



## IMPORTANCE OF JOB-ORIENTED SKILLS IN 21<sup>ST</sup> CENTURY

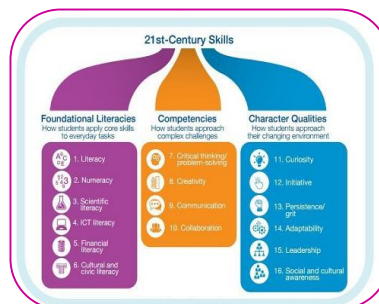
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### ABSTRACT

With a view to enhancing language competencies among the employees of corporate sector, the researcher carried out a survey to know the status and importance of job-oriented expressional skills. The findings and reflections of in service employees would facilitate the researcher to develop a programme and evaluate its effect among the pre service employees. The focus of the study is to understand the importance of Job-oriented Expressional skills, i.e. speaking, writing skills and some other soft skills at workplace. Being a part of 21<sup>st</sup> century, this is the time realise and make others realised the practical value of learning English language. English language is considered as a global and link language therefore it is inevitable for every student to enhance accuracy at communication skills and develop job oriented expressional skills. This would help the students to gain a better job and showcase his/her works and competencies at the workplace. The researcher took 100 in-service employees from government, semi government and private sectors as a sample of the study. In this survey research, the employees were given a questionnaire. It was found that there is a need of enhancing the job oriented expressional skills during the pre-service period. Employees should possess accurate writing skills, effective communication skills, necessary terminologies, basics of technologies, suitable language structures and many other soft skills. The research not only talks about the findings but also talks about the reflections of the in-service employees.



**KEY WORD:** Expressional, Communication, Job-oriented skills.

### INTRODUCTION

In the 21<sup>st</sup> century world of globalization, the role of English in India is changing its status from bureaucratic and elite language to a language which plays an increasing role in the lives of all citizens, triggered by a wider process of economic and social development which is expanding the number of people who know and use English. We all know that India is the country which has more young people than most of the other countries. India's growing youth provides an economic advantage but only if they will be educated and properly trained. There are many school leavers, graduates, and post graduates who are looking for employment and willing to migrate for the employment. If access of English is unequal, the gap between the rich and the poor will be wider in India, therefore I think, it is our responsibility (being teachers, academicians or researchers of English) to decrease this gap. In future, the rest of the world may look to India for employees, not because they are cheap, but because they can find large number of people with talent and skills.

The government of India has decided in the 11<sup>th</sup> five years plan, to provide proper technical and vocational skills to the youth in order to expand economic growth. Finance Minister, Pranab Mukharji (in the

2009 Budget speech) : “The demographic advantage India has- in terms of a large percentage of young population-needs to be converted into dynamic economic advantage by providing them the right education and skills”.(Graddol David: *English Next India : 2010*, pg:11), Sustained economic growth of India requires candidates who have adequate English language skills like – effective speaking skills , writing skills, reading skills and skills of understanding English. Now in India, we can observe that most of higher class families prefer English medium education for their children, and some middle class families are also sending their children to English medium schools as they think it will be helpful in getting good job opportunities.

In future, more workers will be needed in all parts of services sector, from professional to retail. India’s continued economic growth will depend on the availability of people who can communicate across the language and cultural boundaries-nationally and internationally. Many public sectors, Government sectors and Private sectors require applicants to pass one section or one paper which includes English language skills, e.g. G.P.S.C.,U.P.S.C.,O.N.G.C., B.S.N.L., etc.

### RATIONALE OF THE STUDY

Effective use of human resources is one of the most crucial parts in the development of any country. Therefore, management of different sectors have to enable the employees for quality products in all the fields.

Education also plays very vital role to produce well capable, skillful, expert and talented employees. Many universities and colleges get affiliated with different companies or organization to crate placements and they also invite those companies or organizations to provide proper training. However, they provide technical training or professional field-specific training and they expect students must have adequate level of fluency in English. Almost all organisations consider that it is the responsibility of English Institutes, English teachers or English researchers to provide them particular English language skills which help them to get good job.

Almost in all different fields and all sectors- private or public, talented and skillful candidates are always in demand. Now-a-days the role of English gets changed and it becomes one of the basic skills which almost all persons require in their professions. Universities and colleges should also have job-oriented syllabus so that after completing the particular degree or graduation, the students can get good job.

