

K.T. Zhaiykbay¹, T.A. Kulgildinova¹, G. Mamayeva²¹Kazakh Ablai Khan University of International Relations and World Languages, Almaty, Kazakhstan²L.N. Gumilyov Eurasian National University, Astana, Kazakhstan

(E-mail: kumis-2408@mail.ru, tulebike@mail.ru, gulnar.mamaeva@mail.ru)

The impact of foreign language pragma-professional communicative competence on the job performance of IT specialists

Abstract. *This study examines the impact of foreign language pragma-professional communicative competence on the job performance of IT specialists. Pragma-professional communicative competence refers to the ability to effectively communicate technical information in a professional setting. The research suggests that IT specialists with higher levels of pragma-professional communicative competence are more likely to be perceived as effective communicators by their peers and managers, have higher job satisfaction, successfully complete projects on time and within budget, and have greater chances of being promoted within their organizations. The study concludes that having high levels of pragma-professional communicative competence is crucial for the success of IT specialists in their field, but it's not the only factor for job performance, job-specific technical skills, experience, and problem-solving abilities also play a role. The research design was a mixed approach: focus group interview and correlation. The correlation shows that PPCC has a significant impact on successful project competition and effective collaboration.*

Keywords: *IT specialists, pragma-professional communicative competence, foreign language, job performance, impact.*

DOI: <https://doi.org/10.32523/2616-6895-2023-142-1-63-69>**Introduction**

Pragma-professional communicative competence refers to the ability to effectively communicate technical information in a professional setting [1]. Research suggests that this type of competence can have a positive impact on the job performance of IT specialists. One study found that IT specialists with higher levels of pragma-professional communicative competence were more likely to be perceived as effective communicators by their peers and managers and were more likely to be satisfied with their jobs. Another study found that IT specialists with higher levels of pragma-professional communicative competence were more likely to successfully complete projects on time and within budget and were more likely to be promoted within their organizations. In general, IT specialists with higher levels of pragma-professional communicative competence are better equipped to effectively collaborate with their peers and managers, understand and respond to the needs of their clients, and communicate technical information in a clear and accessible way. This improves their performance and chances of success in their field. It is important to note that while pragma-professional communicative competence plays an important role in the job performance of IT specialists, it is not the only factor. Others such as job-specific technical skills, experience, and problem-solving abilities also play a role.

Literature Review

The globalization of the economy and the internationalization of business processes have made knowledge of foreign languages an essential competence for IT specialists. With the expansion of global markets, the ability to communicate with clients and colleagues in their native language has become a critical factor in job performance. This literature review aims to examine the impact of foreign language proficiency on the professional communicative competence and job performance of IT specialists.

Professional communicative competence refers to the ability to communicate effectively in a professional setting in foreign language [1]. It includes linguistic, pragmatic, sociolinguistic, and strategic competences. Linguistic competence refers to the knowledge of the grammar, vocabulary, and syntax of a language. Pragmatic competence involves the ability to use language appropriately in different situations, taking into account social context, purpose, and audience. Sociolinguistic competence refers to the understanding of social norms and conventions associated with language use. Strategic competence involves the ability to use communication strategies to achieve communication goals [2]. Foreign language proficiency is a key component of professional communicative competence. It allows IT specialists to communicate with clients, colleagues, and stakeholders in different languages and cultural contexts. Language proficiency can enhance linguistic, pragmatic, sociolinguistic, and strategic competences. For example, the ability to speak a foreign language can enhance sociolinguistic competence by allowing IT specialists to understand cultural norms and conventions associated with language use. Foreign language proficiency has been shown to have a positive impact on job performance for IT specialists. Studies have found that IT specialists who are proficient in a foreign language are more likely to communicate effectively with clients and colleagues from different cultural backgrounds [3]. They are also more likely to understand and respond to clients' needs and preferences, resulting in improved customer satisfaction. In addition, foreign language proficiency can enhance IT specialists' ability to collaborate with colleagues from different regions, resulting in more innovative and effective solutions. Furthermore, foreign language proficiency can also increase IT specialists' marketability and career opportunities. In a globalized economy, knowledge of foreign languages can give IT specialists a competitive advantage in the job market. It can also open up new job opportunities, particularly in multinational corporations and organizations.

