

ITF / Born Global Survey: Using Languages at Work

Survey of Inspiring the Future volunteers who use languages at work, October 2014

N=146 respondents



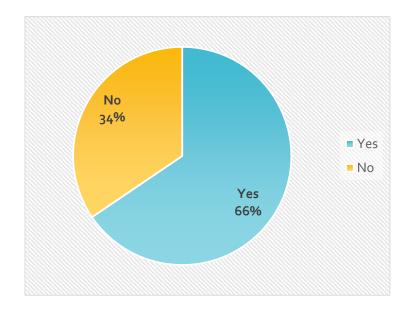


Methodology

- Inspiring the Future is the free service that the Education and Employers Taskforce runs to connect schools and employers
- As of October 2014, there are 16,000 Inspiring the Future volunteers, of which 1,600 people indicate that they use one or more foreign languages at work
- The Using Languages at Work survey was distributed to approximately 1,300 Inspiring the Future languages at work volunteers who consent to receiving emails in October 2014
- A total of 146 Inspiring the Future languages at work volunteers, who do a very wide range of jobs for a very wide range of organisations, responded to the survey
- Results from the survey are set out in this presentation

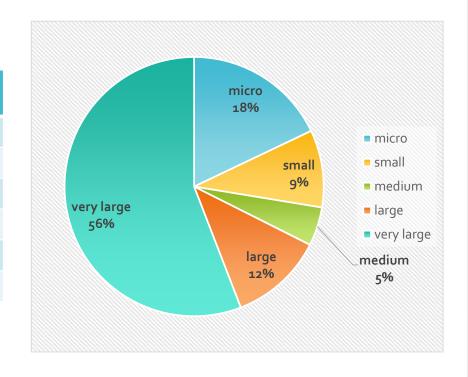
Is your organisation multinational i.e. does it have offices or branches overseas?

Respondents	Frequency
Yes	95
No	50
Total	145



Size of your organisation

Respondents	Frequency
Micro: 1-9	26
Small: 10-49	14
Medium: 50-249	7
Large: 250-1,999	17
Very large: 2,000+	81
Total	145



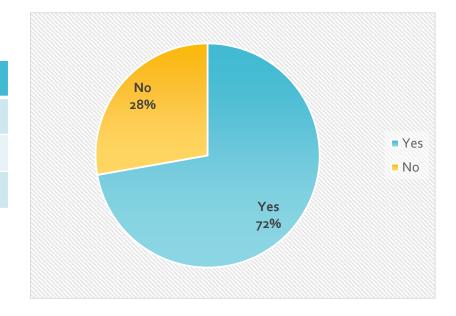
Sector of organisation

Very diverse!

