

**UNIVERSITY OF EL SALVADOR
SCHOOL OF ARTS AND SCIENCES
FOREIGN LANGUAGE DEPARTMENT**



FINAL RESEARCH REPORT

The relevance of implementing a Bachelor of Arts in English with Specialization in Translation, Interpretation, or Tourism in the Foreign Language Department of the University of El Salvador

**IN ORDER TO OBTAIN THE DEGREE OF: BACHELOR OF ARTS IN ENGLISH
WITH EMPHASIS IN TEACHING**

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ABSTRACT

The University of El Salvador through the Foreign Language Department is currently offering to the Salvadoran society two Bachelor degrees, these are the Bachelor of Arts in English with Emphasis in Teaching, and the Bachelor of Arts in Modern Languages with Especialization in English and French. Despite the fact that the Bachelor of Arts in English with Emphasis in Teaching has a great demand every year, it is also important to mention that some of the students opt to specialize themselves in other areas of the English language because they do not have other options. In that sense, the present study attempted to reach if the implementation of a new Bachelor of Arts in English is necessary to prepare future professionals in areas such as Translation, Interpretation or Tourism. This research was also motivated to help future professionals to fulfil the demands of companies looking for professionals in those areas in the current labor market as well as to discover the labor necessities of future professional of the current Bachelor of Arts in English with Emphasis in Teaching.

The instruments to collect the data involved interviews and surveys administered to recruitment specialists of companies that offer English services to their customers in other countries, and students of the Bachelor of Arts in English with Emphasis in Teaching who were coursing the fifth year during the semester II-2019. In addition, the results suggested that even though most of the students agreed with the current Bachelor they were studying, there were many students that were interested in specializations such as translation, interpretation, or tourism. Besides, this research pretends to make a contribution for the improvement and the diversification of the specializations in the Department of Foreign Languages of the University of El Salvador.

INTRODUCTION

The present research project has the purpose to show if the implementation of a new Bachelor of Arts in the Foreign Language Department of the University of El Salvador is necessary to prepare future professionals in areas such as Translation, Interpretation or Tourism. Currently, the Foreign Language Department offers to the society just two Bachelors one of them specialized in English Teaching and the other one specialized in Modern Languages learning English and French simultaneously, but in the current labor market requirements some of the most demanded fields are translation, interpretation, and tourism, and right now none of the bachelors give the graduates the competences required to fulfil those requirements.

Apart from this, it will be proved that the implementation of a new Bachelor of Arts in English with specialization in Interpretation, Translation, or Tourism would bring to the students some advantages related with the current labor market. On the one hand, it would give them the freedom to choose between different options in accordance with their aptitudes. But on the other hand, they would be more competitive in the current labor market due to the competences that they have acquired. Therefore, from any point of view this major would give to the students an added value in the labor market making them better prospects in the working field.

Likewise, through this research project it will explore how this bachelor would contribute to fulfil the current demand of the labor market. Taking into account that most of companies which work with the English language as a tool to offer their services to the public, agree that translation, interpretation, and tourism are very important fields for them, this bachelor will help to supply the demands of the current labor market.

Finally, it will be defined if the students currently studying the Bachelor of Arts with Emphasis in Teaching have other labor interests apart from teaching English as second language. So, this research project will show if it is necessary to include a new option in the Foreign Language Department of the University of El Salvador in accordance with the current labor market demands, and in order to be aligned with the globalization and new technologies; the final goal is divided in two ways, first one to supply the needs of the current labor market, and the second one, to give to

students the possibility to opt for more options to insert themselves in the current labor market.

I. STATEMENT OF THE RESEARCH PROBLEM

In the year 1973 The Higher Education Council of the University of El Salvador approved the curricular plans of Professorate in High School for Teaching English Language and Bachelor's Degree in English Language. These two majors supplied the demands of jobs where English language management was a requirement from the labor market of that time. Then, in 1999 the Bachelor's Degree in English Language was modified changing to B.A. in English with Emphasis in Teaching which change was in accordance to the demands to the labor market of that time. Then, in 2002 the B.A. in Modern Languages with Specialization in French and English was created, opening a new window of possibilities to the graduates in the working field. The two majors are much demanded every year due to the importance that the use of a second language has in the current labor market, but talking specifically about the B.A. in English with Emphasis in Teaching, not all the people who graduate of this major find opportunities in the labor market of teaching.

For instance, in a research carried out in 2016 about the relevance of the subjects of the current study program in relation to the labor market of the graduate of the B.A. in English with Emphasis in Teaching from 2009 to 2013 of the Department of Foreign Languages of the School of Arts and Sciences of the University of El Salvador, a group of 72 graduate were asked: In what area did you work first after graduation? (Aguilar, Miranda & Mena, 2016) and the results were as follow:

Table No. 1: Graduate opinions about the area where they work first after graduation.

Market Labor Area	Numberof answers	Percentage
Teachingof English Language	52	72.20%
Call Center Agents	17	23.60%
Airlines	2	2.80%
Translation	1	1.40%
Turism	0	0%

Source: Aguilar, Miranda & Mena, (2016)

Despite the results are from labor market since 2009 to 2013, the information is meaningful in relation to the current labor market. Such situation leaves the students of this major on disadvantage when they apply for jobs as teachers or dissimilar from teaching showing that there is a necessity to offer other options.

Because of that, in this research project the focus of the study would be the relevance of implementing a Bachelor of Arts in English with Specialization in Translation, Interpretation, or Tourism in the Foreign Language Department of the University of El Salvador.

Nowadays, it is mandatory that higher education institutions are aligned with the current demands that modernization brings to the different work areas. All offered in the different campuses of the University of El Salvador must be in accordance with the new technologies, the new knowledge and the new demands required by the current labor market. However, the B.A. in English with Emphasis in teaching offered by the Department of Foreign Languages is focused in such a way that by the end of the period of study the results are graduates with competences, kind of different from the ones demanded by the current labor market of the English language. As in table I, graduates from the B.A. in English with Emphasis in Teaching of the Foreign Language Department of the University of El Salvador from the year 2009 to 2013 were asked about if they considered that they were completely prepared to face the labor market requests when they finished the Bachelor and the answers were as follow.

Checking the results it can be observed, on one hand 38 out of 72 graduates surveyed considered that someone who has just graduated from the Bachelor mentioned before is not prepared to enter to the labor market due to the lack of various skills such as proper management or lack of specialized education in the children's interpersonal area, on the other hand the environment in the classroom is completely different and controlled compared to the environment of a real classroom, in addition to this they consider that the practices carried out are not enough for which the students end with a partial outlook of the situation in a classroom, with little confidence and lack of personal skills regarding to classroom management, which leaves them a poor base at the time of facing a classroom on their own and therefore they are hesitator lacking of authority, it can be also added the different technological advances, that is, the lack of updated technological knowledge in recent graduates makes it difficult for them to apply to some available jobs, in addition to this, the academic writing skills in the second language (English) of recent graduates are deficient, therefore not very useful when presenting a written application, in addition, according to the graduates in

order to obtain a job at the time of graduation with conditions if not excellent but at least acceptable, it is necessary to start a professional career before finishing the studies, in order to have the experience that is requested by default in almost all areas where a bilingual person could develop. In contrast, at least 25 of the respondents consider that graduates are given the appropriate tools to perform in the workplace, however, they point out that they are not 100% prepared, they agreed that preparation is only partial and that the graduate must grow professionally on the progress, as for the 12 remaining respondents, they consider that the current curriculum is quite closed and it does not provide options or variability at the time of develop professionally, that is, there are only two applicable career paths in this area; 1) Language teaching accepting the terms that you want to give to someone without experience and 2) Call center in case your language development is convenient, it is summarized in that the curriculum lacks the variability for a graduate can be competent in other areas in case the teaching area is inaccessible and taking into account that today it is reaching a point where bilingual people are no longer so unique and valued (Aguilar et al.,2016)

So, as a consequence of this lack of competences, graduates face a series of problems by the time when they apply for a job not related with the teaching area. Due to this fact, such condition becomes a problem that needs a short- or medium-term solution.

In such a scenario, the domain of knowledge becomes a relevant factor of development. In such a way that the transit of society towards a stage based on knowledge, offers new horizons to higher education institutions both in their role as trainers of the professionals, researchers and specialized technicians, as in their contribution to the generation, application and transfer of knowledge; fundamental processes in the economic development of a country (World Bank, 1995).

According to the English First English Proficiency Index (EF EPI, 2018), in 2018, the English language is as important as it has ever been. It is the de facto language of communication for all types of international exchange—goods, services, and ideas. For companies, English is a key component of remaining competitive and fostering innovation in an internationalized marketplace. As English becomes necessary for even more interactions in the globalized world, the

value of proficiency in the language grows apparent, and the cost of not speaking English grows steeper. (EF EPI, 2018)

As a consequence of its popularity, English is more detached than ever from any particular culture. Less than a quarter of the world's English speakers are "natives," and that proportion would continue to decline as more people learn English as an additional language. Already, experts estimate that the majority of the world's population speaks two or more languages. (EF EPI, 2018)

In accordance with the description of the B.A. in English with Emphasis in Teaching and also the mission of the Foreign Language Department, these students are integral professionals when graduated due to the fact that every single year through the major they take certain number of courses that help them to integrate knowledge giving them the different competences to become professionals in English with specialization in teaching. According to the description of the teaching option study plan when students finish the major, it is supposed that they are integral professionals with diverse competences able to fulfill the demands of the labor market in any field related with the English language, but the reality is quite different. After graduating, not all the professionals can have access to a job as teachers. Even though there are many English academies, it is not enough to supply the employment needs of the graduates.

Due to this fact, some of the graduates opt looking for other kinds of jobs related to the English language, but different from teaching, such as call center agents, translators, interpreters, flight attendants and so on. However, when they take the English Proficiency Test demanded and administered by the companies to apply for a vacancy, not all of them approve it. The main reason is because the competences they are prepared with are as English teachers. So, they do not develop the competences and skills required for these types of jobs. Therefore, this becomes a very worrisome problem because the graduates from the B.A. in English with Emphasis in Teaching find it difficult to get a job different from teaching.

Since the two bachelors offered by the Foreign Language Department do not provide all the competences required by the current labor market in dissimilar areas from teaching English as a second language, it becomes a concern for future graduates that would prefer develop their competences and skills in other areas of

the English language due to employers are looking for competences different from teaching. Even though, teachers of the Foreign Language Department are continuously updating their teaching methodologies and competences, this is not enough to supply the needs that future graduates require to face the current working field. Therefore, the Foreign Language Department should prepare its bachelors in accordance with the current labor market demands and graduate competitive and high-quality professionals not only in teaching English as a second language but also in others labor areas of the language.

Another important reference is “The English First-English Proficiency Index” (2018) that is an international education company and draws its conclusions every year from data collected via English tests available for free over the internet. They rate the knowledge of English in five different levels called Proficiency Bands, which are Very High, High, Moderate, Low, and Very Low. The test is applied in 88 countries around the world which the first language is not English. In 2018 report El Salvador got the number 70 out of 88 with a low-level position in the rate. That means that something is missing in the English teaching as a second language in our country.

The fact that the B.A. in English with Emphasis in Teaching only prepares students for working in the teaching area causes limitations that do not allow them to develop other competences during their training in the university. This lack constraint the working field of graduates to a few positions on it. So, it is obvious that an important change is necessary. One solution would be the implementation of a new bachelor that offers different specializations to students where they can choose which area is better according to their needs. These specializations should prepare students in competences such as: Translation, Interpretation or Tourism. Based on the above stated the following questions were answered with this study.

1. What is the relevance of implementing a B.A. in English with Specialization in Translation, Interpretation or Tourism in the Foreign Language Department of the University of El Salvador?
2. What advantages would the implementation of a new B.A. in English bring to students in the current working field?

3. How would a new B.A. in English with the specialization in Translation, Interpretation or Tourism contribute to supply the demands of the current labor market?
4. What are the labor interests that students currently registered in the B.A. in English with Specialization in Teaching have different from the teaching area?

