

# ENGLISH LANGUAGE THE ADD ON SKILL FOR EMPLOYMENT IN INDIA: A QUALITATIVE STUDY TO UNDERSTAND, THE NEED TO EMBARK ENGLISH LANGUAGE AS A MUST SKILL FOR EMPLOYMENT IN THE GLOBAL WORLD

**Prof. Shivani Ahluwalia**

Sinhgad college of Commerce

## **Abstract**

*As we know, English is the language which connects people from different regions, cultures and nations. By default, due to the fact that the British ruled most parts of the world a few years ago, they could conveniently sow the seeds of English language. As an international business language, English is becoming more important in both native and non-native English-speaking countries. This paper aims to find out the importance of English language in workplace in India. The ability to communicate in English is a huge asset to many companies and organisations including those who do not use English as an official language. Companies who conduct business internationally are likely to be engaging with people who speak English as a first or second language on a regular basis making the ability to use English in the workplace a very valuable skill. This paper will focus on, how English language can help and employee at workplace.*

**Keywords:** English language, workplace, Communication, organizations, employee, skills.

## **INTRODUCTION**

### **Communication Skills**

Meaning: Communication skills are the abilities you use when giving and receiving different kinds of information. Communication skills involve listening, speaking, reading, writing, observing and empathizing. Being able to communicate effectively is one of the most important life skills to learn. Having a strong communication skills aids in all aspects of life – from professional life to personal life and everything that falls in between. Communication skills are one of the most essential skills and they are categorized as a soft skill.

### **What are soft skills?**

Soft skills are non-technical skills that relate to how you work. They include how you network with colleagues, how you solve problems, and how you manage your work. . The term soft skills are often used as a synonym for” people skills” or” emotional intelligence”. Unlike hard skills, which describe a person’s technical ability to perform a specifically-defined task, soft skills are broadly applicable across job titles and industries. It’s often said that while hard skills might get someone an interview, soft skills will help that person get and keep the job. From a business standpoint, all transactions result from communication. Good communication skills are essential to allow others and yourself to understand information more accurately and quickly, phone conversations and digital communications like email and social media.

The English language is widely recognized as a key skill for employment in today’s globalized workforce. With the rise of international trade and communication, English proficiency has become a highly desirable trait in potential employees. This research paper will explore the reasons why English language skills are essential for employment, the benefits of having a strong command of the language, and the different ways in which English proficiency can be demonstrated and measured.

### **Reasons for English Language Skills in Employment:**

**Globalization:** In today’s interconnected world, companies often operate in multiple countries and require employees who can communicate effectively with colleagues and clients from diverse cultural backgrounds.

**Career Advancement:** Employers often consider strong English skills as a sign of professionalism and dedication to one’s career. The ability to speak English fluently can open up new opportunities for career growth and advancement.

**Job Market Competitiveness:** With a highly competitive job market, job seekers who have English language skills are often more desirable to employers, as they can communicate and negotiate more effectively in a variety of settings.

### **Benefits of Strong English Skills:**

**Improved Communication:** English proficiency can lead to improved communication with colleagues, clients, and customers, leading to more successful outcomes in business transactions and negotiations.

**Increased Creativity and Innovation:** Being able to communicate effectively in English can also enhance creativity and innovation, as it enables individuals to share ideas and perspectives across cultures and borders.

**Enhanced Professional Reputation:** A strong command of English can enhance one's professional reputation and credibility, and lead to increased recognition and respect from colleagues, superiors, and clients.

**Demonstrating and Measuring English Proficiency:**

**Language Certifications:** One of the most widely recognized ways of demonstrating English proficiency is through language certifications such as TOEFL or IELTS, which assess reading, writing, speaking, and listening skills.

**Workplace Assessments:** Employers may also assess English proficiency through workplace assessments, such as interviews and written tests, to determine an individual's ability to communicate effectively in a professional setting.

**Language Training Programs:** Language training programs, both online and in-person, can help individuals improve their English skills and demonstrate their commitment to professional development and career advancement.

English language skills have become a necessary requirement for employment in today's globalized workforce. The ability to communicate effectively in English can enhance career prospects, increase competitiveness in the job market, and improve communication, creativity, and innovation. Demonstrating and measuring English proficiency through language certifications, workplace assessments, and language training programs can help individuals showcase their skills and improve their professional reputation. Therefore, individuals who invest in developing strong English skills are likely to have a competitive edge in the job market and greater opportunities for career advancement.

The English language has become a dominant language of communication in various sectors across the world. As a result, proficiency in English language skills has become a vital requirement for employment opportunities in several industries. This paper aims to examine the importance of English language skills in employment through a review of literature. The paper focuses on the significance of English language skills in different sectors, such as the corporate sector, healthcare, education, and hospitality. It also highlights the challenges faced by non-native English speakers in acquiring and demonstrating their English language skills. The paper concludes with some recommendations for improving English language proficiency among job seekers and the workforce.