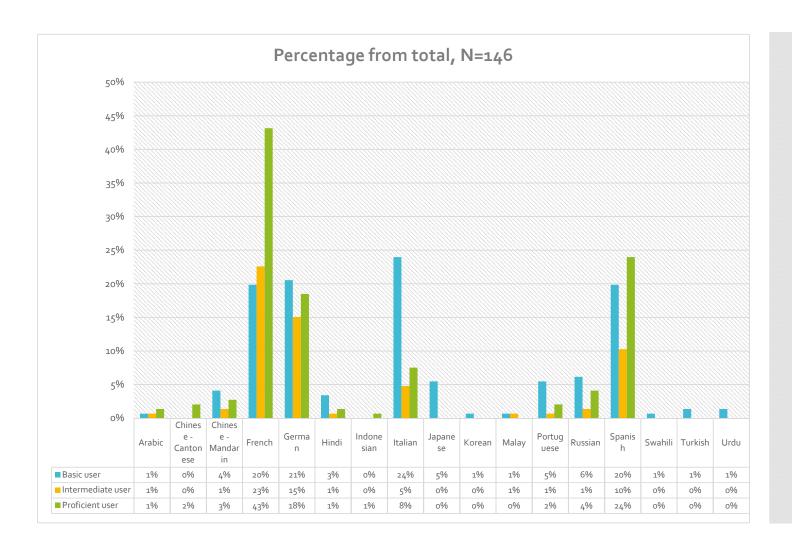
Ц	1 - Admin/Business	6.21% (9)	2 - Aerospace/Aviation	1.38% (2)
	3 - Agriculture/Food Production	0.69% (1)	4 - Building/Construction	2.76% (4)
	5 - Catering/Hospitality	0.69% (1)	6 - Central/Local Government	4.83% (7)
	7 - Design/Arts/Crafts	0.69% (1)	8 - Education/Training	6.21% (9)
	9 - Education/Training	6.9% (10)	10 - Energy/Utilities	2.76% (4)
	11 - Engineering	2.07% (3)	12 - Environment	1.38% (2)
	13 - Financial/Insurance/Banking	17.93% (26)	14 - Healthcare	2.76% (4)
	15 - IT/Computers	5.52% (8)	16 - Languages/Info/Culture	2.07% (3)
	17 - Legal/Political Services	8.97% (13)	18 - Leisure/Sport/Tourism	0.69% (1)
	19 - Manufacturing/Production	1.38% (2)	20 - Marketing/Advertising	3.45% (5)
	21 - Media/Print/Publishing	3.45% (5)	22 - Performing Arts/Entertainment	0.69% (1)
	23 - Personal/Other Services	1.38% (2)	24 - PR/Communications	2.07% (3)
	25 - Retail/Customer Service	1.38% (2)	26 - Science/Technology	0% (0)
	27 - Security/Armed Forces	1.38% (2)	28 - Social Work/Counselling	0% (0)
	29 - Transport/Logistics	0% (0)	30 - Telecommunications	0.69% (1)
	31 - Not For Profit	2.07% (3)	32 - None of these	7.59% (11)

Is English your native language?

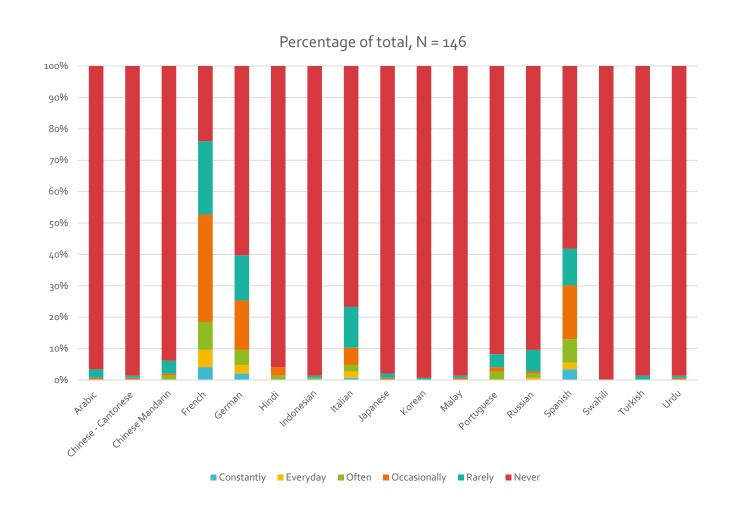
Respondents	Frequency
Yes	104
No	40
Total	144



Which foreign languages do you speak and at what level of proficiency?



Which foreign languages do you use at work and how frequently?

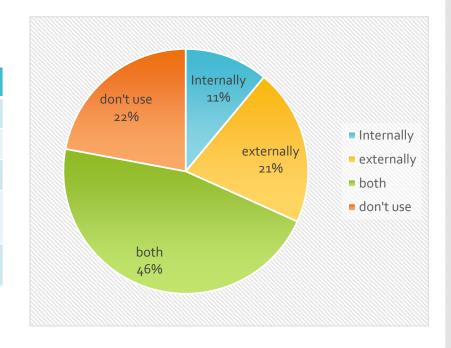


Which foreign languages do you use at work and how frequently?

