

The Role of English and Technology on Human Performance in International Business

Cahya Budhi Irawan¹, Budi Sasongko², Imro'atul Husna Afriani³
STIE Jaya Negara Tamansiswa Malang, Indonesia¹²
Universitas 17 Agustus 1945 Banyuwangi, Indonesia³
Correspondence Email: cahyabudiirawanmalang@gmail.com
ORCID ID: 0000-00003-4731-8115

ARTICLE INFORMATION

Publication information
Research article

HOW TO CITE

Irawan, C. B., Sasongko, B., & Afriani, I. H. (2022). The role of English and technology on human performance in international business. *International Journal of Applied Business and International Management*, 7(2), 30-40.

DOI:

<https://doi.org/10.32535/ijabim.v7i2.1602>

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Received: 15 June 2022
Accepted: 29 June 2022
Published: 20 August 2022

ABSTRACT

We aim to investigate the concepts in previous research on English language education through human performance and international business. We used Content Analysis to compile scientific articles from Emerald, Science Direct, Korea Science, and books written by experts in the field of English education. We found that teachers and students alike must acquire sensitivity, emotional awareness, understanding of the teaching and learning process, and understanding of practical learning experiences as English can improve students' academic achievement and their job prospects after graduation.

Keywords: Education, English, Human Performance, International Business, Technology

INTRODUCTION

Today, the use of English is basic and more than required by any company. The main reason is English is a universal language allowing easier access to update new content, technology, and best practices produced by major global industry players. For the organization, English mastery is a driving force for the best business development. English also plays an important role in international business relations as it is an international language. Improving the quality of education, international business and human performance can also be affected by technology. One of these technologies is artificial intelligence, which helps the need for translation of English into teachers' and students' mother tongues. Artificial intelligence has a significant impact on business performance (Rao, 2019).

English education cannot be separated from teachers for students. Students do not always care about their English skills, but they value their English skills in the hope of improving their academic performance and job prospects after graduation. Most students have high self-efficacy and academic confidence in English as their second language (Badiozaman, Leong, Jikus, 2018). English can affect social and cultural inequalities, as shown by students from abroad who are studying at Puerto Rico universities influenced by Spanish as their mother tongue (Rosado, 2018). Culture also has a very important role in life in various fields, not only in education but also workplace. There is also a significant direct effect of English on an organization.

English teachers have explained that standards-based reform can narrow the professional practice of teachers in the middle class. Teacher education for pre-service teachers or aspiring teachers is given guidance to respect teaching work. Educators involve students in learning and its development. In carrying out learning, teachers must carry out the process and identify student participation. As teachers and students are also required to learn towards understanding concepts, emotional feelings, understanding how learning works, and understanding practical learning experiences (Turvey & Lloyd, 2016). Teachers should also be briefed on important assignments in serving students as advocates of social justice in the classroom and school environment (Bieler & Burns, 2017).

English teachers should also learn from teachers who are better than them. They can use two ways to help pre-service English teachers with adolescent dominant discourses so that they can be in the right position when teaching. Pre-service teachers are invited to speak in schools and other places where English is the local language. They then exchanged positions as experts who accompany educators in educating pre-service teachers (Petrone & Sarigianides, 2017).

English also plays a significant role in an organizational or corporate environment. Companies are usually reluctant or unable to invest in staff learning English (Duval-Couetil & Mikulecky, 2011). When a company involves features about individuals in its operations strategy decision-making (motivation, personal goals, abilities, etc.), it will affect the development of better performance. When employees achieve a higher level of satisfaction with performance, their motivation to work in a competitive field will also increase (Rusmingsih, Widarni, & Bawono, 2021). Qualified organizations will usually ask generative questions to colleagues who are

interested in democratic and critical English education work (Gatti, Masterson, Brooke, Shah, & Thomas, 2018).

LITERATURE REVIEW

Technology can also improve marketing performance in company business. Technology also can manage relationships between workers or companies more effectively and efficiently, such as coordination between companies, and collaboration between international companies. International business negotiation styles and tactics are a must if you are to get the desired results in business (Heiba, 1984). Technology-based customer relationship management is a beneficial method and has a very important impact on increasing effective SME business performance (Jeong, Jin, & Jung, 2020). Santhanakrishnan, Naithani, Parasar, and Gilliani (2019) contended that the logistics sector could rapidly evolve by adopting innovative technology providing a competitive edge in the marketplace.

