

## ENGLISH SPEAKING SKILLS NEED ANALYSIS OF BANK EMPLOYEES

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### **Abstract**

*This research aims to determine the importance of mastery of English for the bank employees (security, customer service, and teller) are a job that requires special knowledge and skills, so that it will become a reliable employee and the effort that must be taken for the bank employees in the mastery of English to support the implementation of English for specific purpose. This research method used descriptive qualitative to analyze data. The researcher collect data by observation, conducting interview, asking questions and documentation some important data that support research. The results of the discussion explain that the importance of mastery of English for bank employees are English can open a world access for better their job, improve careers, facilitate communication, provide added value, increase knowledge and insights around international world information, and as the introduction to understand gadget and internet technology. Efforts that can be taken by the bank employees in mastering English, install an English dictionary application, manage the use of English on the handpone, listen to songs or watch videos that use English.*

*Keyword: English, Skills, Bank Employees*

### **Abstrak**

*Penelitian ini bertujuan untuk mengetahui pentingnya penguasaan bahasa Inggris bagi pegawai bank (security, customer service, dan teller) merupakan pekerjaan yang memerlukan pengetahuan dan keterampilan khusus, sehingga menjadi pegawai yang handal dan usaha yang harus ditempuh untuk pegawai bank dalam penguasaan bahasa Inggris untuk mendukung penerapan bahasa Inggris untuk tujuan tertentu. Metode penelitian ini menggunakan deskriptif kualitatif untuk menganalisis data. Peneliti mengumpulkan data dengan cara observasi, wawancara, mengajukan pertanyaan dan dokumentasi beberapa data penting yang mendukung penelitian. Hasil pembahasan menjelaskan bahwa pentingnya penguasaan bahasa Inggris bagi pegawai bank adalah bahasa Inggris dapat membuka akses dunia untuk pekerjaan yang lebih baik, meningkatkan karir, memperlancar komunikasi, memberikan nilai tambah, menambah pengetahuan dan wawasan seputar informasi dunia internasional, dan sebagai pengenalan untuk memahami gadget dan teknologi internet. Upaya yang dapat dilakukan oleh pegawai bank dalam menguasai bahasa Inggris, menginstal aplikasi kamus bahasa Inggris, mengatur penggunaan bahasa Inggris di handpone, mendengarkan lagu atau menonton video yang menggunakan bahasa Inggris.*

*Kata kunci: Bahasa Inggris, Keahlian, Pegawai Bank*

## **INTRODUCTION**

*In this modern world full of challenges and intense competition, everyone is advised not only to have a high level of education, but also require special skills.*

*One of the most needed 'skills' at this time is mastering foreign language. There are three reasons below explain the importance of English language for employees and companies such as: become a company*

*asset, communicate effectively, broader access to information. In this situation, employees are expected to have the ability to master some or all of the English speaking skills. One of the skills that must be possessed by a bank employee is a qualified English communication ability. In order to be faster and more effective, the researcher tries to apply the English for Specific Purpose (ESP) technique which specifically provides English language learning for bank employees. That way, bank employees only focus on studying material related to banking, starting from conversations, presentations, correspondence, and others.*

*Speaking seen as a very important language skill that must be mastered. With good speaking skills, one can disseminate thoughts, views, opinions, ideas or feeling about various things productively, interesting, and easy to understand. However, speaking skills is a difficult language skill to master because speaking is a very complex cognitive process (Sibarani, 2007). Hutchinson, T., & Waters, A. (1987:19) state that ESP stems from General English, it's "an approach to language teaching in which all decisions as to be content and method are based on the learner's reason for learning". It is a special discourse used in specific settings. John and Dudley-Evans (1991) illustrate that ESP requires the careful research and design of pedagogical materials and activities for an identifiable group of adult learners within a specific learning context.*

## **RESEARCH METHOD**

In this study, the researcher used descriptive qualitative research methods that focused on bank employees used in English for Specific Purpose (ESP). This research was conducted at PT. Bank Syariah Indonesia Tbk Branch Office Bojonegoro, with subject three bank employees from front office they are security, customer service, and teller. For the technique of data collection the researcher used observations, interviews, questionnaire, and documentation. Meanwhile, for the data analysis, the

researcher matched the results of interviews with observations related to the mastering English and learning process of English speaking skills.