1.1 Objectives

1.1.1 General objective

To describe if the implementation of a new B.A. in English in the Foreign Language Department of the University of El Salvador is necessary for preparing future professionals in areas such as Translation, Interpretation, or Tourism.

1.1.2 Specific objectives:

- To discover what are the advantages that implementing a new B.A. in English would bring to the students in relation to the demands of the current working field.
- To find out how the implementation of a new B.A. in English with specialization in Translation, Interpretation, or Tourism would contribute to supply the demands of the current labor market.
- To determine what would be the interests in the working field that the students currently registered in the B.A in English with Emphasis in teaching have different from that area.

2. Justification

In a globalized world with constant changes in both education and the labor market, it becomes a necessity to offer to the Salvadoran society a different major related with the English Language which provide to the students a variety of competences and skills more aligned with the demands of the current labor market. Here it is when implementing a new B.A. in English with Specialization in Translation, Interpretation, or Tourism in the Foreign Language Department of the University of El Salvador turns relevant. This research tries to discover the advantages that this change will bring for the future graduates of the bachelor. During several years, the B.A. in English with Emphasis in Teaching has provided to the society professionals in English teaching, but not all the students who are registered in this major want to be English teachers. That is why it turns relevant to implement a new major that give students other possibilities of getting a job in areas related to the use of English as working tool.

Consequently, a high percentage of graduates from the B.A. in English with Emphasis in Teaching face a series of difficulties when they look for jobs where among the requirements is the use of specific competences of the language. The problem is that the competences acquired in the current degree are not the ones that the companies required in the current working field. Some of the more demanded areas in the current labor market are translation, interpretation and tourism, and the ones that the employers require are different from the acquired in the current major. For that reason, a high percentage of graduates of the current degree have to take extracurricular courses in order to supply these lacks and being prepared to the current labor market demands making more evident the need of another option in the Foreign Language Department.

II. THEORETICAL FRAMEWORK

The purpose of this study was to establish the relevance of implementing a new Bachelor of Arts in English with Specialization in Translation, Interpretation, or Tourism in the Department of Foreign Languages of the School of Arts and Sciences of the University of El Salvador in accordance with the current demands of the labor market.

Twenty years ago, The Foreign Language Department Commission approved the current study plan of the B.A. in English with Emphasis in Teaching which includes 36 subjects. This plan was focused in six different areas that are:

- ✓ Development and Skill Area.
- ✓ Linguistic Area.
- ✓ Methodological Area and Teaching Practice.
- ✓ Research area.
- ✓ General Area
- ✓ Area of Optional Subjects.

2.1 Areas of Education of the Bachelor of Arts in English with Emphasis in Teaching

Table No.2: Education areas of the B.A. in English with Emphasis in Teaching

Areas	Subjects
Development and Skill Area	English Grammar I, II. Advanced Grammar English Composition I, II Literature I, II Readings and Conversation in English I, II Basic Intensive English Intermediate Intensive English I, II Advanced Intensive English I, II
Linguistics Area	English Language Pronunciation Introduction to Linguistics English Language Phonology English Language Morphology Syntax
Methodological Area and Teaching Practice	Psych pedagogy General Didactics English Language Didactics I, II, III Teaching Practice I, II

Research Area	Statistics Applied in Education Research Methods Seminar I, II.
General Area	Spanish Grammar Spanish Redaction History of El Salvador Visual Expression
Area of Optional Subjects	French Language I, II Japanese Language I, II Ethics and Value Theory Drawing I, II, Philosophy Sociology.

Source: Study Plan of the Bachelor of Arts in English with Emphasis in Teaching, of the Foreign Language Department of the University of El Salvador, p. 1-2 (1999)

Checking the different academic areas covered along the process of learning of the current bachelor, it is evident to notice that despite to be focused in how to teach English language, there are some competences that student do not acquired when they have finished the fourth or fifth year. The most common situation is to find some of the students looking for different alternatives from teaching in the labor market either because they do not want to be teachers or they do not have the possibility to find a job in this field. But, when they apply for a job in a different area from teaching, not all of them, but a regular number have problems to fulfil the requirements of admission of the companies (interviews, understanding test, etc.).

One of the reasons could be that when the current bachelor in English was implemented it was probable according to the demands of the labor market of that time; either because the labor market request was minor or because of the projection of the English Language in the country was different. However, the reality is that nowadays, a variety of environments where the English language usage is demanded is completely different from the one those twenty years ago.

In addition to these differences, it is important to mention that the current technologies, and new job proposals that exist in the English working field did not exist in the past. Due to the growing of business, economy, and the educational processes the usage of English language has been more demanded mainly focused on certain competences according to the field that is being required, such as

translators and interpreters. Moreover, the great quantity of setting business focused in customer service demand excellent communicative skills as mandatory, for instance, call center agents, flight attendants' services, and embassies, among others. They are evidencing the urgent necessity of another option for preparing professional in such areas demanding the implementation of a new bachelor that offers different specializations in accordance with the new labor market demands.

Likewise, the process of economic globalization and greater global interdependence constitute the international framework in which educational institutions are operating with all the challenges and opportunities that such processes represent as stated Piña, (As cited in Gómez & Hernández, 2010). Higher education must take into account those processes that communication systems have strengthened in recent years according to ANUIES, (As cited in Gómez & Hernández, 2010), but also the scenarios of recurrent crises that are still present or latent and, therefore, the gloomy perspectives of work that has that potential offer of university graduates. Its challenge is to make feasible an integral development what considers that economic scenario without ignoring the social and environmental problems of our time.

2.2 Professional Requirements

The current reality is that the graduates from the B.A. in English with Specialization in Teaching of the Foreign Language Department face several problems when applying for a job different from teaching. For instance, according to Comisión Curricular del Departamento de Idiomas Extranjeros del de la Universidad de El Salvador (CCDIE, 2017) in the reforming curricular process of the Bachelors, mention that most of the graduates do not fulfil the competences demanded by the employers as follows.

Matrix No. 1:(Conocimientos, habilidades y actitudes) considerados como muy importantes, pero que en algunos o en ninguno, se identifican como parte de las competencias que poseen nuestros graduados/as:

1	Utiliza adecuadamente los recursos humanos, materiales y financieros.
2	Es competente para conducir investigaciones.
3	Se actualiza constantemente en su campo laboral (no posee conocimientos especializados en su área)
4	Demuestra un espíritu de superación permanente.
5	Demuestra un comportamiento ético ante la profesión.
6	Cuida y protege el medio ambiente
7	Habilidades básicas de traducción e interpretación
8	Capacidad de analizar información científico-técnica
9	Organizan el tiempo del que dispone de manera óptima
10	Se comunica de forma asertiva
11	Posee conocimientos avanzados de informática
12	Demuestra empatía y mantiene buenas relaciones interpersonales

Source: (Comisión Curricular del Departamento de Idiomas Extranjeros de la Universidad de El Salvador, 2017)

The previous matrix points out the competences that according to the companies must be required to the graduates when they are looking for a job. Since graduates are not prepared to perform these competences, they must look for other sources of learning to reinforce their English proficiencies to fulfill the requirements of the current labor market. These problems leave in evidence that the implementation of a new Bachelor is fundamental if the university wants to offer competitive professional to the Salvadoran society.

As it has been already mentioned, the Foreign Language Department has promoted some courses to try to expand the competences and skills of students. The goal is to increase the contents offered to students with new competences and knowledge. Despite this fact, the reality is that it is not enough to fulfil the demands of students looking for those types of abilities. However, the current B.A. in English is focused in developing competences specifically as teachers. Thus, the labor market for the graduates of this major is limited to a specific area which represents a disadvantage against the rest of professionals in the same field.

This is not just a local problem or regional, in the European continent in recent years, the creation of the European High Education Area (EHEA) has generated a

necessary debate on the system training used by universities; in fact, the way of imparting teaching has hardly changed in most of them. The search for new methodologies and technologies more in line with the training that a university student should receive is necessary and urgent. Therefore, within the Spanish university system, the use of Innovation concept linked to the transfer of knowledge, but also to the innovation of the training system itself. In the past years, most of the universities have created Vice rectorates related to innovation in teaching and has generated services that have adopted very different names: innovation center, factory, innovation service, innovation cabinet, innovation unit, etc. In most cases, innovation is associated with changes methodologies closely related to the (EHEA) and with the support in the use of the TIC in the formation.

2.3 English and Technology

It takes time to develop a workforce with strong English skills, but multinational companies are increasingly convinced of its necessity. Rakuten, the Japanese e-commerce giant, began the transition to using English as their worldwide corporate language in 2010. Honda, Nissan, Renault, Siemens, Nestle, Sodexo, and many other multinationals headquartered in non-English-speaking countries, have also adopted English as their corporate language in order to remain competitive. Integrating an international workforce demands a common language according to the English Proficiency Index (EF EPI , 2018)

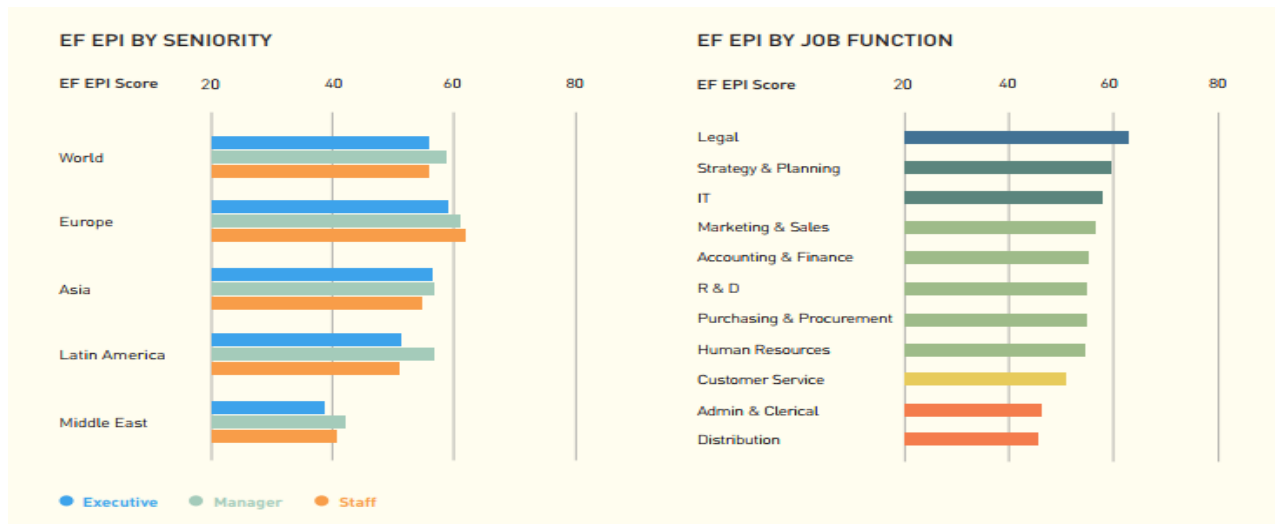
For economies around the world, higher English proficiency comes with significant benefits, English proficiency correlates with higher gross domestic product, higher average gross income, and growth in other key economic indicators. Accordingly, there is a strong correlation between English proficiency and service exports, as well as between English proficiency and productivity (EF EPI, 2018).

English is necessary for more jobs in more companies than ever before. Where, once English skills were a job requirement in particular roles at particular seniority levels, today, supply chains, technical support, customer contacts, documentation, and management hierarchies all across national borders. The number of multinational enterprises worldwide rose by 25% between 2006 and 2016. In a 2016 survey, more than 70% of companies in 28 non-English-speaking

countries reported that English was important for their business, and 11% said it was the main language used (EF EPI, 2018).

