



Significance Of English Language Communication Skills In Global Job Market

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Abstract:

The ability to communicate effectively is one of the most important skills for achieving success in business. This talent includes face-to-face contacts, careful listening, document comprehension, email composing, and report preparation. There is a sender and a receiver involved in the process, and the primary goal is for the receiver to have an accurate comprehension of the message that was intended for them. Despite the fact that English, which is frequently considered to be the global language, makes international communication easier, barriers in English proficiency might make possibilities more difficult to obtain. This is something that has been witnessed in the case of a great number of outstanding young people in India. In the light of the challenges that globalisation presents, having a strong command of the English language is becoming increasingly important. Communication is widely acknowledged as a potent instrument that may exert an influence on one's thoughts, feelings, and behaviours. Through the collecting of data, it was determined that the three most important communication abilities are general English conversation, communication over the telephone, and business writing (which includes emails, faxes, memos, and letters). As a consequence of this, it is recommended that university courses concentrate on improving students' abilities to communicate verbally and in writing by means of individualised material, assignments, and activities that are in line with the particular requirements that were indicated by the informants.

Keywords: *Effective Communication, Business Success, Face to Face Contacts, Listening Skills, Document Comprehensive*

Introduction:

The globalisation of knowledge and the development of higher education in general are both factors that are contributing to the growing use of English as the medium of instruction. English has become an essential component of a successful personality as a result of globalisation. This is due to the fact that

English is an essential instrument that is widely utilised in international communication all over the world. In the current global market, economic competition between countries is unavoidable, and companies require individuals who have experience working in international settings in addition to possessing degrees that are recognised and

acknowledged in every region of the world. The most important quality that is required for work is the ability to communicate in English. The English language is not only necessary for employment, but it is also necessary for students who intend to pursue further education, particularly in nations where English is the national language or the official language.

English in the Workplace:

When compared to daily conversation, the English spoken in the office is distinguished by its unique characteristics, which stem from the fact that it is more important in professional contexts. When it comes to communication within a variety of work areas, precise criteria are adhered to. These criteria include the use of specified report forms, the completion of required documentation, and the observance of business standards during interactions with customers. Because of this, English language training in the workplace needs to be individualised, with an emphasis on topics that are directly relevant to professional circumstances. As a result of the widespread recognition of the necessity of good communication, numerous businesses have instituted English language training programmes for their employees, which are in line with the objectives of their various organisations. The purpose of these programmes is not just to improve linguistic proficiency, but also to satisfy the particular communication requirements that are

inherent to the job. They include a wide range of responsibilities, including the writing of reports, interactions with customers, and adherence to communication standards that are relevant to the business. The shift towards giving such training highlights the realisation that the ability to communicate effectively in English is an essential skill for advancing one's career. It is not merely a benefit to possess a mastery of the English language in the modern business scene, where English serves as a lingua franca; rather, it is a key talent that contributes to employability. Therefore, due to the nuanced nature of English in the workplace, specific training initiatives are required in order to match language proficiency with the intricate communication requirements of a variety of professional situations.



Figure 1: English at Workplace

Background of the Study:

In the realm of professional endeavours, the ability to communicate effectively in the English language is becoming increasingly acknowledged as a critical factor in obtaining success and advancing one's career. Within the context of the modern workplace, the capacity to communicate effectively in English is

considered to be an absolute necessity, particularly in light of the fact that technological improvements continue to improve the speed and efficiency with which messages are sent. Studies on business communication highlight the significant amount of time that managers devote to communication activities, which include both spoken and written exchanges. Particularly noteworthy is the fact that proficient writing abilities are often recognised as a foundational component for job advancement. Individuals who possess great writing abilities typically earn better incomes.

Scholars Thomas N. Huckin and Leslie A. Olsen have brought to light the fact that technical brilliance alone is not adequate; in addition to this, scientists and engineers are required to also communicate their value in a convincing manner to their colleagues, clients, and supervisors. However, in the absence of efficient communication, even the most cutting-edge technical abilities run the risk of being overlooked and underutilised. In today's increasingly globalised workplace, English has emerged as a universal instrument for effective communication. It provides employees with the opportunity to prepare for the demands of a genuinely international professional setting by engaging in conversations that are genuine and unscripted. Therefore, the significance of English language skills goes beyond merely being able to communicate effectively in the language. These skills play a significant part in achieving professional success and facilitating

involvement within a business environment that is becoming increasingly interconnected and fast-paced.



