to do all these? And he did advise me, 'Ok, if you do not want to continue the academic path, why not you take the technical path? You go to VITEB.'" (pg 5)</p> <p>"... (father) alone supporting eight of us and those in Malacca... yet he still had time to read, to learn things and even nowadays... sitting down to him, we talk politics... economics... he got tons of history behind him..." (pg 78, 79)</p>	<p>1.2</p> <p>Her father passed away in an accident when she was "two or three". She felt like "an extra" as she was passed to her grandmother to be taken care of. (pg 56-57)</p> <p>"That time when I was two years old, my father passed away, two or three I'm not sure, passed away in an accident, so all the way my mother is the one taking care of my brothers and sisters, so me was the extra, so give to my..." (pg 56)</p> <p>"Yeah, so there was nobody to take care of me, so the (mother) gave (me) to my grandmother." (pg 57)</p> <p>Refer to questions below about her relationship with her grandmother and mother.</p>
1.3 Mother	<p>"(Worked) in a factory... looked after the family." (pg 2)</p> <p>Traditional Chinese mother.</p> <p>"Kind but illiterate (pg 3). No time to nurture or coach him (pg 3).</p> <p>"My mother again is a typical traditional Chinese woman, working in the day time. Night time go back to do the housework and all that. She is very kind but illiterate, essentially illiterate... and couldn't... didn't have the time to nurture or coach me in that sense." (pg 3)</p>	<p>1.3</p> <p>Mother's background different because her own father was a teacher in China." (pg 1)</p> <p>Her own mother was also educated in the sense that she could read and write Chinese in China (considered rare in those days) (pg 1)</p> <p>Admitted mother as she could read newspapers with 1-2 year education. (pg 2)</p> <p>Learned English, Hokchew (a difficult Chinese dialect) after marriage (pg 2, 7)</p> <p>"Amazing! So because my father's friends were Hok Chew came and my mother spoke Hok Chew to them, I mean like a Hok Chew. So my mother was able to pick up language, in that sense. And of course, then maid in the erm... servierman, British, English, she picked up English too." (pg 7, 8)</p> <p>Worked as a servant (pg 3)</p> <p>"... she always drove home the point that we our education were important. Ah, education is a must and we need to try very hard, but she did not force, er, expect very, very tremendous good results from us lah. As long as we got red marks. She was happy you know? So erm, but she was herself like showing that reading was really good. She said, 'If you don't want to read, you'll be a blind person.' And she also from time to time, she said, 'If I had a chance, I want to learn how to, you know to join the erm CCs to learn how to cook and all that... (laugh) I'll have the opportunity.' So I think that indirectly influenced me lah." (pg 5)</p> <p>"... pride herself at keeping abreast in her thinking, so I thought maybe the influence is from there." (pg 5, 6)</p> <p>"Because my mother tends to nag... So I promise myself, when I grow old, I'm going to go out, I'm not going to nag." (pg 56)</p> <p>"... I think my mother influenced me a lot." (pg 64)</p> <p>Considered mother to be her role model. "And in turn, I learnt from her, and it was passed on to me." (pg 66)</p> <p>"... my mother was very supportive. She trusted me." (pg 67)</p>	<p>1.3</p> <p>Dead when he was 9.</p> <p>Mother supplemented income by selling food. "... my mum, full-time housewife and er... she had to supplement that by going to the fishery port, three four in the morning, then make into keropok all those kind of things and sell, er... it er... down and er... doing some... er... cooking." (pg 2, 3)</p> <p>"That time when I was two years old, my father passed away, two or three I'm not sure, passed away in an accident, so all the way my mother is the one taking care of my brothers and sisters, so me was the extra, so give to my..." (pg 56)</p> <p>"Yeah, so there was nobody to take care of me, so the (mother) gave (me) to my grandmother." (pg 57)</p> <p>Refer to questions below about her relationship with her grandmother and mother.</p>	<p>1.3</p> <p>Her mother sent her to stay with her grandmother when she was about two years' old after her father passed away in an accident. As a result, she was closer to her grandmother but distant from her mother. (pg 56-57)</p> <p>"That time when I was two years old, my father passed away, two or three I'm not sure, passed away in an accident, so all the way my mother is the one taking care of my brothers and sisters, so me was the extra, so give to my..." (pg 56)</p> <p>"Yeah, so there was nobody to take care of me, so the (mother) gave (me) to my grandmother." (pg 57)</p> <p>Refer to questions below about her relationship with her grandmother and mother.</p>	