Of all the workplace indicators, job function determines English level most reliably. English levels by job function span all five of our proficiency bands, from very high to very low. This is most likely a recruitment-driven effect of current or past hiring practices. The danger for companies is that instead of one integrated corporate talent pool to develop and deploy, they are creating two parallel classes of employee: an internationally mobile, English-speaking elite and a locally-limited, non-English-speaking support staff. (EF EPI, 2018)

English level by seniority and job function



Graph M

Graph N

Source (English First English Proficiency Index, 2018)

Cutting-edge research and innovation in tech almost inevitably require some facility with the language. There is evidence that technological literacy can also boost English proficiency. Internet use gives people more exposure to the English language. It is a self-reinforcing cycle, with English allowing access to a broader range of information, and international exposure building English skills. As such, higher levels of Internet access are correlated with higher English proficiency, according to measures such as broadband subscriptions and the number of secure servers (Graphs M and N) (EF EPI, 2018).

Most of the world's most influential technology companies are American, and almost all of the most commonly used programming languages are based on English vocabulary. More IT (information technology) documentation and technology research are published in English than in any other language. As a result, poor English proficiency makes it difficult for tech workers to access key resources in their fields. More broadly, limited access to new research hinders the formation of a technically savvy professional class that can deploy the latest IT infrastructure and manage international e-commerce development. (EF EPI, 2018)

Technology is already one of the most powerful drivers of English language acquisition. Digital tools and platforms expose individual learners to a range of authentic English sources and free them from a top-down approach to instruction. In many cases, technology can deliver higher quality English training than is available locally. In theory, the increasing availability of fast mobile connections and the diversification of both public and private online English training should make it much easier for adults to customize their learning experiences and improve their English outside of formal schooling.

2.4 The development of the English as a second Language

Latin America is the only region in the world to have experienced a decline in average adult English skills since 2017. However, Latin America has made enormous progress in ensuring that all children have access to education, but the region still suffers from high levels of economic inequality, fragile democracies, and unacceptable levels of violence, all of which undermine the development of a skilled workforce. Costa Rica improved its English proficiency the most out of any country in the region since last year. Because of major reforms in teacher training and initial qualification, more than 95% of teachers in Costa Rica now hold a tertiary degree, and there is healthy competition for available jobs. (EF EPI, 2018)

Inequality is perhaps the greatest challenge facing Latin America. Although both income and wage inequality declined throughout the 2000s in the region, according to the latest World Bank data (As cited in EF EPI, 2018), eight of the world's 20 most unequal countries are in Latin America. Inequality is a multifaceted problem, but stronger education systems—including stronger English education—is

part of the solution. English provides access to skills and global networks that can help drive social mobility. (Gómez & Hernández, 2010).

El Salvador has suffered a slight increase in its English development as a second Language. According to the study made by EF English Proficiency Index, the progress of the language had a growth of 1.72 in 2017. Despite of this achievement, it is still being one of the lowest countries in the rate. For instance, in the rate El Salvador appears in the position 70 out of 88 countries around the world. Also, it is one the lowest in Central America under countries such as Costa Rica, Guatemala and Honduras.

2.5 Labor market

Bosworth, Dawkins, &Stromback (As cited in Pasca, 2016) gave a simple definition of the labor market who states that the labor market is the place where supply and demand meet, working to determine the price and quantity of the work performed. Didier (As cited in Pasca, 2016) defines the market as a means of communication through which sellers and buyers would inform each other about what they have, what they need and the prices that they ask or propose, before closing the transaction. This definition has great applicability on the labor market. (as cited in Paşca, 2016)

The labor market is the market in which the amount of services that correspond to tasks well established in the job description, are offered for a price or remuneration, according to Boeri & Van Ours (As cited in Paşca, 2016) that is, to exist on the labor market it is necessary for the work be rewarded. The labor market is and has to be regulated. In the dictionary of labor law, Beligrădeanu&Stefanescu, (as cited in Paşca, 2016) define the labor market as "the confrontation between the supply and demand of labor in a given time frame and a geographic area that is usually completed through employment (with an individual employment contract). The worker (employee) means the person exerts his/her activity based on an employment contract in a public or private company or institution, receiving in exchange a payment. (as cited in Paşca, 2016)

A labor market is a mechanism that matches potential employers of people (the demand for labor) with people who are available for work (the labor supply).

Labor markets operate at local, regional, national and, increasingly, at international levels, reflecting how economies operate. (Pasca, 2016)

Factors that are affecting the labor market:

- Changes in the external business environment, such as increases in consumer demand for the goods or services provided by an industry, or cheaper competition from abroad leading to job losses.
- Changes in the internal business environment, such as changes in production processes, new technologies or business structures resulting in job losses, or changes in the level of occupations available (for example, more technical jobs, fewer unskilled jobs)
- Government interventions, such as regeneration programs supporting education, training, and investment in particular skills or geographical areas.
- New laws which affect jobs (for example, banning hunting, or restricting the number of hours a lorry driver can drive).
- National and international policies like the introduction of National Minimum Wages, or free movement of labor within the European Union.
- Legislation affecting employment rights – Equal Pay Act, Sex Discrimination Act, Race Relations Act, Asylum and Immigration Act, and the Disability Discrimination Act – placing restrictions on how employers recruit.

III. METHODOLOGY DESIGN

To answer the research questions a mixed method research design was used. In general, it is conducted a mixed method study when there are both quantitative and qualitative data and both types of data, together, provide a better understanding of your research problem than either type by itself. It is also conducted when one type of research (qualitative or quantitative) is not enough to address the research problem or answer the research questions (Creswell, 2012). To investigate the problem exploratory research would be used and the quantitative research will be used to measure the data gathered from the surveys.

3.1 Population

The population for this research was formed by students currently registered in the B.A. in English with emphasis in Teaching currently studying the fifth year. Also, by recruitment and responsible selection from companies related with the areas of research such as translation, interpretation, and tourism where future graduates could look for jobs different from teaching and/or people working individually in one of the related areas.

3.2 Sampling technique

The sampling technique for this research is Non- probabilistic sampling. It was applied specifically a convenient sampling, because the sample is selected according to the availability and characteristics of the population, and due to the nature of the information required a group of nine people who are in charge of selecting the profiles of hiring in multinational companies related with the areas of translation, interpretation and tourism where English language is mandatory, or people who work individually was interviewed. Following, a group of students of the fifth year of the current English major of the Department of Foreign Languages of the University of El Salvador would be chosen.

3.3 Sample

The sample for this research project was formed first, by 64 students of the B.A. in English with Emphasis in Teaching of the Foreign Language Department of the University of El Salvador currently studying the fifth year and taking the subject of Seminar II. And second, by 9 responsible of recruitment and selection of personnel of companies whose services are offered entirely in English such as translation, interpretation, customer service and freelancers working for companies abroad.

3.4 Technique

The technique used to collect the data was the interview since it allows getting one-to-one contact with the participants. This technique let the researchers to collect accurate information to generate the data by getting opinions and impressions from the participants. Also, the survey was used because quantitative information was collected.

3.5 Instruments

The instrument for this technique was the questionnaire, as in each group the researcher got the opinions and impressions of the participants about the relevance of implementing a new B.A. in English with specialization in Translation, interpretation, or tourism.

3.6 Data collection

The instruments used for this technique were the questionnaires to gather the information needed to answer the research questions. After administering the interviews, the data was processed. All the interviews were transcribed in order to organize them into patterns or themes according to the responses obtained. Then, it was organized in matrixes which let to present the information collected in a coherent way. After organizing the information, the data was analyzed to reach the study objectives. Finally, the written report was prepared to present the findings.

The qualitative data was gathered by getting the opinions from the participants. Those opinions were collected by administering an interview to the sample population. It is important to mention that the population was chosen using a convenient sample. The interview process took place using questionnaires and

recording the interviews with a cellphone as well. The quantitative data were presented in graphs that correspond to the information collected in the questionnaires and surveys.

3.7 Ethical considerations

Through the process of the research the following ethical considerations were taken into account in order to avoid misunderstand either with the teacher or students:

- All the instruments that were used to collect information were anonymous.
- None of the students participating in the interviews were asked more information than the ones described on the instruments.
- The information collected during the whole process of the research was used only with academic purposes.
- All the interviews that were developed during the research process would be made during the class or outside the class but, always inside the university campus.
- It was not required any personal information from the people who were participating in the process.
- Before administering the instruments to the managers of the companies, a letter was sent asking for permission to administer it.

IV. DATA ANALYSIS

4.1 Matrix No. 2 Process of Interviews to Recruitment Specialists Working for Companies Related with Translation, Interpretation, or Tourism.

OBJECTIVE	QUESTIONS	SOURCE OF INFORMATION	DATA COLLECTED
<p>General Objective: To describe the relevance of implementing a new B.A. In English with Specialization in Interpretation, Translation or Tourism in The Foreign Language Department of The University of El Salvador.</p>	<p>1. What is the relevance of implementing a B.A. in English with Specialization in Translation, Interpretation or Tourism in the Foreign Language Department of the University of El Salvador?</p>	<p>Recruitment Specialists of companies related to the field of Interpretation, Translation and tourism such as call centers, hotels, embassies, and translators.</p>	<p>All of the interviewed specialists agreed that future professionals trained in areas such as translation, interpretation or tourism, by the University of El Salvador are relevant for their companies. This is due to the fact that they could increase and improve the variety of services that they offer to their customers. Also, they can expand their services and products to other companies in countries all over the world.</p> <p>To have graduates with specialties in specific areas such as translation, interpretation or tourism will help to improve the quality of the services that companies offer. According to "ServicEngineBPO" "SEBPO" representative. The better the professional is prepared the better production for the companies because this fact guarantees the quality of the services that they offer to their customers. Also, as mentioned by the SYKES Company representative, it would be an important step to implement this major because it would bring an added value to the future professionals and greater job opportunities in the labor field versus other applicants that can speak English as well.</p> <p>Also, it is important to mention that for globalized world professionals in interpretation, translation and tourism are very important to fulfil the demands of the current labor market. For instance, the representative of "AbarcaSoluciones Translations" mentioned that it is crucial to have these types of professionals in the English field due to the fact that the majority of opportunities maybe opened at call centers, freelance home-based professionals, independent contractors and government positions. Another essential aspect to</p>

			mention is that travel agencies, airports, and hotels may be benefit from well prepared interpreters.
<p>Specific Objectives:</p> <p>1. To discover the advantages that implementing a new B.A. in English brings to the students in relation to the demands of the working field.</p>	<p>2. What advantages in the working field would bring to the students the implementation of a new B.A. in English?</p>	<p>Recruitment Specialists of companies related to the field of Interpretation, Translation and tourism such as call centers, hotels, embassies, and translators.</p>	<p>Interviewers told that having previous knowledge about a specific English Language area is desirable for companies that are looking for these types of professionals. That is why companies agreed that implementing this new B.A. in English would bring more job opportunities in the current labor market. This way companies told that it would be easier for them to find the qualified staff they are looking for. Thus, future professionals graduated from this major will be more competitive in the labor area.</p> <p>Becoming this way in desirable professionals to form part of the best companies that offer English services.</p> <p>Another aspect is that future graduates would experience greater demand to be hired for the companies in the English field. Besides that, specialists consulted, and the opinions of students collected agreed that future graduates from this mayor could get better salaries and better job positions. Also, they could perform better tasks with a high level of quality, professionalism, and better development in the labor market.</p> <p>Also, the implementation of this B.A. in English would develop new English competences to cover the current labor market demands. This fact would facilitate them obtaining a job than any other. Having proper competences for a specific area brings a labor advantage against others. So, a professional graduate from this Bachelor of Arts in English with specialization in translation, interpretation or tourism would be more competitive, well paid, and could reach better job positions.</p>
<p>2. To find out how the implementation of a new B.A. in English with specialization in Interpretation, Translation,</p>	<p>3. How a new B.A. in English with the specialization in translation, interpretation or tourism would contribute</p>	<p>Recruitment Specialists of companies related to the field of Interpretation,</p>	<p>The interviewed experts remark that to have professionals with previous knowledge about tourism, translation, or interpretation, will help them to simplify finding the qualified staff needed. In one hand companies would spend less time selecting the proper staff. And in the other hand, they would invest less resources training their</p>

<p>or Tourism contributes to supply the demands of the current labor market.</p>	<p>to help the companies to take advantages of the future graduates of the major?</p>	<p>Translation, and tourism such as call centers, hotels, embassies, and translators.</p>	<p>personal. So, this means that the implementation of this B.A. In English with the specializations mentioned before will contribute in a meaningful way to fulfil the current company's labor demands. In a growing labor field due to globalization, companies consider necessary to train future graduates in these areas in order to supply the demands of the current and future labor market.</p> <p>They consider relevant in our country that their future work force be trained in areas related in fields of interest for them. For instance, companies which their nature are sectors such as interpretation, translation, and tourism, mentioned that this major could provide a set of skills competences that help them to save money, time and resources. Therefore, to have professionals previously trained in translation, interpretation or tourism will benefit companies to fulfil the vacancies they have available. Besides that, the competences developed during this B.A. would contribute to facilitate the hiring process for future graduate applicants from the University of El Salvador.</p>
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Source: Elaborated based on the information collected for this study.

