

CHAPTER III

RESEARCH METHOD

This chapter highlights the research design, participants, instruments, data collection techniques, and analysis methods used in this study. This research investigated the English language needs, difficulties, and training preferences of employees in the IT Division of PT Pos Indonesia. A qualitative descriptive approach was chosen to explore the opinions of participants and actual language practices. This method helped the researcher collect comprehensive, contextual data using questionnaires, interviews, and document analysis. This chapter highlights the methodology and procedures required to guarantee the validity, significance, and alignment of the findings with the research objectives.

3.1 Research Design

This research used a qualitative descriptive method to investigate the language needs of IT Division employees in a state-owned enterprise. The technique used was chosen because of its potential for extensive investigation of participants' experiences, perspectives, and specific workplace challenges related to proficiency in English (Rosenthal, 2016). In contrast to quantitative research, which focuses on statistical generalization, the qualitative method facilitates an in-depth understanding of daily communication challenges, training goals, and the practical application of English in workplaces (Sahraoui, 2024). A qualitative method is especially suitable for addressing context-specific challenges in fields like IT, where language directly involves technical terms and professional communication.

In line with this study method, the study collects data using several methods, including questionnaires, interviews, and document analysis. The questionnaire collected employees' self-evaluated English proficiency and common communication challenges. Semi-structured interviews were conducted with chosen participants, including staff members, a manager, the Vice President, and a corporate trainer, to collect more profound insights into their language use and training needs. Furthermore, documents on workplace resources, including technical documentation and email communication, were analyzed to investigate

the use of English in real work situations. Several sources provide methodological triangulation, providing an in-depth and solid explanation of the English language needs within the IT Division. This context-specific understanding is crucial for developing English training programs that align with the company's operational needs (Mao & Zhou, 2024).

3.2 Research Setting and Participants

This study was conducted in the Information Technology Division of PT Pos Indonesia (Persero), a state-owned enterprise providing postal, logistics, financial, and digital services in Indonesia. PT Pos Indonesia, one of the nation's oldest and largest state-owned enterprises, has experienced a significant transformation from a traditional postal operator to a digitally integrated service provider. The company's expanding involvement in digital systems and international collaboration makes English language skills increasingly essential, especially in areas directly related to technology and communication. The IT Division was chosen as the research site due to its important role in supporting the company's digital infrastructure. Employees in this division are tasked with maintaining and improving internal systems, managing vendor communications, managing digital platforms, and integrating global technologies into the organization's activities. These tasks often require using English, particularly concerning documentation, email communications, foreign platforms, and troubleshooting with international vendors. This context is essential to conducting a language needs analysis, especially in English for Occupational Purposes (EOP).

The participants in this study are employees from the IT division of PT. Pos Indonesia (Persero), including the Vice President (VP), staff, manager, and corporate trainer. This study involved 18 employees of the IT division, and six of them participated in the interview. This varied group ensures an in-depth understanding of the English language needs and challenges at different positions within the company. The participants were chosen using purposive sampling due to their direct involvement with English-related communication tasks, including documentation, system maintenance, vendor communications, and training facilitation. The preferred sampling method guaranteed a sample of persons able to

provide valuable perspectives per the study's objectives. To uphold ethical standards, all participants were informed of the study's aim and scope and granted their consent before participation. Their identities were kept anonymous, and the obtained data has been used only for research purposes.

Data collection methods were systematically developed to ensure objectivity and minimize bias, using structured questionnaires, semi-structured interviews, and document analysis. The research instruments were thoughtfully developed according to theoretical frameworks and understanding collected from an initial interview with the Vice President of the IT Division. During the study, the researcher maintained a professional separation, avoided asking key issues, and created a space for participants to answer honestly and accurately. All ethical considerations were carefully addressed; participants were informed of the study's objective, provided their voluntary agreement, and were guaranteed confidentiality regarding their names. The researcher tried maintaining credibility and neutrality in the study process by integrating personal experience with strict academic standards.

3.3 Researcher's Positionality

In this study, the researcher acted as a researcher-practitioner, previously working as a Knowledge Management and Innovation Intern at PT Pos Indonesia. This professional experience provided the researcher with a significant contextual understanding of the company's organizational framework, internal communication methods, and the characteristics of technical operations (Robertson & Pelaez, 2023). This prior familiarity provided better access to participants and a better understanding of the IT Division's workflow, culture, and language usage in daily tasks. The study was conducted independently and from an academic perspective, without any contractual connection with the IT Division or influence over participants. The researcher kept neutral during data collection and analysis to avoid a conflict of interest or professional bias. This was done by collecting informed consent, explicitly explaining research objectives, and emphasizing volunteer participation.

To minimize bias, the researcher used methodological triangulation (questionnaire, interview, document analysis) and reflective practices during data

interpretation. The researcher used an analytical procedure, recognizing her previous affiliation with the organization but keeping academic objectivity. This aligns with the concepts of interpretive research, wherein the researcher's position is recognized but does not affect the validity of the results (Schwartz-Shea & Yanow, 2013). This study understands, in line with Guba and Lincoln's (1994) concept of researcher reflexivity, that the researcher's background and familiarity with the location may affect interpretations. Objectivity was maintained by sticking to systematic procedures, using theoretical frameworks, and ensuring that participants' perspectives, rather than the researcher's assumptions, guided the study.

3.4 The Procedure of Research

The data collection for this study was conducted at the end of 2024 at the IT Division of PT Pos Indonesia (Persero), using a sequential qualitative method that included interviews, questionnaires, and document analysis. The methods were designed to triangulate data and ensure an extensive understanding of the division's English language needs.

