

**Language Needs Analysis for IT Division Employees in a State-Owned
Enterprise: A Study of English for Occupational Purposes in the Corporate
Context**

UNDERGRADUATE THESIS

Submitted in partial fulfilment for Bachelor's degree in English Language
Education Study Program



By

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FACULTY OF LANGUAGE AND LITERATURE EDUCATION
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LEMBAR HAK CIPTA

**LANGUAGE NEEDS ANALYSIS FOR IT DIVISION EMPLOYEES IN A
STATE-OWNED ENTERPRISE: A STUDY OF ENGLISH FOR
OCCUPATIONAL PURPOSES IN THE CORPORATE CONTEXT**

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Sebuah skripsi yang diajukan untuk memenuhi salah satu syarat memperoleh gelar
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APPROVAL PAGE

Undergraduate Thesis

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STATEMENT OF AUTHORIZATION

I declare that this research, entitled Language Needs Analysis for IT Division Employees in a State-owned Enterprise: A Study of English for Occupational Purposes in the Corporate Context, is my original work. I am utterly aware that I have quoted some statements and ideas from various resources. All of the statements from other people or experts, organizations, and institutions have already been acknowledged and cited appropriately.

Bandung, July 2025

A handwritten signature in black ink, appearing to read 'Putri Nur Wandah'.

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PREFACE

With sincere gratitude to Allah Subhanahu Wa Ta'ala and Prophet Muhammad Shallallahu 'Alayhi Wasallam for their endless guidance and blessings, the author has completed this research entitled *Language Needs Analysis for IT Division Employees in a State-Owned Enterprise: A Study of English for Occupational Purposes in the Corporate Context* and submitted it to the English Language Education Study Program of Universitas Pendidikan Indonesia as a partial fulfillment of the requirements for a Sarjana Pendidikan degree.

This study investigates the specific English language needs of employees working in the IT division of a state-owned enterprise. It highlights identifying skills relevant to occupational tasks and examines preferences for training approaches and support systems in a corporate context. The findings are expected to provide significant insights for developing effective English for Occupational Purposes (EOP) programs designed for IT settings.

The author expresses gratitude for successfully identifying significant areas of language need and training needs in the IT setting. The author expresses sincere appreciation to all people and institutions that contributed to the completion of this research. The author recognizes possible limitations in this study and sincerely welcomes recommendations and constructive feedback for improving future research.

Bandung, July 2025



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ABSTRACT

In the digital transformation era and globalization, English proficiency has become crucial for IT professionals, including those working in Indonesia's state-owned enterprises (SOEs) such as PT Pos Indonesia. This study aims to analyze the English language needs of employees in the IT Division, focusing on English for Occupational Purposes (EOP), and propose practical recommendations for workplace-oriented language training. Using a qualitative approach, the study incorporated data triangulation through questionnaires, interviews with staff, a manager, a vice president, and a corporate trainer, as well as document analysis. The findings show that English is primarily used passively in the workplace, especially in reading technical documentation, system logs, and email communication. However, English active skills, such as speaking and technical writing skills, remain significant challenges, particularly in high-stakes situations like presentations, virtual meetings, or technical reports. Employees reported low confidence in using English, caused by the lack of formal training programs and limited organizational support. Both staff and the trainer emphasized the need for English training customized to real workplace needs, delivered through interactive methods such as simulations, group discussions, and hybrid sessions. This study concludes that English should be seen as a core professional competency that supports digital transformation, not merely as an optional skill. The results provide valuable insight for future policy development regarding language training in the public sector.

Keywords: English for Occupational Purposes, language needs, English training, IT Division, SOEs, workplace communication

