

CHAPTER 1

INTRODUCTION

A. Background of Study

Language plays an important role in human life because language is a human communication tool in everyday life (Setiyono et al., 2022). Every country has its own language, but one of the languages that is often used in business communication is English because English is the first international language used to communicate in various aspects of life; education, economy, politics, culture in the international scope. As a universal language, English is the language used in the world of technology, education, politics, business, and so on (Wengrum and Adhi, 2022).

There are so many languages used to communicate, there are approximately 7000 languages in the world. Although English is third by number of first speakers or mother tongue, it is the first second language to be learned in the world. It is also the official language of nearly 60 sovereign nations. The importance of English is not seen in how many people speak it but what it is used for. English is a patented international language where anyone in any part of the world can communicate with someone who speaks a different language using English. In addition, English in some cases is designated as an international language in various fields such as science, information technology, business and international communication (Kusuma, 2018). Especially in the era of the industrial revolution 4.0 which emphasizes digital technology, English is one of the languages needed in the operation of this technology.

The role of foreign languages is necessary in mastering communication technology and in interacting directly. With good foreign language skills, there will be many opportunities to get a good job in Multinational Companies that do require good foreign language skills, to expand relationships in the International World because foreign languages are languages that are generally useful to be able to compete in the Era of Globalization. Handling international business transactions requires effective skills in English. English is the preferred language of business because it is commonly used. However, using the wrong tenses, prepositions, and the like will make one's statements less accurate. Therefore, in the world of work, it would be good for someone to have a fairly good understanding of English. In connection with this, students need to have the ability to speak and be able to interact using English from now on, making it easier for them to adapt to communication in the workplace in the future. As according to Pandey and Pandey (2014), communication skills in English can not only result in a better social life, but also better job opportunities in the future.

Apart from that, English has become a keyword that can grasp all aspects, be it business, politics, social or culture. In the past, maybe English was still a little taboo to learn and understand more deeply. However, today, on the contrary, English, which is a means of communication in the era of globalization, is the main key to one's success in achieving a bright future career. Considering that communication, especially in language (international language), serves as a bridge for various activities (Sri Handayani, 2016). In other words, the ability in English can also be used as an investment.

As the world's lingua franca, English is not only an academic need because its mastery is only limited to aspects of language knowledge but as a medium of global communication. In the increasingly developing era of globalization, the role of communication becomes increasingly vital. The advancement of science and technology, as well as the demands of an ever-advancing and modern era, further open opportunities for international communication (Munadzdzofah, 2017). To master English well, the teaching and learning process should emphasize the aspect of practice (Trial and error). This is highly recommended because knowledge of English for the development of an individual in the State of Indonesia becomes an inevitable thing. Like it or not, this one subject is something that needs to be learned by every Indonesian. Mastery of English is not only needed for those who will go abroad, but mastery of English has become a national interest.

The work environment is evolving rapidly due to digital technology. Speaking in a foreign language or English presents its own challenge (Hidayat, 2022). This rapid development has led to a significant surge in employee education. Competition is fierce among job applicants. As such, English can be a plus in a job search. In general, many companies are looking for workers or employees who can follow communication with overseas clients. English proficiency tests are not conducted to assess whether someone can do a job or not, but by having sufficient ability about the language and skills needed for a job position, it will definitely help someone succeed in supporting their success.

English can be one of the mainstay weapons of an employee to be able to improve his career and income at work, especially in companies that are already at the medium and large level where English is generally standardized as a language of communication with clients or other companies.

B. Limitation of the study

This research focuses on the perception of employees at LTE companies regarding the importance of using English in the world of work and the obstacles they experience when relearning English. Researchers raised this topic because they were curious about the perception of how much influence English has in the world of work on employees of LTE companies. This research is limited to employees of LTE companies who do their work from home.

C. Problem statement

1. How is the perception of PT.LTE (Lintas Teknologi Evolution) employees about the importance of English in the world of work
2. What are the obstacles faced by PT.LTE employees in relearning English

D. Research Objectives

1. Describe the perception of PT.LTE employees towards the importance of English in the world of work
2. To describe the obstacles faced by PT.LTE employees in understanding English language learning

E. Significance of the study

1. Theoretically

- a. This paper can provide details about the perceptions and changes in habits that occur in PT.LTE employees regarding the importance of English in the world of work.

2. Practically

b. For Lecturers

This research will be an inspiration for lecturers and provide an understanding of the perceived importance of English in the world of work as stated by employees of PT.LTE.

c. For researchers

To serve as a resource for future scholars conducting research on related themes, this study was conducted

d. For Institutions

This paper is intended to help institutions that need evaluation material