

A Descriptive Study on The Multilingualism in The Workplace

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ABSTRACT

It is something not new to use multiple languages for the purpose of work. In today's era the unprecedented level of mobility of businesses and people lead to complex linguistic -landscapes. Workplaces where people speak multiple languages, over the years have gained lot of attention. This constitutes the norm instead of exception for employees. We can state that as per the context of cosmopolitan and transient literature about the multinational, intercultural dimensions and multilingual is enough considerable for the professional and work place activities.

Keywords: Multilingualism Language, practice Language ideology, Language policy, workplace.

I. INTRODUCTION

One of the key strategies affirms these days for maximum work performance and production is to mix people from diverse backgrounds who have different set of skills. Productivity and profit of the organization will improve when workers with complementary human capital will be hired. Performance of the firm will improve when workers who have the ability to speak different languages and have knowledge about different religions and cultures can be important asset for the company if hired as they will mix with each other teaches and others can learn, share about the skills they have. As per Kerr and Lincoln (2010); Peri, Shih and Sparber (2015), New innovative ideas can be introduced when there is cultural diversity. As people who are from different background with different skills may find out the solution to a problem which workers who are from the majority group cannot find. In order to make the workers get along with each other in well- functioning teams, the firm has to spend on resources that are from diverse backgrounds. The firm needs to be well prepared to handle tensions and conflicts that will happen because of cultural diversity that may imply preference heterogeneity.

The firm has to bear the cost of the communication, if there is language diversity in the workplace. As language and communication gap will lead to misunderstandings, will take more time to receive the information and thus slowing down the production. The more the distance between two languages the more potential communication cost. It is quite difficult to think about the positive effects of language diversity in context of cultural diversity at least expects the firm to a wide range of countries with different languages is exporting. Though, being proficient in language speaking is a skill, the empirical suggestion on the return is diverse. As mentioned by Fry and Lowell(2003) that as per the reports of labor market workers who are bilingual are not paid well and even in country like Canada where dual language is spoken, English-French is not associated with economic rewards (Chiswick and Millar, 2015). As per Saiz and Zoido(2005), college graduates of US Get at least 2-3 per cent wagepremium when they master a second language, Williams (2011) reported that in 12 European countries significantearnings of the workers increased when used foreign language at work, whereas Toomet (2011)reported that by 15percent wages of Estonian workers increased who are proficient in English.(Kovacs and Mehler, (2009) mentionedthat during childhood it was thought that Multilingualism improves the ability to learn new languages and therefore stimulates communication skills. Chiswick and Millar(2015) conducted a survey and studied language proficiency of immigrants. showed that countries where English is proficiently spoken is strongly associated with pay, often premium as large as 20 percent, while Adserà and Pytliková (2016) conducted a survey and in their reports found that immigrants who speak the language of the host country fluently have 5-35 % increase in their earnings.

Bratsberg et al., (2013), Chiswick and Millar(2015) and Adserà and Pytliková(2015, 2016)stated that within and between countries for sorting, literacy and language skills are clearly also important. In several studies it has been found that language proximity between countries increases when immigrants migrate at a greater rate. In the view of Adserà and Pytliková (2015), migration flow increases by roughly 0.02 s.d, when language proximity increases by 1 s.d. As per Belot and Hatton (2012) and Adserà and Pytliková (2015), Countries which have populations better educated, for them linguistic proximity matters a lot for migration flows.

II. LINGUISTIC DIVERSITY AND PRODUCTIVITY

Language skills are generally considered as a type of human capital by the literature (Chiswick 1991, Fry, Carnivale and Lowell 2001; Bratsberg et al. 2013). Being proficient in the local language has economic benefits in the labor market it is wise decision to invest in improving language skills by (Lazear,1999). For this paper it is more relevant at the aggregate level are the impact that recognizes strong spill-over effects from co-workers

education in analyzing function of plant-level production. By using example stated by Lazear's (1999) that there might be need of a translator when both the parties who speak different languages while negotiating on a contract. Hiring a translator for this has additional charges which lessens the net benefits of the transaction as mentioned in the contract. Difference in languages may lead to misunderstandings between the parties such as wrong interpretation and commitment mentioned in the contract. If co-workers do not understand each other well, the flow of communication between co-workers will be slower in the firm, which will lead to conflicts and problems in production. If non-native language speakers do not have complementary skills, will have negative impact on productivity and also result in task-differentiation. Diversity in language also has positive effects, if immigrants are hired by firms from countries with whom they trade with.