	Constantly	Everyday	Often	Occasionally	Rarely	Never
Arabic	0%	0%	0%	1%	3%	97%
Chinese - Cantonese	0%	ο%	ο%	1%	1%	99%
Chinese Mandarin	0%	0%	1%	1%	4%	94%
French	4%	5%	9%	34%	23%	24%
German	2%	3%	5%	16%	14%	60%
Hindi	0%	ο%	1%	3%	о%	96%
Indonesian	0%	0%	1%	0%	1%	99%
Italian	1%	2%	2%	5%	13%	77%
Japanese	0%	0%	0%	1%	1%	98%
Korean	0%	ο%	ο%	o%	1%	99%
Malay	0%	0%	0%	1%	1%	99%
Portuguese	0%	0%	3%	1%	4%	92%
Russian	0%	1%	1%	1%	7%	90%
Spanish	3%	2%	8%	17%	12%	58%
Swahili	0%	0%	0%	0%	o%	100%
Turkish	0%	0%	0%	o%	1%	99%
Urdu	0%	0%	0%	1%	1%	99%

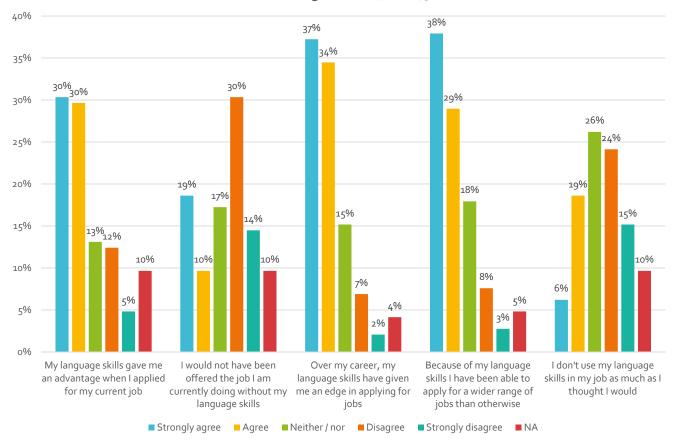
How do you use languages in your current role?

Respondents	Frequency
Internally	16
Externally	30
Both	67
I do not use languages at work	32
Total	145

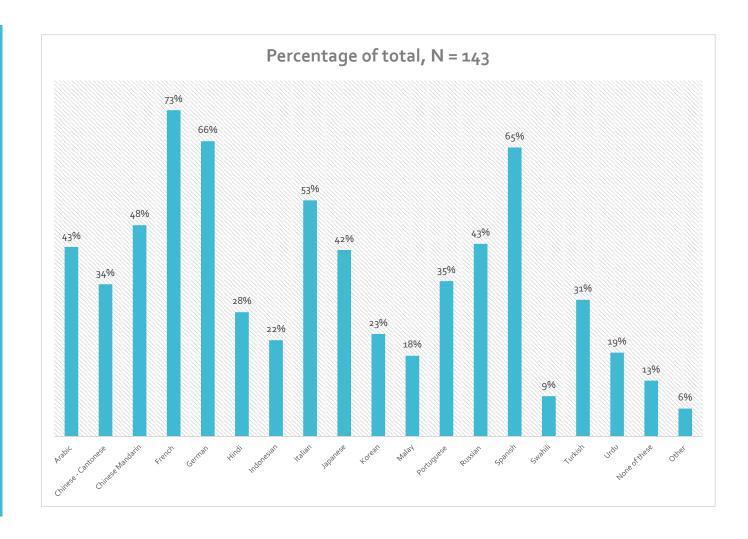


Thinking of your own career, how strongly would you agree with the following statements?

