ACKNOWLEDGMENTS

This research could not have been completed without Dr. Monnipha Sompong who not only assisted me as my advisor but also patiently encouraged me throughout the study. I have gained precious and insightful knowledge from all instructors at the Language Institute, Thammasat University during my academic program.

THAI cabin attendants who helped in answering the questionnaires make this study a valuable one. Mr. Paul Kelly and Mr. Dennis Ng have painstakingly edited my writing.

My sincere gratitude goes to them all.

Lastly, I give my deepest thanks and appreciations to my brothers and sisters as well as my friends who continuously support my everlasting education.

Thammasat University Bangkok, Thailand Sakol Suchatvudhi

March 2009