

CHAPTER IV

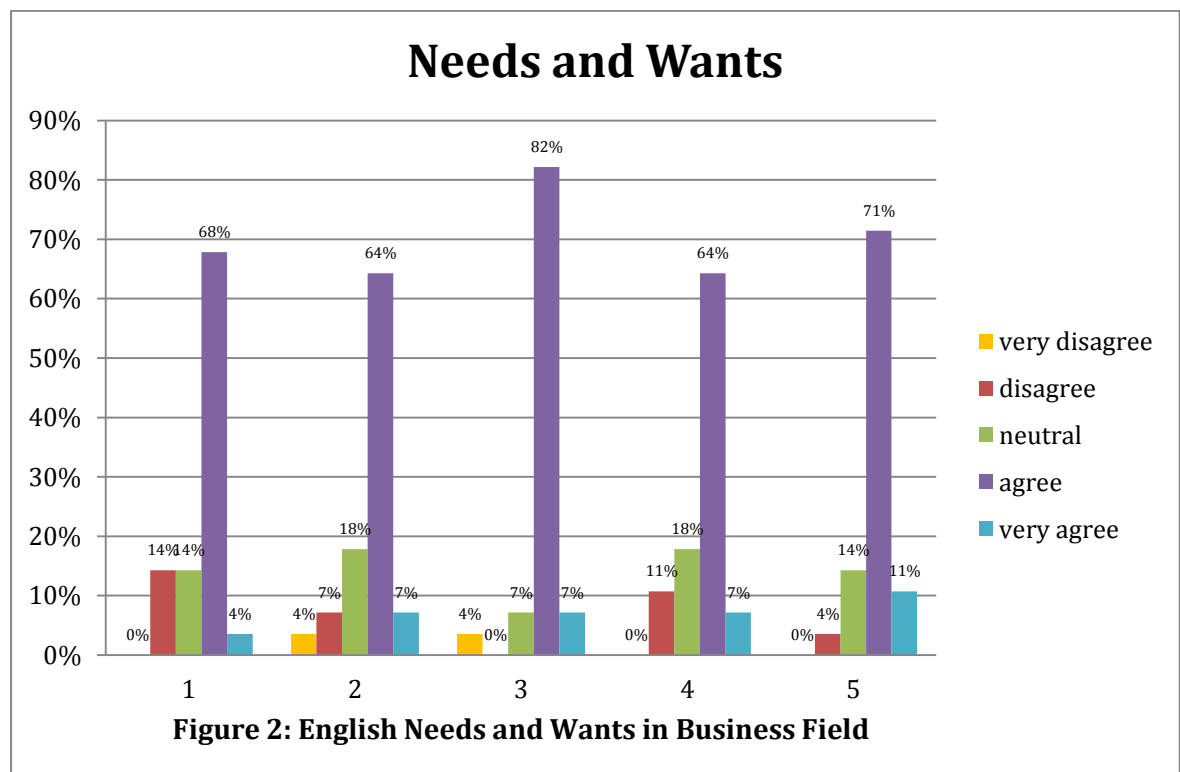
FINDINGS AND DISCUSSION

A. Findings

The findings of this research were divided based on the asked research questions.

1. English Skills Needed by Workers in Business Field

While talking about the English skills needed by workers in business field, the main data that gathered this result was from the questionnaire part two, which about the wants and needs. The questionnaire contained five questions regarding their wants and needs to learn English in their work field.



To counter respondents' lacks of English skills, most of them felt the need to learn English more if it was concerned to their works. If dear readers see the overall result of 'wants and needs questionnaire', less than 10% of respondents ignored the needs to learn English, whilst they choose disagrees answer, and even more than three quarters was really fond of the idea of learning English skills for their works. About 70% respondents agreed to learn more of English for their works, albeit only 7% whose very enthusiast for it, whereas merely 1% think there was no need to do so. This indicated the willingness of learning English around respondents whose were the workers of PT. Arina Multikarya was really high in general.