Technology, especially digital technology, has penetrated various sectors including the business sector (Bawono, 2021). The digital world is a phenomenon and a world that must be mastered by modern workers. Mastery of technology is fundamental to improving the performance of modern humans (Sulisnaningrum, Widarni, & Bawono, 2022).

Technology is an inseparable part of human life. New generations are competing to create innovations in the hope of making human work easier for now and in the future (Lyapina, Sotnikova, Lebedeva, Makarova, & Skvortsova, 2019). Technology is also beneficial for students with disabilities not only in developed countries, but also in developing countries (Sarker, Wu, & Hossin, 2019). Intern teachers can also enjoy the benefits of technology, by utilizing technology interns can use various useful applications, such as bookkeeping applications to be managed with a computer with neat and orderly results. This is very useful for interns in carrying out learning in the school environment (Damayanti, & Rusminingsih, 2021).

International business networks can affect the business network of SMEs. Small businesses will weaken along with the increasing quality of large international business companies (Jeong, Jin, & Jung, 2019). Chinese international business educators place greater emphasis on technical aspects such as international trade and finance and import/export business while their American counterparts emphasize managerial focuses such as international marketing and international economics (Siu, 1992).

Companies no longer just need specialists who handle various technical skills or computer equipment perfectly. They also demand comprehensive professionals with other types of skills and the ability to do the necessary things such as the use of international languages like English. English is a universal language, therefore, a professional with a proficient level of English is not better than others in terms of expertise in his field, but rather meets the minimum requirements that apply in the world. All future professionals need to look at English not as additional knowledge, but as an important part of their training (Rao, 2019).

Mastery of English has even become an exclusive requirement for computer experts who are looking for work or aspiring to better positions. Today some companies do not consider professionals who are not bilingual because the market has opened the door to new and large international companies in the field of technology, with high-quality standards, both in knowledge and professional excellence required. For that, it is not just knowing English to get a promotion, but it must be understood that if a professional wants to be part of an excellent company, they must reflect that excellence, by all means. The reality is that English is, in some cases, a differentiating element that allows aspirations for better positions and earnings, as employers understand that a specialist who, if the specialist masters English, will be able to handle projects that require global interaction better with professionals or clients from anywhere in the world; a situation that is becoming increasingly common across companies of all sizes (Da Cruz, 2018).

Most professionals who come from countries that do not use English as an official language are poorly prepared and do not master English in the realm of global professional competition. However, more and more of them are taking the weight of this skill and are getting attracted to training. They are poorly prepared in the basic ability to read English content. However, few professionals who manage well with other superior written skills and, above all, verbal communication skills, make a difference in good project execution in today's complex context (Jacob, 2019).

Students should try to expose themselves as early as possible to the practice and use of advanced English, both technical and non-technical. In a positive light, this is a great opportunity for them to differentiate themselves professionally and project themselves without boundaries on a local or global level. All over the world, there are countless specific and very authentic languages. However, many of these languages are spoken by a few people, or only in a few countries. Language in general is not very important in labor dynamics. English is the opposite, and therein lies the importance of learning it, as it is one of the most widely spoken languages in the world, making it an iconic language for personal and professional aspirations (Shafirova & Cassany, 2019).

English has positioned itself as a universal language, crossing countless borders. The United Kingdom envisions English as a language that can connect people globally. English builds connections between people and positions English around the world, allowing large numbers of populations to communicate with each other without needing to know each other's native language. This language has successfully expanded communication, opening doors for many people on a personal and professional level. In other words, English is the language of international communication, finance, and world trade (López & Morales, 2021).

In today's world of work, usually, a perfect mastery of English is required for the best job opportunities. Precisely because it is a universal language and a link between countries. Many national and multinational companies require their employees to be bilingual and one of the languages they know is English. Mastering English opens the door to all kinds of opportunities. By knowing English and managing it fluently, we can have access to more diverse, current, and complete information about various texts on the web or books in general, because many scientific, technological, and academic texts are written in English. In

addition, speaking English allows us to maintain our knowledge by understanding new ways of communicating, which gives us the tools to connect with other people (Papi & Hiver, 2020).

Through several studies, science has determined that learning or knowing a second language, such as English, helps provide certain stimuli to our brain, awakening abilities, skills, creativity, problem-solving, and handling mental reasoning, which will be very helpful. Speaking English as a language will not only make one feel very proud of new learning but also a great opportunity that, without a doubt, opens doors to the whole world, everywhere (Lam, 2022).