4.2 Analysis of the information collected through the survey

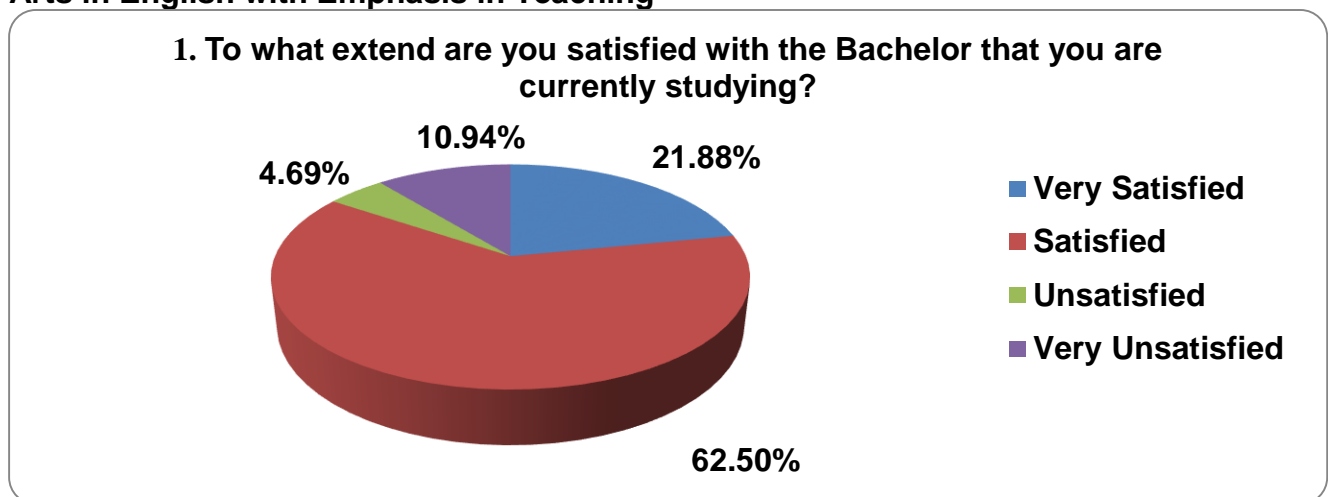
Table No. 3: Objective 3, question 4

Specific Objective Number 3	ResearchQuestionNumber 4
To determine the interests in the working field that the students currently registered in the B.A in English with specialization in teaching have different from teaching area.	What are the interests in the working field that students currently registered in the B.A. in English with the specialization in teaching have different from the teaching area?

Source: Elaboration based on the data collected for this study

This survey was applied at the Foreign Language Department of the University of El Salvador, with the help of students from Seminars II, group 01 and 02. The survey was delivered to a sample of 64 students. From this population 37.5% were female and 62.5% were male.

Graph No. 1: Satisfaction of students who are currently studying the Bachelor of Arts in English with Emphasis in Teaching

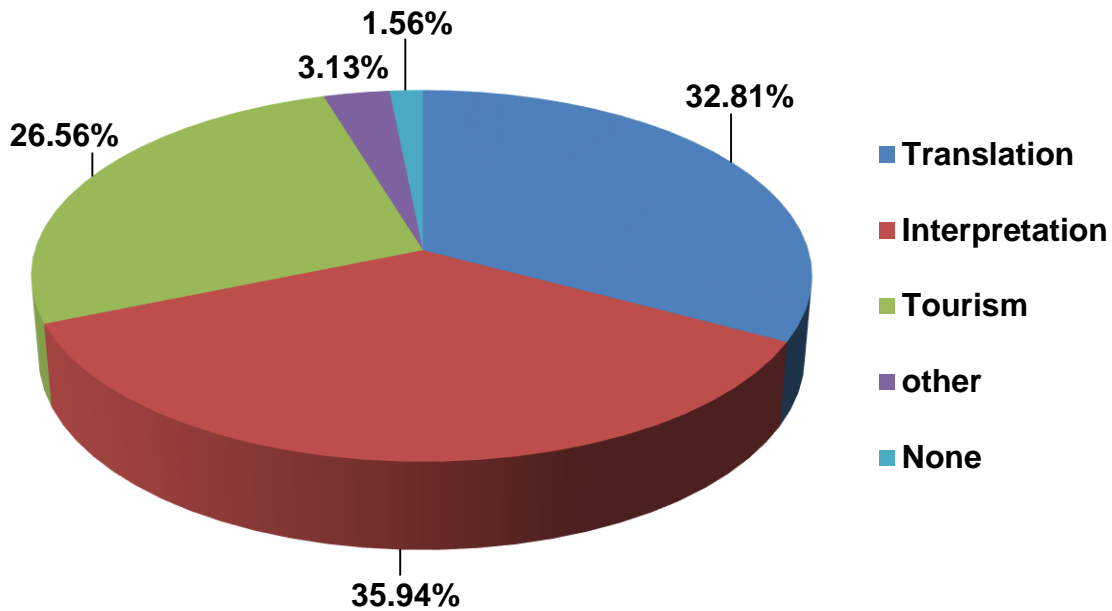


Source: Data collected for this research.

Most students, who took the survey, expressed in this question that are satisfied with the Bachelor that they are currently studying. This result represents the 62.50% from the total of the students interviewed that is equal to 40. Another 21.88% responded very satisfied that are 14 students. On the contrary, a 10.94% answered very unsatisfied and another 4.69% unsatisfied that represent 10 students.

Graph No. 2: Preferences of students of other options different from teaching

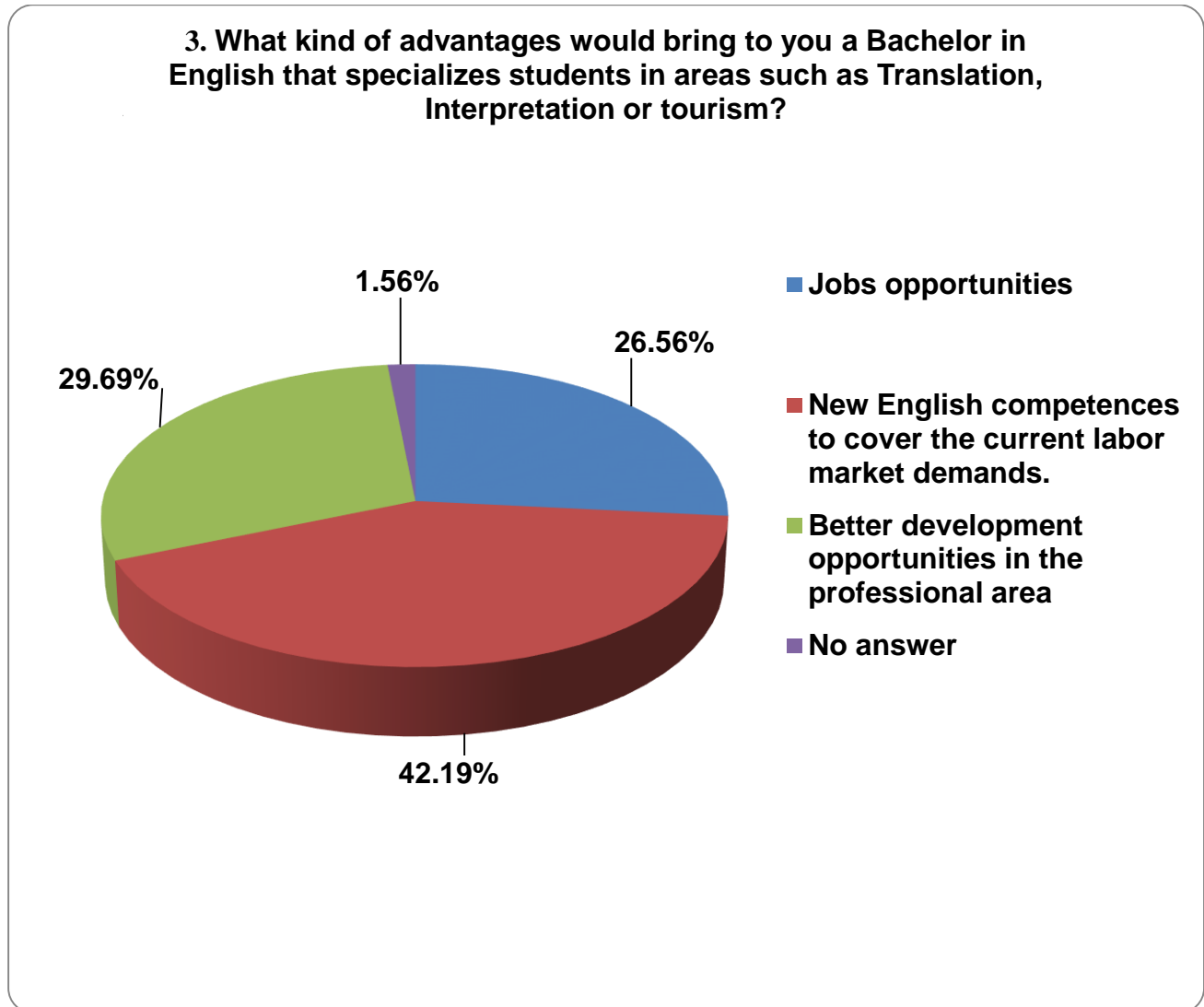
2. If the Foreign Language Department had the possibility of implementing a new B.A. in English, which of the following options would you choose?



Source: Data collected for this research.

According to the result of this question, students showed their preferences for other areas of the English Language being interpretation the area of the language with most demand among the students. As a consequence of this question the 35.94% of the interviewed consider relevant the implementation of this area in a new B.A. in English while the 32.81% also considered important the implementation of Translation as a new specialty in the B.A., another 26.56% agreed that tourism is also significant for launching a new Bachelor in English in the Foreign Language Department.