At the firm level, empirical literature on the economic effects on diversity of language is comparatively small in comparison to the vast literature available on cultural diversity. Kahane et al. (2013), studied performance of team in the NHL, and found positive effects when from the same European origin country, hockey players were bought. They interpreted this result as a positive effect of language- proximity amongst the players (co-workers).

Parrotta et. al. (2014), administrative employer-employee data from Denmark has been used to study the effect of various sort of heterogeneity in work- force, including diversity of language, on productivity of firm. Like others, Guiso et. al. (2009) argued, that as a good proxy, in cultural distance language diversity works. Therefore, their diversity of language measure implicitly comprises of differences in culture. With our paper, Parrotta et. al. (2014) have shared some similarities, some time we have spent in delin eating their approach, whereas we have spelt out howin the later sections we are different and have improved on their approach. Into different language groups, they grouped immigrants on basis of which language tree the majority speaks in the country, at the third language tree level, with information on basis of encyclopedia of languages (Lewis, 2009). Ginsburgh and Weber (2016) used to define a language is not solely within the realm of linguistic. Parrotta et al. constructed an index of language diversity using these language groups at the firm level. Then with heterogeneous labour they estimated Cobb-Douglas production functions to model total factor productivity of the firm, which for separate sectors (1-digit level)is estimated separately. At last, by using OLS and 2SLS with a vector of controls they estimated the relationship between language and productivity. In the models 2SLS, using a shift share/Bartik instrument they instrumented language diversity which in the commuting arena of the firm lagged diversity as the initial distribution. The main OLS specifications of the model, they found out that around 1.3 percent decrease in productivity is associated with one standard deviation increase in diversity, whereas the 2SLS estimations suggested that this negative effect is about double the estimations of OLS.

III. Measuring Linguistic Diversity

In this paper of ours, we focused on using amore fine-tuned and precise approach for measuring language diversity. The traditional approach, following Parrotta et al. (2014) that is by bringing the immigrants in to groups which depends on the language tree the majority language in their country of the origin they belong to. This rough approach is not satisfactory as it does not take into consideration the variations within the groups, and therefore more significantly does not tries to measure how these groups in comparison to each other are different. As an alternative, we have used data that measures the distance between the languages, using which on basis of aggregate, weighted language distances within each firm we have constructed a diversity index. In a more specific way, from Automated Similarity Judgment Program (ASJP) we have used the data to measure proximity of language In between all combinations of language pair-wise in our data as per Brown et al. (2008). In order to quantify the differences between 245 languages, ASJP has been collaborated between statisticians and linguistics. On one dimension solely Lexicostatistical methods for classifying languages are based, the similarities and common roots of words in vocabularies of various languages as per Ginsburgh and Weber (2016). Typology is added to lexicostatistics, by the ASJP-project. From the list of 100 words given by Swadesh, as a subset ASJP used only 40 words (Swadesh, 1952; Ginsburgh and Weber, 2016). And with 85 grammatical, phonological and lexical structures used lexico statistics together as described by Dryer and Haspemath's (2013), World Atlas of Language Structures. Using Levenshtein distances, ASJP then transcribed the meanings. Similarity of Lexical is simply proportion of words that are arbitrated to be similar phonologically. For similarity this proportion is adjusted by chance and in between a proximity score of 0-1, it is normalized. In between two languages how many words are shared is the proximity score. For example, the proximity score for the Norway-Poland pair is 12 and that of Norway-Sweden pair is 62. Thus, the conclusion is that in comparison to a Norwegian and a Pole, Norwegian and a Swede can understand each other better.