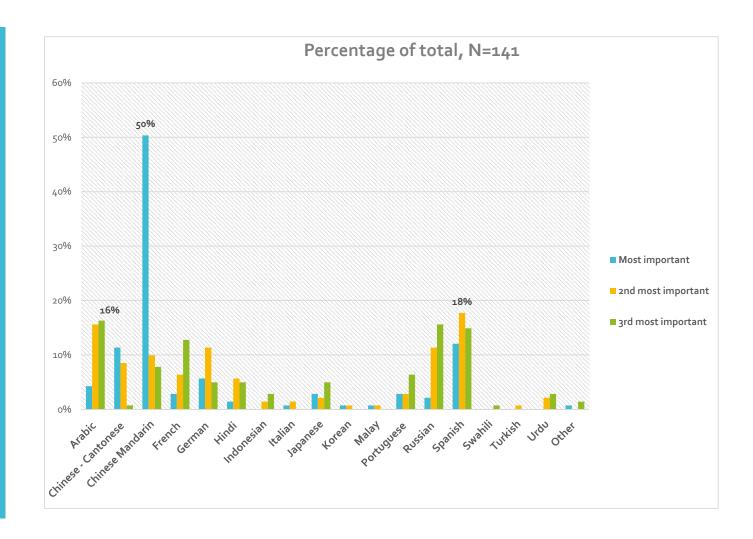
Percentage of total, N=145



To the best of your knowledge, which languages in addition to English does your organisation use currently?



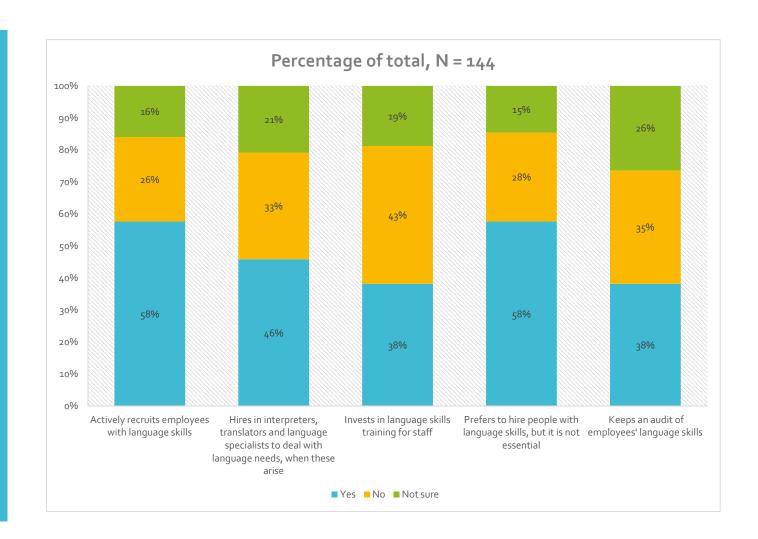
Please select the top THREE additional languages you think would be most useful to extend business opportunities in the future and rank them in order of importance.



Please select the top THREE additional languages you think would be most useful to extend business opportunities in the future and rank them in order of importance.

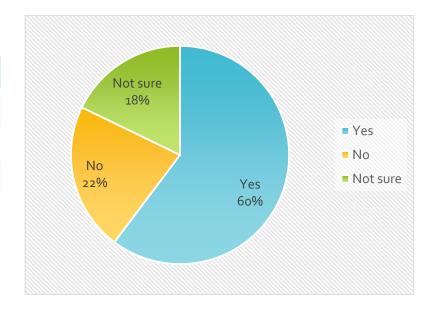
	Most important	2nd most important	3rd most important
Arabic	4%	16%	16%
Chinese - Cantonese	11%	9%	1%
Chinese - Mandarin	50%	10%	8%
French	3%	6%	13%
German	6%	11%	5%
Hindi	1%	6%	5%
Indonesian	o%	1%	3%
Italian	1%	1%	о%
Japanese	3%	2%	5%
Korean	1%	1%	о%
Malay	1%	1%	0%
Portuguese	3%	3%	6%
Russian	2%	11%	16%
Spanish	12%	18%	15%
Swahili	o%	o%	1%
Turkish	o%	1%	о%
Urdu	o%	2%	3%
Other	1%	o%	1%

Please tell us more about how your organisation approaches languages.

