

Effects of language barrier at workplace

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Outline:

- Introduction: explanation of definitions and importance of the topic.
- Research questions/ research objectives
- Summary of information from Literature review
- Explanations of methods used to conduct the research
- Analysis of results
- Discussion: comparing results with previous studies
- Conclusion
- References

Introduction

Definition:

- “A language barrier is defined as a problem of miscommunication which not only cause misunderstanding, but leads to many other factors, which increase miscommunication and also prevents the flow of information” (Jaz, 2010, p.30)

Introduction

Importance of the topic:

- Problem of language barrier is spread worldwide
- Rise of complaints about misunderstanding of services to 75 %. (Stones, 2014)
- Cause of 25% of injuries of workers in emergency situations. (Society for Human Resource Management)

Introduction

Research objectives:

- To find causes of language barrier
- To investigate effects of language barrier
- To indicate, whether language barrier affected on emotional background of people.

Introduction

Research question:

- How does language barrier contributes to communication between people at workplace?

Hypothesis:

- Despite the fact of what your occupation at workplace is, the language barrier affects all the same by harming their work efficiency and emotional background

Literature review

Language barrier:

- Started to develop in 20th century
- Main reason for development: globalization
- Exists everywhere: schools -11 million people worldwide (Elsworth, 2013)
- Universities
- Healthcare -46 % of emergency situations (Flores, 2009)

Literature review

Causes of language barrier:

- Lack of language skills (Matilla, 2008)
- Cultural differences (Ellen Kim, 2008)
- Experience and knowledge at workplace (Kim, 2008)

Effects of language barrier

- Relationships suffer (Jaz, 2010)
- Negative impact on marketing results (Kim & Matilla, 2008)
- Emotional stress/ dissatisfaction with job (Madera & Dawson, 2014)

Literature review

Impact on emotional background of employee:

- Stress and low feedback (Dawson, 2008)
- Wish of employee to leave workplace (Madera, 2014)
- Experience of anxiety, fear and embarrassment (Matilla, 2008)

Methodology

Research method:

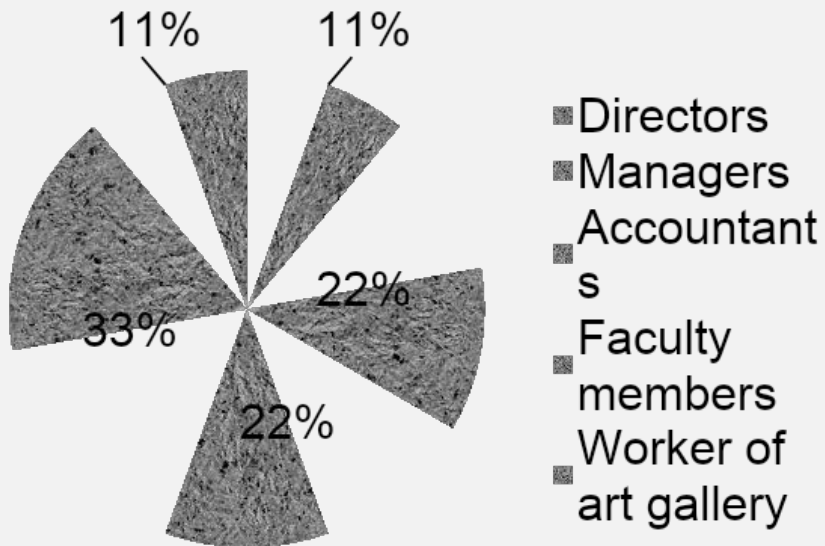
- Questionnaire- 10 questions (9 multiple-choice, 1 open-ended)

Questionnaire respondents:

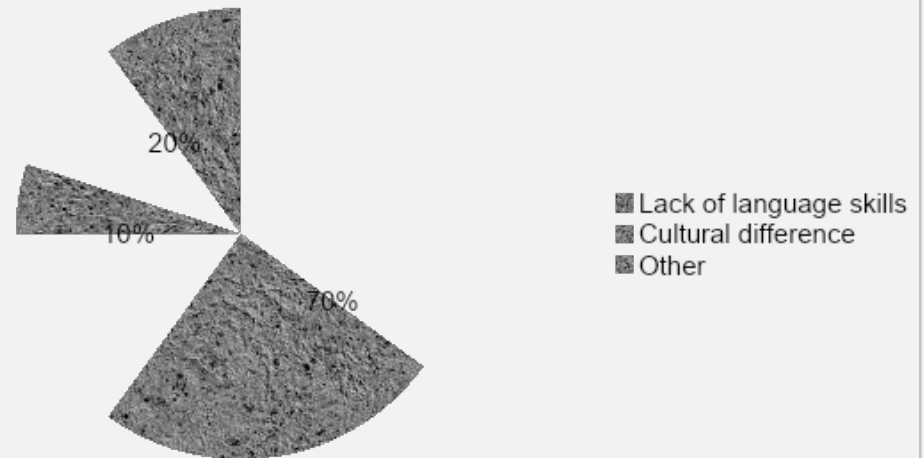
- 10 participants
- Different occupations (managers, directors, faculty-staff members, accountants)

