

THE ROLE OF ENGLISH PROFICIENCY IN ENHANCING SECRETARIAL STUDENT PERFORMANCE

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Abstract: This study investigates the impact of English proficiency on the performance of secretarial students, focusing on writing, speaking, listening, and reading skills. Data was collected from 22 students in a Secretaryship program through a descriptive survey. The findings reveal that while a portion of students are confident in their English abilities, many face challenges, particularly in writing professional emails and speaking in class discussions. Listening and reading comprehension also emerged as areas needing improvement. The majority of students recognized that their English proficiency moderately to significantly affects their academic performance in secretarial tasks. The study concludes that enhancing English proficiency through structured practice, feedback, and interactive activities is crucial for preparing students for professional secretarial roles, with recommendations including more writing assignments, role-playing, and speaking exercises to build competence and confidence.

INTRODUCTION

In today's increasingly interconnected world, English proficiency has emerged as a critical skill across various fields, particularly in administrative and secretarial roles. As globalization intensifies and communication transcends geographical barriers, the demand for proficient English speakers is greater than ever. Secretarial students, who often serve as the backbone of organizational communication, must possess strong English language skills to effectively manage their responsibilities, including writing professional documents,