



A STUDY OF PERCEPTION OF THE IMPORTANCE OF ENGLISH LANGUAGE SKILL ON THE EMPLOYEE'S WORK PERFORMANCE

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Abstract

Abstract In today's globalization world, English has become a crucial tool for professional success. This study aims to explore how employees' perception at a company in Gresik, East Java of the importance of English language skill on their work performance. Using a quantitative approach, data was collected from 50 employees through a 12-items questionnaire covering three dimensions of perception: cognitive, affective, and conative. The results indicate that employees have a very positive perception of English. Most respondents recognize that English is crucial for career advancement and workplace communication (cognitive). Emotionally, they feel more confident and motivated when using English language (affective), and in practice, they actively try to learn and apply English. They often use translation tools to complete their tasks effectively (conative). In summary, this study demonstrates that strong English language proficiency is a key of better job performance and organizational growth.

Keywords: *English Language skill, Employee's perception, Work performance.*

Introduction

Living in today's era of globalization means we must address ever-increasing productivity needs and emerging new constraints. The demand for a qualified workforce is growing at an accelerating pace to meet the ever-increasing demands of industry. In addition, today, companies want well-educated and well-trained employees to contribute effectively to achieving organizational goals. The job market only accepts individuals with strong training and a proven track record of success, while those lacking these qualities will struggle to find employment and build successful careers. One of the most important qualifications for prospective employees is the ability to communicate effectively (Akther, F, 2022). Rahman, (2012) stated that prospective employees are expected to demonstrate fluency in English as a lingua franca because it is widely used. Job seekers worldwide face challenges due to the lack of effective communication skills to meet today's business needs. English is widely used as a lingua franca for communication among foreign tourists. In other words, it is better known as a global language (Rahayu, 2020). It cannot be denied that communication skills, especially in English, are very important for employees in the workplace. English has a significant impact on employment conditions in today's era. Better job opportunities can be linked to the use of English language skills. In today's world, the ability to communicate effectively in English has become a necessity for both professional and personal advancement. Coleman (2010) stated that English plays several important roles in development, including increasing employment opportunities, encouraging international collaboration, facilitating access to research and information, serving as a neutral language, and facilitating the international mobility of people such as students, tourists, and workers.

Daqiq B, Akramy SA, Barati AM (2024) in their research article with the title “*The Impact of English Language Proficiency on Employment Opportunities*” investigated the impacts of English language proficiency on employment in Afghanistan. The result showed that English language skills are the most sought-after skill for jobs of the future. It also suggested that English is a workplace tool that can guarantee successful promotion in any work environment. This study found that English is crucial because the world is becoming increasingly interconnected due to globalization. English is also essential for job search and career development. Therefore, English language proficiency is one of the most important job skills according to educated academics in Afghanistan.

Similar with Annisa, K., Luhriyani, S., & Samtidar, A. (2023) in their article research with the title “*The Influence of Employees’ English Skills to Their Work Performance (A Study Case at Regional Office for Cultural Properties Preservation in South Sulawesi)*” they tried to find out the influence of English skills on employee’s performance. The result showed that the employees often use English, especially when serving foreign tourists. They use English to read and write letters, create leaflets and publications, understand texts, and translate Indonesian into English and vice versa. Translation apps like Google Translate are also frequently used to assist with their work. Using English helps employees complete their tasks better. Since many jobs require English, this improves employee performance.

Another study conducted by Prima, S (2022) about “*A Study of Perception of the Importance of English Language Skills among Indonesian Hotel Employees*” The study investigated the perceptions of hotel employees in Indonesia towards various aspects of English language skills of various hotel stars by giving them the 15 items questionnaire responses based on the gender, current job level, hotel stars and job department. The results of the study showed that listening and speaking skills were considered the most important, while spoken grammar was considered the least important. English as an International Language should be important among non-native speakers working in professional environments.

From those studies above. It can be concluded that English is an important skill that we need to have in this era. English is necessary to increase job opportunities, support career development, and help employees’ complete tasks more effectively. Furthermore, in the era of globalization, English has become a key skill influencing professional performance and success, both for job seekers and employees in the workplace.

