

## ABSTRACT

### A Study of English Language Use at the Mining Business Unit, Electricity Generating Authority of Thailand

by

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The purpose of this survey is to investigate English language use and reasons for its use at the Mining Business Unit (MBU) of the Electricity Generating Authority of Thailand (EGAT), answering these questions: (1) what language skills do MBU staff use in their daily work?; (2) how often do the staff use each language skill?; (3) why do the staff use each language skill?; and (4) what problems do Mining Business staff face when using each language skill? The subjects in this study are forty-one MBU staff who use English in their daily work. The subjects are classified into two groups based on their academic major areas, namely, (1) English or other foreign language majors group (EG) (18 people); and (2) non-English language major group (NG) (26 people). The data was collected by means of a questionnaire and a structured interview. The findings reveal that reading is the most frequently used skill among MBU staff, while translating is the least. MBU staff use English in conversation, coordinating, writing reports, summarizing texts and/or

journals, writing minutes and so on. The major difficulties in using English that MBU staff face in their daily work are vocabulary and grammar. The training program of MBU staff should focus on reading and writing. Further research concerning the use of English by the whole EGAT staff should be conducted.