RESEARCH METHOD

We aim to investigate the function of English in improving the quality of human performance and its important role in international business. We used content analysis to screen academic articles from prestigious journals and books written by English language education, human performance, and international business professionals. We collected scientific papers systematically, from selection to analysis, using a systematic approach to library research. We assessed our research articles using content analysis. Our study uses a qualitative research approach, and the results are assumptions based on the results of previous studies.

We started our research by exploring the function of English language education in human performance, as well as the role of English in improving the quality of international business, as any improvement in human performance or international business will inevitably require English language education at some point. Consequently, we study human performance, international business, and the English education system. English education is practical and will continue to be used to increase the level of human performance or in establishing international business relationships. We found four important themes in our first study: English education, human performance, technology, and international business.

Based on our examination of hundreds of research publications on Emeralds, each sector has potential for future growth. Our theme analysis aims to establish the relationship between the variables we identified and the prospective factors that might influence international business today, tomorrow, and in the past. Abstract ideas are developed by investigating the relationships between subjects as well as the relationships between individual themes. The relationship between English language education and human performance is described. We conducted a content analysis using the analytical technique described by Bengtsson (2016), which includes the following procedures.



Figure 1. Content Analysis Stage Diagram

As illustrated in Figure 1, we started from a predetermined point below:

Stage 1: Decontextualization, identifying related pieces of information.

Stage 2: Recontextualization, selection, and distribution between “content” and “garbage” that can be considered.

Stage 3: Classification, categorizes researchers into homogeneous groups and triangulates them.

Stage 4: Documentation, Doing adequate consideration of evidence Member verification, interviews, and audit questions.

As an interpretation of the study, the study's findings are summarized in Table 1 and Figure 2.

RESULTS

The analysis elucidates the link between the subjects, namely: English education, human performance, technology, and international business.

Report Interpretation

We have summarized the findings of the content analysis by topic in Table 1. We detected four main themes in our study, by doing a lot of triangulation and improving the findings, which we have outlined in the table. Then, using the figure in Table 1, we tried to relate the flow of connections between topics.

Table 1. Content Analysis

Theme	Content Analysis
English Education	The English education system is a learning system to improve English language skills
Human Performance	Human performance refers to various techniques to improve the quality of human performance.
Technology	Technology plays a critical role in various aspects of education and international relations
International Business	International business has an important role in improving the economy and national relations in various worlds

Table 1 summarizes the content analysis findings on our topic. We identified four significant themes in our study by performing some triangulation and refining the results, as shown in the table. Using the figure in Table 1, we connected the flow of connections between subjects.

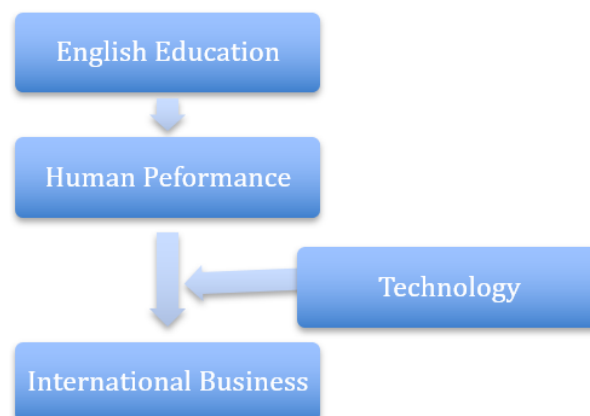


Figure 2. Content Analysis Diagram

English has a close relationship with the development of human performance, with the help of technology. English education is widely used in various fields, this is because English is an international language. Therefore, English plays an important role in developments in various fields, for example, human performance. English is very important for the growth of human performance. The quality of human performance also has a great influence on the development of international business, we also find that technology is very important for the advancement of English education, human performance, and international business.

Artificial intelligence is one of the technologies with the potential to make a significant contribution to English language education with a translator who can assist teachers in translating from English into students' mother tongues. Technology also makes it easier for business people to do local and international business easily and efficiently. With technology, business people can easily establish relationships between workers and between companies around the world.

The English education system is a learning system to improve English language skills. Where human performance refers to various techniques to improve the quality of human performance, the ability to speak English is one of the skills needed in international business. In addition to international language skills, technological capabilities are also needed in developing human performance in the era of globalization, namely the ability to develop and use technology, especially digital technology. Technology plays a critical role in various aspects of education and international relations so technology becomes a factor in strengthening English language skills in improving human performance.

