

THE EFFECT OF USING ENGLISH ON PERFORMANCE IN THE OFFICE FIELD

Eka Yuniar Ernawati ^{1*}, Widiastuti ², Yessy Harun ³, Febi Nur Biduri ⁴

Universitas Darma Persada, Indonesia

*e-mail: ekayuniar170395@gmail.com¹, widiastuti.unsada@gmail.com², 02yessyharun@gmail.com³, febinurr@gmail.com⁴

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ABSTRACT

This study examines the influence of English proficiency on performance in the office sector in the context of globalization. The ability to communicate in English is essential in an office environment that frequently interacts with business partners from different cultural backgrounds. English proficiency helps employees understand and use office technology whose instruction is in English, as well as facilitate effective cross-cultural communication. This study uses a descriptive and experimental approach, involving 36 respondents from various institutions. The results of the analysis showed that the use of English significantly improved office performance, with the average score of English use reaching 18.89 out of 25 and office performance of 28.92 out of 40. Regression analysis showed a strong positive relationship between English language use and office performance, with each increase in English language use improving office performance. In conclusion, improving English proficiency in the office environment is very effective in improving individual and organizational performance, so workplace English training programs are an important strategy to face the challenges of globalization and changes in the business world.

INTRODUCTION

Globalization requires the ability to communicate internationally which is increasingly important, especially in an office environment that often involves interaction with business partners, clients, and colleagues from various cultural and national backgrounds (Aldamen et al., 2021; Aririguzoh, 2022; Perkins, 2020; Petrovskaya & Shaposhnikov, 2020; Tomec & Gričar, 2024). One of the dominant languages in the international context is English. The mastery of English by individuals in the office field has the potential to have a significant impact on performance results (Chen et al., 2021; Mulang, 2021; Nesaratnam et al., 2020; Sides & Cuevas, 2020; Srivani & Hariharasudan, 2023).

The development of technology and communication has also brought significant changes in the business world, especially offices. In addition to being a daily communication tool, its use is necessary to apply office equipment and systems whose instructions and guidelines generally use English. English is the main medium for strategic decisions to enter a country's market, information exchange, negotiation, and collaboration (Guimarães et al., 2021; Luo & Shenkar, 2006; Qi et al., 2020; Rogerson-Revell, 2007; Xiao et al., 2020). Therefore, individuals who have a good level of English proficiency have the opportunity to face the challenges of cross-cultural communication more effectively (Kartawinata et al., 2014).

By understanding the relationship between English proficiency and performance in the office, companies and individuals can identify areas of skill development that can improve efficiency, effectiveness, and competence in an ever-evolving global business context. According to The Liang Gie, office work is all work done to support the achievement of basic work, one of the office jobs is gathering activities. Collecting is an activity that seeks to find and strive for the availability of all information and information that does not yet exist or is scattered in various parts to be collected, so that it is ready to

be used when needed by finding information, collecting data, finding news and important events related to the company and office activities (Widiastuti, 2020).

Gathering and gathering information allows for the enrichment of knowledge and insight around international world information. This information from abroad is important for companies in running the company's wheels to be able to compete in the international scope (Dwihartanti & Faizah, 2019). However, information is not only obtained from electronic media but also through oral communication during the visit of guests, partners, foreign colleagues face-to-face either directly or through other electronic media such as telephone, video conference.

Communication activities carried out in office activities are carried out orally and in writing. Communication is important as a step to complete office work so that it runs effectively and efficiently (Chafi et al., 2022; Šmite et al., 2023; Wang et al., 2020). English proficiency is required in the completion of office work, both oral communication, especially conversations with multinational companies, as well as in office work through written communication with the use of English for correspondence. The ease of use of office technology is also supported by mastery of English.

Challenges for office employees as human resource assets in an organization face the era of fast-paced globalization and competition with foreign workers. They are required to have the ability to adapt to the competition, including good communication skills in mastering foreign languages. English as the most frequently used foreign language after Indonesian plays an important role in communication in the office which is most often used for business correspondence in the form of e-mail, chat, faximile often becomes constrained by limited English proficiency. In fact, the limited mastery of English results in a misunderstanding of information, has an impact on slow work response due to incomprehension of messages which results in reduced efficiency due to accumulated work (Febrianto & Fatmasari, 2022). Therefore, it is important to research further about the effect of English proficiency on performance in the office sector.

This study examines the influence of English proficiency on performance in the office sector in the context of globalization. This research is expected to make a positive contribution to the development of English language skills in the office environment, as well as support the improvement of individual and organizational performance in facing the challenges of globalization and rapid changes in the business world.

METHODS

This study uses a descriptive approach that describes the state of the subject based on existing facts and an experimental approach by revealing the influence of the two variables studied. The variables of this study include the independent variable about the ability to use English (X) which includes the English ability of employees in activities carried out to perform tasks in the office, understanding and use of office equipment with instructions for use in English and the desire to continue to develop English. The bound variable (Y) is performance in the office sector is the success of performance in the office related to the ability to communicate, the correct use of office equipment, the ability to adapt to rapid changes in the work environment, and the ability to understand policies and procedures in the workplace.

Sampling was carried out randomly, the number of respondents was 36 employees from various private and public companies/institutions. Meanwhile, data collection is through questionnaires and questionnaires to obtain data on English proficiency and performance in the office sector. After the data was obtained, frequency distribution analysis and regression analysis were carried out.