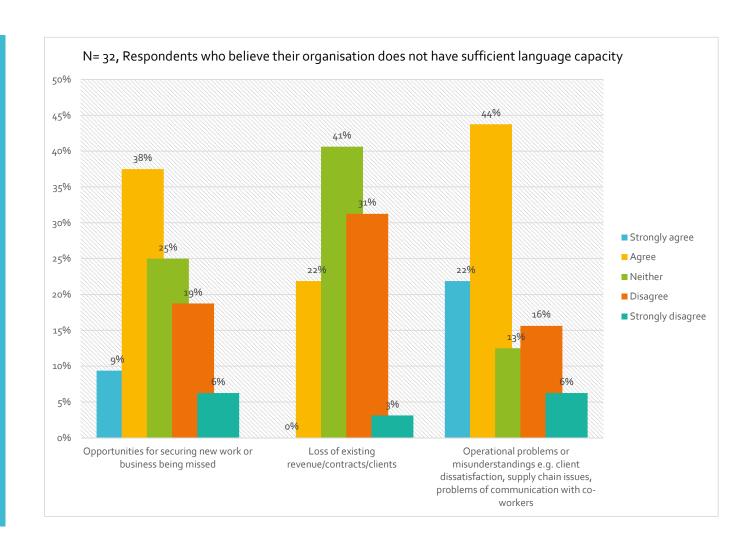


Do you think your organisation has sufficient language capacity, at present?

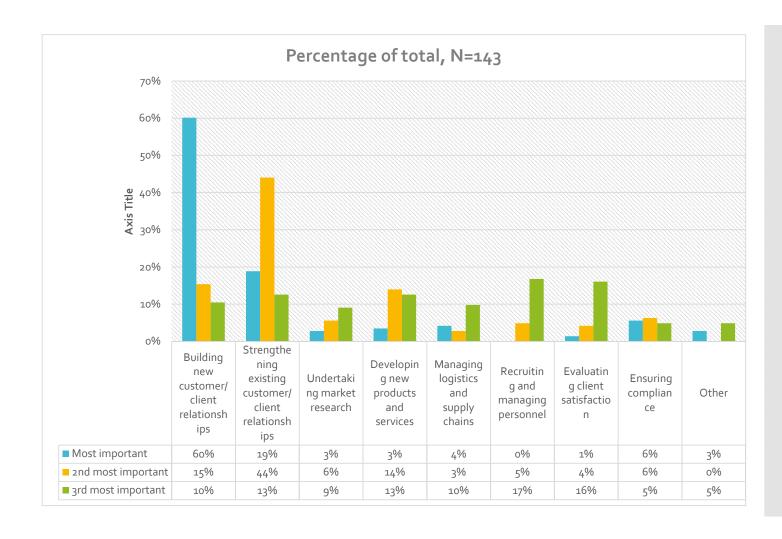
Respondents	Frequency
Yes	88
No	32
Not sure	26
Total	146



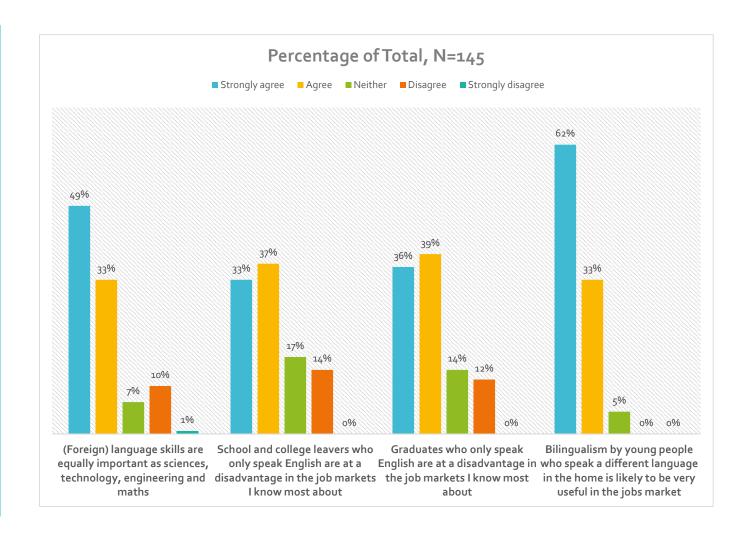
Thinking about your organisation's performance over the last 12 months, how strongly do you agree with the following statements?