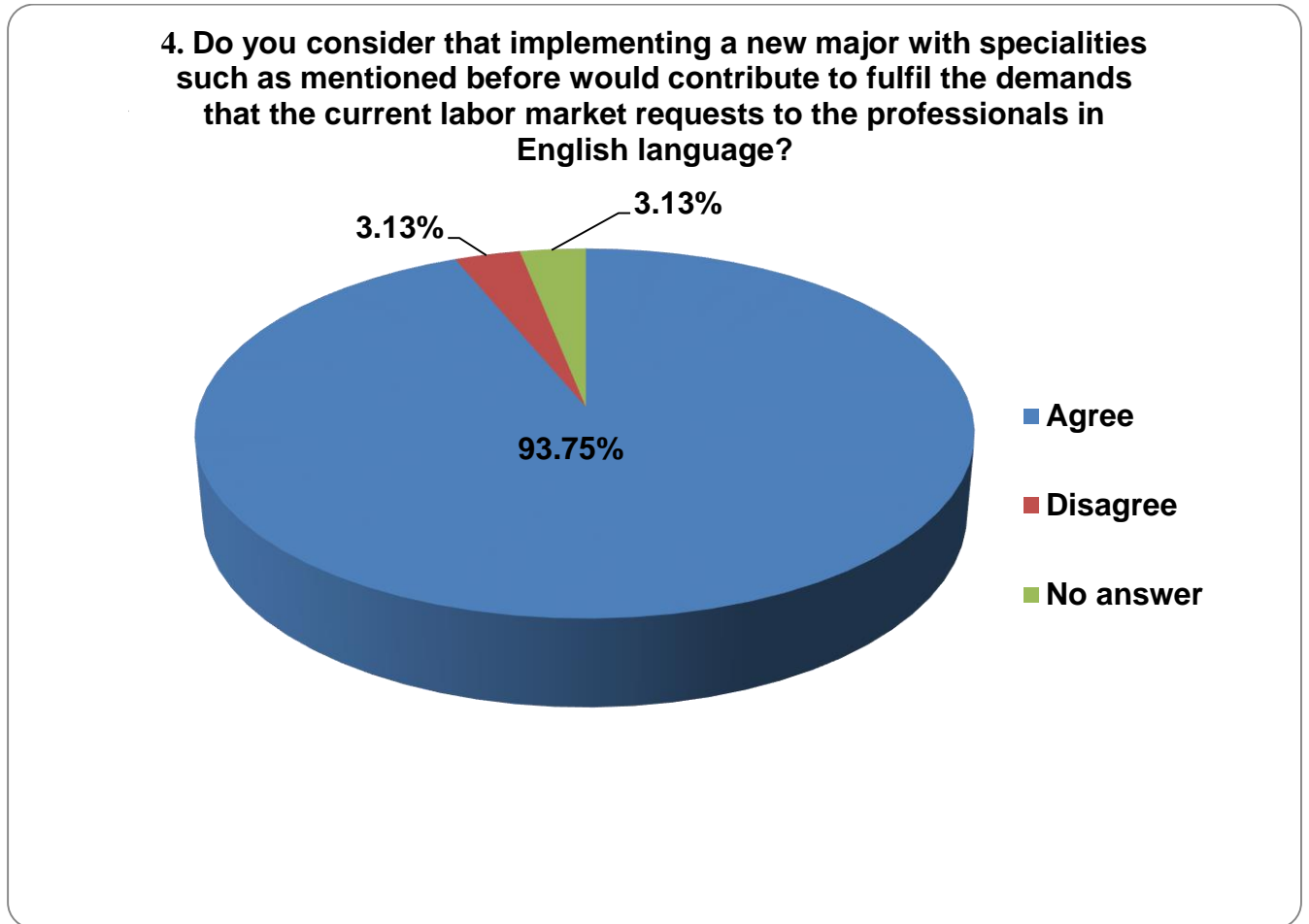
Graph No. 3: Advantages to students if a new Bachelor is implemented



Source: Data collected for this research.

Out of the 100% of students interviewed, the 42.19% of them consider that the implementation of a new B.A. with specializations in specific areas bring them the necessary competences to cover the current labor demands, while the 29.69% think that this would bring them better development opportunities in the professional area. Besides that, the 26.56% of them consider more job opportunities.

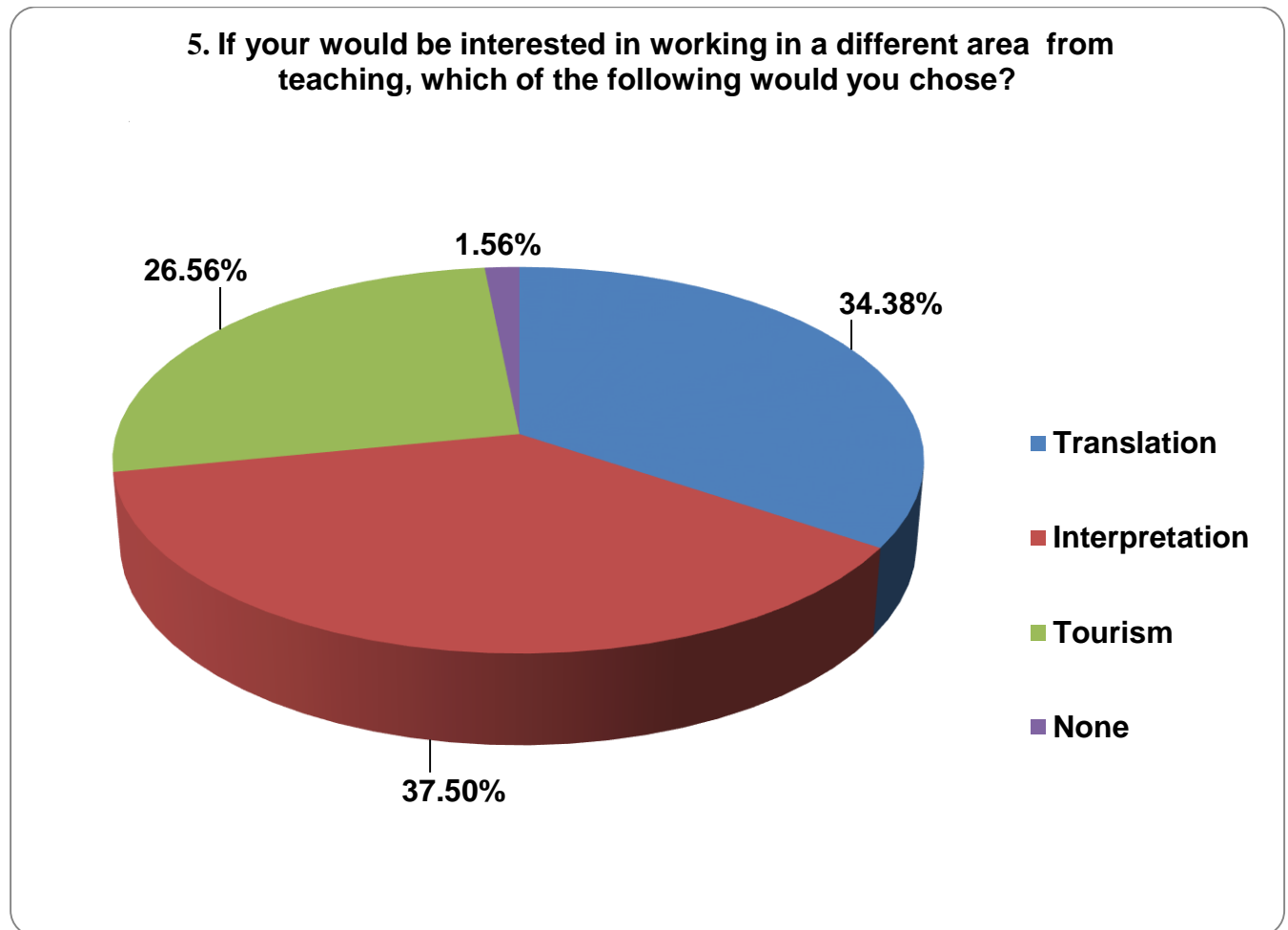
Graph No. 4: Agreement of students with the contribution of the new Bachelor fulfilment of demands of the labor market



Source: Data collected for this research.

According to the results, the 93.75% of the sample agreed that the implementation of a new major with the specialties in translation, interpretation or tourism would help them to fulfil the demands of the current labor market. Otherwise, the 3.13% disagreed that these specialties would help them to fulfil the demands of the current labor market.

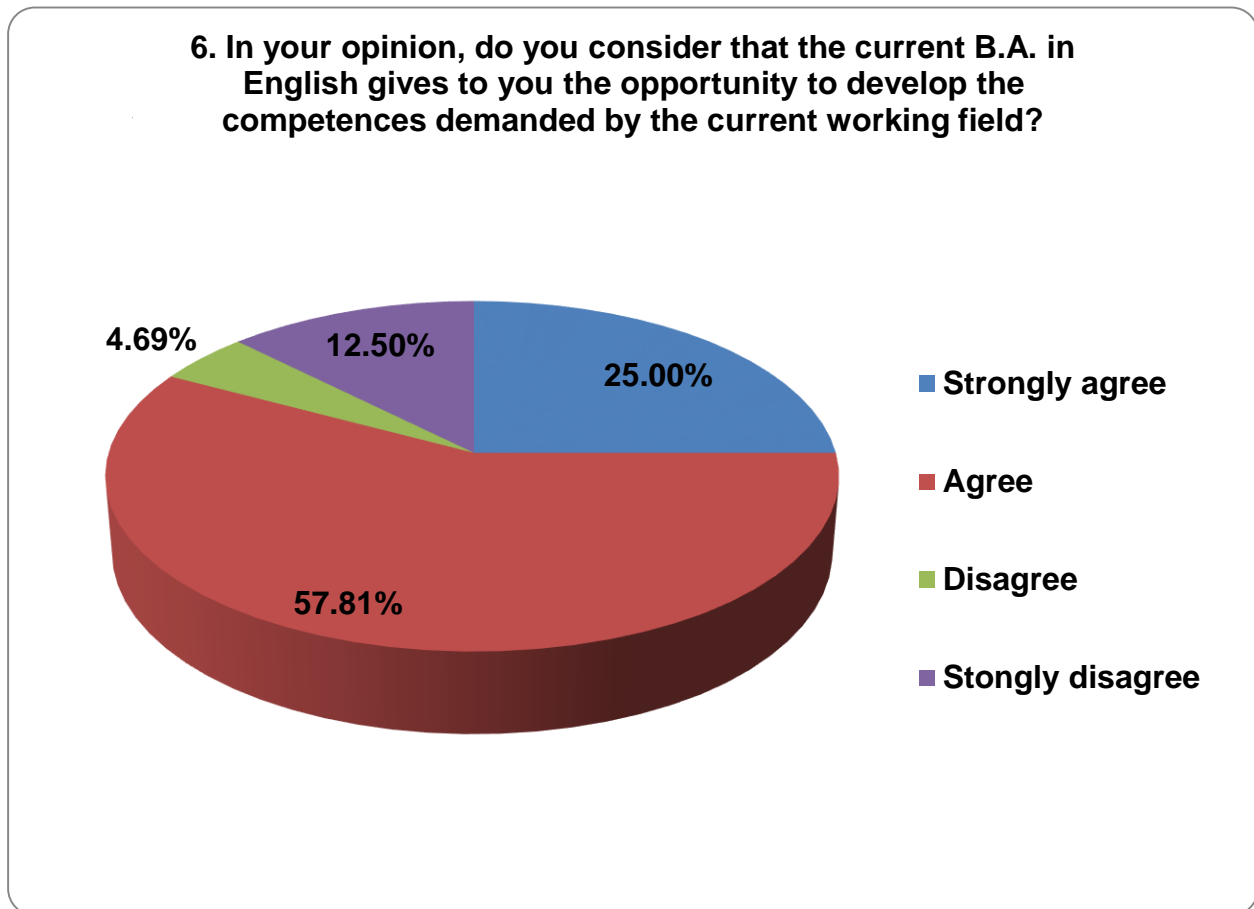
Graph No. 5: Students interests in Translation, Interpretation and Tourism



Source: Data collected for this research.

The 37.50% of the interviewed students opted for interpretation as an area of interest of the English Language. A 34.38% selected translation as another option of preference and a 26.56 showed interest for tourism. These results show what are the interests which the students would opt if it were implemented a new Bachelor in English.

