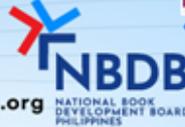




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Male and Female Language Proficiency and Fluency in the Workplace: A Gender Linked Study

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Abstract

Aim: Adopting the theories of Canale and Swain (1980) "Communication Language Theory" and Black (1995) "Sociolinguistic Competence", the researcher was able to make an analysis on the competency level in the use of L2 (English language) among the selected male and female employees in different departments in the municipality of Santa Cruz. This is on account of their proficiency and fluency in performing their tasks in oral and written forms.

Methodology: To assess their proficiency, they were administered a written test that contains items for vocabulary (synonym and antonym), identifying errors in sentences, and correct usage in verb, adjective, adverb, pronoun, and preposition. The correct answers of each participant were ranked from highest to lowest. To elicit data in assessing their fluency, they were asked to present an oral presentation for a certain task they do in the office, preside an actual meeting in the department, and showed a real situation in giving instructions. A rubrics being used by the Department of Education in assessing competencies was adopted in rating the oral fluency and speed in talking using the English medium.

Results: Findings showed that women are more confident in using L2 orally in terms of oral presentations and in presiding a meeting whereas the males are very proficient in giving oral instruction. The females were also found to have better performance results in correct usage and identifying errors, however, the results showed a very slight difference with the males, who intern are good in antonyms. Meanwhile, in the written test, males were found to have good performance results in antonyms compared to females. whose results range from 48% out of the total number of items. On average, women have more of the proficiency and fluency in oral presentations whereas men have more of the proficiency in the written test.

Conclusion: Clearly, there is a slight difference in the competencies of the employees, hence, attending a refresher activity will improve them to meet the demands of the changing communication system in the workplace today. Further, it was noted that in the case of male and female employees, gender is linked to their L2 performance (English language) particularly in oral conversations in the workplace.

Keywords: L2, proficiency, fluency, workplace, employees, oral presentations, written communication

INTRODUCTION

In some instances, workplace communication is an issue for its employees. Doing oral presentations and written reports is a challenging job for the worker correspondents, hence, good communication skills is important. It commands quality & well-written correspondence and stimulating oral conversations in a given agency using the L2 or the English language. Most importantly, the use of English in the workplace necessitates proficiency and fluency. This is to say that proficiency is a measurement of an L2 user's overall ability in the aspects of L2 knowledge and its use involved in producing spoken language. It is a measurement taken at a particular moment in time by taking an oral or written proficiency test. Most oral proficiency tests include an interaction task and a presentation task whereas written tests include vocabulary tests, identifying errors, correct usage, and writing activities. On the other hand, fluency refers to the mean length of run or spontaneous speech when using L2 that the language of the speaker is flawless and does not stammer or hesitate to proceed in a straight oral discourse. This means how fast and accurate the male or female speaker speak the language and how much time does he/she spend writing a report, a letter, a proposal, and other business correspondence in the office. Should there be ease or difficulty in doing these, gender becomes an issue as to who between male and female speakers are proficient and fluent

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speakers and writers in the workplace. The term gender as used in this study is a shorthand term for differences between speakers which are associated with differences in competency level in the use of L2 in the workplace. L2 has revealed a consistent relationship between male and female or men and women and their language patterns. This means that people of different gender speak differently. The most obvious differences in vocabulary for instance are in many ways the least illuminating from a sociolinguistic point of view. Hudson (2000) wrote that like age and religion, gender is rarely a basis for marked linguistics differences. But there are observable linguistic differences between men and women. These differences concern gender preferential features of the languages like lexical differences as in women recognize more colors and patterns whereas men recognize more types of cars and trucks. Next is on the pitch of the voice which is high for women and low for men and the use of non-standard language by men and standard language by women. Workplace English then plays a vital role in the workplace because according to Hyland and Wong (2019) the ability to communicate effectively in English in business situations is a highly valued commodity in the globalized world where it is estimated that there are now over 2 billion L1 and L2 speakers of English.