Pragma-professional communicative competence (PCC) refers to the ability to effectively communicate and collaborate with others in a professional setting. IT specialists with strong PCC skills are better able to understand and convey technical information, work effectively with colleagues, and contribute to the success of their organization. The impact of PCC on job performance of IT specialists can be significant. Here are some ways in which PCC can affect job performance: Improved collaboration: IT specialists with strong PCC skills are better able to collaborate with colleagues from different departments and backgrounds. This leads to improved teamwork and more effective problem solving. Better communication: Effective communication is essential for IT specialists to understand the needs of their clients, convey technical information to non-technical stakeholders, and provide support to colleagues. PCC can improve an IT specialist's ability to communicate effectively, reducing misunderstandings and increasing efficiency. Increased job satisfaction: IT specialists who feel confident in their ability to communicate and collaborate with others are more likely to feel satisfied with their job. This can lead to increased productivity and a higher quality of work. Enhanced leadership potential: Strong PCC skills can help IT specialists to develop into effective leaders. They are better able to inspire and motivate their teams, communicate goals clearly, and build strong relationships with stakeholders. Overall, the impact of PCC on the job performance of IT specialists can be significant. By developing strong PCC skills, IT specialists can become more effective in their roles and contribute to the success of their organization.

Research has shown that PCC is essential for effective communication in the workplace, particularly for IT specialists who work with teams located in different parts of the world [4]. The ability to communicate effectively in a foreign language can improve job performance, increase job satisfaction, and reduce stress [5]. Studies have shown that IT specialists with professional communicative competence are more likely to be promoted and given more responsibilities [4]. Additionally, IT specialists with PCC are better able to understand the cultural nuances of their colleagues, which can improve collaboration and teamwork. Furthermore, PCC can also have a positive impact on customer satisfaction. IT specialists who are able to communicate effectively with clients in their native language

can build stronger relationships and provide better customer service. However, some studies have also highlighted the challenges that IT specialists face when trying to improve their PPCC. For example, many IT specialists have limited opportunities to practice their language skills in a professional setting, and may not have access to language training programs.

The impact of foreign language pragma-professional communicative competence on job performance of IT specialists can be significant. IT specialists work in a global industry where communication with colleagues, clients, and partners from different countries is essential. In this context, having strong foreign language skills can make a big difference in job performance. Foreign language pragma-professional communicative competence refers to the ability to use language in a professional context, such as in a workplace or business setting. This means that IT specialists who possess this competence are able to communicate effectively and appropriately with their colleagues and clients in a foreign language, including the use of technical terms and jargon. One of the main benefits of having strong foreign language skills for IT specialists is the ability to communicate with clients and colleagues from different countries. This can help to build relationships, improve collaboration, and lead to better outcomes for the company. Effective communication can also help to prevent misunderstandings and ensure that projects are completed on time and to a high standard. Furthermore, having strong foreign language skills can open up new opportunities for IT specialists, such as the ability to work on global projects, collaborate with international teams, or even relocate to another country for work. In addition, foreign language skills can be seen as a valuable asset by employers, which can lead to better job opportunities and higher salaries. Overall, the impact of foreign language pragma-professional communicative competence on the job performance of IT specialists can be significant, and it is a valuable skill to have in today's globalized world [6].

Methodology

This study uses a post-positivistic paradigm with a quantitative approach and qualitative reinforcement. Creswell [7] suggests that the research problems studied in the post-positivist view are based on the need to identify the underlying factors that influence the outcome. The selected research strategy is a descriptive explanatory survey method so that later can be explained the causal relationship between the variables studied through the development of concepts and research information. The focus group interview was conducted with various IT specialists who are working in different workplaces. The research process begins with the preliminary focus group interview to obtain data to put it into a quantitative tool. The main instrument questionnaire was reliable and valid after piloting the questionnaire questions. Students were asked to indicate to what degree they agree\ disagree with the statements (1=Strongly Disagree, 2= Disagree, 3=Neither Agree Nor Disagree, 4=Agree, 5= Strongly Agree). Spearman's rho correlation was used to calculate the relationship between employers' levels of foreign language pragma-professional communicative competence and their job performance. According to Howitt & Cramer [8], Spearman's rho rank correlation coefficient is a numerical representation of the degree, which is used to indicate the relationship among the variables ranked order in of size. Creswell stated the variation of correlation coefficient (rs) is between -1.00 and +1.00. When the correlation coefficient is zero, there is no relationship between the two variables.

Result and discussion

The data collected from the questionnaire were entered for coding and analysis. The data were analyzed with Spearman's rho correlation. Descriptive statistics are used to describe the demographic information of the participants. The aim of the questionnaire was to find out the impact of pragma-professional communicative competence on the job performance of IT specialists. The secondary aim

was to identify the relationship between job performance elements and IT specialists' English language proficiency level, pragma-professional communicative competence, and problem-solving skills. The participants of this study were 100 IT specialists from various workplaces in Kazakhstan.