The most fields the respondents wanted to improve more were listening and reading. It could be seen by questions number 3, which asking about whether or not the respondents needed the skill of listening, and number 5, that asking about reading comprehension. Both of the results were the two highest score in the 'agree' result, with the percentage of 82% and 71% respectively, while other highest result questions were revolving around sixties percents.

The results above were slightly contrast to questions number 2 and 4 which the questions about speaking and writing respectively. These two results had the lowest percentage in the record of 'agree' result, with 64% each, even though it was still revolving above fifties. Other same

percentage from both questions was comes from 'neutral' result with 18%, this was higher than 'very agree' result that only had 7% for each questions. It indicated that the willingness of learning speaking and writing was high, but these were not considered as mandatory.

For respondents who agreed to learn English when related to listening ability, most of them felt the need to study English listening more because they wanted to understand even better about their superior's presentations with the percentage of choice 82%. Curious about it, the researcher gave additional questions for the reason behind the need, and found out that in certain occasion, the superior sometimes deliver the presentation using English language with fully English written Power Point Presentation while in meeting, especially in national online meeting. All this time the respondents had struggled to understand even the outline of meeting, let alone the detail their superior explained. Thus, they needed to understand every bit of word presented in the meetings.

Similar to listening needs, the reason of their enthusiast for learning English was also because the need of understanding, specifically so they could understand e-mail or report they work on better. While most of their work and report using Bahasa Indonesia, it was not rare to find English language being thrown here and there. Even in their daily work, they unconsciously using English while working or communicating with other workers. When they were asked about the words they use,

respondents admitted they often found those words in the report they were working or from e-mail they were receiving. When they were asked for the meaning behind the words they use, they would answer it as how they understand the usage of the words for them. For example the word 'principle' or 'principal' with common meaning of 'headmaster' or 'main or major of things', had the meaning of 'company partnership' for them. Same for word 'allowance'. What they understand about the word was it was the daily meals cash for employee, not the general 'allowance' that can be used for any other needs. So, to understand more about their job and what they were working on, most of them really wanted to study English more, especially in this occasion, were reading comprehension and listening ability.

Based on the result, it could be concluded that the willing to learn English was high. However, their needs and enthusiast mostly directed to the English skills they deem the most useful in work such as listening and reading, while skills they lack of such as speaking and writing were not so much higher than reading and listening skill demand.

To add more result regarding the workers' needs of English, the semi-structured interview also had role by giving more personal result of their reason wanted to learn English. The interview questions were developed based on the probability of needs and wants of employees regarding their English use in work. The questions asked in interview

include the importance of English, the application of English in work field, and the self-awareness to improve English skills. However, in this section only the importance of English and the application of English that would be explain, due to the last one was related to the difficulties of learning English which will be explained after this.

a. The Importance of English

From the interview result regarding the importance of English, the respondents all answered that English was important and useful for their career. One of the times English was very useful was when doing online training that being held simultaneously with other branches in predetermined time. In order to answer the quizzes as fast and accurate as possible, the respondents thought English skills was much needed.

Aside for their career in current time, for respondents, English was also important for their future whether or not it was still related to their career. Because with the ability to speak or practice English, it could minimalize the competition and the probability of promotion was getting higher. Also with English skill, respondents could establish deeper relationships and improve their career.