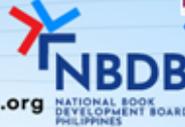
On the other hand, Bulilan and Ponte (2018) justified that oral language proficiency is an important skill every call center agent must possess. They studied the case of 125 call center agents of Skykes in Cebu City, Philippines for their level of proficiency in oral discourse. They were assessed on their pronunciation, stress, and intonation, language accuracy, and vocabulary range, discourse and strategic competency, and interactive fluency and sociolinguistics. Findings showed that they were modest users which means that they are non-native-speaker-like-agents and have partial command of the language, however, male and female agents who has finished college, oral proficiency level is not affected. Similarly, Ega and Hasibuan (2018) investigated the employees of 44 hotels who were administrative a speaking test which was recorded and was evaluated using CSRS (Conversational Skills Rating Scale) scoring rubric. 211 male employees and 142 female employees were all in the productive age, Findings revealed there was a significant influence of English communication competence towards Palembang star hotel staff/employees working achievement and their English communicative competence positively and significantly influenced their work performance. Likewise, Di Paolo and Tansel (2019) investigated the effects of the level of English skills on the labour market outcomes of Turkish women. The results indicate that being proficient in English is associated with a higher probability of being employed as a wage earner and, to a lesser extent, unemployed but looking for a job, whereas it decreases the likelihood of being involved in household tasks. Being proficient in English barely affects occupational status when selection into employment status is controlled for.

In (2017) Holmes and Wilson found that women use more standard speech forms than men because they are more status-conscious than men. The claim is that women are more aware of the fact that the way they speak signals their social class background or social status in the community. In earlier years however, Jespersen claimed (1922) as cited by Talbot (2011) that it is men's language which is endowed with vigour, imagination, and creativity. There's about big differences in the language used by men and women which turn out to be indications of male intelligence and importance. He maintains that women have smaller vocabulary and what vocabulary they do is not always used properly. In addition, he said that women also suffer from an inability to complete a sentence, and while, there's more volume of talk from women, there is less substance in it. For Facold and Linton (2006) in their study of gender-based patterns of variation found that women tend to be more standard than men in the case of the -ing ending on words like swimming, running, dancing, etc. which is common in a number of different standard Englishes around the world. While the pronunciation of the -ing ending becomes -in for men as in swimmin', runnin', dancin', etc. and is considered to be non-standard. For Djalilova (2021) the use of powerful speech makes the speaker appear more authoritative and credible as in Uzbek speech that women pay more attention to emotionally evaluative vocabulary while men use statistically neutral vocabulary. Women are primarily inclined to intensify positive assessments whereas application men of statistically reduced vocabulary contributes to a negative assessment. Men use dialectisms and women's speech in many cases contain stylistically colored vocabulary.

Different studies as regards the use of language in the workplace by the employees manifesting different skills were conducted. For instance, Hiranburana (2017) studied a number of features of business discourse in English in a Thai workplace like e-mail memos which are integral to modern business operations with the purpose of exploiting several features of the English used to achieve their communicative purposes in the workplace. Findings revealed that despite a large number of errors in usage in the English samples, Thai communicators employed a step structure in their e-mails and other communication strategies including follow-up inquiries for clarification. Meanwhile, Saleh and Murtaza (2018) aimed at identifying application of English among the employees in Civil Engineering sector in Malaysia. Findings of the study showed the activities that were conducted in English for speaking, listening, reading, and writing including the language skills. Using focus group discussion, speaking was the



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most required English language skill as participants attended industrial training. They also experienced using the skills of speaking in communication when completing the task within the companies during the industrial training and when they are given task related to external work requiring the use of English as the medium to convey the message. For Clement and Murugavel (2018) the importance of English language skills required for performing responsibilities at the workplace by the employees in India. Fluent and proficient English speaking is important for many job profiles as most of the corporate communication happens in English in this country. This ability to express ideas without ambiguity and the ability to comprehend are necessary for successful interview interaction. Among the skills, speaking has been considered the most important skill and majority of the participants in this study accepted that they needed to improve their speaking skills and considered online training as their favorite mode. Moreover, Mahrooqi and Denam (2016) investigated the English language communication skills among the Omani graduates as used in work environment. Results indicate that linguistic skills, pragmatic skills, strategic competence, general interpersonal skills, professional communication skills, teamwork, and psychological aspects of communication are gatekeepers of employability and professional success in Oman.