Now a days, other than subject specific knowledge or skills, the candidate must possess effective language competency skills. Sometimes candidates are not able to express their subject specific knowledge in the interview because they have to communicate in English at that time. Even some interviews are also followed by Group Discussion or Oral Presentation which really require good communication skills from the candidate side. Thus, the candidates who are lacking in good communication skills have to lose good opportunities in job. Moreover, in all competitive exams, one section or one paper is of English, in that learners’ competency of English is tested. In the exams like GPSC, UPSC, SSC, IBPSetc and other companies or organizations like-ONGC,BSNL etc, the candidate has to score certain marks in English to pass the exam. Thus, to get job, passing these types of exams, learners must be competent enough in English language skills. The study focuses on the use of English language skills to enhance the Employability skills of learners, like Listening skills(e.g. listening to comprehend the meeting at the workplace), Speaking skills (e.g. to face in the interview effectively, to give presentation), Reading skills(e.g. to read instruction manual, to read a circular), Writing skills(e.g. to write job application, to write official letters) and Computer integrated language skills (e.g. to write official E-mails). Now-a-days all employers or interviewers or Human Resource Managers are demanding and looking for such candidates who have all these skills. Even the newspaper advertisements say (1) We prefer the candidate having fluency in English. (2) The candidate must have knowledge of Basic English. (3) The candidate must have effective communication skills in English.

The study is indeed useful for future employees to develop their language and perform their best in interviews. According to **National Vocational Education** Qualification Framework, English is a key skill that can transform the employability of India’s youth.

**OBJECTIVES**

1. To study/ analyse English language skills for future employees of India
2. To study the useful job-oriented expressional skills
3. To analyse job-oriented speaking skills
4. To evaluate job-oriented writing skills

**RESEARCH QUESTIONS**

- (1) What are the desirous expressional skills during job interview?
- (2) What kind of speaking skill is required for getting good job?
- (3) Why are effective speaking and writing skills must at the workplace?
- (4) What are the language skills necessary for the employees to work at their workplace?

**RESEARCH METHODOLOGY**

**Sample**

The researcher selected a hundred in-service employees from the government, semi-government and private sectors for this research study.

**Type of Research**

It was a Survey research study.

**Tools of Data Collection**

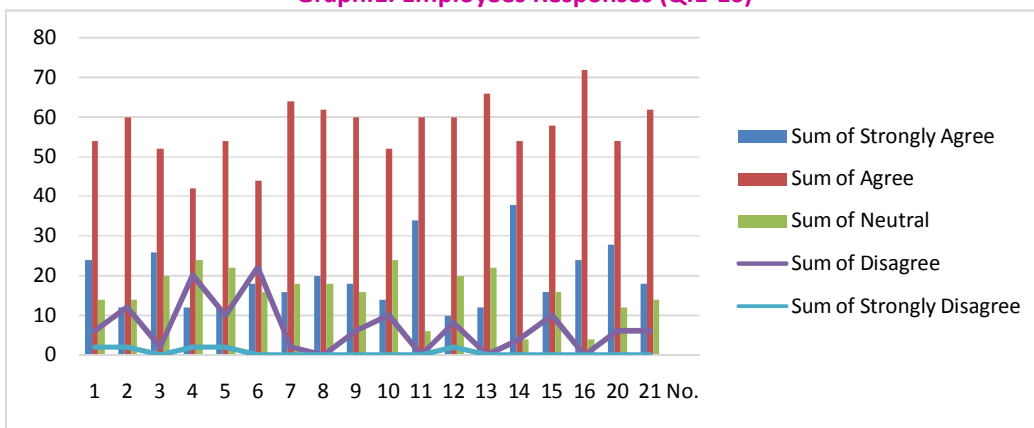
The researcher used Questionnaire to collect data from the in-service employees.