1.4 Siblings	<p>2 sisters - no chance to receive formal education. "... my two sisters didn't have any chance to receive my formal education even the primary school, those kind of routine night class." (pg 1)</p> <p>"After they got married, my elder sister became a full-time housewife. My... the second... one er... initially working for a while and then eventually become a housewife and then at a very late stage in life going back to the work force again." (pg 7)</p>	<p>1.4</p> <p>Mentioned a few times that she would have had tertiary education if encouraged by her older brother.</p> <p>"I'm... of course on hindsight, if my brother had pushed me, I would have gone on..." (pg 9)</p> <p>"Yes... Had my brother that time nudged me and say, 'No it's better for you to continue,' I would have listened to him." (pg 75)</p> <p>"... My brother at that time was... male nurse..." (pg 8)</p> <p>"My sister, she had only Primary 6 education. She stopped then, she and my mother teamed up to work for this European family and get a bit more money..." (pg 8, 9)</p>	<p>1.4</p> <p>"My brother was a graduate..." (pg 1)</p> <p>Contrary to Indian traditional beliefs, he does place too much importance on brother's opinion. (pg 6, 23)</p> <p>"... my father had 5 children... I'm number 4." (pg 6, 7)</p> <p>"... that's the reason I and my brother can't agree, or our terms were not very good." (pg 24)</p>	<p>1.4</p> <p>"I am the youngest of the eight siblings." (pg 2)</p> <p>"... brothers they do complete secondary some go poly..." (pg 82)</p>	<p>1.4</p> <p>"After five years, separated, I went and apply for separation because I can't take it anymore. Every now and then get beating from him and... I see my children suffering... my mum say that you're not allowed to do divorce, separation because Indian, they feel that, if this kind of things happen, the society will look down on you. I feel that all this rubbish which I have to do something. Then I did it myself, without my brother and my mum's help, I did it. Go through so many things." (pg 23)</p> <p>"After five years, separated, I went and apply for separation because I can't take it anymore. Every now and then get beating from him and... I see my children suffering... my mum say that you're not allowed to do divorce, separation because Indian, they feel that, if this kind of things happen, the society will look down on you. I feel that all this rubbish which I have to do something. Then I did it myself, without my brother and my mum's help, I did it. Go through so many things." (pg 23)</p>
1.5 Gender Effects	<p>Only son had formal education. "... was the only son in the family and had the fortune to go to school full-time." (pg 1, 4)</p> <p>"Women normally, Indian, after getting married, they will be staying home and taking care of their children." (pg 7)</p>	<p>1.5</p> <p>Mother treated her children equally, regardless of sex. She is doing likewise because she is influenced by her mother. Regretted that she did not get a tertiary education when she was younger.</p> <p>Most women came out to work after 'O' levels. (pg 74, 75)</p> <p>"Maybe because all my friends said they didn't want to continue. So I didn't want to continue." (pg 9)</p> <p>"But my closer friends did not. They went into nursing and all that..." (pg 9)</p> <p>"In fact when I was in secondary school, I still remember, I was a girl guide. Then we say, ok, anything the boys can do, we can do also. So we also wanted to start football team. So my friend and myself, we told the teacher we wanted to start football team." (pg 67)</p>	<p>1.5</p> <p>"Woman is... second ranking... Educationally, they have every right." (pg 72, 73)</p> <p>"... if you look at it in their religious point, woman is... of the same standing. Only thing when they are married, they become Head of Finance... not of the same standing. Educationally, they have every right... equality. Men and women, the same. Only thing they have to wear protection veils." (pg 73)</p> <p>"Because one thing, girls are more disciplined. When they study, they really do it... guys are... 