Meanwhile, Lakoff (1975) as cited by Bucholtz (2004) mentioned that some of the features she is referring to are lexical items like vocabulary of women's work, precise colour terms, affective adjectives, superpolite forms, hedges, the intensifier *so*, tag questions, rising intonation, hypercorrect grammar. Hence, Mesthrie (2010) as cited by Spolsky and Hult (2010) stated that the use of language is socially embedded, paying attention to the social background, status, region of origin, gender, age group, etc. of the speakers. In a highly masculine culture, people tend to cherish traditionally masculine values, such as ambition, achievement, and the acquisition of material goods. They also value sex-specific roles for men and women preferring that men hold the wage-earning and decision-making positions. Meanwhile, Philipsen (1992) as cited by Hall (2012) revealed that particular identity as a man or a woman is responsive to contextual conditions. For instance in his study of the ways in which a group of men enacted their identities as "men" were symmetrical in terms of age, ethnicity or occupational status, the men considered it highly appropriate to engage in a good deal of talk with each other. Likewise, Trudgill (1972) as stated by Pawells (1985) in Australia, feminist linguistics is a very great phenomenon. This is related to gender differences treated as one of the factors that may affect language behavior. Australian sociolinguistic studies, not like studies of American and British English have usually referred to the notions of status and solidarity to explain women's greater use of standard linguistic forms and men's greater use of non-prestigious forms.

In the workplace, employees have to relate and communicate with people they know from work, whether they are co-workers, superiors, subordinates, or customers. Further, many public agencies and private corporations expect specific behaviours from their employees, which might include communicating honestly, treating people with dignity, listening attentively, and being open to other's opinion. All of those communication behaviours contribute to a civil and respectful work environment, and they can also facilitate the formation of workplace friendships. Gamez (2014) say that communicating is the lifeline of business. Without communication, no orders would be placed, no contracts signed, no administered circulated, no letters dictated. Communication can either build a business or destroy one and consistently poor communication can lead a company to financial ruin. Hence, it is very necessary for employees to speak and write proficiently and fluently to maintain goodwill of the workplace they work.

Research Questions

This study sought to find out answers to the following statement of the problems:

1. What is the proficiency level of the male and female employees in terms of the following competencies in the use of L2(English Language) in the workplace:
 - 1.1. antonym;
 - 1.2. synonym;
 - 1.3. identifying errors;
 - 1.4. correct usage?
2. What is the fluency level of the female and male employees in terms of the following competencies in the use of L2(English Language) in the workplace:
 - 2.1. oral presentation;
 - 2.2. presiding a meeting;
 - 2.3. giving instruction?



3. Is there a significant relationship in the use of L2(English Language) between male and female employees in terms of the following competencies:

- 3.1 Proficiency:
- 3.2 Fluency?

4. Is there a significant relationship between language and gender in the case of male and female employees of Santa Cruz Municipal Office?

Hypothesis

That there is no significant relationship in the use of the English language both in oral and written communication among the employees in Santa Cruz Municipal Office.

Methods

The study aimed at identifying the language proficiency and fluency of the male and female employees in the workplace. Anchored upon Canale and Swain (1980) Communication Language Theory and Black's Sociolinguistic Theory (1995) as cited in Chavez et al (2012) , it employed descriptive method using language survey questionnaire to assess proficiency and oral activities to assess fluency of the two group of participants. The competencies that were measured were their speaking and writing skills which are both macro skills in the study and use of the English language. The language survey questionnaire prepared by the researcher contained items in vocabulary (synonym and antonym), identifying errors, and correct usage to assess proficiency using L2 (English language). These were taken from grammar books carefully selected and reviewed. The fluency level of the employees were assessed orally by giving the employees activities performed impromptu like doing an oral presentation, presiding a meeting, and giving instructions which they normally do in the workplace. The researcher rubric to rate the employees' performance whether they are at the beginning level, developing approaching proficiency, approaching proficiency, proficient, and on the advance level already.