**Data Analysis and Interpretation**

The researcher analysed data quantitatively and qualitatively as following-

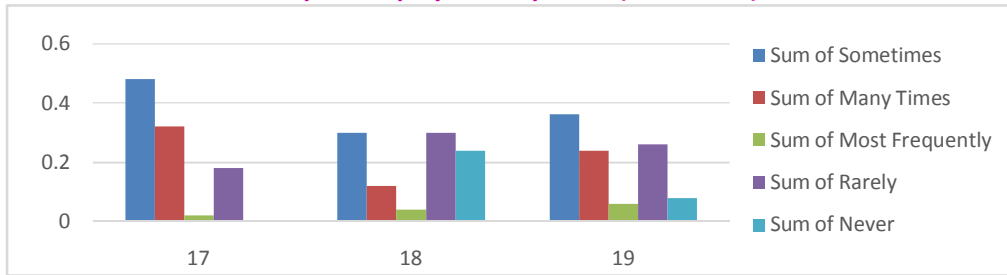
The researcher distributed the questionnaires among a hundred in-service employees from the administrative sections from various sectors like government, semi-government and private sectors. The below given table shows the responses of the employees.

**Graph:1. Employees Responses (Q.1-16)**



The above chart shows that- in the question numbers- 1 total 24% and 54 % respondents are Strongly Agree and Agree respectively. In the question number 2 -total 12% and 60% respondents are Strongly Agree and Agree respectively. In the question numbers -15 and 21 total 58% and 62% respondents are Agree respectively. The **question number-16** is the most useful and the most relevant for this survey in which total **72% and 24% (96%)** respondents are Agree and Strongly Agree respectively. In question no. 8,11 and 16, no one is Disagree or Strongly Disagree.

**Graph:2 Employees Responses (Q.17,18,19)**



The above chart shows the responses of the question number 17, 18 and 19 in the respondents' use of English language at their workplace.

**Q.20-22.** List the challenges or difficulties you face while speaking or writing in English.

Most of respondents have answered like, they have difficulties regarding Vocabulary and Grammar. They face problems in constructing grammatically correct sentences and in selecting exact words while speaking and writing. Due to Gujarati medium schools education they communicate in their mother tongue at home as well as at the workplace.

**Q. 23.** Write the subjects or situations of the letters/applications/notices that you have already written at your workplace.

Here, many of respondents answered examples of the written documents and some have given the subjects or situations also for the writing. Most of them said like- they have written Official Letters, Applications, Notices, Reports, Remarks in the File, Records in the File, Entries in Service Book etc. Some have responded like- they have written Leave Application, Letters to Bank, Letters to Railway Station to get the Concession Book for Students, Notices to announce some events or programme.

**Q.24.** Give your suggestions for future employees on developing English language skills.

Respondents said future employees should develop their English language skills by enriching their vocabulary and grammar. Some have suggested to practise it in their day to day communication.

**FINDINGS**

1. The candidates need effective speaking skills clear interviews in reputed Organizations, multinational companies, IT based companies etc.
2. Many interviews are followed by Group-discussion wherein the candidates need very good communication skills.
3. The employees require good speaking skills at the workplace to communicate in the meeting, conference or during the telephonic communication.
4. The candidates need effective writing skills to write Job Application/Job Application Form, Resume, Curriculum Vitae etc.
5. The employees require effective writing skills at many places in the workplace like- to write leave application, notice, maintain record file, other applications to request something, to write official emails, to write a report or project etc.
6. The employees need very good language skills to make the effective presentation.

**SUGGESTIONS**

1. Students should be given training of the communication skills and soft skills.
2. There should be adequate numbers of practical/tutorial sessions to practise language skills in the syllabus of the colleges/universities.
3. There should be one full paper in the final year students of graduation on Employability skills.

4. Experts of English Department should provide the syllabus which focuses on job-oriented language skills so that students will not have to face any problem to express themselves in the interview and during the job.
5. Teachers should make students aware to consider English as a skills and not a mere subject to pass an exam.
6. Students and future employees must consider English as a KEY skills to get a good job and to maintain better position in this world of Globalization in which English is the Global language.

### CONCLUSION

Thus, the research study is useful in real lives of the learners especially in their career to get effective promotion and at their workplaces. The research helps the students to fulfil one of the practical aims of their learning that is to get job. At last, the research study proclaims that English speaking and writing skills as one of the survival skills in the time of globalization as they are considered in –“The Global Achievement Gap” by Tony Wagner.

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