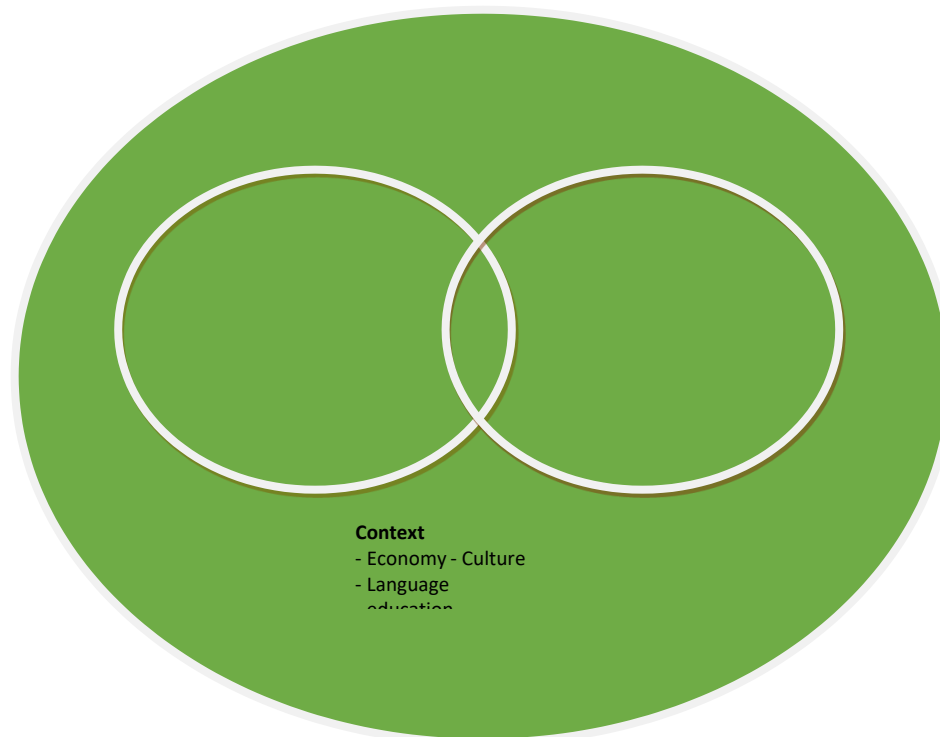
IV. THE ROLE OF LANGUAGE IN MULTILINGUAL ORGANIZATIONS

The term multilingualism implies that when in between a society or organization one or more languages co-exist. With multiculturalism, Multilingualism can be attributed and codes of development can be referred to specific professional, social, ethnic or regional groupings also as the nation state. As Mentioned by Silverstein (1998), Troike-Saville (2003) communities who have accepted a common linguistic norm such as corporate or national language are more likely to come across actual multilingualism. In an organization with multiple culture, on factors such as organizational level (e.g., global, national, regional, local, individual) setting (e.g. parent company, subsidiary) and unit (that is position, function) the nature and form of multi-lingualism depends thus makes the socio-linguistic analysis of organizational– communication a very complicated task. At both global and individual levels, we have narrowed our study focus thus enabling us to note the contrast between communicative practices and management theorists’ strategic perception of language defined by users of individual language. As Dhir (2005), Luo and Shenkar (2006) stated, Management theorists, on basis of a system of national languages rely on meta-linguistic view of language. Multinational Business Corporation is the principal unit for analysis, which means that within the organization multilingualism comprises of a co-existing competition between national languages. From this strategic viewpoint, we can state that with national dividers linguistic barriers run parallel which within the national speech community reduces the importance of social or professional codes. Thus making management of language -in the form of common, corporate code –a solution that can be practically used as the English language has overridden the rival speech communities on basis of native languages of employees, studies Practice-oriented based on linguistic behavior within the global-organization, have been challenged by this strategic notion of the organization as a single speech community (Charles,2006); Marschan-Piekkari et al.,1999a). It has been observed that instead of accepting corporate language as an attempt to improve the information systems of the organization, research studies indicated that processes of standardization has been resisted by language users, that as global challenge to local knowledge, status and values of the employee can be perceived(Piekkari et al.,2005); Vaara et al.,2005).