ABSTRAK

Di era transformasi digital dan globalisasi, kemampuan berbahasa Inggris telah menjadi kebutuhan penting bagi para profesional di bidang *IT*, termasuk bagi para profesional yang bekerja di perusahaan Badan Usaha Milik Negara (BUMN) seperti PT Pos Indonesia. Penelitian ini bertujuan untuk menganalisis kebutuhan bahasa Inggris karyawan di Divisi *IT*, dengan fokus pada Bahasa Inggris untuk tujuan keprofesian dan mengusulkan rekomendasi pelatihan bahasa yang berorientasi pada kebutuhan di lingkungan kerja. Dengan menggunakan pendekatan kualitatif, penelitian ini menggabungkan triangulasi data melalui kuesioner, wawancara dengan staf, manajer, *vice president*, dan *trainer* perusahaan, serta analisis dokumen. Temuan ini menunjukkan bahwa bahasa Inggris terutama digunakan secara pasif di tempat kerja, khususnya dalam membaca dokumentasi teknis, log sistem, dan komunikasi email. Namun, keterampilan aktif seperti berbicara dan menulis teknis tetap menjadi tantangan yang berarti, terutama dalam situasi penting seperti presentasi, rapat secara maya, atau menulis laporan teknis yang mendetail. Karyawan menyatakan bahwa mereka kurang percaya diri dalam menggunakan bahasa Inggris, yang disebabkan oleh kurangnya program pelatihan formal dan terbatasnya sokongan dari perusahaan. Baik staf maupun trainer menekankan perlunya pelatihan bahasa Inggris yang disesuaikan dengan kebutuhan di tempat kerja, yang dikemas dalam metode interaktif seperti simulasi, grup diskusi, dan sesi *hybrid*. Studi ini menyimpulkan bahwa bahasa Inggris harus dilihat sebagai kompetensi profesional inti yang mendukung transformasi digital, bukan hanya sebagai keterampilan opsional. Hasil penelitian ini memberikan masukan yang bermanfaat untuk pengembangan kebijakan di masa mendatang terkait pelatihan bahasa di sektor publik.

Kata kunci: Bahasa Inggris untuk Tujuan Pekerjaan, kebutuhan bahasa, pelatihan bahasa Inggris, Divisi *IT*, BUMN, komunikasi di lingkungan kerja

TABLE OF CONTENTS

LEMBAR HAK CIPTA.....	i
APPROVAL PAGE.....	ii
STATEMENT OF AUTHORIZATION	iii
PREFACE	iv
ACKNOWLEDGEMENT	v
ABSTRACT	vi
ABSTRAK.....	vii
TABLE OF CONTENTS.....	viii
LIST OF TABLE.....	x
LIST OF CHARTS	11
LIST OF FIGURE.....	xii
CHAPTER I.....	1
1.1 Introduction	1
1.2 Research Questions	3
1.3 The Objective of The Research	4
1.4 Scope of The Study	4
1.5 Significance of The Research.....	4
1.6 Clarification of Key Terms	5
1.7 Organization of The Paper	5
CHAPTER II	7
2.1 English for Specific Purposes (ESP) and English for Occupational Purposes (EOP)	7
2.2 Needs Analysis in ESP	9
2.3 English Language Use in IT	11
2.4 The Role of Technology in English for Occupational Purposes (EOP).....	12
2.5 Corporate Training and Policy Gaps	13
2.6 Research Gap.....	15
CHAPTER III.....	16
3.1 Research Design	16
3.2 Research Setting and Participants	17
3.3 Researcher's Positionality	18
3.4 The Procedure of Research	19
3.5 Data Collection.....	20
3.5.1 Questionnaires	20
3.5.2 Interviews	21
3.5.3 Document Analysis	21
3.6 Data Analysis	22

CHAPTER IV	24
4.1 English Language Skills Necessary for IT Employees in an Occupational Purposes Context.....	24
4.2 Corporate Support for Language Development	41
4.3 Suggested English Training Proposed by IT Professionals and a Trainer in Improving English Skills.....	52
4.4 Discussion	57
CHAPTER V	61
5.1 Conclusions	61
5.2 Limitations	62
5.3 Implications	63
5.4 Recommendations	65
REFERENCES	68
APPENDICES	86

LIST OF TABLE

Table 1. Essential English Language Skills in IT Workplaces.....	26
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LIST OF CHARTS

Chart 1. The use of technical English terms in daily work	25
Chart 2. Understanding technical English terms when communicating with overseas colleagues or partners.....	28
Chart 3. Confidence level in specific English skills	32
Chart 4. Training or workshops using English	42
Chart 5. The need for specialized training to improve English skills	52
Chart 6. Preferred Focus Areas and Methods for English Training.....	54

LIST OF FIGURE

Figure 1. Sample of Internal Document.....	39
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Putri Nur Wandah, 2025

LANGUAGE NEEDS ANALYSIS FOR IT DIVISION EMPLOYEES IN A STATE OWNED ENTERPRISE: A STUDY OF ENGLISH FOR OCCUPATIONAL PURPOSES IN THE CORPORATE CONTEXT

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Putri Nur Wandah, 2025

LANGUAGE NEEDS ANALYSIS FOR IT DIVISION EMPLOYEES IN A STATE OWNED ENTERPRISE: A STUDY OF ENGLISH FOR OCCUPATIONAL PURPOSES IN THE CORPORATE CONTEXT

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