'Let's play soccer, let's go kick let's go parties...' all those kind of... they have more discipline. And now with more religion, er... emphasis. That's why... you see more of them going to the universities." (pg 76)</p>	<p>1.5</p> <p>"When I was eighteen, not even seventeen plus... I already get married... I refused to get married. I told my mum... 'Just give me another three four years'."</p> <p>"Indian girl, she said, 'First time if someone come and ask, if you refuse to marry, you... in future won't get a guy,' they have this kind of thinking." (pg 22)</p> <p>"... all the Indian men used to beat the wife, this is what happening. You know, the first night already been whacked by my husband." (pg 22, 23)</p> <p>"After five years, separated, I went and apply for separation because I can't take it anymore. Every now and then get beating from him and... I see my children suffering... my mum say that you're not allowed to do divorce, separation because Indian, they feel that, if this kind of things happen, the society will look down on you. I feel that all this rubbish which I have to do something. Then I did it myself, without my brother and my mum's help, I did it. Go through so many things." (pg 23)</p> <p>"After six o'clock, you're not supposed to leave the house... apply only to women. Six o'clock you must be at home, before the light on you must be at home." (pg 37)</p> <p>She (her mother) said, "Better go and work." (pg 72)</p> <p>"They (traditional Indian) say men can earn, go outside and earn. Women normally, Indian, after getting married, they will be staying home and taking care of their children. This is what they think." (pg 73, 74)</p>	
2 Immediate Family	2.1 Spouse	2.1 Spouse	2.1 Spouse	2.1 Spouse	2.1 Spouse
2.2 Children	<p>Grown-up daughter "My daughter is already quite grown up... she is now in the States." (pg 14)</p> <p>Role model for daughter "Well, it's a kind of tacit imitation. Every now and then, I get my everywhere I go I would bring a book one... waiting for public transport not much to do, flip books. Then she (daughter) also follows suit lah. So she got a lot of books and now had a very good foundation. She is in a scholar program in NUS." (pg 37)</p>	<p>2.2</p> <p>"UP 'A' Levels, that's right. O' level. I enrolled for the O' level, and did a few compositions. I don't know why I didn't continue... Maybe because of the children or something, so dropped." (pg 11)</p> <p>"I had encouragement from my family." (pg 18)</p> <p>"So I will have to say, 'I'm sorry, close the door, don't let her come in. Don't let the baby come in, I want to be left alone and I have to do my assignment.' That way, that was quite feeling lah. I couldn't spend as much time as I wanted with my little baby." (pg 18)</p> <p>"... because my daughter was last time in this Chinese Orchestra (played guzheng)." (pg 25)</p> <p>"Yesterday my daughter was saying, 'Wow, this career is so good. Exactly like what they sell in the restaurant (beef) Soup, that's a compliment.'" (pg 20)</p> <p>"Even my daughter was willing to teach me. She says it doesn't take long. You can learn up to simple one." (pg 26)</p> <p>"Some things I learn from my youngest daughter. For example, the chat room, I saw how she chatted you know?" (pg 27)</p> <p>"Ok, and of course now my children are very supportive lah. 'Can, can, can,' now they are there to cheer me on." (pg 29)</p> <p>Eldest daughter considered her as a role model. "Your daughter finds you to be a role model? That's what she told Meisacorp." (pg 29)</p> <p>"... she (eldest daughter) and her husband, they are... I think they want to do some more comes lah." (pg 30)</p> <p>"... I was very open-minded, I said, 'I leave it to you, what career you choose.' I was not influencing them..." (pg 32)</p> <p>"I will support them. My son too, I also try to be a supportive mother." (pg 33)</p> <p>"My son, since he is a small boy, academically not as good I think but has strengths are in other areas. So again, I was trying to give him all the support." (pg 33)</p> <p>"That my youngest girl I get a bit worried. Because she'll be on the computer, I look at the screen, Wah, she's chatting, not studying, you know. (laughing)" (pg 33)</p>	<p>2.2</p> <p>"My wife, my wife, or I knew her when she was 18 years old. And er she is from a very conservative orthodox family. Er she's a Punjabi, I'm South Indian, she's a North Indian. It that was a big barrier, that was a big barrier." (pg 18)</p> <p>He wanted to raise his educational level, so that his wife would not regret marrying him. (pg 19, 36)</p> <p>"And of course during my years of part-time learning, she has been wonderful, very