Results:

Experience of language barrier

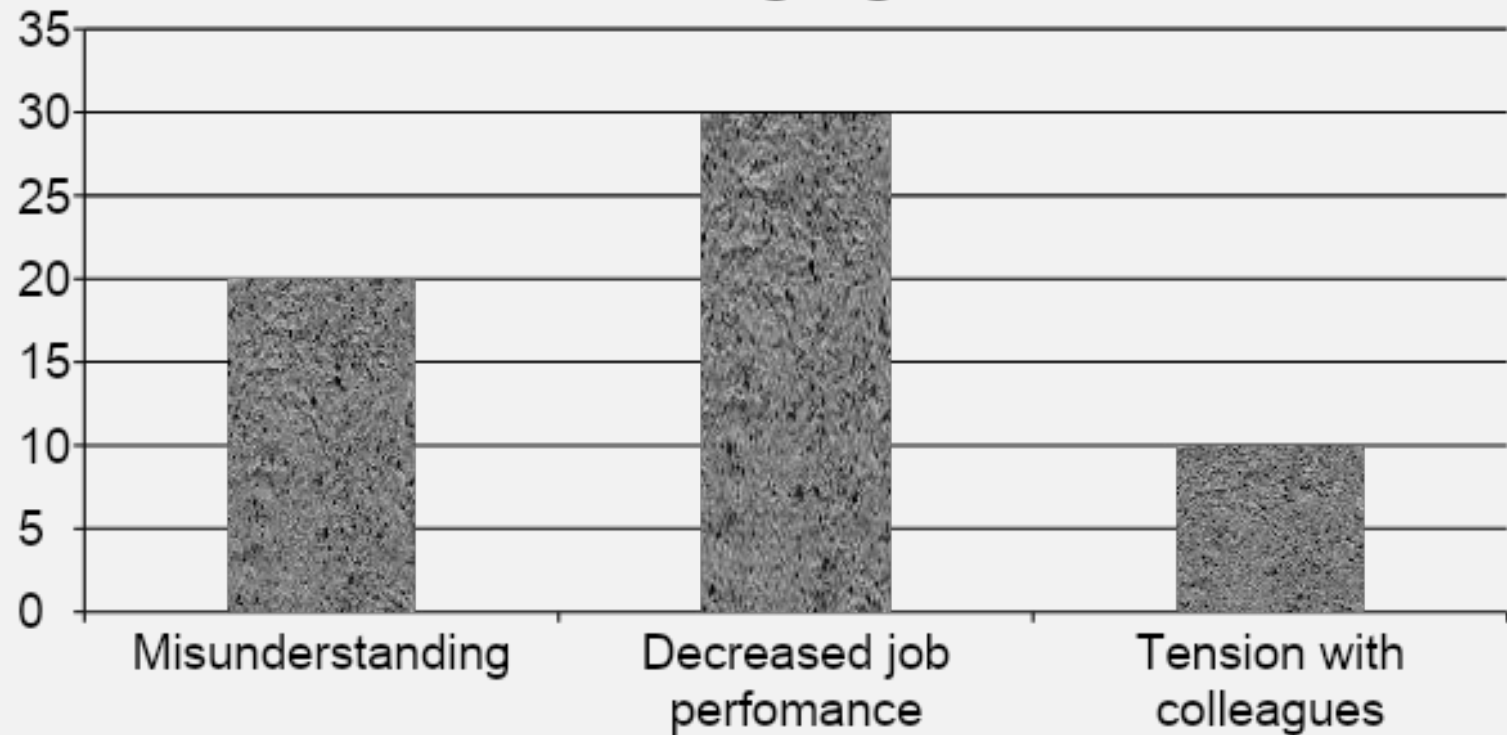


Causes of language barrier

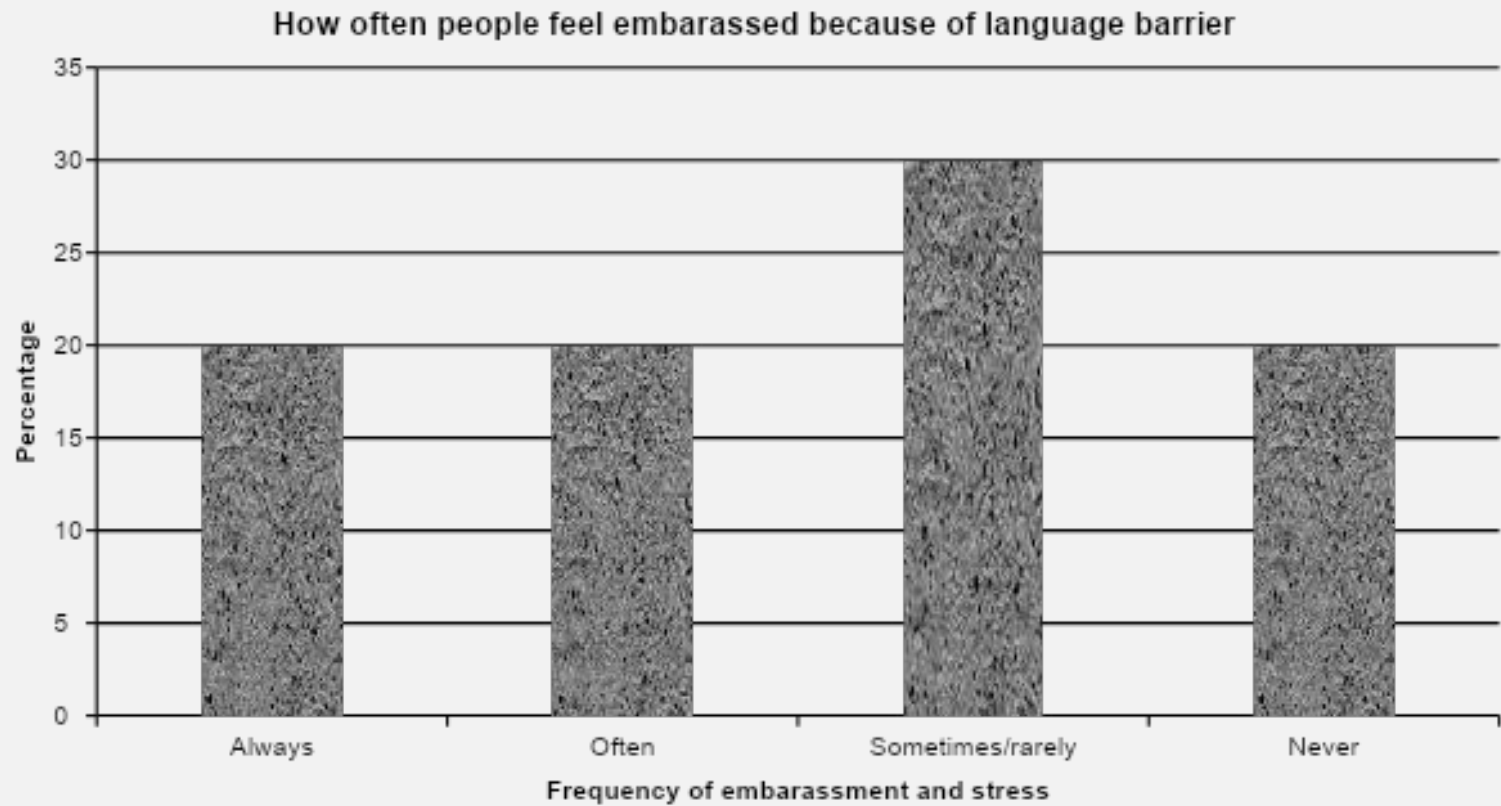


Results

Effects of language barrier



Results



Discussion

Results from previous studies

Causes:

- Lack of language skills (Matilla,2008)
- Cultural difference (Ellen Kim, 2008)
- Experience and knowledge at workplace (Kim, 2008)

Results from present study

Causes:

- Lack of language skills (69%)
- Cultural differences(10%)
- Other reasons (21%)

Discussion

Results from previous studies

Effects:

- Relationships suffer (Jaz, 2010)
- Negative impact on marketing results (Kim & Matilla, 2008)
- Emotional stress/dissatisfaction with job (Madera & Dawson, 2014)

Results from present study

Effects:

- Decreased job performance (30%)
- Dissatisfaction with job/feeling stressed (80%)
- Problems in relationship (70%)
- Frequency of embarrassment (90 %)

Discussion

Limitations:

- Time-consuming
- Language

Recommendation:

- Field for future studies- solutions for language barrier

Conclusion

- The main aim of the research - to indicate effects of language barrier at workplace and its impact on emotional background of employees
- The research question was answered
- The hypothesis was approved

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Thank you for attention!