Thinking about improving the day-to-day operations of your organisation, which three of the following areas would most benefit from greater knowledge of a relevant foreign language?

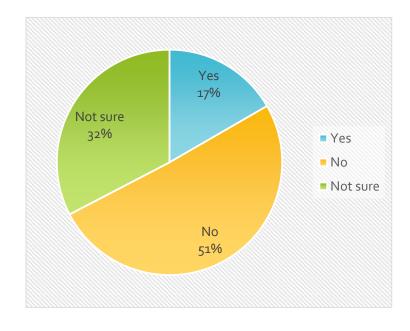


Thinking about employability and job prospects for the current and next generations, how strongly do you agree with the following statements?



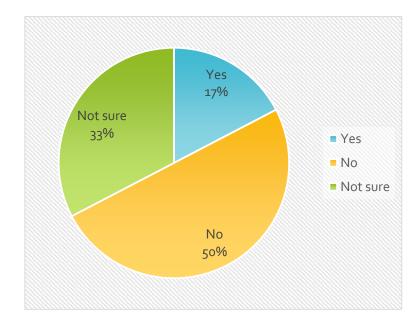
Would you say that young people understand how languages are used in the sort of work you do?

Respondents	Frequency
Yes	24
No	73
Not Sure	47
Total	144



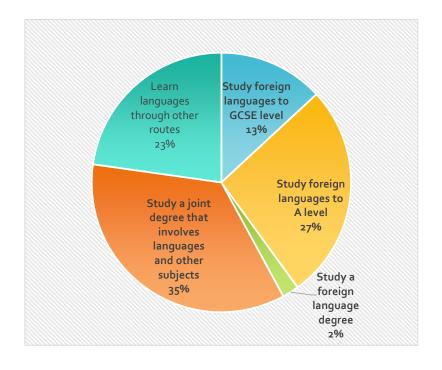
Do you think that young people understand the advantages (if any) of having language skills when it comes to finding work in your sector?

Respondents	Frequency
Yes	25
No	72
Not Sure	47
Total	144



If a young person asked you for advice on how to get into your current line of work, would you advise that they:

Respondents	Frequency
Study foreign languages to GCSE level	19
Study foreign languages to A level	39
Study a foreign language degree	3
Study a joint degree that involves languages and other subjects	51
Learn languages through other routes	33
Total	145



Other: If a young person asked you for advice on how to get into your current line of work, would you advise that they...

Responses included:

- 'Do an internship or other short term job abroad'
- 'Evening classes, exchange year, additional subject at university'
- 'Go abroad, especially going on Erasmus or any other university exchange'
- 'Immersion (hosting family, travelling, internship...)'
- 'Language institutes'
- 'School, travel and work experience'
- 'Self study and immersion'
- 'Study foreign language to A level AND live abroad immersed in another culture and language'
- 'Travel, spend time in other countries. Immerse yourself in the language and culture'

Cross-tabulation

Cutting off the data in terms of organisation size and native English speakers

Effect of organisation size on language utility at work

How do you use your language skills at work

Size of organisation	Internally	Externally	Both	Don't use	(blank)	Grand Total
Micro	0.00%	46.15%	42.31%	11.54%	0.00%	100.00%
Small	0.00%	28.57%	57.14%	14.29%	0.00%	100.00%
Medium	14.29%	28.57%	42.86%	14.29%	0.00%	100.00%
Large	5.88%	17.65%	35.29%	41.18%	0.00%	100.00%
Very large	17.28%	11.11%	48.15%	23.46%	0.00%	100.00%
(blank)	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%
Grand Total	10.88%	20.41%	45.58%	21.77%	1.36%	100.00%

Do organisations value language skills?

