

ABSTRACT

This study aimed at investigating the factors that affect English learning of non-academic staff at King Mongkut's University of Technology Thonburi who have already attended English training courses offered by the university.

The subjects of this study consisted of 100 non-academic staff of KMUTT who have attended the English training courses organized by the university from 2004 to 2006. The questionnaire was used as the instrument in this study, consisting of four parts: background information of the respondents; respondents' attitudes toward English; respondents' attitudes toward factors affecting English learning; and the suggestions and opinions of the respondents.

The findings showed that there were factors that were positive and also drawbacks in English learning. The factors that positively affected the English learning achievement were the learners' motivation, the learners' effort, and the instructors of the course. Among these factors, the factors related to the instructor were considered the highest effect on their learning ($\bar{x}=4.08$). For the drawbacks, learners' ability and course difficulty, the results showed that the difficulty of the courses hindered most their English acquisition. This suggested that the training course should be improved in terms of difficulty. The learners should be provided with suitable courses, which are not much beyond their ability so that they will obtain better results.