DISCUSSION

Students may not always be concerned with their English language skills, however, they value the English they acquire in the hope of improving their academic achievement and job prospects for life after college. English may also affect social and cultural disparities, as illustrated by international students studying at a Puerto Rican institution. It delves into the impact and ramifications of their decision to use Spanish as their primary language. Culture is important for living in a variety of disciplines, not only education. In the realm of work, culture inspires and motivates the quality improvement of human performance. Human resources can also be influenced by the direct work motivation of workers, nevertheless, organizational culture and the quality of employee performance cannot be influenced by work motivation.

Standards-based reforms may confine English teachers' professional behavior in secondary classrooms in the United Kingdom and compare with accounts of pre-service teacher education, in which teacher-to-be instructors are taught to appreciate the essence of teaching. It is necessary to emphasize the process of identity formation associated with classroom participation, as well as the creative practice capability to motivate students to take an active role in their learning and development. It is also necessary to emphasize the process of identity formation associated with classroom participation. Women must pay particular attention to the level and topic of study when it comes to formal education. Instructors and students alike must acquire intellectual acuity, emotional awareness, an

understanding of the teaching and learning process, and an understanding of practical learning experiences. English instructors should also get training from more experienced educators. English teacher educators may utilize two strategies to support and probe pre-service English teachers regarding teenage prevailing discourses to position them more effectively. It is beneficial for developing instructional techniques that align with a more thorough knowledge of high school pupils.

The development of human performance and the incorporation of models in the physiological, medicinal, social, and cognitive domains, neurobiological (neurochemical) frameworks are often used. In addition, an overview of the Laboratory Organization of the Department of Defense is included to assist designers, modelers, and equipment builders in determining research sites, test programs, and related discoveries. It begins with a discussion of worker quality and metrics frequently used in Department of Defense laboratories and concludes with a discussion of the current status of human performance appraisal and future prospective measures. This is in contrast to military units, which enhance human performance by developing theories that enable them to understand the psychological, organizational, and social processes that underpin individual behavior.

Businesses and organizations have benefited from technology. One such technology is artificial intelligence, which comprises several technologies, including translation, as well as chatbots and algorithms used in learning applications. They use artificial intelligence to build and optimize strategic and competitive advantages. To put it another way, it is the potential to boost human performance. Enterprises can increase the economic value of previously converted projects by using these artificial intelligence qualities. Businesses developing artificial intelligence capabilities may achieve maximum performance by restructuring their systems to make use of their features/technology.

Technology also cannot be separated from human life. The new generation is competing to develop new technology to add human power for the present and the future. Technology benefits students with disabilities in many developed and developing countries. They potentially can improve the economy and quality of employees in developing countries. Technology is another way for intern instructors to get various conveniences that can help in completing their work. Some useful applications for teachers who are doing internships, for example, are accounting software that can be managed via a computer and provide neat and orderly data results.

International business negotiations require a combination of styles and tactics to achieve the desired results. The traditional mindset of dealing with foreign governments and John Wayne's methods will no longer work. "Be original" and "adaptable" will be the future buzzwords when it comes to effective international business discussions. Chinese educators of international business place greater emphasis on technical subjects such as international trade and finance and import/export business, whereas their American counterparts place greater emphasis on managerial subjects such as international marketing and international economics. In a business, there is also a buyer-seller relationship that must be managed. This can be achieved through the use of technology-based customer

management, which results in effective improvement of SME business performance. International networks can also affect the international performance of SME business networks.

CONCLUSION

Teachers and students alike must acquire sensitivity, emotional awareness, understanding of the teaching and learning process, and understanding of practical learning experiences. Teachers should also be briefed on the important task of teaching as advocates of implementing justice in the classroom or in the community and schools of so-called social justice standards in preparing English teachers to increase visibility and success in this important work. English can improve students' academic achievement and their job prospects after graduation. English can also have a social and cultural impact. Culture can play an important role in life in various disciplines, not only in education but also in the world of work, Culture has a huge direct effect on employee motivation and performance. Work motivation is very influential on the quality of human resource performance. English also plays an important role in international business relations because English is an international language. Improving the quality of education, international business and human performance can also be affected by technology. One of these technologies is artificial intelligence. Artificial Intelligence helps the need for translation of English into the mother tongue used by teachers and students in learning English. Artificial intelligence has a significant impact on business performance.

ACKNOWLEDGMENT

N/A

DECLARATION OF CONFLICTING INTERESTS

We declare no potential conflicts of interest concerning the study, authorship, and/or publication of this article.

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