supportive, never troubled me, let me be what I am. Er whole family things were being taken care. She was a Home Affairs Minister, Finance Minister, Foreign Foreign Minister, mother, wife, co-writing, she took Now I think that was the most beautiful gift for me I think in my life." (pg 19)</p> <p>"... she's my strength." (pg 20, 21)</p> <p>Wife married him despite objections from her family. "... it was not an easy task for her, because her parents er wanted her to marry somebody who was very rich... she had to leave the family... she was er fair like a European, er I'm dark, so that was also another contrasting factor in her mother's eyes." (pg 20, 21, 22)</p> <p>"... I think the biggest influence for me was my wife. My wife. I think the supporting role she gave me." (pg 40)</p> <p>"I have got a wife who is sacrificing for me..." (pg 56)</p>	<p>2.2</p> <p>"... my wife is some... someone who look think positive." (pg 91)</p>	<p>2.2</p> <p>"When I was eighteen... I already get married." (pg 21)</p> <p>"... all the Indian men used to beat the wife, this is what happening. You know, the first night already been whacked by my husband." (pg 22, 23)</p> <p>"After five years, separated, I went and apply for separation because I can't take it anymore. Every now and then get beating from him and... I see my children suffering... my mum say that you're not allowed to do divorce, separation because Indian, they feel that, if this kind of things happen, the society will look down on you. I feel that all this rubbish which I have to do something. Then I did it myself, without my brother and my mum's help, I did it. Go through so many things." (pg 23)</p> <p>"After six o'clock, you're not supposed to leave the house... apply only to women. Six o'clock you must be at home, before the light on you must be at home." (pg 37)</p> <p>She (her mother) said, "Better go and work." (pg 72)</p> <p>"They (traditional Indian) say men can earn, go outside and earn. Women normally, Indian, after getting married, they will be staying home and taking care of their children. This is what they think." (pg 73, 74)</p>
2.3 In-Laws	Not mentioned	Not mentioned	<p>In-Laws objected to marriage with wife initially, but now reconciled. (pg 18-22)</p> <p>"You know, I did hear the word when her mother said, (mimicking) 'Why are you marrying a man who is so dark,' and I heard my wife telling the mother back, 'Beauty lies not in the colour, if you are looking for colour then you are wrong.' You know, of course now she regrets for saying that lah, you know, my mother-in-law regrets..." (pg 22)</p> <p>"Yes, after 8 years... at least the mother and daughter are happy." (pg 22)</p>	<p>In-Laws objected to marriage with wife initially, but now reconciled. (pg 18-22)</p> <p>"You know, I did hear the word when her mother said, (mimicking) 'Why are you marrying a man who is so dark,' and I heard my wife telling the mother back, 'Beauty lies not in the colour, if you are looking for colour then you are wrong.' You know, of course now she regrets for saying that lah, you know, my mother-in-law regrets..." (pg 22)</p> <p>"Yes, after 8 years... at least the mother and daughter are happy." (pg 22)</p>	<p>In-Laws objected to marriage with wife initially, but now reconciled. (pg 18-22)</p> <p>"You know, I did hear the word when her mother said, (mimicking) 'Why are you marrying a man who is so dark,' and I heard my wife telling the mother back, 'Beauty lies not in the colour, if you are looking for colour then you are wrong.' You know, of course now she regrets for saying that lah, you know, my mother-in-law regrets..." (pg 22)</p> <p>"Yes, after 8 years... at least the mother and daughter are happy." (pg 22)</p>
2.4 Gender Effects	<p>"I started driving, learning how to drive. But I failed once. And then the children came. So I did not continue." (pg 10)</p> <p>"I remember my 3rd child came, I became pregnant when I was doing this Diploma for English Studies. So then, because I was going to give birth, I had to defer, stop." (pg 17)</p> <p>"So then when I look this (IGD) course, my child, the youngest one was then a toddler lah. So after that, I suppose the studying kind of mood came in."