

THE STUDY OF PROBLEMS DURING INTERNSHIP PROGRAM OF BUSINESS ENGLISH UNDERGRADUATES AND THEIR SUGGESTIONS

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ABSTRACT

Abstract— In Business English Program, students must enroll in the internship course in the last semester before graduation. The course requires students to work in a real working situation for 450 hours. There are often difficulties in choosing the training place. Therefore, this study hopes to investigate and analyze the problems during the internship program of Business English undergraduates and their suggestions to those who are interested in choosing the career for their internship. The data was collected by using interviews from 75 fourth-year students. The focused areas of careers are hotel business, airline business, logistic business, government offices, tourism business, sales and marketing and human resources department. The results suggest that students faced different problems depending on their internship careers; however, the problems were classified by the framework of the 5 learning outcomes deriving from Thai Qualifications Framework. The findings also differ depending on the nature of the careers; however, they can be guidance for other students to prepare themselves before choosing to their internship workplaces.

Keywords—Business English 1, Higher Education 2, Internship 3, Problems 4, Thai Qualifications Framework 5 .