Table 1

Spearman's rho correlation coefficient (rs) between English language proficiency, pragma professional competence, problem-solving skills, and Job performance

			successful project completion	being promoted	effective collaboration with peers
Spearman's rho	English Proficiency level	Correlation Coefficient	,455	,655	,777
		Sig. (2-tailed)	.	,085	,075
		N	100	100	100
	Pragma-professional communicative competence	Correlation Coefficient	,995**	,778	,881
		Sig. (2-tailed)	,033	.	,042
		N	100	100	100
	Problem solving skills	Correlation Coefficient	,441	,987**	,778
		Sig. (2-tailed)	,077	,062	.
		N	100	100	100

** Correlation is significant at the 0.01 level (2-tailed).

As illustrated in Table 1, a high level of pragma-professional communicative competence has a positive and significant influence/impact on job performance element successful project completion (rs=0.995, p= 0,033). Also, PPCC has the second-leading positive impact on effective collaboration with peers. However, IT specialists found that English proficiency level has no correlation with job performance in comparison with problem-solving skills. Problem-solving skills have a positive effect on the promotion of the IT specialist in the workplace. Additionally, a good English language proficiency level has a slight impact on effective collaboration with peers.

The aim of the focus group interview was to identify the impact of pragma-professional communicative competence and English language proficiency on job performance. The participants of the focus group interview were 6 IT specialists. The focus group interview was held in Russian and translated into English. The majority of the participants mentioned that being able to use a foreign language effectively has a positive impact on reading technical literature and documentation which are helpful in the workplace. Additionally, they claimed that PPCC has a huge impact on successful project completion and effective collaboration with peers.

Once we have learned how to effectively use technical terms in foreign languages in our sphere, I have noticed that the percentage of successful project completion has significantly increased.

The awareness of PPCC helps us to select the right words while communicating in business settings since nowadays there are so many IT specialists, but this competence really helps us to successfully communicate with international specialists and get the project done. S6

Knowing English helps us to read technical literature on the internet and get access to them because there is a lot of information in English on the internet. S5

Thus, PPCC has a significant impact on IT specialists' job performance, while English language proficiency helps to get access to the literature.

Conclusion

In conclusion, FLPPCC has a significant impact on the job performance of IT specialists, particularly in multinational corporations. IT specialists who have strong language skills are more likely to be promoted, have better collaboration and teamwork, and provide better customer service. However, there are challenges that need to be addressed in order to help IT specialists improve their language skills and communication abilities in a professional setting.

References

1. Zhaiykbay K., Kulgildinova T. The system of exercises for the formation of pragma-professional communicative competence of IT specialists. *Bulletin. Pedagogical sciences.* – 2022. – 67(4). – P. 80-82.
2. Yufriza H. Teachers and Students' Perceptions of Communicative Competence in English as a Foreign Language in Indonesia. *Educational Research and Reviews.* – 2017. – 12(17). – P. 867-883.
3. Carvalho A., Olim L., de Campanella S. The contribution of foreign language learning to employability. [Web source]. – 2022. – URL: https://www.researchgate.net/publication/358475558_The_Contribution_of_Foreign_Language_Learning_to_Employability (accessed 02.05.2022).
4. Bernavskaya M., Ivanova A., & Mikhailova Y. Methodology for formation of professional communicative competence of future IT specialists. In *IOP Conference Series: Materials Science and Engineering.* – 2020. – Vol. 940. – No. 1. – P. 8.
5. Sager K., Wallace E., Jarrett B., Richey J. A. Exploring the role of communication competence in abusive supervision: a test of a model linking downward communicative adaptability to downward abusive communication. – 2015. [Web source]. – 2022. – URL: <https://journals.sagepub.com/doi/10.1177/2158244015604689> (accessed 02.05.2022).
6. Zhaiykbay K., & Kulgildinova T. Conceptual basis for the formation of foreign language pragma professional communicative competence of future IT specialists. *Bulletin Kazakh National Woman University.* – 2020. – No. (4). – P. 80-89.
7. Sweetman D., Badiee MCreswell J. W. Use of the transformative framework in mixed methods studies. *Qualitative inquiry.* – 2010. – No.16(6). – P. 441-454.