Participants

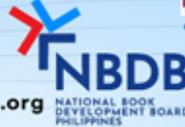
The participants of this study were 20 male employees and 22 female employees with a total of 42 employees. from the 15 departments in the municipal office. The male employees is composed of some department heads and his/her staff, most of which are adults and middle-aged employees. Female employees are also heads of the units including their most senior staff. The research consent was obtained from the municipal mayor who informed the department heads that a survey will be conducted to assess their oral and written proficiency and fluency in the use of the English language in the workplace. Participants were selected at random, hence, in some departments there was no representation of unit heads. They were administered the copies of the language survey questionnaire on the first day. On a separate day, the conduct of oral discourse for actual work activities was done in their respective offices. The presentations were recorded and the same were evaluated when all of the data were completed.

Instruments

The instruments used in this study were the language survey questionnaire in the form of a test and a set of activities that contain instructions to perform actual tasks in the office. The questionnaire was first validated by a panel of three language experts not directly involved in the study. Items were reviewed for concerns in accuracy and appropriateness to the competency level of the participants. Items for synonyms and antonyms, identifying errors, and correct usage were decided to be the contents of the test considering the application of these components in the preparation of reports and other forms of correspondence in the office, hence, employees must be assessed in their usages. Activities for oral presentations, presiding a meeting, and giving instructions are the most commonly tasks being performed regularly in the office, hence, these were noted to be the coverage of the oral exercises. A briefing was first conducted in order to make the participants voluntarily participate in the activity to avoid refusals and no appearance as the recording is being done.



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Data Collection

The copies of the questionnaire administered were retrieved after two hours given to participants to answer the 100 item test on vocabulary (synonym and antonym), identifying errors, and correct usage.. They were collected right after the participants completed their answers. It was all multiple choice type of test to give the participants an opportunity to choose the most correct answers they preferred. The oral activity was composed of task performance of the routine the employees do in the office. In each category (oral presentation, presiding a meeting, and giving instructions), there were three common tasks given to perform. For instance in giving instructions, tasks were like making announcements the scfromm the Mayor's sheduled parade for "Clean and Green Drive", reading a memorandum from the Mayor's Office as regards the preparation for a Puitong Rendition to coming visitors, and distribution of goods to indigents to different barangays. Participants were asked to deliver short speeches/lines as to how the given taks is executed and performed by the employees. All the responses were rated by the researcher on the spot using the score cards where the rubrics are indicated. The answers to the language survey questionnaire were checked and tabulated and were interpreted per result similar to the evaluation made on the oral activities.

Treatment of Data

Each copy of the language survey test was checked individually using the key corrections. Total scores were arranged from highest to lowest and were indicated the corresponding rating equivalent for a 100 item test. Scores of male and females were compared in each category to identify significant differences in their proficiency level in vocabulary, identifying errors, and correct usage. Answers were interpreted using percentage, rank, and t-test. The ratings in the score cards for the oral performances of the employees were also ranked from who performed with the highest rating to the lowest rating equivalent. Similarly, scores of the males and females were identified as shown in the ratings they obtained. Answers were again tabulated and interpreted using the same statistical formula. The resulta became the bases of the proposed intervention to enhance the language proficiency and fluency of the employees to become better writers and speakers in the workplace.

Ethical Considerations

A letter addressed to the municipal mayor was brought to his office to ask permission to conduct the study and secure the consent to use the selected employees as participants of the study. Prior to the administration of the instruments, participants were met in one venue per permission granted and was conducted an orientation as to the proceedings of the activity. They confirmed of their participation as they affixed their signarture on the list of prospective participants. The office was also furnished with the results of the administered language survey test and the oral activities conducted.

RESULTS and DISCUSSION

Male and Female Proficiency in the use of L2 (English Language) in the workplace in terms of vocabulary, identifying errors, and correct usage

Vocabulary

In antonyms of the English words given in the test, men were found to dominate in higher level to understand the opposite meanings of the words from the given choices whereas women were quite good in synonyms. The vocabulary words are found in texts of inter-correspondence communication commonly used in the workplace. Male and female patterns in understanding the synonyms categories of the words through females have higher scores than males. Men, however, have a good background in the meanings of verbs in both synonym and antonym categories. The findings show that both the males and females had approximately have above average level of knowledge in vocabulary words.