From the perspective of Users who use individual language, one has to examine multilingualism in order to explain responses of employees towards linguistic standardization. As Agha, (2004) and Woolard, (2004) mentioned that within an organization, in case if it does not involve to be taken completely taken over by the language English, members accessibility to predominant codes is affected by corporate language. Management of language refers to that in order to fulfil certain “lingua franca functions”, new speech repertoires and varieties are adopted as per Blommaert (2003), the position and influence of language users is determined by how much they are aware about the codes. Since, formal encounters exchanged are most of the time undertaken in the jargons of specific professional groups, where speakers who are not native have gained education of English-language or as community members of practice this is not much of a problem (Keating and Egbert,2004; Wenger,1999).When compared it has been found that fluency of non-native speakers is often challenged during small talk or storytelling. Employees have this fear that during informal exchanges their linguistic inadequacies may get exposed, which In turn will indirectly dent their professional status, and this will make them to avoid conversations and other unfamiliar exchanges.

Holistic Model of Multilingualism

The three chief elements of this model depend on Focus on Multilingualism. Since this methodology was produced for instructive exploration, they are adapted to the investigation of the work environment. In this way, its three principle interrelated measurements are renamed as: (1) the multilingual expert, an informed proficient who has taken in a few dialects, (2) the expert etymological collection, which incorporates the language practices of experts in an organization and (3) the more extensive social setting, the outside conditions that impact the language practices of the experts in the organization. Every one of the measurements can be partitioned further. For the multilingual expert, there are two fundamental highlights: (1) their language and social skills and (2) their language perspectives. The expert etymological collection likewise has two sections: (1) language rehearses, that is, every one of the various dialect’s experts use in the organization and how they use them and (2) their language learning encounters. The setting is partitioned further by utilizing the four cultural systems however somewhat renamed to fill our need. These are (1) economy, (2) culture, (3) language schooling, and (4) language strategy. We will utilize this model to break down and arrange the information we gathered about experts working in organizations.



V. FROM LANGUAGE POLICY TO IDEOLOGY AND LANGUAGE USE

Martin-Jones et. al.(2012) have researched multilingualism and language policy in terms of government policies and language planning, nationalism, language standardization but less in terms of work-place. In policy discourses Multilingualism of the European economic zone is of interest as it imitates a blend of national, national and economic positions that are ideal. "The policies of EU explicitly refer to value multilingualism for citizens of Europe so that they can benefit from the opportunities that the union provides mostly dependent on free movement. Along with theirL1, EU citizens are encouraged to have knowledge about two other languages. As per European Commission (1995), for many socio-economic reasons, Standard languages are desirable.

In this context Multilingualism refers to one should be proficient in at least one language as separate standard varieties. Two kinds of multilingualism has been talked and critically viewed by Jaspers (2009), that is in the policy of EU, "prestige" type of the languages is promoted and in the "plebian" type languages which the low-educated working class migrants are forced to learn for their survival. Even though it is claimed that languages are perceived with equality, still some of them are seen with low and high status. Not only to EU institutions, but to any work environment this is relevant. In policy documents and practices in multilingual institutions this promotion of a "narrow" multilingualism is still evident by Unger et. al.(2014). Employees who speak multiple languages can easily move across countries, branches, posts and can easily make contracts and contacts (Angouri and Miglbauer, 2014). They can also in expanding network of the company and to meet financial targets. Knowledge about multiple languages is considered as a skill these days and is quite useful tool for organizations and this is beneficial for the employee to achieve employment in international companies. But only those languages are considered which are valuable for the marketwise and useful for the activities the organization does.

Values, practices and beliefs are associated with usage of language (Blommaert, 2005), they make an impact and imitate power imbalances at work, and for understanding practices and policies with regard to decisions made by the ones who are in power. For instance, as Krzyzanowski and Wodak (2010) mentioned that statements of EU policy, under the guidance of "multilingualism" Promote a core of languages and give unequal status to some of the languages.