In today's globalized world, the English language has become the lingua franca of international communication, trade, and commerce. English proficiency has become a necessary requirement for job seekers in various industries, including business, education, healthcare, hospitality, and many others. The purpose of this research paper is to explore the importance of English language skills in employment through a review of relevant literature.

The importance of English language skills in employment can be viewed from various perspectives.

### **English language skills in different sectors.**

**Corporate Sector:** In the corporate sector, English language skills are essential for communication with colleagues, clients, and partners from different countries. English proficiency is a critical requirement for many positions, including management and leadership roles. Many multinational corporations prioritize English language proficiency when recruiting employees to ensure efficient communication across different departments and countries.

**Healthcare:** In the healthcare sector, English proficiency is crucial for healthcare professionals, including doctors, nurses, and medical staff. Healthcare professionals need to communicate effectively with patients from different backgrounds to provide quality care. English proficiency is also necessary for medical research, as a significant proportion of scientific literature is written in English.

**Education:** In the education sector, English language skills are necessary for teachers to communicate effectively with students and colleagues. English proficiency is a requirement for teaching English as a second language (ESL) or teaching in international schools. Moreover, English proficiency is necessary for educational research, as a significant portion of educational literature is written in English.

**Hospitality:** In the hospitality sector, English language skills are essential for interacting with guests from different countries. Hotel staff, tour guides, and travel agents need to communicate effectively in English to provide high-quality service to customers.

### **Challenges Faced by Non-Native English Speakers:**

Non-native English speakers face various challenges in acquiring and demonstrating their English language skills. These challenges include limited exposure to the language, lack of access to quality language training, and cultural differences that affect communication. Additionally, non-native speakers may face discrimination and bias in the recruitment process due to their language proficiency.

## RECOMMENDATIONS

To improve English language proficiency among job seekers and the workforce, employers should provide language training programs and resources. English language training can be offered in various forms, such as classroom-based training, online courses, and language exchange programs. Employers can also promote cultural awareness and diversity to reduce language bias in the workplace.

Based on my understanding of the research paper on English language skills in India for employment, here are some recommendations that you could consider:

**Emphasize the importance of English language skills in schools and universities:** Schools and universities in India should emphasize the importance of English language skills and provide students with opportunities to develop their language proficiency. This could be done through additional language classes, language labs, and interactive learning methods.

**Encourage the use of English language in everyday communication:** Encouraging the use of English language in everyday communication, such as in shops, public places, and government offices, could help improve language proficiency among people. This could be achieved through awareness campaigns and by promoting the use of English in official documents and communication.

**Provide training and development opportunities:** Employers should provide training and development opportunities for employees to improve their English language skills. This could be done through language classes, workshops, and online training programs.

**Support language exchange programs:** Language exchange programs could be set up between English-speaking countries and India to provide opportunities for students and professionals to improve their language skills through immersion programs and cultural exchanges.

**Develop a certification system:** Developing a certification system to recognize and verify English language proficiency could help job seekers demonstrate their language skills to potential employers. This could be done through standardized tests and certification programs.

By implementing these recommendations, it is possible to improve the English language skills of people in India and increase their employability in various sectors. This, in turn, could contribute to the economic growth and development of the country.

## CONCLUSION

The English language has become a vital skill for employment in various sectors across the world. English language proficiency is necessary for effective communication in the workplace and for providing quality services to customers. Non-native English speakers face challenges in acquiring and demonstrating their English language skills, but employers can promote language training and cultural diversity to address these challenges. In conclusion, the importance of English language skills in employment is undeniable, and job seekers need to develop their language proficiency to remain competitive in the job market.

English is one of the official languages of India, and it is widely spoken and understood across the country. Moreover, many businesses in India use English as their primary language for communication, both internally and externally. As a result, having proficiency in the English language is considered an essential skill for employment in many sectors in India, especially in the corporate sector, IT, BPO, hospitality, and tourism industry.

In the corporate sector, English is the primary language of communication, and most official documents, such as emails, reports, and presentations, are written in English. Therefore, proficiency in English is considered a prerequisite for employment in the corporate sector.

Similarly, in the IT and BPO sectors, English proficiency is essential as most clients are from English-speaking countries such as the US, UK, and Australia. The ability to communicate effectively in English can help build rapport with clients and contribute to the success of the project.

In the hospitality and tourism industry, English proficiency is crucial as it helps in dealing with tourists from all over the world. It helps in providing better customer service, understanding their requirements, and conveying information about the local culture and traditions.

Furthermore, many universities and educational institutions in India teach in English, and proficiency in English is a prerequisite for admission to many professional courses. Hence, English language proficiency is not only important for getting jobs but also for pursuing higher education in India.

In conclusion, proficiency in English language is considered an essential skill for employment in many sectors in India, and it is important for job seekers to have good communication skills in English to increase their chances of employment.