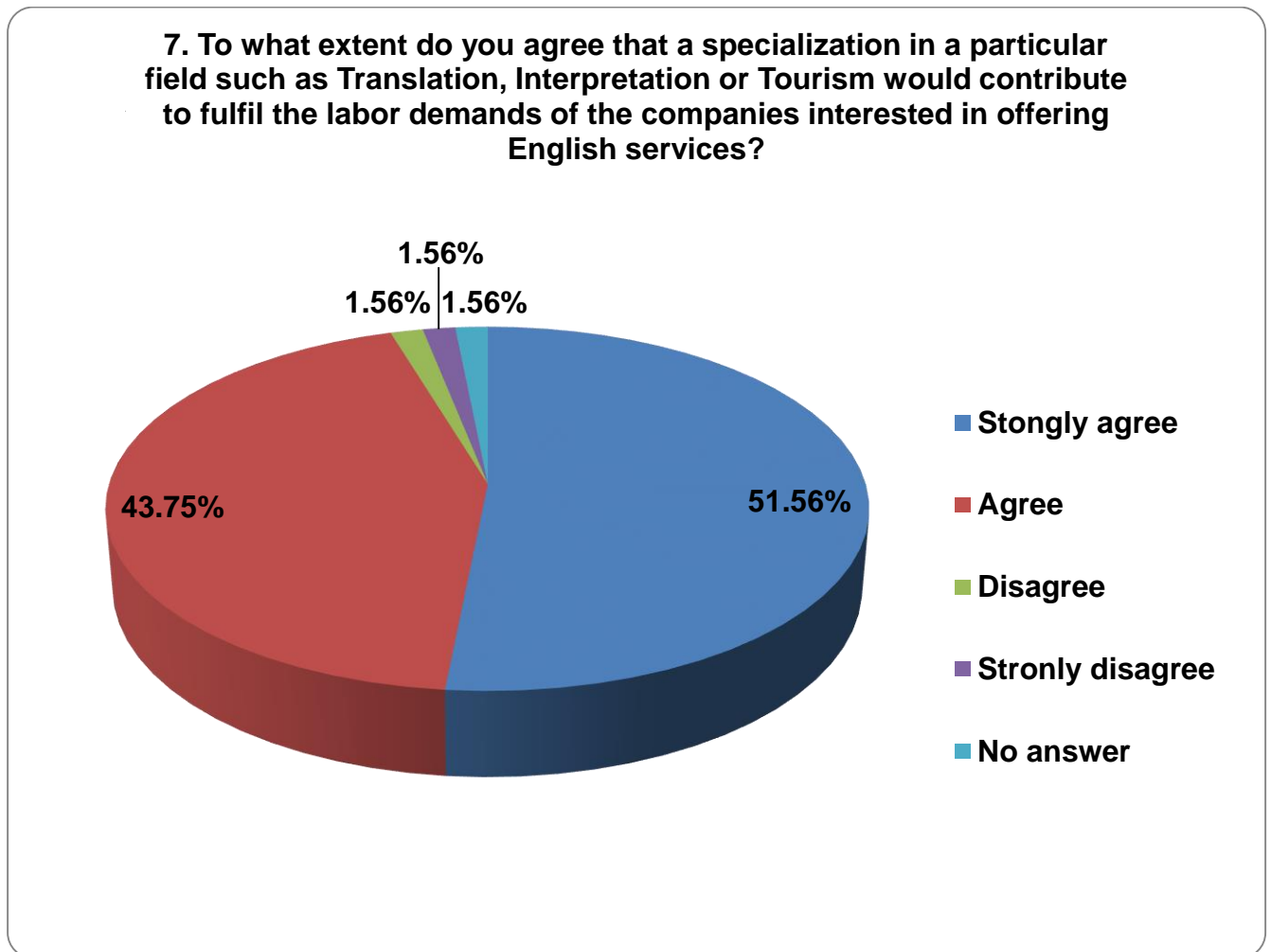
Graph No. 6: Students opinion about their developed competences compared with those demanded by the current working field



Source: Data collected for this research.

From the whole sample, 57.81% agreed that the current B.A. in English offers them the opportunity to develop the language in other areas of the current working field while a 25% of them answer strongly disagree. Another 12.50% mentioned strongly disagree and a 4.69% disagree.

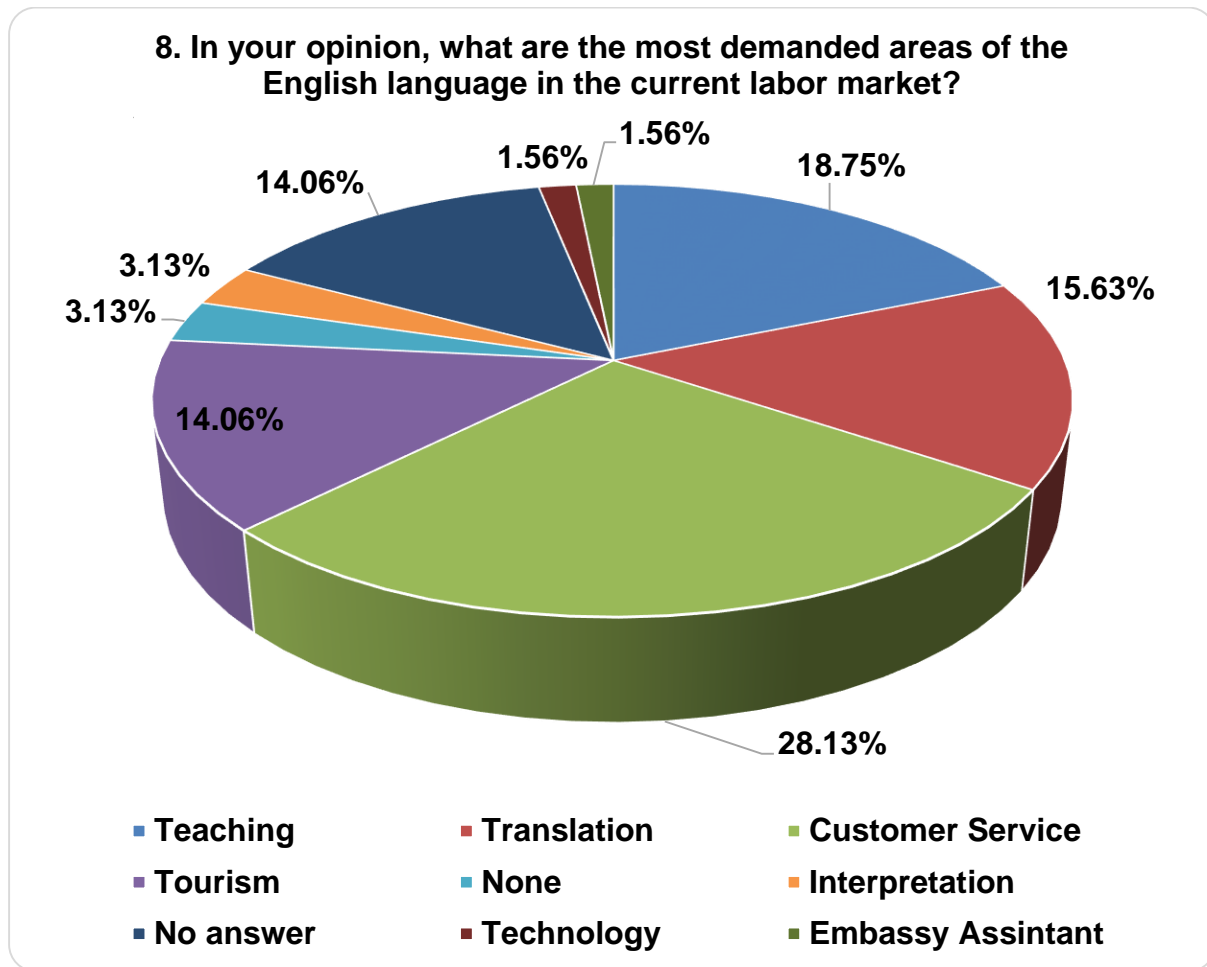
Graph No. 7: Students agreement in relation to how a particular specialization would contribute with companies to fulfil the labor demands



Source: Data collected for this research.

Most of students (51.56%) strongly agreed that that a specialization in a particular field such as Translation, Interpretation or Tourism would contribute to fulfil the demands of the companies interested in offering English services. The 43.75% showed agreed. A 1.56% answered disagrees and another 1.56% said strongly disagrees.

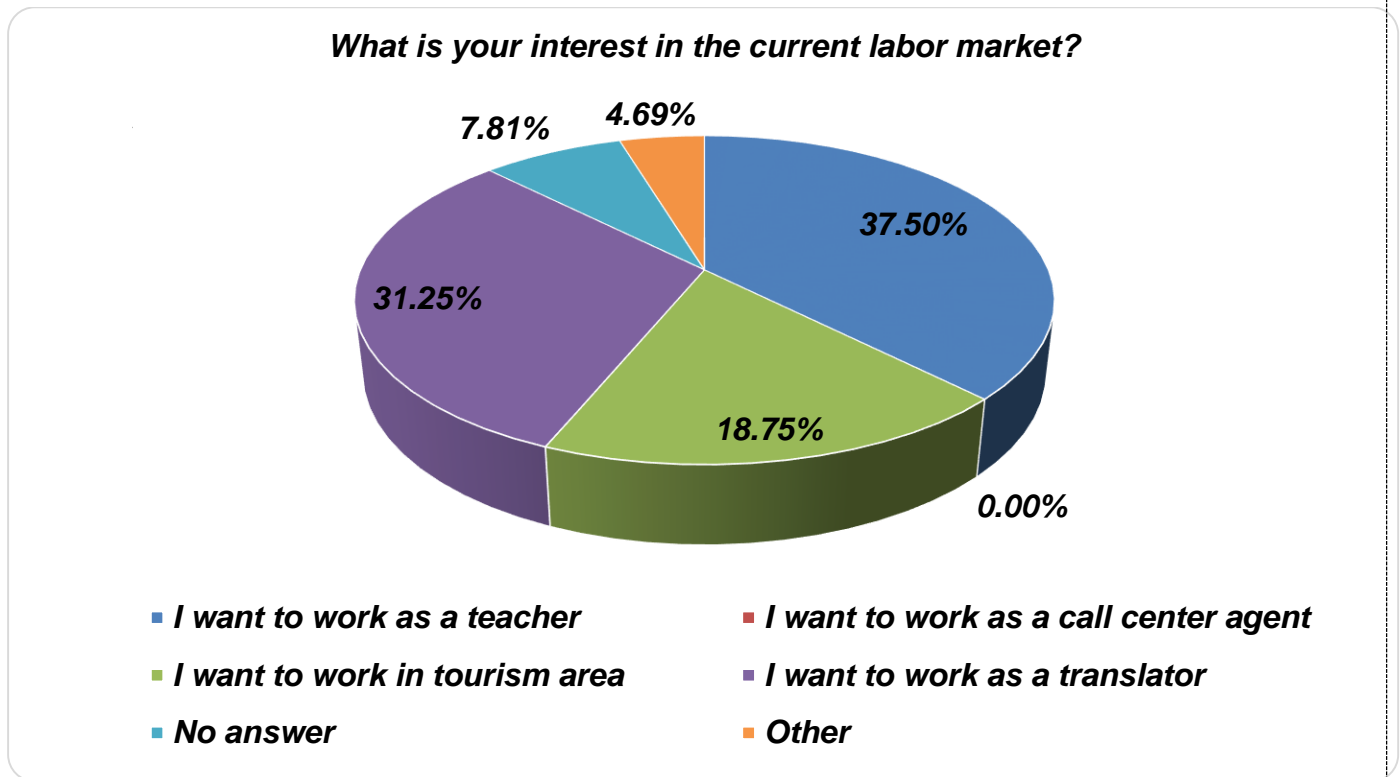
Graph No. 8: Students opinion about the most demanded areas in the current labor market



Source: Data collected for this research.

The 28.13% considers customer service as one of the most demanded area of the English language in the current labor market. An 18.75% answered teaching, while the 14.06% considers tourism as another area. And a 14.06% did not answer the question.

