

ABSTRACT

The dynamic business environment in the present day requires office personnel to use English in their business interactions to accomplish their tasks. English for specific purpose instruction would then be suitable to be given to those personnel. This research was to assess the needs for English language instruction that was perceived by the subjects who were office personnel working in the Business Development Department of DHL (Thailand) Co., Ltd. in order to provide an ESP course designer with the basic information on the learner's needs. Data collection was divided into two parts; the first part was questionnaire distribution and the second part, which was done later, was in-depth interviews. The results of the study revealed that the subjects perceived that the English productive skills, namely speaking and writing skills, and the related functions were needed the most to put into their ESP course. Consequently, the ESP course designer who wants to design a course that most responded to the learners' needs and catch their attention should focus the instruction on those productive skills of English in several language functions that are present in their target situations.

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