ABSTRACT

Thai Airways Public Company Limited has a role of being Thailand's national airline and one of the major airlines in Asia. English proficiency is one crucial competency of the employees since the nature of the airline business requires a great deal of English communication. With such awareness, the company assigns English training responsibility to the particular department named The Language Institute. The institute is determined to improve its quality of training programs. One of the initiatives is to take into account the needs, problems, and wants of learners from all functional areas, including the IT department. To obtain such information from learners in the IT department, a study was conducted in order to elaborate the extent of IT staff's needs and problems of English communication at work, as well as the staff's wants regarding English training provided by Thai Airways Language and Culture Institute.

The study's subjects were 30 staff of the Thai Airways IT department. A questionnaire with multiple-answer questions and five-point Likert scale items were used as study instruments. Descriptive statistics including percentages, frequencies, means and standard deviations were used to analyze data. The findings reveal that need mean score is highest for reading skill and lowest for speaking skill. In contrast, the problem mean score is highest for speaking skill and lowest for reading skill. At the same time, respondents indicate that speaking is the skill they want to improve the most. The study also reveals the aspects of English communication that IT staff engages in, i.e., the types of communication channel and discourse. Such findings can benefit Thai Airways in their recruitment process and also in designing language courses for IT staff. More emphasis should be on reading and writing skills in the selection of IT candidates. To decide what content should be included in the IT English courses, further details of communication aspects exhibited in this study must be considered.