Figure 1.2: Communication Skills in Global Job

Need for English Language Proficiency:

Strong communication abilities that encompass a wide spectrum of verbal and written communication are in high demand among employers. Employers are always looking for individuals who possess these skills. Due to the fact that corporations employ individuals from a variety of cultural backgrounds and speak a variety of languages, it is essential for employees to engage and communicate with one another when working in teams. English is the language that serves as a common language that brings people together. It is English used for official communication in a variety of settings, including conferences, meetings, presentations, training courses, letters, documents, and reports, among other things. Employees are expected to be able to read, write, speak, and understand due to this goal. grasp the English language One of the barriers that has been deemed to be a barrier to entry into job is a lack of English language abilities. workforce

achievement. If you want to pursue a career at the national or international level, having strong communication skills in English is an essential need. To be successful in one's career and to develop one's career, English proficiency is an essential aspect.



Figure 1.3: Communication

Literature Review:

Ting, S. H., et.al., (2017) In various countries, including Malaysia, there have been concerns communicated over the employability of new alumni. As indicated by certain speculations, the high joblessness rate among graduates can be credited to their deficient English capability and their absence of ability to successfully impart. Thus, it was fundamental to figure out which of these two differentiators was more important to the organizations, as they were regularly ordered by the organizations. The motivation behind the review was to research the points of view of businesses with respect to the meaning of employability abilities and familiarity with English for graduates who are looking for occupations in the confidential area of

Malaysia. To accumulate this data, semi-organized interviews were directed with ten confidential area endeavors that can possibly enlist representatives. All of the meeting records, which added up to 21,433 words, were inspected. The discoveries of the examination showed that businesses in the confidential area of Malaysia separated between language capability and correspondence capacity. Organizations were ready to recruit candidates with a disappointing English capability for however long they had the option to successfully impart. This was particularly valid for occupations that necessary a lot of English correspondence, for example, showcasing and client care. Also, the discoveries recommended that having extraordinary relational abilities could upgrade one's possibilities getting business and progressing in their picked field of work.

Zainuddin, S. Z. B., et.al., (2019) In spite of territorial, social, and peculiar varieties, English arose as the worldwide language for correspondence and information trade in the twenty-first 100 years. Worldwide people group were critical for protecting cordial contacts when individuals' lives were changed by logical and innovative forward leaps. For overall organizations in different ventures, including science, innovation, trade, schooling, travel, the travel industry, and that's just the beginning, English filled in as a worldwide language and normal language. Researchers, organizations, the web, advanced education, and the travel industry all basically utilized it. This study

featured the worth of English as a widespread language and featured how broadly it is utilized in business, the scholarly community, and logical exploration. It additionally stressed the advantages of the movement, vacationer, and amusement organizations utilizing English as their significant language of correspondence. It was likewise underlined the way that urgent English is to both training and the labor force. There were ideas made to build the utilization of English in different fields.

Warschauer, M. (2000): zeroed in on three central points of contention while looking at the rise of informationalism as another phase of worldwide private enterprise and its effect on English language preparing. To start with, non-local speakers and vernaculars acquired expanded impact because of globalization, which likewise made English keep spreading as a worldwide language. Fundamental standards about language, culture, setting, and the qualification among ESL and EFL were completely scrutinized by this adjustment. Second, English use was affected by shifts in work and monetary examples. The recurrence with which non-local speakers involved the language for area based basic translation of quickly evolving data, cross-line coordinated effort and exchange, and complex thought show has expanded. Eventually, new data advancements changed our origination of proficiency, making it urgent for English language students to have the option to impart both simultaneously and non concurrently on

the web, make and examine hypermedia, and explore online examination. Joining the previously mentioned shifts delivered incapable directions that main focused on syntactic or utilitarian components or definitively characterized errands. Rather, if understudies somehow managed to dominate the high-level English perusing and correspondences capacities expected by the rising electronic economy and society, project-based learning — consolidating arranged practice and basic request, and in light of understudies' own social systems — was crucial.