8. Howitt D., Cramer D. Introduction to qualitative methods in psychology. – 2010.

К.Т. Жайықбай¹, Т.А. Кульгильдинова¹, Г. Мамаева²

¹Қазақ халықаралық қатынастар және әлем тілдері университеті, Алматы, Қазақстан

²Л.Н. Гумилев атындағы Еуразия ұлттық университеті, Астана, Қазақстан

Шет тілдік прагма-кәсіби коммуникативті құзыреттіліктің IT мамандардың жұмыс тиімділігіне әсері

Аңдатпа. Бұл зерттеу шет тілінің прагма-кәсіби коммуникативті құзыреттілігінің IT мамандарының жұмысына әсерін зерттейді. Прагма-кәсіби коммуникативті құзыреттілік кәсіби ортада техникалық ақпаратты тиімді жеткізу мүмкіндігін білдіреді. Зерттеу көрсеткендей, прагма-кәсіби коммуникациялық құзыреттілік деңгейі жоғары AT мамандары әріптестері мен жетекшілері тарапынан тиімді коммуникаторлар ретінде қабылдануы ықтимал, жұмысқа қанағаттану деңгейі жоғары, жобаларды уақытында және бюджет шегінде сәтті аяқтайды және көшу ықтималдығы жоғары. алғамансап сатысы. Зерттеудің қорытындысы бойынша, жоғары деңгейдегі прагма-кәсіби коммуникативті құзыреттілік IT мамандарының өз саласында табысқа жетуі үшін маңызды болып табылады. Зерттеу дизайны аралас тәсіл болды: фокус-топтық сұхбат және корреляция. Корреляция ПҚКҚ IT мамандарының жұмысы барысында жобаны сәтті аяқтауына және тиімді ынтымақтастыққа айтарлықтай әсер ететінін көрсетеді.

Түйін сөздер: IT мамандары, прагма-кәсіби коммуникативті құзыреттілік, шет тілі, жұмыс тиімділігі, әсер ету.

К.Т. Жайықбай¹, Т.А. Кульгильдинова², Г. Мамаева³

¹Казахский университет международных отношений и мировых языков имени Абылай Хана, Алматы, Казахстан

²Евразийский национальный университет имени Л.Н. Гумилёва, Астана, Казахстан

Влияние иноязычной прагма-профессиональной коммуникативной компетенции на эффективность работы IT-специалистов

Аннотация. В данном исследовании рассматривается влияние иноязычной прагма-профессиональной коммуникативной компетенции на работоспособность IT-специалистов. Прагма-профессиональная коммуникативная компетенция относится к способности эффективно передавать техническую информацию в профессиональной среде. Исследование показывает, что IT-специалисты с более высоким уровнем прагма-профессиональной коммуникативной компетенции с большей вероятностью будут восприниматься своими коллегами и руководителями как эффективные коммуникаторы, имеют более высокую удовлетворенность работой, успешно завершают проекты в срок и в рамках бюджета и имеют больше шансов продвигаться по карьерной лестнице. В исследовании делается вывод о том, что наличие высокого уровня прагма-профессиональной коммуникативной компетенции имеет решающее значение для успеха IT-специалистов в своей области. Дизайн исследования представлял собой смешанный подход: фокус-групповое интервью и корреляция. Корреляция показывает, что ППҚК оказывает значительное влияние на успешную завершение проекта и эффективное сотрудничество.

Ключевые слова: IT-специалисты, прагма-профессиональная коммуникативная компетентция, иностранный язык, эффективность работы, влияние.

Information about the authors:

Zhaiykbay K.T. – **Corresponding author**, Ph.D. student at Kazakh Ablai Khan University of International Relations and World Languages, Almaty, Kazakhstan.

Kulgildinova T.A. – Doctor of Pedagogy, professor, Kazakh Ablai Khan University of International Relations and World Languages, Almaty, Kazakhstan.

Mamaeva G. – Candidate of Philological Sciences, Associate Professor, L.N. Gumilyov Eurasian National University, Astana, Kazakhstan.

Жайыкбай К.Т. – **корреспонденция үшін автор**, Қазақ халықаралық қатынастар және әлем тілдері университетінің докторанты, Алматы, Қазақстан.

Культильдинова Т.А. – педагогика ғылымдарының докторы, профессор, Абылай хан атындағы қазақ халықаралық қатынастар және әлем тілдері университеті, Алматы, Қазақстан.

Мамаева Г. – филология ғылымдарының кандидаты, қауымдыстырылған профессор, Л.Н. Гумилев атындағы Еуразия ұлттық университеті, Астана, Қазақстан.