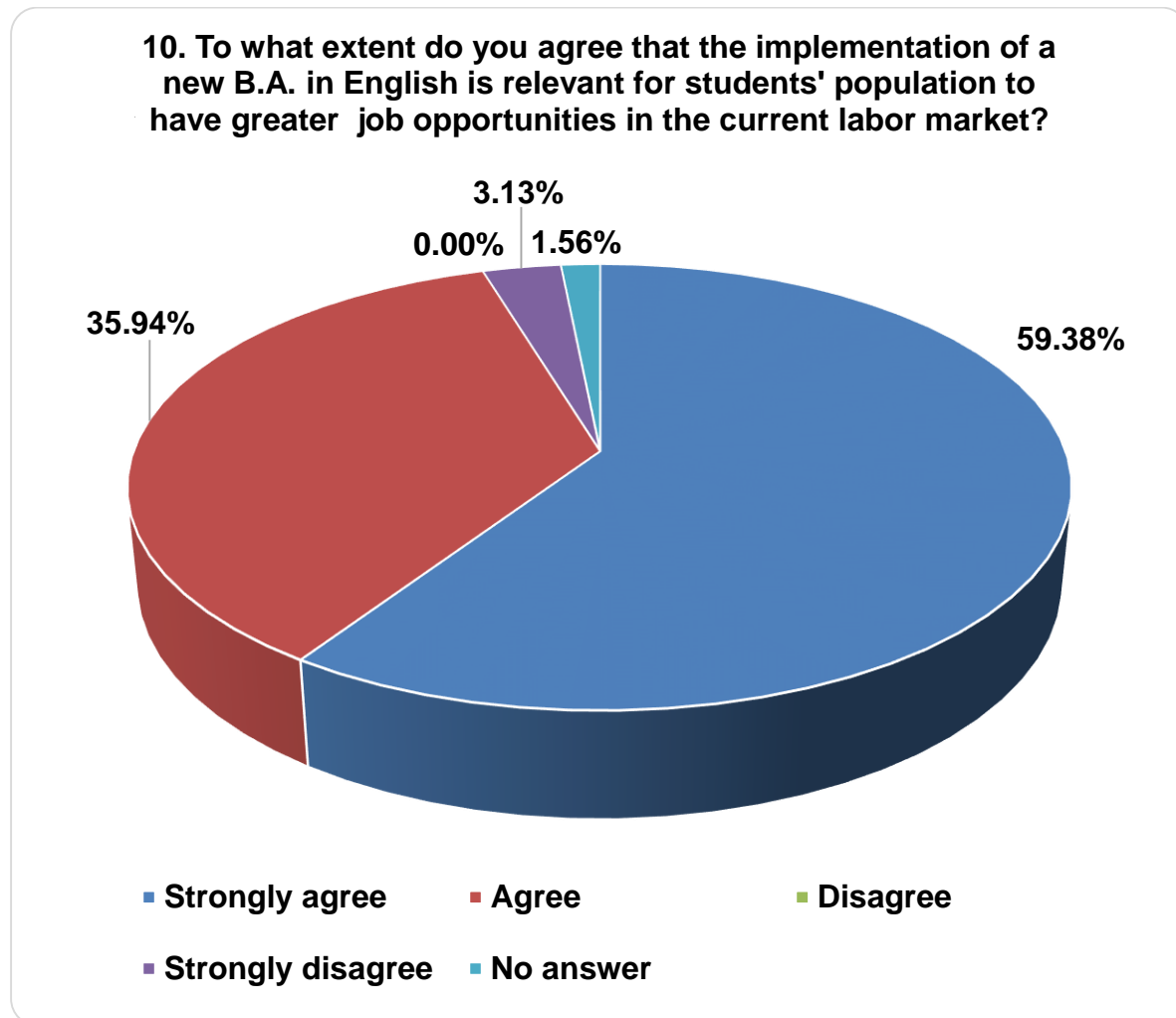
Graph No. 9: Different positions students are interested to obtain in the current labor market



Source: Data collected for this research.

From the total of people interviewed, a 37.50% mentioned “to work as a teacher” as their main interest in the current labor market, another 31.25% answered “to work as a translator” as another labor interest. The 18.75% wants to work in the tourism area. A 7.81% did not answer the question and a 4.69% choose another.

Graph No. 10. Students' opinion about better job opportunities in the current labor market if a new Bachelor were implemented



Source: Data collected for this research.

Graph 10

The 59.38% strongly agree that the implementation of a new B.A. in English is relevant to the student's population to have greater opportunities in the current labor market besides that the 35.94% answered agreed and only the 3.13% responded strongly disagree.

V. RESULTS OF THE DATA ANALYSIS

After applying the instruments, conduct the interviews, collecting the data and gathering the information the research team presents the following analysis with the purpose to answer if the implementation of a new Bachelor of Arts in English with specialization in Translation, Interpretation, or tourism in the Foreign Language Department of The University of El Salvador is moderately relevant to fulfil the demands of the current labor market.

1. The relevance of implementing a B.A. in English with Specialization in Translations, Interpretation or Tourism in the Foreign Language Department of the University of El Salvador

After collecting, transcribing, and analyzing all the gathered information along the process, it is important to note that the implementation of a new Bachelor of Arts in English with specialization in Translation, Interpretation or Tourism is moderately relevant. Firstly, after, reading, graphing and interpreting the opinions received from students currently studying fifth year of the B.A. in English with emphasis in Teaching the research team considers the following: Despite that, a considerable percentage of students currently registered in the teaching major have as a final goal to work in a field related with teaching, another percentage of students are not really interested in being teachers, but they are studying this major to use the English language as a tool in other fields. Likewise, there is another percentage of students that have interests completely different from teaching evidencing with it the necessity of other options in the Foreign Language Department of the University of El Salvador that can include specialties different from teaching, and according to the results of the surveys some of the most preferred by the students are translation, interpretation, and tourism among others.

Following the same line, modernization and globalization have changed in different ways the current perspectives of the English language in the world and our country is not exempt to those changes. Since the point of view of companies that use it as the main tool in the services that they offer to the public. That is why it is also important to get the opinions of representatives of companies that offer services in English language who work in areas of recruitment, also people who work as translators, people working for companies focused in interpretation, and not less important people who work in fields associated with tourism such as hotels representatives, and call center agents working for

companies in the same area. According to their opinions, the first remarkable thing is that they (graduate) would be highly benefited with the implementation of this bachelor for a series of factors that are described next:

- ✓ The professionals graduate from this major would have an added value for the companies interested in hiring the services of them because the competences developed for them would be in accordance with the needs of the companies and the current labor market.
- ✓ The processes of selection of the candidates for filling the vacancies in the companies would be easier taking into account the specialties and competences that they were prepared in.
- ✓ The cost of the training process would be cheaper for the companies in contrast with other candidates that would not have these competences.
- ✓ The time spent in the training would be shorter compared with the average people who looks for these kinds of jobs.
- ✓ Companies could expand their products and services besides that graduate would be benefited with more job opportunities.

After checking and analyzing the results it can be assumed that implementing a Bachelor of Arts in English with specialties in translation, interpretation, or tourism, would help to establish a coherent relationship between companies that have currently the English language as a key in the customer service and the Foreign Languages Department of the University of El Salvador. On the one hand providing the professionals required by the others, and on the other hand the others giving to students of the Bachelor the chance to start to work in one of this fields before finishing of studying. So, implementing this B.A. in English would become significant not only for the University but also for the society in general.

2. Advantages that would bring to students the implementation of a new B.A. in English in the current working field

Implementing a new B.A. in English with specializations in Translation, Interpretation or tourism in the Department of Foreign Languages of the University of El Salvador would bring labor advantages for future graduates in relation with the current labor market. According to the information collected by the researchers, head of human resources of companies interviewed such as SYKES or SEBPO among others, agreed that it is necessary to open more branches of the English Language into the Department of Foreign Languages in order to fulfil the demands of qualified personal in their companies such as translators or interpreters for instance. In addition to that, also, students interviewed agreed that this new B.A. would bring more labor opportunities to them since they would expand their set of skills and competences more in accordance with the current labor market. Among the advantages researchers found:

- Professionals graduated from this major would have more job opportunities in the current labor market, better development opportunities not only in the professional field, but also in personal growing as expert in the areas previously mentioned.
- Development of new English competences more in accordance with the current demands of the labor market, freedom to opt for one specific area in accordance with their aptitudes such as translation, interpretation, or tourism.
- Better projection in the labor market, not only locally, but also internationally, and an added value compared with other professionals in English language.

As professionals graduated from this major, they would have more job opportunities in the current labor market. First, students are going to be trained with the competences and skills that are being demanded by the current and future labor market. According to the specialists interviewed, professionals that have been trained with competences and skills in translation, interpretation or tourism are more desirable to be hired in their companies. Second, future graduates could expand their labor expectations and apply in different companies related to their area of expertise. For instance, this B.A. in English would open the chance to apply for a job in areas such as: tourism, translation, customer service, interpretation, or Embassy assistant. So, implementing this new B.A. in English in the Foreign Languages Department would offer to the society more and better opportunities of development in the current and future labor market.

Better development opportunities not only in the professional field, but also in personal growing. The human desire for growth is perhaps manifested most in the realm of career. Having a specialty in a particular field of the English Language would provide to future graduates more growth at work. For instance, Financial growth is considered by the people interviewed as part of the benefits of being graduated from this new B.A. in English. Another aspect is career growth. It is important to highlight that with this new major future graduate from the Department of Foreign Languages would be more competitive in the labor sphere due to the fact that they would be better prepared in the areas of interest of the English Language.

Developing of new English competences more in accordance with the current demands of the labor market. The implementation of this new major would bring different competences for instance, to learn the basics of translations from Spanish to English and from English to Spanish. Also, to be able to serve as a language interpreter in communicative situations which involve speakers of Spanish and English? Besides that, to be able to apply linguistic knowledge in professional environments. These competences are going to help future graduates to be in accordance with the labor market and to be more competitive as professional.

Freedom to opt for one specific area in accordance with their aptitudes such as translation, interpretation, or tourism. One of the benefits of this Bachelor in English with specialties in translation, interpretation or tourism is that it expands knowledge, abilities, skills, and competences in the area of expertise. This opening of new branches of the Language would help future professionals to opt for a career with greater demand in the labor market and better professional development in the companies. Besides that, the Department of Foreign Languages would expand its academic offering and courses to the society, creating this way more areas of expertise for future graduates. Finally, companies are looking for professionals with a specific set of skills and competences to perform a specific task in the company that is why they say that training professional in the areas mentioned before would help to fulfil the demands of the labor market.

Professionals prepared in specific areas by the Foreign Language Department would create more competitive professionals be able to fulfil the demands of the current labor market.

3. Reasons why a new B.A. in English with the specialization in Translation, Interpretation or Tourism would contribute to supply the demands of the current labor market

First, it is important to remark that this relevance is related with the English language labor market. Either the fifth year students surveyed or translators and human resource representatives of companies that use English language in their services who were interviewed agreed in how the current demands of the labor market can be supplied through the implementation of a new Bachelor of Arts in English in the Foreign Language Department of the University of El Salvador with specialties such as translation, interpretation, or tourism.

According to interviewees modernization and globalization have increased the range, the kind, and the quality of the competences required to work in areas related with the management of the English language. In the same way, they consider that the implementation of this Bachelor would help the companies in different ways like:

- Simplifying the processes of selection of the profiles of candidates to vacancies.
- Reducing the training time and saving money in trainings.
- Hiring processes faster than in the past.
- Enough skilled labor qualified.

In the same way, students currently registered in the B.A. in English with emphasis in teaching support the opinion that having a B.A. in English with the specialization mentioned before would give to the society professional highly competitive who fulfil the need that English language labor market has currently.

Simplifying the processes of selection of the profiles of candidates to vacancies. Most of the companies have specific requirements when they are selecting their future workforce. Representatives of the companies consider this selection as a difficult task due to the fact not all the applicants have the skills and competences they are looking for. It is not only to speak English Language but also have the right qualifications to better perform the job. So, the future implementation of a B.A. in English in the Foreign Language Department that trained professionals in translation, interpretation or tourism would bring to the society those skills and competences demanded by the employers. Thus, according to the companies a professional graduate from this new B.A. in English would simplify the selection process and fulfil the vacancies they are offering to society.

Another aspect is that with the implementation of a new B.A. in English with specializations in translation, interpretation or tourism would reduce the training time companies spend to their future workforce. Reducing training time is something crucial for companies because they save costs for preparing people for long periods of time because they do not have the qualifications demanded by the employers. However, with the specialization of professionals in specific areas by the Foreign Language Department the period of training would be shorter due to the fact these professionals would be already trained in the areas of interest of the companies. In addition, this B.A. in English would contribute companies to fulfil the vacancies with professionals graduated from the Department of Foreign Languages of the University of El Salvador.

Future graduates of this new Bachelor in English would result as the skilled qualified workforce that companies are looking for their staff. The growth of the companies is based on the contribution and production of its workforce therefore experts interviewed concerns in the role of the university as a fount of education and creator of future workforce.