Fabo, B., Beblavý, et.al., (2017): To look at the job that unknown dialect abilities played in the work markets of the Visegrad Four countries, this study used information gathered from important web-based opportunity sheets in these nations as well as information got from a web-based pay review. The objective of this exploration was to examine the capability that unknown dialect abilities played in the work markets of these nations. In any case, it thought about the requirement for language capacities in view of the quantity of business that were accessible. From that point forward, it proceeded to expand on this data by doing an investigation of the compensation premium that was connected with the capacity to communicate in an unknown dialect on both the individual and the occupation level. It showed that the Visegrad locale had a critical interest for the people who were gifted in the English language, trailed by the people who had the option to communicate in German. This depended on the discoveries

that were acquired. Specifically, it gave the idea that having a more elevated level of English capability was associated with more significant compensation, even subsequent to controlling for other regular compensation factors in a relapse examination. This was the case despite the fact that the examination was directed.

Research Methodology:

A. Participants

At the Lady Shri Ram College for Women, which is affiliated with Delhi University, there were 55 graduates who were able to successfully complete their bachelor's degree in English during the academic year of 2012. These alumni took part in the commencement rehearsal for the upcoming graduation ceremony that will take place at the university in September. This event served as a significant milestone in their academic path. These students were able to dig into the complexities of the English language and literature because the Lady Shri Ram College for Women, which is well-known for its rigorous academic standards, offered them an environment that was favourable to their learning. It was not only the completion of their difficult academic efforts that the commencement rehearsal highlighted, but it also served as a prelude to the official graduation ceremony, which was where these graduates would be celebrated for their accomplishments.

The success of the English programme at Lady Shri Ram College for Women was brought to light by this event,

which not only honoured the academic accomplishments of the individuals who participated in it but also emphasised the overall success of the English programme. It provided an opportunity for them to take a moment to reflect on their educational path and set the stage for the approaching formal recognition of their hard work and devotion during the graduation ceremony. This ceremony surely represented an important and memorable chapter in both their academic and personal life.

B. Instruments

The principal strategy that was utilised for the purpose of data collecting in this investigation was the utilisation of questionnaires that contained structured interview questions. This instrument was developed from Wu's work that was conducted in 2012. For the goal of conducting an exhaustive investigation into the criteria that are being considered, the questionnaire has been methodically created and is separated into three distinct sections, each of which serves a specific purpose.

It is the purpose of the questionnaire to collect general information on the subjects in the first section, which is referred to as Part 1. The names of the participants, their student identity numbers, their current addresses, and their work status at the present time are all included in this compilation of information. The purpose of this section is to provide a foundational understanding of the demographics and backgrounds of the individuals who participated in the study.

Moving on to the second component of the questionnaire, which is referred to as Part 2, the questionnaire dives into the findings of the characteristics of workplace communication skills that the respondents consider to be vital for their respective occupations. The development of this section is based on the professional communication abilities that are typically utilised by participants in their respective employment situations. The purpose of this endeavour is to identify and evaluate the precise skills and competences that are seen as being essential for being successful in their professional endeavours.

In the third segment, which is referred to as Part 3, the comments and recommendations made by the subjects for the creation of future courses are discussed. In this phase of the questionnaire, structured interview questions are carefully developed with the intention of eliciting insightful responses from the participants. The purpose of these questions is to elicit the opinions of the informants regarding areas that may be improved, potential upgrades, and specific recommendations for the development of courses or curricula that are in line with the changing requirements of the workforce. The purpose of this part is to contribute to the continuing discussion on educational advancements that are based on real-world professional experiences by providing a forward-looking perspective to the research.