RESULTS DISCUSSION

The results of data collection through questionnaires and questionnaires to obtain information on respondents' documentation and data on English proficiency and performance in the office field. The following is a table of respondent data that is used as a source of information in this study as follows:

Table 1. Data Response

Category	Sub-Category	Total	Percentage
Gender	Male	21	58.3%
	Female	15	41.7%
Education	SMA	7	19.4%
	D3	6	16.7%

	S1	21	58.3%
	S3	2	5.6%
Workplace/Institution	Public Institutions	2	7.4%
	Private Institutions	25	92.6%
Working Period	Less than 1 year	6	16.7%
	1-3 years	7	19.4%
	More than 6 years	23	63.9%
Total Respondent		36	100%

The collected respondent data table illustrates that the majority of employees who work are men (58.3%) who are dominated by S1 education (58.3%), and work in private institutions (92.6%). It can also be seen in the data that respondents have a working period of more than 6 years (63.9%) have work experience in their field.

This study explored 2 variables, namely data on English language proficiency totaling 5 questions with a minimum ideal score of 5 and a maximum score of 25. The performance variables in the field of office work amounted to 8 questions with a minimum ideal score of 8 and an ideal maximum of 40. The results of processing through frequency distribution are obtained as follows:

Table 2. Distribution of English Usage Frequency and Office Performance

Statistics		
	USE OF ENGLISH	OFFICE PERFORMANCE
N	Valid	36
	Missing	0
Mean	18.89	28.92
Median	19.00	28.00
Mode	19a	28
Total	680	1041

a. Multiple modes exist. The smallest value is shown

The use of English in the office has a mean of 18.89 out of a maximum of 25, which shows that the use of English is quite significant. Most of the respondents had good English skills in carrying out office tasks, understanding the use of office equipment and developing the respondents' English skills. The use of English was slightly higher than average for respondents working in private agencies operating in the service and production sectors. This shows that English skills are indispensable and widely applied in the work environment.

Office Performance shows a fairly high performance with an average value (mean) of 28.92 from a maximum of 40, this shows good office performance overall, especially office work in terms of communication activities, carrying out document work, understanding work instructions, using office equipment and adapting to changes in the work environment, showing quite high performance. Thus, this high performance reflects the effectiveness and efficiency in carrying out office tasks.

In a poll conducted on respondents regarding the use of English, it was found that as many as 77.22% of respondents were very much looking forward to the opportunity to develop and improve their ability to master English. This reflects a high awareness of the importance of English in the workplace. English is not only a communication tool, but also an important skill that allows employees to keep up with global developments and adapt quickly to changes in the work environment.

Improving English proficiency is considered by respondents to be a crucial step to increase adaptability to various changes that occur in the workplace. For example, with the increasing use of technology and digitalization, the use of software and documents that use English as the primary language. Therefore, mastering English is very important to understand and utilize new technologies more effectively. In addition, English language skills also facilitate communication with colleagues, clients, and business partners from various countries, who often use English as the language of international business. This increases opportunities for global collaboration and expands professional networks.

Respondents also saw that high performance in English proficiency reflected effectiveness and efficiency in carrying out office tasks. With good English skills, employees can more easily understand instructions, write clear reports, and complete tasks more quickly and accurately. This not only increases individual productivity but also overall improves organizational performance.

In addition, English skills are very necessary and widely applied in the work environment. Employees who have good English skills are better prepared to face challenges and changes in the workplace, and are better able to contribute effectively to the organization's goals and success. Therefore, investing through English language training and development in the workplace is a very strategic step to improve employee competence and competitiveness in the global market.

Data processing was continued with data analysis using SPSS 22 through regression analysis which was used to understand the influence of the use of English (independent variable) on workplace performance in the office field (bound variable), with data sources obtained from 36 respondents, the following is a table of regression analysis results:

Table 3. Regression Analysis of English Language Use and Office Performance

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	8.951	2.249		3.980 .000
	Independent Variable	1.052	.117	.838	8.962 .000

a. *Dependent Variable*

The regression equation above shows a strong positive relationship between English use (independent variable) and performance in the office sector (bound variable). The use of English (free variable) 1.052 shows that every increase in the use of English will improve office performance, in other words, the higher the use of English, the higher the performance in the office sector. Similarly, the t-value of 3.980 and the t-value of English use (independent variable) of 8.962 showed significant results of t-value > 2. A very small probability value (less than 0.05) indicates that the results obtained are significant at the level of 5%, meaning that there is strong evidence that the use of English affects performance in the office field.

CONCLUSION

The study reveals that English proficiency significantly improves office performance. High usage of English is directly related to improved office performance, enhancing efficiency and effectiveness of tasks such as communication with international colleagues, understanding work instructions, and utilizing English-based office technology. Good English proficiency also supports adaptability to rapid changes in the global work environment. Companies should implement English language training programs to improve employee competencies and achieve better performance. Future research could explore the long-term effects of improved English proficiency on career advancement, the effectiveness of different English training programs, English proficiency and team collaboration in multinational companies, industry-specific English language requirements, the role of English proficiency in remote and hybrid work environments, and the integration of language skills with cultural sensitivity training.

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