Identifying Errors

Items in this part of the questionnaire were contained on the use of tense and mode of verbs, subject verb agreement, forms of adjectives and adverbs, and pronoun antecedent congruence. These are believed to be the most commonly used forms of usage in oral and written forms of communication down the workplace. In the case of verbs, the errors committed by the female employees arise from subject verb number that when the subject is singular, singular form of the verb should occur. Another is the case of collective nouns taken as one unit and as individual unit that requires the singular form of the verb This could be attributed to the fact that the rules simply



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are not known, were forgotten already, and were not observed practically in actual usage. The male employees on the other hand, were found to have more errors in using double tense in a complex sentence like the use of the past perfect and future perfect forms and past tense/present tense in an utterance in case of "The governor has left his office when the mayor received a call of his surprise visit and "The visitors shall have boarded the ferry boat before eight 'clock in the morning tomorrow'.

Correct Usage

Male employees were noted to have difficulty in the correct use of the modals like should, would, can, could, may, and might but the errors do not affect their overall performance in the correct usage. They were noted however, to commit few errors in the subject verb agreement. Female employees, on the other hand, did it fairly in the correct use of adjective, adverb, and perfect tenses of the verb. The scores is comparatively similar to males although six female employees got higher total scores in the overall results.

Table 1
Respondents of the Study

Department/Units	Male	Female	Total
Mayor's Office	2	1	3
Office of the Sangguniang Bayan	3	2	5
Treasurer's Office	1	3	4
Assessor's Office	2	2	4
Engineering Office	4	2	6
Human Resource Office	2	3	5
Mun. Planning & Devt. Office	3	2	5
DRRM Office	1	0	1
Office of the Civil Registrar	2	2	4
Budget Office	0	3	3
Health Office	0	2	2
Total	20	22	42

The study was participated by 20 male and 22 female participants with a total of 42 employees. They represent the 11 departments in the municipal's office in Santa Cruz, Marinduque. In some departments like the Budget and Health offices, there were no male participants, since majority of the employees are also males. On the other hand, there was no female representative at the DRRM Office considering that males dominate the staff employed. It is clearly indicated in this table however, that all the eleven units is represented by their respective head and staff, hence, there is an equal representation of respondents for the study.



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Table 2
Male and Female Proficiency Level in the use of L2 (English Language) in the Workplace

Participant	COMPETENCIES									
	ANTONYMS (10 Items)		SYNONYMS Items(10)		IDENTIFYING ERRORS (15 Items)		CORRECT USAGE (30 Items)		TOTAL SCORE (65 Items)	
Sex	Sum of the scores	Average	Sum of the scores	Average	Sum of the scores	Average	Sum of the scores	Average	Sum of the scores	Average
Male	134	67%	119	60%	172	57%	364	61%	789	61%
Female	89	40%	122	55%	163	49%	387	59%	763	5%
Total	53%		57%		53%		60%		57%	
Proficiency Level	Beginning		Beginning		Beginning		Beginning		Beginning	

Table 2 shows the proficiency level of the male and female employees in the workplace. Per results of the scores obtained by both groups in antonyms, synonyms, identifying errors, and correct usage, majority are in the beginning level.

Table 3
Male and Female Fluency Level in the use of L2 (English Language) in the Workplace

Participants	COMPETENCIES			
	Oral Presentation	Presiding a Meeting	Giving Instruction	Mean
Male (mean)	75.65	77.45	90.55	81.22
Female (mean)	87.64	89.64	77.55	84.94
Over All Mean	81.65	83.55	84.05	82.58
Fluency Level	Approaching Proficiency	Approaching Proficiency	Proficient	Approaching Proficiency

Table 3 illustrates the level of the two groups of participants. On the one hand, males are in the Developing Approaching Proficiency in oral presentations and presiding a meeting but revealed to be on the Advanced Proficiency Level in giving instructions. On the other hand, females are in the Approaching Proficiency Level in oral presentations and in presiding a meeting but in the Developing Approaching Proficiency Level in giving instructions.

Male and Female Fluency in the use of L2 (English Language) in their oral presentations, presiding a meeting, and giving instructions.

Oral Presentations

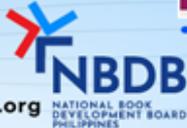
The two groups of employees were given tasks to make oral presentations like an engineering function, land transfer processing, assessment of indigent families to be granted housing programs, municipal ordinance to be implemented, rules in disaster management in high risk areas, and other cases relative to the function of each department. Females were found to be more conversant and fast speaker compared to males. It could be attributed to a normal culture that generally women speak a hundred of words in a minute whereas men is on half average. Besides, it is normal in an office, that more women are tasked to do oral presentations.