After realizing the broad influence of English language skills in the world of work. The writer took the research with the title “*A Study of Perception of The Importance of English Language Skill on the Employee’s Work Performance*”. This research limited to English language skill of employees in X company in Gresik, East Java toward their work performance. The purpose of this study is to know the perception of the employee of the importance of English language skill on their work performance. Based on the background study above, the research question that will be discussed is “How is the employee’s perception of the importance of English language skill on their work performance?”

Method

This study used a quantitative research design. A survey questionnaire with 12 items were used to know the employee’s perception of the importance of English language skill on their work performance.

The participants of this study were 50 employees. The researcher used purposive sampling method because the sampling is based on the criteria of the population that known previously. These criteria are considered important for certain studies (Pandey, 2021). The criteria of the company which has already used English Language in the workplace.

The researcher used a questionnaire. The questionnaire consisted of the employees’ perceptions. A person's perception is the result of their output, including their evaluations,

memories, and impressions, which are developed through personal knowledge and experience (Yuhariah & Syafradin, 2023). This sentence means that a person's perspective is shaped by their personal experience and knowledge. Perception essentially consists of three dimensions or components: cognitive, affective and conative. To understand, feel, and act on an object, situation, or stimulus, these three parts must work together (Bimo, 2004).

The questionnaire was designed as a Likert Scale. Fitria, F., Baharudin, B., & Wahyuni B, A. (2022) it is very useful for finding out a someone opinion, perception, or attitude towards a phenomenon that occurs. It ranges from 1 to 5, with 1 representing “Strongly Disagree,” 2 representing “Disagree,” 3 representing “Neutral”, 4 representing “Agree,” and 5 representing “Strongly Agree.” In this research, the questionnaire was distributed to the subject through Google form.

After collecting the data through the questionnaire, the researcher analysed the descriptive statistics by using IBM SPSS Statistic version 27. The researcher used reliability and validity to determine whether the items were valid and also count data in percentage calculation.

It is important to note that you do not need to use too many formulas or tables unless it is absolutely necessary to be displayed.

Results

The result of the obtained data on the perception of the importance of English Language Skill on the employee’s work performance is presented in the table below. Responses in this questionnaire were noted as: SA = Strongly Agree, A = Agree, N = Neutral, D = Disagree, and SD = Strongly Disagree. The findings are presented below:

Table 1. Table of questionnaire data

NO.	STATEMENT	SD	D	N	A	SA	TOTAL
ASPECT	COGNITIVE ASPECT						
1	I understand that English language skills are important in the workplace.	5	3	3	16	23	50
2	I know that English is needed to communicate with foreigners in the workplace.	7	1	1	15	26	50
3	I understand the content of work documents or information that uses English.	5	3	3	16	23	50
4	I know that English language skills can improve career opportunities.	7	1	1	15	26	50
	AFFECTIVE ASPECT						
5	I feel that English skills help improve my performance.	5	4	9	15	17	50
6	I feel confident when using English at work.	6	1	5	11	27	50
7	I feel motivated to improve my English skills.	5	3	2	18	22	50
8	I feel that English is important to support my duties and responsibilities.	4	3	6	20	17	50
	CONATIVE ASPECT						
9	I try to use English when needed at work.	5	3	1	18	23	50
10	I try to learn English to support my work performance.	5	3	3	18	21	50

11	I use English when reading or writing work documents.	3	3	10	18	16	50
12	I use translation applications to assist with English-language work.	4	4	6	18	18	50

Table 2. Table of descriptive statistics
Statistics

		item1	item2	item3	item4	item5	item6	item7	item8	item9	item10	item11	item12	total
N	Valid	50	50	50	50	50	50	50	50	50	50	50	50	50
	Missing	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean		3.98	4.04	3.70	4.04	3.98	3.86	4.02	3.94	3.82	3.84	3.52	3.78	46.52
Std. Deviation		1.301	1.384	1.298	1.355	1.286	1.195	1.286	1.284	1.137	1.235	1.111	1.183	13.606

The result showed that no missing data were identified it means that all respondents have already filled the questionnaire. The mean score of those twelve items ranges from 3.52 to 4.04. This shows that respondents generally expressed positive perceptions towards statements related to the use of English and its role in work performance.