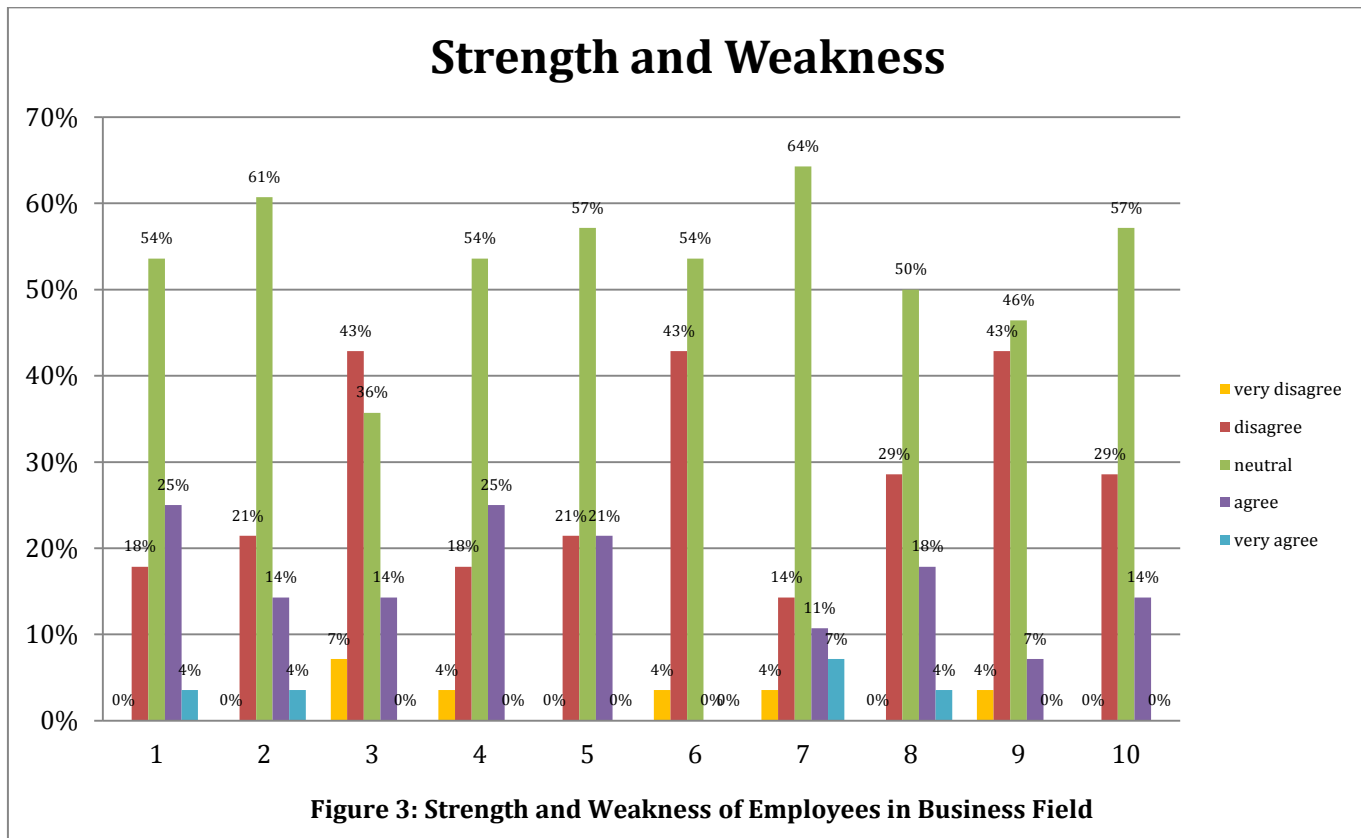
b. The Application of English in Work Field

The respondents admitted that even though they do not use English as much as they usually use Indonesian Language or local

language in daily conversation, including at work, it cannot be denied that English was very much needed and helpful in several occasions. One of the referred moments were many of interaction with superiors such as weekly meeting, daily morning greeting, daily evening briefing, and discussion in online group where the four skills which were speaking, reading, listening, and writing were very useful. Other moments English was used were when opening e-mail or company website, so at least they need the skill of reading. Sales team coordination was also using English in some occasions like product naming or explaining label with several jargons, so the respondents, as superiors, needed to deliver the instructions like writing in online forum or explain it in meeting.

2. Difficulties the Workers Encounter Regarding English in Their Work Field

After analysing the wants and needs of English, it was also important to know where the respondents were lack at. While knowing the respondents' wants and needs helped to know the target situational analysis and learning situational analysis which heavily implied on what they want and need from English, and how they want to learn English; acknowledging the respondents' difficulties regarding English they face in work field helped to know the present situational analysis which dig out more of the respondents' strength and weakness.