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Presiding a Meeting

They were also given the privilege to showcase instances when presiding a group for a department meeting, regular meeting, and emergency meeting in their respective units. They did the communication direct to the members of the entire group of participants. This oral activity is definitely not new to a particular workplace because it is inherent to an office procedure to regularly conduct a meeting as the best way to inform, to report, to verify, to propose, to offer solutions, and open good opportunities to employees. Further, miscommunication, gaps, and challenges are discussed in the body and everyone can participate, voice out sentiment, and make suggestions. Hence, the presiding officer should be well-versed enough to control the situation, maintain the order, and facilitate discussions well to achieve the desired objectives of the department.

Giving Instructions

To give and explain instructions, the participants describe the situations in the office where they ask employees to prepare a report to meet a deadline, make adjustments to a billing error, increase productivity based on a recent HR evaluation, handling disaster protocols in case of fire emergency, typhoon, earthquake, etc., responding to a client's complaints, and other realities in the workplace. Results show that majority of the female participants got 85% in their overall performance in making oral presentations, presiding a meeting, and giving instructions. It could be attributed to the fact that women are more conscious of their prestige and bearing in facing audience when communicating orally. In addition, more of them are department's host and have hosting exposures in big events in the agency. Others perform the job of a secretary, hence, have regular tasks in reading minutes, oral reporting of accomplishments, and synthesizing important discussions in a deliberation. Meanwhile, male employees got 80% in the first similar parameters. Most of them lack confidence to lead a discussion and handle a meeting. However, some of them excel in giving instructions particularly those from the engineering office, disaster rules & regulations management office, and assessor's office. They have the command of the language and firm conviction when they explain procedures and signal instructions. This reflect their daily tasks and command responsibilities as called for the nature of their jobs.

Table 4
Significant difference in the Proficiency Level between male and female employees in term of the following competencies

Competencies	p-value@.05	Interpretation
Antonym	p < 0.001	Significant
Synonyms	0.406	Not Significant
Identifying Errors	0.298	Not Significant
Correct Usage	0.502	Not Significant

In terms of the first competency (Antonym), there is a significant difference in the use of L2 (English Language) between male and female employees since the p-value < 0.001 is less than the $\alpha(0.05)$. While the other competencies (Synonyms, Identifying Errors, Correct Usage) has no significant difference since the p-values are 0.406, 0.298 and 0.502 respectively is greater than the $\alpha(0.05)$.

Table 5
Significant difference in the Fluency Level between male and female employees in term of the following competencies

Competencies	p-value@.05	Interpretation
Oral Presentation	p < 0.001	Significant
Presiding a Meeting	p < 0.001	Significant
Giving Instruction	p < 0.001	Significant



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All the competencies for the fluency level (Oral Presentation, Presiding a Meeting and Giving Instruction) has significant difference in the use of L2 (English Language) between male and female employees since the p-value < 0.001 is less than the $\alpha(0.05)$

Table 6
Relationship between language and gender in the workplace in terms of proficiency

Competencies	r @.05	Interpretation
Antonym	-0.188	Negligible Relationship
Synonyms	-0.219	Weak Negative Relationship
Identifying Errors	-0.092	Negligible Relationship
Correct Usage	-0.083	Negligible Relationship

In table 6, it can be seen that there is a slight correlation between language and gender as regards male and female proficiency. In antonyms, the r @.05 is -0.188 which is of Negligible Relationship including identifying errors which got -0.092, and correct usage with -0.083. In synonyms, however, the competency level of the two groups of employees is off weak negative relationship equivalent to -0.219.