C. Data Collection

A total of 55 copies of the generated questionnaires were handed to participants over the course of two days during their commencement practice for the graduation ceremony at the Lady Shri Ram College for Women, which is connected with Delhi University. This was done in order to collect quantitative data for the study. The timing of this strategic distribution was calculated to match with the participants' participation in the key event. This was done to ensure that the data collection would take place at a convenient and suitable moment. A focused environment was produced for the participants during the commencement rehearsal, which was an essential preparation to the official graduation ceremony. This allowed the participants to easily engage with the questionnaires. The selection of this particular event was made with the intention of attracting the attention and involvement of the graduates, making the most of their presence and dedication during this significant event. It was the intention of the disseminated questionnaires, which had been meticulously crafted for the purpose of quantitative data collection, to elicit organised responses from the participants, thereby offering significant insights to the aims of the research. The utilisation of this strategy not only made the gathering of data more effective, but it also capitalised on the significance of the beginning rehearsal as an environment that was conducive to the participation of participants in the study.

D. Data Analysis

In order to accomplish the goals of the study, a methodical approach was utilised to compute and determine the results of the questionnaires that were returned. The first thing that needed to be done was to address the general information about the subjects, which included their work possibilities and their financial situation. In order to accomplish this goal, the primary data was presented using a strategy that involved the utilisation of the frequency and percentage analysis. By taking this technique, it was possible to obtain a quantitative grasp of the study cohort by gaining a full overview of the demographic details and employment-related aspects of the participants.

After that, the attention switched to the suggestions and recommendations that were provided by the participants for the development of the course, which were reported through the questionnaires. Both the qualitative and quantitative aspects of the study were thoroughly investigated, and the results were compiled and presented in a logical manner. The purpose of the study was to capture the nuanced insights and viewpoints that participants expressed regarding prospective changes and advancements in courses. This was accomplished by presenting the major data that was gathered from the responses of the participants in an organised manner. The purpose of this multimodal study was to provide a thorough and detailed comprehension of the research objectives. Not only did it integrate quantitative metrics to address basic information, but it

also went into the qualitative components of participant input. The findings of the study were enriched by the incorporation of both quantitative and qualitative analyses, which contributed to a more comprehensive interpretation of the data through their combined use.

Data Analysis & Interpretation:

Part 1: General information about the subjects:

Within the study cohort, there is a broad distribution of employment statuses among the participants, as shown by the statistics on employment status. Among the 55 persons who took part in the study, 27.27 percent are currently working. This percentage represents a subset of individuals who have successfully made the transition into the job after completing their bachelor's degree. Indicative of a dedication to continuous academic pursuits is the fact that a sizeable fraction, which accounts for 18.18 percent of the individual participants, is now participating in additional studies. An additional sizeable group, which accounts for twenty percent of the total, considers themselves to be self-employed, demonstrating that graduates are engaged in entrepreneurial endeavours to a certain extent. On the other hand, a sizeable proportion, which accounts for 34.54% of the participants, is now without a job. This provides an illustration of the transitional phase that some persons go through after they graduate from college. Following the completion of their bachelor's degree in English, individuals go on a variety of

different paths, as seen by the wide range of work statuses that are available to them. A detailed knowledge of the participants' present professional conditions is provided by the complete breakdown, which contributes significant insights to the overall aims of the study.

Table 1: Distribution of Employment

Employment Status	Frequency	Percentage
Employed	15	27.27
Studying	10	18.18
Self Employed	11	20.00
Un – Employed	19	34.54

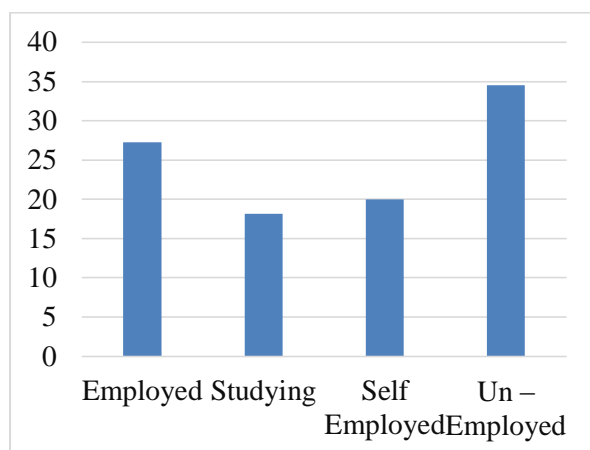


Figure 1: Graphical Representation on the percentage of distribution of employment

Part 2: These are the findings regarding the types of careers that graduates pursued after graduation and the communication skills that are required in the workplace.