Documents of language policy are ordinarily formally composed documents including rules and guidelines. They likewise work at various levels in a continuing from a "macro " national or public administrative level, to a "meso"

authoritative level, to an organizational level, to branch level, to even a "micro " working level of group, where it very well may be hard to recognize understood strategies or the genuine practices. Organizational strategies, quite often reflected in recruitment promotions, additionally assume a significant part as they impact the composition of the organizations labor force, its linguistic- repertoire, and the real utilization of the dialects at work. Approaches work at various degrees of the management and they are every now and then observed to intersect and overlap. In her investigation done on 10 banks and employing the two meetings and surveys, Kingsley (2013) addressed the implicit and explicit policies of language in banking foundations and the manner in which they separate as well as imitate the actual practices of language. Utilizing correspondingly base up blended methodology, Mahili (2014) talked about the manner in which language chosen is haggled locally with regards to the official and informal policies of the organization of various MNCs situated in Greece. A few examinations are worried about the uniqueness between actual practices of employees and policy documents. Emphasis on the written- communication between one Argentinian-subsidiary and its European administrative office(Gimenez, 2002), for example, has demonstrated the utilization of Spanish and English in oral communication in an Argentinian subsidiary, along with the utilization of English in its base camp, while others e.g., Vollstedt (2001) have comparatively talked about the broad utilization of neighborhood dialects in casual circumstances among local people in internal communications of organizations utilizing lingua francae. This doesn't repudiate a promise to a monolingual language strategy at authoritative level. As ongoing examination has contended by Fredriksson et al. (2006); Angouri (2014), vagueness in language approaches is common and an organization may advance one corporate language however permit the utilization of different dialects if that advances the organization's financial interests. "In the new special issue "Multilingualism at Work" (Angouri 2014), the perplexing connection between the policies of macro-level(e.g., the administrative and institutional policies of language examined in Hultgren's investigation) and micro level negotiation on choice of language(e.g., the in situ moves between Greek as the local language and English as LF in a similar association in Mahili's examination) has been fore- grounded. The writers express how decisions must be perceived comparable to the context of the collaboration and the more extensive organizational and socio-economic environment. Between employees choice of language is co-constructed and identified with the resolution of complicated issues, i.e., issues that require investigation, negotiation, synthesis and, or deciding the future plans of work and action that should be refined by groups as in financial-reports, tender proposition, and video chats. Due to the various members included and the requirement for accountability, choice of language turns out to be essential for the negotiation of job and duty. Accessibility to a wide range of local dialects empowers employees to partake in these complicated interactions and access to making decision. This is likewise identified with partaking in socio-professional occasions, for example, meetings, yearly away days, and similar occasions, which furnished the opportunity to meet with customers, suppliers, and partners from different nations. Pleasantly put by a speaker in Mahili (2014), Being ready to talk great English at the conference supper isn't [...] an official should yet the yearly gathering is your opportunity to state a few things with those higher up [...] it assists in getting promotions[...]."

As these investigations show, language choices between global and local seen, by all, to be neither stable nor clear and basic yet haggled among people prompting an unpredictable reality that can't be caught in archives of policies. It is this mismatch of practice and policy that has likewise been talked according to the alleged democratic working environment and the admittance to control (Park 2011).

VI. CONCLUSION

Choosing a language is directly associated with the political, social, moral order of institutions and organizations. Labels and discourses, such as non-standard and standard, commodities, economic assets, keys to internationalization, marketable skills and survival, imitate and enact positions in everyday discourses along with policy statements. Employees raise implications when the nature of the multilingual reality keeps on changing regarding teaching the languages and to prepare the students to be efficient enough to meet the demands of their(future)organization. In order to adapt themselves in changing conditions of the organization and economic pressures employees are needed to be mobile, multilingual, and adaptable. They should be able to work in teams, and to be able to deal with hidden power relations. They should also be able to adjust with different companies, teams, departments, and with people who are from different regions, countries, specializations and also with work-place communities that may intersect, overlap or even conflict with each other.

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