Items 2 and 4 show the highest mean scores ($M = 4.04$), reflecting strong agreement among respondents regarding the importance and usefulness of English language skills in the workplace. Item 7 also shows a relatively high mean score ($M = 4.02$), indicating that respondents tended to feel motivated to improve their English skills. This finding indicates a strong cognitive and affective aspect toward English proficiency. In contrast, Item 11 shows the lowest mean score ($M = 3.52$), although it still fell within the moderate agreement range. This indicates that respondents generally agreed with the statement, the use of English in reading or writing work documents may vary depending on job demands or workplace context.

Standard deviation values range from 1.11 to 1.38, indicating a moderate level of variability in respondents' responses. This suggests that although the positive perceptions, individual differences in English experience and use still exist among respondents.

Table 3. Table of validity

Item	r-count (Item–Total)	Sig.	Decision
Item 1	0.960	< 0.001	Valid
Item 2	0.926	< 0.001	Valid
Item 3	0.889	< 0.001	Valid
Item 4	0.930	< 0.001	Valid
Item 5	0.941	< 0.001	Valid
Item 6	0.914	< 0.001	Valid
Item 7	0.957	< 0.001	Valid
Item 8	0.957	< 0.001	Valid
Item 9	0.840	< 0.001	Valid
Item 10	0.921	< 0.001	Valid
Item 11	0.727	< 0.001	Valid
Item 12	0.844	< 0.001	Valid

Based on the result of the validity test, the twelve questionnaire items are valid, because each item showed a Pearson correlation coefficient higher than the r-table value (0.279) and a significance level below 0.05.

Table 4. Table of reliability statistic

Reliability Statistics		
Cronbach's Alpha	Cronbach's Standardized Alpha Based on Standardized Items	N of Items
.979	.979	12

Based on the result of the reliability test above, it showed that the Cronbach's Alpha value is 0.979 means that very high or very reliable because it is greater than 0.70.

The score of each item that was counted in percentage calculation is shown in the table 5 below. Responses were analysed quantitatively as percentages using this formula.

$$P = \frac{f}{N} \times 100\%$$

(Surachmad, 1987:15) in (Sekeon, E., Rombepajung, P., & Kumayas, T., 2022)

Notes:

P = percentage (%)

f = total response/item

N = total respondents

Table 5. Table of questionnaire data in percentage calculation

NO.	STATEMENT	SD	D	N	A	SA
ASPECT	COGNITIVE ASPECT					
1	I understand that English language skills are important in the workplace.	10%	6%	6%	32%	46%
2	I know that English is needed to communicate with foreigners in the workplace.	14%	2%	2%	30%	52%
3	I understand the content of work documents or information that uses English.	10%	6%	6%	32%	46%
4	I know that English language skills can improve career opportunities.	14%	2%	2%	30%	52%
	AFFECTIVE ASPECT					
5	I feel that English skills help improve my performance.	10%	8%	18%	30%	34%
6	I feel confident when using English at work.	12%	2%	10%	22%	54%
7	I feel motivated to improve my English skills.	10%	6%	4%	36%	44%
8	I feel that English is important to support my duties and responsibilities.	8%	6%	12%	40%	34%
	CONATIVE ASPECT					
9	I try to use English when needed at work.	10%	6%	2%	36%	46%

10	I try to learn English to support my work performance.	10%	6%	6%	36%	42%
11	I use English when reading or writing work documents.	6%	6%	20%	36%	32%
12	I use translation applications to assist with English-language work.	8%	8%	12%	36%	36%

This study examined employee perceptions of the importance of English language skills for effective work performance from cognitive, affective, and conative perspectives. The results showed consistently positive responses from the three aspects, as reflected in the distribution of percentages for each item.

Cognitive Aspect

The results of the cognitive aspect indicate a strong awareness of the importance of English language skills in the workplace. For Item 1, 78% of respondents (32% agree, 46% strongly agree) stated that English language skills are important in the workplace, while only a small proportion (16%) disagreed. Similarly, Item 4 showed that 82% of respondents (30% agree, 52% strongly agree) believe that English language skills can enhance career opportunities, highlighting employees' recognition of English as a key factor in professional advancement.