	Size of organisation Micro Small medium Large Large					
Statements		Micro	Small	medium	Large	,
	Agree	50%	57.14%	42.86%	47.06%	67.90%
My language skills gave me an advantage when I applied for my current job	Neither	7.69%	14.29%	14.29%	17.65%	13.58%
	Disagree	7.69%	21.43%	28.57%	29.41%	16.05%
	NA	34.62%	7.14%	14.29%	5.88%	2.47%
	Agree	34.62%	42.86%	28.57%	17.65%	25.93%
I would not have been offered the job I am currently doing without my	Neither	15.38%	7.14%	28.57%	29.41%	16.05%
language skills	Disagree	11.54%	42.86%	42.86%	47.06%	55.56%
	NA	38.46%	7.14%	0.00%	5.88%	2.47%
	Agree	11.54%	21.43%	14.29%	23.53%	30.86%
I don't use my language skills in my	Neither	15.38%	14.29%	42.86%	29.41%	29.63%
job as much as I thought I would	Disagree	38.46%	57.14%	42.86%	35.29%	37.04%
	NA	34.62%	7.14%	0.00%	11.76%	2.47%

How do organisations approach their language needs?

Statements			Size of o	organisatio	on	
		Micro	Small	Medium	Large	Very Large
	Yes	26.92%	57.14%	42.86%	47.06%	70.37%
Actively recruits employees with language skills	No	50.00%	35.71%	57.14%	23.53%	14.81%
, , , , , ,	Not sure	15.38%	7.14%	0.00%	23.53%	13.58%
	NA	7.69%	0.00%	0.00%	5.88%	1.23%
	Yes	26.92%	42.86%	71.43%	29.41%	53.09%
Hires in interpreters, translators and language specialists	No	61.54%	42.86%	28.57%	47.06%	19.75%
to deal with language needs, when these arise	Not sure	7.69%	14.29%	0.00%	17.65%	25.93%
	NA	3.85%	0.00%	0.00%	5.88%	1.23%
	Yes	11.54%	42.86%	28.57%	47.06%	44.44%
Invests in language skills training for staff	No	73.08%	42.86%	57.14%	41.18%	32.10%
invests in language skins training for stari	Not sure	7.69%	14.29%	14.29%	5.88%	22.22%
	NA	7.69%	0.00%	0.00%	5.88%	1.23%
	Yes	50.00%	50.00%	71.43%	58.82%	59.26%
Prefers to hire people with language skills, but it is not	No	38.46%	42.86%	28.57%	23.53%	22.22%
essential	Not sure	7.69%	7.14%	0.00%	11.76%	18.52%
	NA	3.85%	0.00%	0.00%	5.88%	0.00%
	Yes	30.77%	28.57%	42.86%	23.53%	44.44%
Keeps an audit of employees' language skills	No	50.00%	57.14%	57.14%	29.41%	25.93%
reeps an addit of employees language skills	Not sure	11.54%	14.29%	0.00%	41.18%	28.40%
	NA	7.69%	0.00%	0.00%	5.88%	1.23%

Organisation size and language capacity

	Size of organisation						
sufficient language capacity at your organisation	Micro	Small	medium	Large	Very large	(blank)	Grand Total
Yes	69.23%	71.43%	42.86%	47.06%	60.49%	0.00%	59.86%
No	23.08%	21.43%	28.57%	29.41%	18.52%	50.00%	21.77%
Not sure	7.69%	7.14%	28.57%	23.53%	20.99%	0.00%	17.69%
(blank)	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.68%
Grand Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Do native
English
speakers
benefit more
than nonnatives in
labour market?