The first step began with a comprehensive interview with the Vice President of the IT Division. This interview aimed to collect valuable insight on the significance of English proficiency for the division, particularly regarding digital transformation, international collaboration, and vendor contribution. The Vice President's responses provided significant insight into organizational expectations and provided the foundation for developing the questionnaire instrument to ensure contextual relevance. A structured questionnaire was later developed and distributed to a larger sample of employees in the IT Division. The questionnaire had closed and open-ended parts concerning employees' self-evaluated English skills, frequency of English use, challenges they faced, and their preferred training approaches. Depending on participants' availability, the distribution was conducted online and in person, with responses collected over two weeks.

After collecting questionnaire responses, the following step involved conducting semi-structured interviews with chosen participants, including staff members, a manager, and a corporate trainer. The interviews delved into the

language difficulties faced in daily activities and training options. They also facilitated the explanation of patterns that emerged from the questionnaire data. Interviews were performed in person and online, depending on accessibility, and were audio-recorded with participants' consent to ensure reliability. The final step included the analysis of documents, focusing on internal documents such as technical manuals and email communication. Although technical documentation included limited English and was used mainly for internal purposes, email communication, particularly with international vendors, showed a more significant use of English in professional communication. These documents supported the findings from interviews and questionnaires by showing actual language use in the workplace.

3.5 Data Collection

This study used a combination of questionnaires, interviews, and document analysis to collect comprehensive data on the language needs of IT Division employees at PT Pos Indonesia (Persero). These three instruments were chosen to analyze language use, challenges, and training preferences from multiple perspectives.

3.5.1 Questionnaires

The questionnaires include structured questions designed to collect qualitative data on multiple aspects of English usage by IT employees. This instrument investigates the use and significance of several English language activities, enabling the researcher to evaluate the frequency and context of English usage in the workplace. The questionnaires have sections for employees to assess their English proficiency and confidence in different tasks, including technical writing, spoken communication, and document comprehension. Questionnaires were distributed to a larger sample of IT employees to collect data on their self-evaluated language skills, frequency of English usage, and perspectives about the company's English training programs. The combination of open-ended and closed-ended questions provided respondents to provide information about their language experiences and recommend improvements for English support in the company.

3.5.2 Interviews

The study included semi-structured interviews with the Vice President of the IT Division, a manager, chosen IT staff, and a corporate trainer. The interviews aimed to investigate participants' specific language needs and their recommendations for language training approaches. The interviews addressed key elements of their roles, responsibilities, and daily language practices, providing comprehensive knowledge of English in routine tasks and professional communication. The interviews also explored the division's main tasks, the significance of English for supporting company business, and the need for inter-divisional and global communication. Participants evaluated the frequency of their English use, the situations in which it was used (e.g., emails, meetings, technical documents), and the challenges they faced, whether technical or communication. Additionally, data was collected regarding the types of English-language documents handled during the training opportunities provided by the company, and the methods used to assess English proficiency. The interviews aimed to collect comprehensive knowledge about the language needs of IT employees, the challenges they face in using English, and their perspectives on the significance of their English proficiency on job performance (Teng, 2015). Some participants from different roles facilitated the study to address several perspectives, from strategic planning to regular technical information.

3.5.3 Document Analysis

Document analysis was conducted by reviewing corporate documents such as technical manuals, email correspondence, and technical documentation. The study aimed to investigate the importance of English in daily IT operations and determine if current resources facilitate efficient English communication (Jones, 2024). The document analysis supported the identification of how English is currently used in written tasks, and it also highlighted differences or gaps in usage that may affect workplace efficiency. By analyzing actual documents, the study succeeded in identifying practical examples of English use and constructing the foundation for making recommendations to improve language support. Additionally, the document analysis aimed to determine the number of English

implementations in the IT Division's internal documentation and communication and identify any challenges to practical English usage (Brown, 2016). This step provided contextual evidence to support and validate the questionnaire and interview findings.

3.6 Data Analysis

This study used triangulation to develop an extensive understanding of English language needs in PT Pos Indonesia's IT Division (Persero). Thematic analysis was implemented to analyze the qualitative data, enabling the researcher to find recurrent themes and patterns related to workplace English use. The first analysis phase included transcribing and analyzing the interview recordings for accuracy. From that analysis, essential terms, ideas, and recurring arguments were recognized and organized into themes. These included difficulties with spoken English, a lack of formal training, difficulty comprehending technical documentation, and communication problems with international vendors. The themes were then investigated to identify their connections, integrations, and significance to employees' daily tasks, providing a more structured understanding of the language difficulties.

The questionnaire data provided both quantitative and qualitative data. Responses were grouped into three categories, spoken and written communication, technical communications, and international collaborating situations. This helped the researcher identify patterns in employees' self-reported proficiency levels, frequency of English use, and opinions about available training support. The document analysis investigated workplace documents, including technical manuals and email deliverables, to see how English is used in real-life situations. This helped identify common language problems, such as dependence on translation software, gaps in formal written English, and the lack of English in internal technical documentation. These findings supported and clarified the interview and questionnaire results by highlighting how English is used or avoided in real situations.

The study used data triangulation to validate and confirm findings from various sources. Integrating self-assessments, professional insights, and practical

documentation strengthened the results' reliability and validity. This analysis identified themes to strengthen English training programs and language support policies, focusing on technical writing, spoken communication, and vendor communication (Phanphichit & Bartusevičienė, 2024). Furthermore, these findings support the development of targeted recommendations to improve IT staff's confidence and proficiency in using English in professional contexts at PT Pos Indonesia (Persero).