Based on data gathered above, most of respondent choose the ‘neutral’ choice regarding their knowledge of English language, whereas the second highest was ‘disagree’ result. On the contrary, mostly the result was 0% for the respondents who felt confident of their English skills, on par with the percentage of people who felt inferior about their skills, which was also not that high. It could be concluded that more than half respondents felt their English skill was in the most acceptable level just like how most people around their age, not that good at English but still able to decipher the meaning of English words when they were faced by one. They could understand Basic English they often found in daily life or

what had they learnt from formal education, but they thought they still lack if it was related to active skills like writing and speaking.

As can be seen from the chart, most respondents thought of their ability as okay regarding speaking which can be seen in the question number 7 with percentage of 64%. Right behind it was vocabulary-related question, with 61% percentage. It could be said that the respondents were able to say one or two sentence in English and decipher the meaning several words they recognize, but they did not had any confidence to admit that they were very good at it. Furthermore, in the same question as the former, 7% respondents said they were very good when asked to say one or two English sentences, while only 4% admitted they were unable to. This indicated that more respondent felt confident of their speaking skills albeit only saying one sentence as stated in the question. The similar result happened in vocabulary-related question; with 4% respondents said they could mention English words and the meaning, while totally big zero said they cannot. That meant when they were faced with English words more often than not they understood the meaning. From these result, it could be said that respondents' speaking ability and vocabulary knowledge were quiet good albeit only in average level.

Contrasting other 'neutral' result in questionnaire, which had highest percentage for almost all questions; grammar-related result had the lowest 'neutral' result among others in the percentage of 36%. In this

question, more respondents admitted they were very lacking on grammar. It could be seen on how much respondents choose 'disagree' and 'very disagree' result with the percentage of 43% and 7% respectively, and with totally big zero for result 'very agree'. It could be conclude that many respondents felt lack at structure more than any other skills asked and none of them were brave enough to say they understood grammar very well.

Facing almost same fate as grammar-related question, with the exception of 'neutral' result, writing related question also had rather high result of disagrees compared to agrees results. With 43% and 4% result of 'disagree' and 'very disagree'; and merely 7% and 0% result of 'agree' and 'very agree'. Most of them were only able to write up to five separate English words, while they could not write more than a simple sentence when asked. This results indicated that more respondents feel lacking in writing skills and had very little confident in said skill.

Just like how grammar and writing-related questions had higher percentage in disagrees, speaking-related questions, which was the question number 6, also had a higher result in disagrees. This result had 4% 'very disagree' and 43% result of 'disagree, with totally zero percent for both 'agree' and 'very agree'. With the question that asked the respondents to speak English even in only one or two sentences, many respondents admitted that they were rather weak in this skills while others

choose 'neutral' which indicates the respondents maybe were able to say one or two sentences.

Similar as how some of the interview result explaining the importance of English and how English applied in their work field, in this part interview also able to gather more information about the difficulties the respondents felt while want to, or in the process of, learning English in the form of 'self-awareness to improve English skills'.

From six respondents available, there was only one respondent that learns English in formal education like course in order to improve her English skill to support her career. Other respondents were not in the process of learning English for career. The main reason of their reluctance of learning English was the inability to spare some times to join course and learn English because there were so little time left for them to learn English among their schedules. Other reasons were because of economic factor and the teacher who was willing and able to teach them English for their career was unavailable.

Regardless, they gave definite answer that they were willing to learn English and hoping for improving themselves. It was because they wanted to increase their ability for better work and had the bigger chance to be able to get greater career. They believed with additional skill such as English, their work will run smoothly and their position will be sky rocketed.

Even though most of them were not in the process of formal English learning, they were still studying English out of that importance and needs. Some of them already had learnt English since a long time, others learning English by themselves and independently. Personally, they learnt by using internet, reading English contexts, answering kid's English book, watching video in English, and so on.

From the explanations above, it could be noted that the respondents wished to learn English for their better career, but not all of them had the luck to learn it seriously. Thus, they learnt privately and independently so they were not left behind.