</p> <p>"The me, after this Advanced Dip, I thought I'd give myself a rest. Not exactly, but for the sake of my girl. Now my daughter is a teenage... I told myself, if I value myself in studies and ignore her, neglect her, I may regret." (pg 22)</p> <p>"Because teenagers they need the mother actually. Growing up... So I say between the 2, myself my development and my daughter, I choose my daughter. To me I think it is not worth if I have all the diploma to hang on the wall, and eventually the girl feels neglected. If I give up whatever I can and she doesn't turn up the way, it's different. At least I have done my part. So that was how I have decided to stop for at least 2 years. This year, because last year I finished my course right? Last year Dip, my Advanced Dip I finish. So for 2 years, mean this whole year and next year. I will stop. Yes, so I'm spending a lot of time with my daughter. (23)</p> <p>"... I think my mother influenced me a lot. Because when she was in China, she could see the unfairness... so she... more or less treated us... the same, equal... So when in turn, I treated my children all the same." (pg 64, 65, 66)</p>	<p>2.4</p> <p>"... I started driving, learning how to drive. But I failed once. And then the children came. So I did not continue." (pg 10)</p> <p>"I remember my 3rd child came, I became pregnant when I was doing this Diploma for English Studies. So then, because I was going to give birth, I had to defer, stop." (pg 17)</p> <p>"So then when I look this (IGD) course, my child, the youngest one was then a toddler lah. So after that, I suppose the studying kind of mood came in."</p> <p>"The me, after this Advanced Dip, I thought I'd give myself a rest. Not exactly, but for the sake of my girl. Now my daughter is a teenage... I told myself, if I value myself in studies and ignore her, neglect her, I may regret." (pg 22)</p> <p>"Because teenagers they need the mother actually. Growing up... So I say between the 2, myself my development and my daughter, I choose my daughter. To me I think it is not worth if I have all the diploma to hang on the wall, and eventually the girl feels neglected. If I give up whatever I can and she doesn't turn up the way, it's different. At least I have done my part. So that was how I have decided to stop for at least 2 years. This year, because last year I finished my course right? Last year Dip, my Advanced Dip I finish. So for 2 years, mean this whole year and next year. I will stop. Yes, so I'm spending a lot of time with my daughter. (23)</p> <p>"... I think my mother influenced me a lot. Because when she was in China, she could see the unfairness... so she... more or less treated us... the same, equal... So when in turn, I treated my children all the same." (pg 64, 65, 66)</p>	<p>2.4</p> <p>"And they are very open to me, you know I'm a very transparent father, or I don't want them to hide anything with me. 'Anything you can come to talk to me. You know, there's no right or wrong role, there's no such thing as this be talked or not be all, clear out all the air. Whatever you have, you have it in your mind, and you think you are troubled, come to me.' And of course my daughter goes to my wife more than me. But my son, certain goes to the wife, certain things comes to me." (pg 26, 27)</p> <p>"So what we started at home is becoming useful in society today... We are learning something from them and we are imparting something to them, so it goes both ways." (pg 28)</p>	<p>2.4</p> <p>V. Yes. And my marriage also never last for very long. It's only... I was with my ex-husband for about five years. That five years also not say I was very happy. I was just... I become pregnant with my eldest daughter. After two years, I gave birth to my second daughter. Life was miserable for me, like er... all the Indian men used to beat the wife, this is what happening. You know, the first night already been whacked by my husband? So it makes me like... what is life? So it start to make me hate... things like erm, men is like this. So I feel like, Ok, when the time pass by, I feel like, ok I do something with my girls, bring them up.</p> <p>S.K. So did you have a divorce from your ex-husband? YES, yes.</p> <p>S.K. I-husband?</p> <p>V. Yes, after five years, separated, I went and apply for separation because I can't take it anymore. Every now and then get beating from him and... I see my children suffering. I feel like it's not I mean, first my mum say that you're not allowed to do divorce, separation because Indian they feel that if this kind of things happen, the society will look down on you. I feel that all this rubbish which I have to do something. Then I did it myself, without my brother's, my mum help, I did it. Go through so many things.</p> <p>S.K. So they didn't support you as far as your divorce is concerned?</p> <p>V. Yes, never...</p>	