Table 2: Distribution of Occupational Diversity

Career Types	Frequency	Percentage
Journalist	2	3.63
Waiter/ Waitress	6	10.9
Receptionist	9	16.3
Guest Service Agent (Hotel)	5	9.09
Passenger Service Agent (Airline)	8	14.5
Sales & Marketing	7	12.7
Teacher	10	18.1
Other	8	14.5

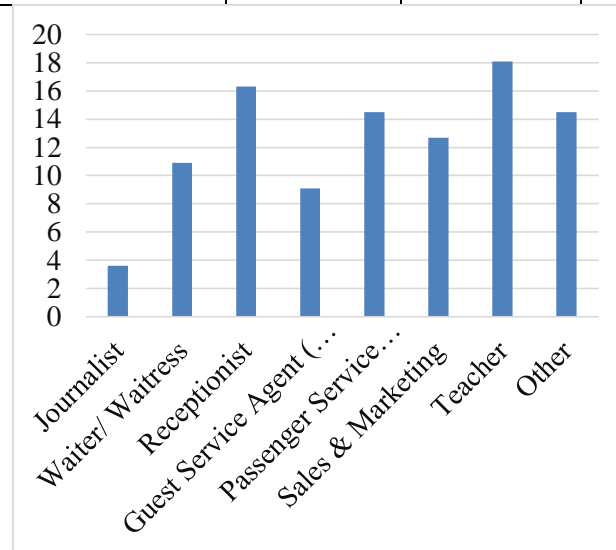


Figure 2: Graphical representation on percentage of Occupational Diversity

Individuals who have finished their bachelor's degree in English have chosen a wide variety of professional paths, as demonstrated by the data on the types of careers pursued by the participants. Out of the many different sorts of careers that were discovered, teaching stands out as the most popular option, with 18.1% of the participants now working in the field of education. Receptionists (16.3%),

passenger service agents in the airline industry (14.5%), and persons active in sales and marketing (12.7%) are some examples of other prominent career pathways that are available to individuals. A significant proportion of the participants, which accounts for 10.9% of the total, are working in the service industry as waiters or waitresses. This highlights the fact that the service industry encompasses a wide variety of vocations. In addition, there are individuals actively contributing to the sphere of media and communication by working as journalists, which accounts for 3.63 percent of the total. It is important to note that the category "Other" includes 14.5% of participants who are pursuing a variety of occupations that are not explicitly listed. This demonstrates the extensive range of career options that are open to persons who have a degree in English. This comprehensive breakdown offers useful insights into the professional diversity that exists within the study cohort. It reflects the diverse career pathways that persons who have a background in English have decided to embark upon in their separate fields of endeavour.

Conclusion:

This study investigates the workplace communication skills of English major graduates from Lady Shri Ram College for Women, affiliated with Delhi University. The research involved a group of fifty-five graduates who graduated in 2012 and participated in the commencement rehearsal at the university.

The findings can be incorporated into the curriculum and courses to better prepare undergraduate students for their future jobs. The study found that graduates with a degree in English are employed by various businesses and organizations that use English as one of their corporate languages. After completing their bachelor's degree, participants obtain eight different types of careers, including writing, waiter/waitress, receptionist, guest service agent in hotels, passenger service agent in airlines, sales and marketing, and teaching English as a topic.

The findings indicate that participants use both oral and written communication abilities in the workplace. The most frequently used skills are general English conversation, telephone, and business writing (emails, faxes, memos, and written documents except letters). Negotiation, reading, and translation are also essential. To successfully complete tasks, subjects must attend meetings and provide presentations using the English language. Communication skills should be taught within the context of discipline-based learning to accommodate specific disciplinary priorities and students' needs. To embed workplace communication skills in the course curriculum, classroom activities and assignments should focus more on correspondence, presentation, and discussion, as pointed out by respondents. In conclusion, the study highlights the importance of incorporating workplace communication skills into the curriculum and courses to better prepare

undergraduate students for their future careers.

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