

CONTENTS

	PAGE
ABSTRACT.....	ii
ACKNOWLEDGEMENTS.....	iii
CONTENTS.....	Iv
CHAPTER	
1. INTRODUCTION.....	1
1.1 Background.....	1
1.2 Precious Shipping Public Company Limited (PSL).....	2
1.3 Statement of the Problem.....	2
1.4 Objective of the Study.....	3
1.5 Definition of Terms.....	3
1.6 Scope of the Study.....	4
1.7 Significance of the Study	4
1.8 Organization of the Study.....	4
2. REVIEW OF LITERATURE.....	5
2.1 Definition of Communication.....	5
2.2 Cultural Differences.....	7
2.3 Relevant Research.....	11
3. METHODOLOGY.....	12
3.1 Subjects.....	12
3.2 Materials.....	12
3.3 Procedures.....	12
3.4 Data Analysis.....	13

4. RESULTS.....	14
4.1 Demography of the Respondents.....	14
4.2 Problems Relating to Language Skills.....	16
4.3 Problems Relating to Cultural Differences.....	21
5. CONCLUSIONS, DISCUSSIONS AND RECOMMENDATIONS.....	24
5.1 Summary of the Study.....	24
5.2 Summary of the Findings.....	25
5.3 Discussions.....	26
5.4 Conclusions.....	28
5.5 Recommendations for Further Research.....	29
REFERENCES.....	30
APPENDIXES.....	32
A. Questionnaire in English.....	32
B. Questionnaire in Thai.....	37