Regarding functional use, Item 2 showed that 82% of respondents (30% agree, 52% strongly agree) acknowledged the need for English to communicate with foreigners in the workplace. Meanwhile, Item 3 revealed that 78% of respondents (32% agree, 46% strongly agree) understood work documents or information in English. This finding indicates that employees have a strong cognitive understanding of English. English as a practical and essential tool for communication and understanding in the workplace (Bondarchuk, J., Dvorianchykova, S., Yuhan, N., & Holovenko, K., 2024).

Affective Aspect

The affective aspect reflects employees' emotional responses and attitudes toward the use of English in the workplace. In Item 5, 64% of respondents (30% agree, 34% strongly agree) felt that English language skills helped improve their performance, while 26% expressed a neutral response. Item 6 demonstrated a strong affective response, with 76% of respondents (22% agree, 54% strongly agree) feeling confident when using English at work.

Findings related to motivation also showed a positive trend. In Item 7, 80% of respondents (36% agree, 44% strongly agree) reported feeling motivated to improve their English skills. It is demonstrated a stronger affective response. Item 8 indicates that 74% of respondents (40% agree, 34% strongly agree) believe that English is important to support their duties and responsibilities. This result indicates that English language proficiency contributes to increased self-confidence and encourages motivation, it supports the development of a positive attitude toward professional performance among employees. Ghafar, Z. (2023) English language proficiency not only increases self-confidence but also fosters motivation and a positive attitude toward professional performance.

Conative Aspect

The conative aspect focuses on behavioural intentions and the actual use of English in the workplace. Item 9 reveals that 82% of respondents (36% agree, 46% strongly agree) try to use English when needed at work. Similarly, Item 10 indicates that 78% of respondents (36% agree, 42% strongly agree) make efforts to learn English to support their work performance. The practical application of English is also evident in daily work activities. In Item 11, 68% of respondents (36% agree, 32% strongly agree) reported using English when reading or writing work documents. Furthermore, Item 12 shows that 72% of respondents (36% agree, 36%

strongly agree) use translation applications to assist with English-language work tasks. This finding indicates that employees actively translate their knowledge and attitudes into concrete actions. English language skills enable individuals to access international information, expand their networks, and carry out professional tasks more effectively (Graddol, 2006) in (Khoiriyah, U., Wilujeng, R. I., & Nursetyo, F. I. R., 2025)

From those three aspects, the results show a consistent pattern of high agreement rates, generally ranging from 64% to 82% per item. This consistency indicates alignment between employees' cognitive understanding, affective responses, and conative behaviours regarding the use of English in the workplace. This finding supports the view that English language skills play a strategic role in enhancing employee confidence, motivation, and effectiveness in the workplace. Therefore, strengthening English language competency among employees can positively contribute to overall job performance and organizational effectiveness. Similar with the research article conducted by Md Yatim, M., Ne'matullah, N., John, P., Yusof, N., & Sulaiman, A. (2024) in their finding stated that English language skills affect promotion opportunities and mobility between departments and English language proficiency also important for recruitment and career development

Conclusion

Based on the research findings, it can be concluded that employees at Company X in Gresik highly value English language skills as an important part of their professional life. There is a clear alignment between what they know, what they feel, and what they do regarding English. They understand that English is not just a requirement but a strategic tool that opens doors to better career opportunities and smoother communication with international partners.

Furthermore, the positive attitudes showed by employees, such as increased self-confidence and a strong motivation to learn, indicate that they view English to enhance their self-esteem and performance. While some still rely on translation apps to assist with daily tasks, their active efforts to use the language in reading and writing documents demonstrate a commitment to professional excellence. Ultimately, for any organization looking to compete in the modern era, supporting and enhancing employees' English competency is a necessary investment for long-term success. Although this study used a quantitative design, future research could employ qualitative methods, such as in-depth interviews, to gain deeper insights into the specific challenges employees face when using English in their daily tasks.

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