

Systematic Literature Review on the Use of English in Workplace

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Abstract—The use of English in terms of communication greatly contributes to building professional roles, building synergy with colleagues, and solving problems in the workplace. English also certainly has a role for career development in the workplace. The purpose of this article is to conduct a systematic literature review on the use of English in the workplace. The main contribution of this article is to systematically collect, analyze and discuss the knowledge disseminated in this field, support future research and strengthen the literature related to English in the world of work. The data search process in this article uses Denyer and Tranfield models whose 5 systematic steps. In the end, this article produced 12 articles in 4 international journals. An important finding in this article is that the use of English in the workplace is emphasized in communication skills (speaking) rather than the other skills. English language skills are also considered an opportunity to develop a career globally. The results of this study also provide recommendations to needs analysis experts related to the design and development of learning modules in schools that must consider the incorporation of workplace scenarios.

Keywords—English, workplace, communication

I. INTRODUCTION

The era of globalization is marked by the increasing need for English in various sectors of life. The world of work is not an exception, the use of English provides many opportunities for job openings and career development [1–3]. Mastery of English also helps in utilizing the latest technology, where today's advanced technology uses English as an operating guide. English, which has become an international standard language, also contributes to the maintenance of interpersonal relationships between workers through effective communication skills [4]. The ability to communicate in English is a must-have skill for both seekers and workers.

Even though people have entered the world of work, not all learning in this world of work will run smoothly, especially in large companies that require English communication skills, the consequences are related to self-efficacy beliefs that cause difficulty in developing careers [5,6]. Moreover, poor English communication skills will have an impact on stagnant employment status that will not move up to a higher level [2].

Lack of English language skills also has an impact on job seekers to get decent jobs, a certificate of English proficiency is needed and also during interview qualification exams that require good speaking skills, because the two exams are an initial description of the English communication skills of prospective workers to enter the world of work [3,7]. Many smart workers are unable to share their ideas because of language limitations to communicate, many superior talents are unable to compete with those who are able to communicate in English [6].

Some of the results of the research studies above show that English language skills, especially in the field of communication, are very important in the world of work. The rapid development of the world demands mastery of the English language gradually in all fields. This is an indicator that mastery of English in the world of work must be prepared long before entering the world.

In this regard, it is necessary to review the aspects of documentation and research on the use of English in the workplace. Through this study, it is hoped that academic documentation of English in the implementation aspect in the world of work is expected. The research question is what is the use of English in the workplace like? By this research question, this study aims to demonstrate a theoretical overview of the use of English in the workplace globally from 2014 to 2021 and review the areas that have been studied and researched to provide an overview of the potential for further research.

II. METHODOLOGY

To examine the theory which also raises the identification of potential future research on the use of English in the world of work, the stage of compiling a theoretical study based on a systematic review method was carried out. This method is carried out in accordance with applicable procedures to provide utilization in further research. The stages of the systematic review carried out are the model developed by Denyer and Tranfield which has 5 stages [8], which are as follows:

- Formulation of research questions
- Determination of research location

- Selection and evaluation of research found
- Analysis and synthesis
- Reporting and utilization of further studies

Referring to the method, this research begins by determining the research questions as the first step. The research question that forms the basis of this research is the use of English in the workplace from 2014 to 2021.

The next step is to determine the research location. In this case, the keyword used in the database search is “English Workplace” with the 2014-2021 filter feature enabled to limit the search results. It is not combined with other related keywords. The databases used are Science Direct, Springer, John Wiley and Sons, and Taylor and Francis. Due to the current research and development goals of the world, only

articles from international databases were used in this study. The first search yielded a total of 28354 articles. In the first stage of selection, the deletion of articles was irrelevant to the purpose of this study. After the selection, the remaining 12 articles were in accordance with the research objectives. These articles will then be used as material for analysis to be interpreted. The final step, conclusions for the 4th stage will be affirmed as well as exposure to potential future research in the same field.

III. RESULTS AND DISCUSSION

The search results for articles based on the method used produce the information presented in the following table:

