

MULTILINGUALISM AND ITS EFFECT ON EMPLOYEE ENGAGEMENT AND PRODUCTIVITY IN THE WORKPLACE

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Аннотация: Это исследование посвящено изучению влияния мультиязычия на уровень привлекенности и продуктивности сотрудников в рабочей среде. В связи с быстро расширяющимися бизнесами в разных частях мира, компании ищут сотрудников с навыками мультиязычия, чтобы уменьшить проблемы связанные с коммуникацией между ними и клиентами. Исследования показывают, что мультиязычные сотрудники имеют более высокие уровни удовлетворенности работой и привлекенности, что в свою очередь влияет на повышение продуктивности в рабочей среде. Данное исследование проводится путем опроса сотрудников мультиязычных компаний и анализа данных, полученных с помощью статистических методов.

Annotation: This research is dedicated to studying the effect of multilingualism on employee engagement and productivity in the workplace. With the rapidly expanding businesses in different parts of the world, companies are seeking employees with multilingual skills to reduce communication barriers between them and their clients. Research shows that multilingual employees have higher levels of job satisfaction and engagement, which in turn influences increased productivity in the workplace. This study is conducted by surveying employees in multilingual companies and analyzing the data using statistical methods.

Ключевые слова: мультиязычие, работа, сотрудники, производительность, участие, коммуникация, международный, межкультурный, инновация, творчество.

Key words: multilingualism, work, employees, productivity, engagement, communication, international, intercultural, innovation, creativity.

As workplaces become more diverse, multilingualism has become crucial. Being multilingual provides an advantage in understanding and communicating with people from different cultures. This thesis aims to examine the impact of multilingualism on employee engagement and productivity. Understanding this relationship can help organizations develop strategies to utilize language skills and create a more inclusive workplace culture. The thesis will review previous studies and discuss the results in terms of their implications for organizations, limitations, and recommendations for future research. The hypothesis is that multilingual employees are more engaged and productive in the workplace. The thesis aims to provide insights for organizations to improve employee engagement and productivity through multilingualism.

This study employed a quantitative cross-sectional research design to examine the relationship between multilingualism and employee engagement and productivity in the workplace. A survey questionnaire was used to collect data from a sample of employees in different organizations. The sampling method used was convenience sampling, in which participants were selected based on their availability and willingness to participate in the study.

The study gathered data through an online survey questionnaire with four sections: demographics, language proficiency, employee engagement, and productivity. Demographic information such as age, gender, education, and job position were collected in the first section. The second section asked about language proficiency, including speaking, reading, and writing abilities in different languages. The third and fourth sections measured employee engagement and productivity respectively. The Utrecht Work Engagement Scale (UWES) was used to measure employee engagement, and the productivity scale developed by Chen et

al. (1998) was used to measure productivity. The participants rated items on a Likert scale, and the total scores for each dimension were calculated.

The survey data was analyzed using both descriptive and inferential statistical methods. Descriptive statistics, such as means and standard deviations, were used to describe sample characteristics and variable distribution. Inferential statistics, such as t-tests and multiple regression analysis, were used to test research hypotheses. The first hypothesis was tested by comparing mean scores for engagement and productivity between multilingual and monolingual employees using independent samples t-tests. The second hypothesis was tested using multiple regression analysis, controlling for demographic variables such as age, gender, education level, and job position, to explore the relationship between language proficiency and engagement/productivity.

The study's use of convenience sampling and self-reported data may limit the generalizability and validity of the findings, as participants may over-report their language proficiency or engagement and productivity levels. Although the study used standardized measures for employee engagement and productivity, it did not account for other factors that may influence these outcomes, such as organizational culture and leadership. Future research could address these limitations by using different sampling methods, exploring other variables that may moderate the relationship between multilingualism and employee engagement and productivity, and employing longitudinal or qualitative methods. Overall, this study used a quantitative cross-sectional research design to examine the relationship between multilingualism and employee engagement and productivity in the workplace.

The study found that multilingual employees have higher levels of engagement and productivity than monolingual employees, which supports previous research. Multilingualism may improve cognitive abilities and communication, important for teamwork and performance. Language proficiency is a significant predictor of engagement and productivity, suggesting a competitive advantage for bilingual or multilingual employees. The study suggests promoting language learning and diversity training programs in organizations. Limitations

include the use of convenience sampling and self-reported data. Future research could address these limitations and explore moderating effects of other variables. The study highlights the importance of language skills for cognitive and socio-emotional development and provides empirical evidence for their positive effects on employee engagement and productivity.

The study investigated how multilingualism affects employee engagement and productivity, finding positive effects on both outcomes. Language proficiency is an important predictor of employee performance, even after demographic variables are controlled. The practical implication of the research is that organizations can design language learning and diversity training programs to improve employee skills and performance. The study also contributes to the theoretical understanding of the relationship between language and cognition, as well as social and cultural dimensions of language use in the workplace. Future research could use different sampling methods and explore the moderating effects of other variables on the relationship between multilingualism and employee engagement and productivity. The study highlights the importance of multilingualism in enhancing employee performance.

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