Table 7
Relationship between language and gender in the workplace in terms of fluency

Competencies	r @.05	Interpretation
Oral Presentation	-0.0.93	Negligible Relationship
Presiding a Meeting	0.218	Weak positive relationship
Giving Instruction	0.109	Negligible Relationship

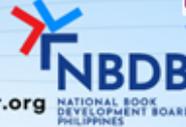
Table 6 indicates the relationship of language and gender in terms of fluency of the male and females employees. Females were found to be more fluent in making oral presentations compared to males which is -0.0.93 interpreted as of Negligible Relationship. Men were found to be more fluent in giving instructions which has almost the same r at .05 referring to 0.109 and interpreted also as Negligible Relationship. In presiding a meeting, the results is 0.218 which is a Weak positive relationship.

Proposed Intervention

Knowing the results from the data gathered, the researcher proposed to cater mentoring program to the employees and came up with the following strategies to be employed in conducting series of lectures for a certain period of to upgrade the competency level of the employees.



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Methods of Teaching to Upgrade the Proficiency and Fluency Level of the Male and Female Employees in the Workplace

Grammar Translation Method	The Direct Method	The Audio-Lingual Method
<p>Using this method, participants would become more familiar with the grammar of the English language (L2) and that this familiarity would help them speak and write the English language better. Grammar rules will be presented with examples. Once participants understand a rule, they will be asked to apply it to different examples in things that they do in the office. To enrich the participants' vocabulary words, they will be given set of words to find synonyms or antonyms. Other exercises may include sample copies of inter-office correspondence with vocabulary words to work with.</p>	<p>This method will enable the participants to use L2 to communicate by demonstration using visuals. This involves question and answer question among the participants, hence,, emphasizes vocabulary acquisition through exposure to its use in situation. The teacher at the middle of the group sitting in a circle invites the participants to ask questions about different situations they encounter in the office. The male employees or the female employees will exchange experiences among themselves. The teacher allows them to express themselves at the most using a rating sheet to each performance. After the participants have asked about 5 question, the proponent begins asking question and making statements again. This time, however, the questions and statements are about the participants in the workplace and contain the grammar lesson intended for the particular session . The males will make –up their own questions and direct them to the female participants.</p>	<p>This method will drill the participant in the use of grammatical sentence patterns. They will respond correctly to stimuli through shaping and reinforcement so that the employees will overcome the habits of the native language and form the new habits required in the workplace. The first thing is that the participants are attentively listening as the proponent is parenting a dialogue of male and female employees in the workplace. After she acts out the dialogue, the proponent gives the employees a chance to reenact the dialogue by a male and female employee. Finally, the proponent increases the complexity of the task in a multiple slot drill by creating groups to male and female participants.</p>

In addition to these methods, there are several oral and written activities to be administered to the participants characterizing different realities in the workplace. These situations are designed to a language structure needed by the employees in their respective units to enable them practice using it. The challenge for the proponent is to create learning opportunities bright and cheerful for the employees to broaden social setting and work force. As an output of the program, the construct of pedagogical learning may work when it applied in actual work performance and dynamic relation with fellow employees in other agencies as much as communication is concerned. The challenge of the program is to encourage the concerned employees make it a continuing policy which will eventually move to setting standards for workplace communication.

Conclusions and Recommendations

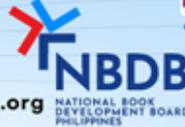
Conclusion

Based from the results of the data gathered, analyzed, and interpreted for a validated findings, the following conclusion are hereby drawn;

- That in proficiency, females are quite better in synonyms but both groups have almost similar competency level in identifying errors an in correct usage.



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- That in fluency using the English language, males are better in using antonyms compared to females whereas in fluency, men are proficient specifically in giving instructions and women performed satisfactorily in oral presentations and in presiding a meeting.
- That there is a slight difference in the proficiency and fluency levels between male and female employees.
- That there is slight correlation between language and gender in case of the SCMEA male and female employees.

Recommendations

The following are hereby offered for recommendations based on the findings and conclusion of the study.

- Male and female employees should use L2 habitually in their daily routine in the office to achieve mastery in using the L2.
- They should review and consult books in English grammar to write and speak well in order to be updated in the current usage of the L2.
- Their competencies should be rescaled to meet the changing demands of communication at the height of the present situation.
- They should be provided trainings and workshops enough to upgrade their proficiency and fluency in L2.
- Employees should make it a habit to communicate in straight English in the workplace to sustain their fluency and proficiency.

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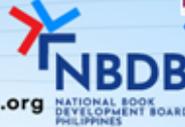
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