## **RESULT AND DISCUSSION**

*In conducting this study, researcher collect data through interviews and questionnaires to employees at Bank Syariah Indonesia Bojonegoro. Researcher conduct interviews with employees through interviews type conversations to make employees cozy and gain rich information and I make a some multiple-choice questionnaire with optional. From the data collected, researcher provide information about employees ability and difficulties in speaking English. This research was conducted on May 26<sup>th</sup> 2021 at Bank Syariah Bojonegoro.*

*This bank was selected to be the research setting because this Bank Syariah Indonesia Bojonegoro is one of popular Islamic bank that exists in Bojonegoro. They serve an excellent service to customer, that is reason why many people like to come and make a transaction in Bank Syariah Indonesia Bojonegoro. When conducting an interview with one of the employees, it turned out that at the Bank Syariah Indonesia Bojonegoro, a foreigner had visited. At that time a foreigner wanted to ask customer service, but both of them missed communication between a bank employee and a customer who came from abroad, then one of the employees was able to direct the foreigner and finally they both apologized to each other for not speaking English well. Based on the interviews that I have done, that is the reason why I want to do research on the abilities and difficulties that many people like to come and transact at Bank Syariah Indonesia. Therefore, front office employees (teller, customer service and security) need to have good language skills, especially English.*

*This section concerns needs for English communication skill and communication problems of the employees in order to improve their efficiency in communication. The findings showed that even though many of them had a lot of working experiences at bank office. Analysis employees speaking ability for bank employees at Bank Syariah Indonesia Bojonegoro:*

*1. Analysis employee speaking ability (customer service)*

*Customer service is the direct one-on-one interaction between a consumer making a purchase and a representative of the company that is selling it. Most retailers see this direct interaction as a critical factor in ensuring buyer satisfaction and encouraging repeat business. Here are the top customer service skills your representatives need, according to data such as: persuasive speaking skills, empathy, adaptability, ability to use positive language, ability to use positive language, clear communication skills, self-control, taking responsibility, patience, and effective listening.*

*2. Analysis employee speaking ability (teller)*

*A bank cashier, or bank teller provides face-to-face services in banks and handles customers' concerns and complaints. Their duties include greeting customers, opening and closing accounts and handling deposits and withdrawals. Here are the top teller skills your representatives need, according to data such as persuasive speaking skills, ability to use positive language, clear communication skills, and effective listening.*

*3. Analysis employee speaking ability (security)*

*The bank branch security guard is responsible for the security and protection of the bank's employees and all assets. Depending on the bank, the guard may also be expected to enforce the company's overall safety requirements. Here are the top security skills your representatives need, according to data such as ability to use positive language, clear communication skills, and effective listening. Beside that there are discussion about the difficulties English speaking skills bank employees at Bank Syariah Indonesia Bojonegoro, there are four skills in English language: speaking, listening, reading, and writing. In this discussion with bank employees at Bank Syariah Indonesia actually all of the bank employee has difficulties with speaking skills and listening skills. There are some difficulties from bank employees below:*

*1. The difficulties found by bank employees (customer service)*

*The customer service could not speak English well, need practice but there is no partner, less vocabulary, and the customer service got experience misunderstanding with the foreign customer.*

*2. The difficulties found by bank employees (teller)*

*The teller could not really well in writing because less vocabulary, grammar, and also pronunciation.*

*3. The difficulties found by bank employees (security)*

*The security could not listening well, the security need more listen to music and learn about pronunciation, vocabulary, and also practice every day.*

## **CONCLUSION**

*Based on the results of the research conducted, the following conclusions can be drawn. The answer of the research*

*question about language needs for the bank front office employees had been analyzed in the previous pages. The question was*

answered through need analysis of the learners using a questionnaire and interview. It was found that the bank employees need speaking, listening, reading and writing skill in their job. The finding of this study indicates that speaking skill is the main language skill they really need to cope with demands of their workplace. As revealed throughout the questionnaire and interview, the language functions needed were in greeting, asking for the customer's needs or orders, confirmation, dealing with cancellation, apologizing or dealing with complaining, and upgrading information. When the bank employees communicate, they find that accent, dialect, and intonation of the guests can have a tremendous impact of their communication. In addition, spelling and pronunciation can be crucial to the meaning of spoken word. It happened especially in listening to different accents. It is in line to the finding of Bobanovic (2011) who found accent as one of the biggest listening obstacles. It means that besides speaking, listening can be an important factor causing misunderstanding in communication. According to Shumin (1997), listening plays quite a big role in the process of speaking.

As bank employees front office, they need listening skill to take reservation through telephone calls or direct arrival to respond to the customer question. Finally, there was one suggestion proposed in this study the bank company should prepare Language training to improve their employees language skill especially for the Front office. The training must be intensive and focus on the language skills that support their work. The course on the training skill should be situational to avoid miscommunication in a workplace. Naturally this study still has several weaknesses. This study only has three participants as the subject. It is assumed that the research is not valid

enough. Need analysis is a useful way in order to find learners needs and target needs. Research is based on learner centered approach because it is considered as a major paradigm shift in ESP teaching. Research focused learners and their demands and course designed according to learners' demands in order to make learner autonomous. Learners took some of the responsibility of their own in order to learn effectively.

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