

**Developing an English Instructional Model
Using Lessons from Websites for Office Clerks**

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Abstract

The study described the development and monitored the implementation of an English instructional model using lessons from websites for the office clerks at Kasem Bundit University. The purposes of this research were to document its development in a workplace setting, to examine its effectiveness and to explore the participants' opinion towards its efficiency. The participants included one trainer and 22 Kasem Bundit University (KBU) office clerks working full-time in various divisions and departments in the academic year of 2006-2007. The instruments used for data collection were TOEIC pre-test and post-test, the questionnaire, the structured interview, and weekly journal entries. The data revealed that 1) the scores of TOEIC post-test were significantly different from the pre-test at the level of .05, including the participants' higher English language proficiency, 2) the office clerks' opinions towards English instructional model using lessons from websites were highly positive.

The results of this study provided a better understanding of the development and implementation process of the English instructional model using lessons from websites in a workplace. Suggestions for the future implementation and research were provided.