Are you a native English speaker

Agree 36.54% 30.00% 0.00% 34.01% Neither 15.38% 12.50% 33.33% 14.97% Disagree 7.69% 5.00% 0.00% 6.80% Strongly disagree 1.92% 2.50% 0.00% 2.04% NA 5.77% 0.00% 0.00% 4.08% (blank) 0.00% 0.00% 66.67% 1.36%	i i i i i i i i i i i i i i i i i i i				15.00.00.00.00.00.00.00.00.00.00.00.00.00
Agree 36.54% 30.00% 0.00% 34.01% Neither 15.38% 12.50% 33.33% 14.97% Disagree 7.69% 5.00% 0.00% 6.80% Strongly disagree 1.92% 2.50% 0.00% 2.04% NA 5.77% 0.00% 0.00% 4.08% (blank) 0.00% 0.00% 66.67% 1.36%	edge in applying for Jobs	Yes	No	(blank)	Grand Total
Neither 15.38% 12.50% 33.33% 14.97% Disagree 7.69% 5.00% 0.00% 6.80% Strongly disagree 1.92% 2.50% 0.00% 2.04% NA 5.77% 0.00% 0.00% 4.08% (blank) 0.00% 0.00% 66.67% 1.36%	Strongly agree	32.69%	50.00%	0.00%	36.73%
Disagree 7.69% 5.00% 0.00% 6.80% Strongly disagree 1.92% 2.50% 0.00% 2.04% NA 5.77% 0.00% 0.00% 4.08% (blank) 0.00% 0.00% 66.67% 1.36%	Agree	36.54%	30.00%	0.00%	34.01%
Strongly disagree 1.92% 2.50% 0.00% 2.04% NA 5.77% 0.00% 0.00% 4.08% (blank) 0.00% 0.00% 66.67% 1.36%	Neither	15.38%	12.50%	33.33%	14.97%
NA 5.77% 0.00% 0.00% 4.08% (blank) 0.00% 0.00% 66.67% 1.36%	Disagree	7.69%	5.00%	0.00%	6.80%
(blank) 0.00% 0.00% 66.67% 1.36%	Strongly disagree	1.92%	2.50%	0.00%	2.04%
	NA	5.77%	0.00%	0.00%	4.08%
Grand Total 100.00% 100.00% 100.00% 100.00%	(blank)	0.00%	0.00%	66.67%	1.36%
	Grand Total	100.00%	100.00%	100.00%	100.00%

Over my career, my language skills have given me an

Do native English speakers benefit more than nonnatives in labour market?

Because of my language skills I have been able to apply for a wider range of jobs than otherwise

Are you a native English speaker

Jobs than otherwise	Yes	No	(blank)	Grand Total
Strongly agree	34.62%	47.50%	0.00%	37.41%
Agree	27.88%	30.00%	33.33%	28.57%
Neither	21.15%	10.00%	0.00%	17.69%
Disagree	8.65%	5.00%	0.00%	7.48%
Strongly disagree	2.88%	2.50%	0.00%	2.72%
NA	4.81%	5.00%	0.00%	4.76%
(blank)	0.00%	0.00%	66.67%	1.36%
Grand Total	100.00%	100.00%	100.00%	100.00%

Native English employees using foreign languages at work

	Are you a native English speaker					
How do you use your skill?	Yes	No	(blank)	Grand Total		
Internally	12.50%	7.50%	0.00%	10.88%		
externally	22.12%	17.50%	0.00%	20.41%		
both	36.54%	70.00%	33.33%	45.58%		
don't use	28.85%	5.00%	0.00%	21.77%		
(blank)	0.00%	0.00%	66.67%	1.36%		
Grand Total	100.00%	100.00%	100.00%	100.00%		