TABLE I. RESULTS TABLE

Summary of articles		
<i>References</i>	<i>Research Method</i>	<i>Core Information</i>
[7] Aldohon, 2014	Survey Method	This research article shows the importance of the functions of English in the workplace such as general conversation, answering questions, solving problems, and providing services. Some of the difficulties encountered are natives who speak too fast and lack of knowledge such as pronunciation, lack of lexis and grammar.
[9] Lam et al, 2014	Survey Method	This research article is motivated by the importance of communication competence in the workplace. In this article, an application-based module is introduced called “Learning English through workplace communication”. The results show that this module is so effective that it is more widely used in senior high schools.
[2] Gritsenko and Laletina, 2016	Survey and Interview Method	This research article provides information on how two languages are used in a workplace. Russian language which is the local language in this research article shows the interactiveness of fellow local workers. While English is used for communication with foreign workers. Therefore, mixing this language is an effective way for workplace efficiency.
[10] Lu, 2017	Questionnaire and Interview Method	This study describes the role of English courses in workplace communication. This study is based on the lack of communication skills possessed by medical students. Researchers provide part-time learning as a treatment for students to learn communication in English. The results show that this treatment provides professional growth for medical students, especially in English.
[11] He, 2017	Questionnaire and Interview Method	This article provides information regarding the use of English for professional needs in China. The results show that although the overall use of English is not often used in the Chinese professional world, English still plays an important role in about a quarter of the participants' working lives and that the majority of participants recognize the high importance of English, especially in the field of communication.
[3] Hiranburana, 2017	Questionnaire and Interview Method	This article provides information on important situations where English is used in business communication. Use of English in Thailand for business purposes to be successful globally.
[4] W. Cheng et al, 2019	Content Analyzed (Textbooks)	This article illustrates of the contribution of English in the workplace, in terms of building and maintaining interpersonal relationships. This article reveals that learning English in the workplace is less thorough, so the researcher evaluates high school English learning books for work needs.
[5] Chauvin et al, 2020	Questionnaire Method	This article emphasizes the importance of self-confidence in using English in the workplace. In this article, there are 4 English skills used in English and these four are used for communication needs, namely written communication (reading and writing) and oral communication (listening and speaking).
[12] Chan, 2019	Interview Method	This article demonstrates that a long-term view of business professionals' workplace communication needs can provide insights for ESP research and practice, as well as for higher education institutions aiming to nurture future leaders.
[1] L. Cheng et al, 2020	Interview Method	This article examines the use of English and the challenges of communication in an entry-level workplace environment. The results of his research show that by mastering English, at least speaking skills for communication needs, workers can last longer in the workplace. Workers also in this study learn English in their workplace, so the development of language skills is very high
[13] He and Li, 2021	Questionnaire and Interview Method	This article gives implication about the use of English in workplace for English Language Teaching context. The research result is ELT Curriculum and pedagogies must focus more on communication skill.
[14] Lising 2021	Etnography Method	This research article is motivated by the work of immigrants from the Philippines who work in Australia where they meet the job requirements but their English language skills are less skilled, especially in communication. This research encourages "social acceleration" where workers are required to stay in touch with native workers, so that their English skills can improve. The result is that social acceleration boosts the English skills of these immigrant workers.

From a total of 12 articles from table 1, there is no method that dominates the selection results of article and book chapter searches. There are 4 articles using the questionnaire and interview methods, namely Lu [10], He [11], Hiranburana [3], He and Li [13] and only 1 article using the questionnaire method only, namely Chauvin et al [5], and only 1 article using the survey method and interviews, namely Gritsenko and Laletina [2]. Other articles use only one method, such as 2 articles using the survey method Aldohon [7] and Lam et al [9], and 2 articles using the interview method Chan [12] and L. Cheng et al [1]. Finally, 2 articles each using a different method, namely Lising [14] using the ethnographic method, and W. Cheng et al [4] using the textbook content analysis method.

In relation to the object of research, the 12 articles above discuss the importance of English as a medium of communication in the world of work. The articles above reveal that mastering English before entering the world of work certainly has a positive impact on career sustainability, for example English can make workers last longer in the workplace [1], can make a business product extends globally [3], and can make foreign companies much more successful [2]. Finally, English preparation in high school and equivalent is also important to be applied effectively before entering the world of work [4,9,12].

Regarding potential future research, articles on the use of English in the world of work 2014-2021 were found in referenced databases, many of which relate to interview and survey research. This situation is inversely proportional to the use of Action Research, research and development, and evaluation methods. This shows that the potential for research using this method is possible in the future. The use of these methods can be used to test and evaluate innovations in the field of learning English for the needs of the world of work. There is also no object in the field of evaluation of English learning that has adopted it as a research area, with various alternative methods.

Regarding the research objectives, the results of the study show that research on the use of English in the world of work during 2014-2021, there is a tendency to emphasize communication skills in English as a necessity before entering the world of work. In addition, some articles also emphasize the preparation of learning English in high school or equivalent [13], such as the use of English learning-based applications [9], providing additional hours for learning communication in English [10], and revitalizing English [6].

IV. CONCLUSION

The use of English in the world of work during 2014-2021 has experienced quite innovative developments both in the field of learning and the media. This development is a challenge for all prospective workers to master English before entering the world of work, where English has a plus value for career development.

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