

ABSTRACT

Communication plays a crucial role in the world of business. An organization's success has to rely on the effective communication skills of its employees. In reality, nobody can ensure that the messages that he or she intentionally send are perfectly understood by the receivers, particularly in different languages and cultures.

Nowadays, there are a variety of multinational firms where people of different nationalities work together. In fact, working with a person from a different background, nationality, language, and culture is not an easy task because it is likely to cause communication problems.

The study on "Oral Communication Problems of Thai and Foreign Employees in Benchmark Electronics (Thailand) Public Co., Ltd" was conducted in order to find out and understand the specific communication problems when Thai employees deal with foreign employees within the same workplace by using English as the main channel of communication.

In the study, accidental sampling was used to select 91 Thai employees within the company. The questionnaires were used for the data collection. The questionnaire is divided into five main parts: personal data, experience exposed to English, types of communication problems, other communication problems with more than one-choice selection, and suggestions for possible solutions to the problems.

The results show that the lack of language proficiency was the major problem that the participants in the study had to confront, followed by inadequate personal strategies in English communication. However, the findings revealed that the participants moderately thought that different cultures affected their communication success when they did not understand their foreign colleagues or supervisors.

To solve the problems, the Thai employees in Benchmark Electronics Company suggested that they should obtain more English skills by taking additional communicative courses, learning more English vocabulary including its idioms, improving their English skills by reading more English magazines, watching English soundtrack movies or even listening to English music and so on.