After examine both 'strength and weakness' and 'needs and wants' questionnaire, it could be said that the skills they needed the most were reading and listening. On the other hand, the skills the respondents lack the most were grammar, speaking, and writing. The result of needs was quiet contrast to their lacks because the needs of reading comprehension and listening ability were more dire and useful more often than grammar, speaking, and writing. This explained the high result of strength in reading and listening, because they were using these skills most of the time and slowly used to it, though they still they needed improvement in both skills.

B. Discussion

1. English Skills Needed by Workers in Business Field

After outlines both questionnaire and interview result, the respondents, whose were the workers in PT. Arina Multikarya Banjarmasin, felt the need to improve their English skills for their better future, especially reading comprehension and listening ability with the reason they were using these skills the most when related to their work. More often than not, the respondents were faced with situation where they really need to apply these skills like listening to their superior's explanation in meeting, chat group, or answering online test.

Even though from the result in 'strength and weakness' was indicated that they were lack of grammar, speaking, and writing skills, the respondents answer that they need to learn more about reading comprehension and listening ability instead, which indicates their 'target situation analysis'. This was because they were often found the difficulties to apply the skills in several occasions where they need to use English skills the most. These situations were weekly meeting, daily morning greeting, daily evening briefing, discussion in online group, or reading and receiving e-mail and report as mentioned in interview result above. These were the activities where English was most applied in their work field.

In order to improve reading comprehension and listening skills, the respondents states that they were learning English by watching video

and children music, answering textbook, or reading article in the internet. It can be seen clearly that the methods they use to learn most focus on reading comprehension and listening ability improvement, which can be said that this was their chosen learning situation analysis (LSA) from Evans and St. John (1998, p.123).

To be frank, even though reading comprehension and listening skill were not the skills they lack of, the respondents declares that they need the skills the most and want to learn them deeply. These two skills can be categorized as necessities and wants according to Hutchinson and Waters' (1998, p.55) target needs.

2. Difficulties the Workers Encounter Regarding English in Their Work Field

Based on the results gathered from questionnaire and interview above, the researcher can conclude that generally the respondents were believed that their English skills were in standard level for someone who works in business field. They were not necessarily good at it, but do not feel lack at it either. With the amount of 'normal' result presented above, the researcher takes the feel that when the respondents were faced with task or something related to English language, they 'maybe' were able to handle it to the certain extend. Though, they know they cannot surpass what they were expecting in their own head. Still, there were some

respondents had the higher expectation of their own skills because they were somehow learning English in different ways.

This difficulties result was very different in what the respondents wanted to learn and improve in their English skills. While looking at Hutchinson and Waters' (1998, p.55) target needs, the respondents were actually lacking in speaking, writing, and grammar skills. Few respondents feel superior regarding certain English skills, while others self-assured that they were bad when related to the said skill with higher percentage in disagrees compared to agrees result. This was due to the factor that they were more than often use the skills they need such as reading and listening mention above, than these three skills they lack of. Even though in the same situation such as meeting, daily briefing, reporting, and group chat they were also meet the situation where they need to use speaking, writing and listening skills, it was uncovered that while faced in such situation, they choose to use Bahasa Indonesia instead.

Finally after outlines both questionnaire and interview result, it was found out that based on target situation from Hutchinson and Waters (1998, p.55), the English skills necessities and needs of the respondents were reading comprehension and listening ability, whereas they lack of grammar, speaking and writing skills. The workers in PT. Arina Multikarya Banjarmasin feel the need to improve their English skills for their better future, especially reading comprehension and listening ability with the reason they were using these skills

the most when related to their work. Whereas they were lack of grammar, speaking, and writing skills, which was not more often used than reading and listening. This was because they were often found the difficulties to apply the skills in several occasions where they need to use English skills the most. These situation was such as meeting, briefing, or reading and receiving e-mail and report; the activities where English was most applied in their work field. So, to cover their weakness, they were eager to study English more for their better future and their smoothness in work.