

ABSTRACT

The study of “Intercultural communication problems of Thai employees at Precious Shipping Public Company Limited” was conducted to identify what problems Thai employees in the organization encounter, to explore the causes of the problems, to reveal the attitude of Thai staff towards their foreign colleagues and to measure the effectiveness of communication in the company.

The sample group used in this research consisted of 100 Thai employees working at Precious Shipping Public Company Limited and the research questions were mostly closed-ended. The results of the study indicated that language skills ranked as the major problem faced by Thai employees. The skills that Thai employees thought were the biggest obstacles were writing followed by reading, speaking and listening, when they communicated with their foreign colleagues. From the research, most of the communication problems were caused by the inability to use correct grammar, technical words, idiomatic expressions, slang and unfamiliarity with pronunciation. The respondents felt that culture differences in terms of gender, nationality and daily life caused communication problems the least. As a result, Thai employees in the organization could adapt themselves to the different culture very well but they still had problems with the four skills in communicating effectively with foreign colleagues.

The results of the study were analyzed in order to understand the exact problems and their causes. As a result, the company can develop possible solutions to communication problems between Thai employees and their foreign colleagues to increase the productivity in the workplace.