The benefits if the University of El Salvador through the Foreign Language Department prepares the future graduates in different areas from teaching will be not only for the companies but also for graduates. In addition, the University of El Salvador will contribute with the development offering to the society high qualified professionals in accordance with the demands of the current labor market. It is therefore crucial to implement a new B.A. in English in the Department of Foreign Languages that train students with the skills and competences that employers in the English sector of business are demanding.

Through the implementation of this new B.A. in English the University of El Salvador through its Department of Foreign Languages will contribute to supply the demand of the qualified workforce companies are looking for. Moreover, it would help companies in the sector to simplify the processes of selection of the profiles of candidates to vacancies. Also, to reduce the time and saving money in trainings. And finally, it would contribute to train the skilled and qualified workforce.

4- Interests in the working field that students currently registered in the B.A. in English with the specialization in teaching have different from the teaching area

With the purpose to answer this question the research team applied a survey to students of the fifth year coursing the subject Seminar II of the B.A. in English with emphasis in Teaching to get reliable information about the topic. Even though a high percentage of students are very satisfied with this major it is shown that some of them have very different expectations of the current major. Nevertheless, if they had the opportunity to choose a different option from teaching such as interpretation and translation a high percentage will choose them. Otherwise, almost all of them agree that a new major would help them to fulfil the demands of the current labor market probably because it would give to them a more desirable profile according to the reality that globalization and modernization have brought to the companies. The main cause of this contrast is the fact that the current B.A. focuses its goals on teaching English as a second language just for teaching.

Therefore, the curricular plan has been specially designed to prepare future graduates with competences and skills in teaching English Language. That is why most of students agreed to be satisfied with the major they are currently studying. However, the fact that the current major in English prepares professionals in teaching limits the development of the English Language in other areas of interest of the current labor market, for instance, translation, interpretation and tourism which are specialties that are having greater demand for companies that offer services in these sectors.

Paying attention to the results of the surveys it can be noticed that the focus of the current B.A. in English does not fulfil all the requests that the current labor market demands. While it is true that some of the people who graduate of the current B.A. fulfil some of the competences required to work in areas different from teaching in the current labor market, most of them need to look for other options to reinforce their competences and being competitive in the current working field. As it has been shown, the main interests of the students currently studying the B.A. in English with emphasis in Teaching in the working field are not the same that the ones that the career offers. According to the information collected, the main interests of students are interpretation in the first place, then it is translation as second, third the tourism area, and finally, it is customer service and call center agents.

But, in accordance to the opinions of the students currently studying the B.A. in English with emphasis in teaching this is not the most demanded area in the current labor market. At first, they consider that the most demanded area is customer service. Second, most of them agree that the teaching area is demanded. Then, they place translation in the third position of the most demanded. Next, they think that the tourism area has the fourth place in demand. The fifth preference in the current labor market according to the students is translation and the less demanded areas are embassy assistant and the technologies of the information and communications.

Since some of the students currently registered in the B.A. in English with emphasis in Teaching have interest in areas very different from teaching, but not having other options to select they are forced to study the current B.A. It is very important that authorities of the Foreign Language Department value the results of this research to give to the future student's better alternatives in the English language field.

Taking into consideration all the opinions collected from students currently registered in the B.A. in English with emphasis in Teaching it can be assumed that: Some of the students who are registered in this major are not interested in working as teachers. Since there are no other options in the Foreign Language Department, they opt for taking the only one. Some other students just want to learn English language to look for jobs in other areas or for other purposes. Another group of students is focused in fields very different from teaching such a translation, interpretation, or tourism, but due to the competences required for the current labor market they are forced to take extracurricular courses to reinforce their competences and being suitable for the current exigencies. And a little group of students does not have clear what is the purpose for studying this major, neither what their goals are. Summarizing, paying attention to the professional interest of the students currently registered in the B.A. in English with emphasis in Teaching it is easy to deduct that all above opinions evidence the need of the implementation of a new B.A. in English in the Foreign Language Department which offer to the students the possibility to select between different options.

VI. CONCLUSIONS

Taking into account companies' expert's head of human resources and students' opinions of the Department of the Foreign Languages of the University of El Salvador; the research team can conclude in fact that the implementation of a new B.A in English with specializations in translation, interpretation or tourism is relevant to supply the demands of the current labor market. Based on that fact, some of the identified needs can be mentioned:

- a. The implementation of a Bachelor in Arts with specialization in Translation, Interpretation, or Tourism would benefit first, students who as future professionals would gain added value in the current and future labor market compared with other professionals, second, the companies which are going to take advantage of the professionals as users of this workforce, third, The Foreign Language Department itself which would give a leap in quality, but the highest beneficiary would be the Salvadoran society in general.
- b. Translation, interpretation, and tourism are very important areas in the current labor market, mainly for companies that use English Language to offer their services to the society not only locally but internationally. So that, the implementation of a new Bachelor in English that specializes students in areas such as translation, interpretation or tourism would become really relevant not only for companies and students, but also for the University of El Salvador itself through its Foreign Language Department.
- c. Globalization and modernization are pushing higher education institutions to be aligned with the current technologies in accordance with the development, in that sense it is clear to notice that the Foreign Language Department Bachelors need an updating and also, the inclusion of a new one which offers to the students more possibilities as professionals in the current labor market.
- d. Some of the students of the Bachelor in Arts with emphasis in Teaching feel forced to study this Bachelor or they do not feel comfortable in it due to the fact that they do not have other options more in accordance with the current labor market or of their preference.
- e. The benefits for companies that use English language as a working tool are enough human resource available in the labor market, less cost in training due to the

competences acquired during the period of study, and third, high quality professional services offered to the customer.

VII. RECOMMENDATIONS

According to the results and findings of this project, the research team provides the following recommendations to the main entities involved in the possible implementation of a new B.A. in English with different options apart from teaching, in order to be taken into account for a future change. The recommendations are delivered to Authorities in charge of academic changes and improvements in the majors offered from the Foreign Language Department.

7.1 To the School of Arts and Sciences

- a. To appraise the possibility of creating a new B.A. in English that includes other areas of professional development such as interpretation, translation, or tourism in accordance with the current labor market. It could be also very important to update the Bachelor of Arts offered by the department with new specializations in the English field oriented to supply the current demands of the labor market.
- b. To take into account the current demands of the labor market in a possible curricular change. It would be relevant that in a possible curricular change it can be included other areas of professional development in accordance with the current labor demands of the English field. That does not mean that the teaching option is obsolete. This would be with the purpose of training future graduates with the set of competences and skills that companies are looking for.
- c. Due to the amount of the students currently registered in the B.A. in English with emphasis in teaching who are not interested in this area, the research team suggests to value the possibility of diversifying the current Bachelor or implement a new one that provides different competences and skills apart from teaching. This is with the purpose of preparing students in different labor fields of the English as a second language.

7.2 To the Foreign Language Department

- d. To keep more contact with the employers of companies related with the use of English language to design a possible new B.A. in English according to the current demands in the labor market. To contribute to fulfil the demands of the labor market is necessary to make contact with the employers of the companies in order to identify what areas of the English are most demanded by them. This fact would help to the Department of Foreign Languages to better prepare future professional with the competences and skills appropriate to the current labor demands of companies.
- e. To implement a program of professional practices that help students to have better professional development in the labor market. This would be with the purpose of helping future graduates to develop the skills and competences that companies are looking in their future workforce before graduate.
- f. Despite the fact that the Foreign Language Department developed a study with the purpose to identify how people who are graduated from this department are performing in the current labor market, and what is missing to fulfil the required profile by companies, It would be useful that the Foreign Language Department updates that study in order to identify how they can improve their curricular plans or if it is necessary to create a new career.

VIII SOURCES OF INFORMATION

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IX APPENDIXES



Appendix 1. Survey
 UNIVERSITY OF EL SALVADOR
 SCHOOL OF ARTS AND SOCIAL SCIENCES
 FOREIGN LANGUAGE DEPARTMENT



Questionnaire for students coursing the fifth year of the B.A in English with Emphasis in teaching of the Department of Foreign Languages of the University of El Salvador

Topic: The relevance of implementing a new BA in English with Specialization in Translation, Interpretation or Tourism, in the Foreign Language Department of the School of Arts and Sciences of the University of El Salvador.

Objective: To describe the relevance of implementing a new B.A. in English with specialization in Translation, Interpretation, or Tourism in the Foreign Language Department of the University of El Salvador.

GENDER:	Female	Male	YEAR:		SEMESTER:
AREA OF WORKING	Call center	Translation	Tourism	Teaching	

INSTRUCTIONS: Draw a circle on the answer that best respond the questions according to your personal opinion.

1. To what extend are you satisfied with the Bachelor that you are currently studying?
 - a. Very satisfied
 - b. Satisfied
 - c. Unsatisfied
 - d. Very unsatisfied
2. If the foreign Language Department had the possibility of implement a new B.A in English, what of the following specializations would you like?
 - a. Translation
 - b. Interpretation
 - c. Tourism
 - d. Other: _____
3. What kind of advantages would bring to you a Bachelor in English which prepare students in areas such as: Translation, Interpretation, or tourism?
 - f. Jobs opportunities
 - g. New English competences to cover the current labor market demands
 - h. Better developing opportunities in the professional area
 - i. Other: _____

4. Do you consider that implementing a new Bachelor with specialties such as mentioned before would contribute the demands that the current labor market requests?

- a. Yes
 - b. No
- Why?
-
-

5. If you would be interested in working in a different area from teaching, which of the followings would you choose?
- a. Translation
 - b. Interpretation
 - c. Tourism
 - d. Other: _____
6. In your opinion, do you consider that the current B.A. in English gives to you the opportunity to develop competences according to the current working field?
- a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
7. To what extent do you agree that a specialization in particular field such as Translation, Interpretation, or Tourism, would contribute to fulfill the labor demands of the companies interested in offering English services?
- a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
8. In your opinion, what are the most demanded areas of the English language in the current labor market?
-
-
-
9. What is your interest in the current labor market?
Circle the letter with your preference.
- a. I want to be a teacher
 - b. I want to work in call center agent
 - c. I want to work in the tourism area
 - d. I want to work as a translator
 - e. Other: _____
10. To what extent do you agree that the implementation of a new B.A in English is relevant for student's population to have greater opportunities in the current labor market?
- a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
 - e. No answer



Appendix 2. Interview form
UNIVERSITY OF EL SALVADOR
SCHOOL OF ARTS AND SOCIAL SCIENCES
FOREIGN LANGUAGE DEPARTMENT



Interview for employers of different companies related with interpretation, translation, and tourism.

Topic: The relevance of implementing a new BA in English with Specialization in Translation, Interpretation or Tourism, in the Foreign Language Department of the School of Arts and Sciences of the University of El Salvador.

Objective: To describe the relevance of implementing a new B.A. in English with specialization in Interpretation, Translation, or Tourism in the Foreign Language Department of the University of El Salvador.

INSTRUCTIONS: This interview is delivered to managers from different companies related with the English language.

Name of the company: _____

1. How relevant would be for future graduates to be prepared in areas of the language such as translation, interpretation, or tourism?
2. In which areas of the current labor market people trained in specializations mentioned before could apply for a job?
3. What are the characteristics that make relevant a student graduated from a B.A in English with specialization in Translation, Interpretation, or tourism for your company?
4. In your opinion, do you consider relevant for your company that the future professionals in English are trained in the areas previously mentioned?
5. What are the skills that an applicant must have to apply for a vacancy in your company?
6. What are the labor advantages in this company that would bring to students implementing a B.A in English with the characteristics mentioned before?
7. Do you think that if an academic institution such as the Department of Foreign Languages of the University of El Salvador prepared students in translation, interpretation or tourism, they could have more opportunities when applying for a vacancy in your company?
8. In what way implementing this major would contribute to help companies like this one to take advantage of the competences of the future graduates?
9. In your opinion, what are the labor fields in which students trained in translation, interpretation, or tourism could apply?
10. In your experience, what is the main labor interest of your applicants?