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DEVELOPMENT OF ENGLISH LANGUAGE SKILLS FOR OIL SECTOR EMPLOYEES IN IRAQ BY USING MODERN TRAINING METHODS

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ABSTRACT

In 2003 Iraq confronted an assortment of unexpected sociocultural changes taking after the coming of war and the end of the Sadaam Hussein administration. The consequent ten years of reproduction realized new needs and requests for Iraq . and its populace. These challenges became visible with Iraq's sudden push into a worldwide situation, where English is turning out to be progressively vital. This study looks at the advancing dialect necessities of oil field workers situated in Basra. In particular, the requirement for course work that will enhance English dialect aptitudes and upgrade execution in the work spot is basic.

Due to the earlier prohibitive political environment of Sadaam Hussein and the security dangers of the most recent ten years of a post conflict environment, very little research has been attempted with respect to the significance of business English in Iraq. In this way, a basic need exists to investigate the instructing of English in Iraq to recognize training arrangements helpful in the short run. This needs examination uses reviews and casual meetings with three distinct gatherings of partners: workers/understudies, instructors, and chairmen of ROO.

This study sits inside the connection of a permit contract between three noteworthy oil organizations: South Oil Organization (SOC), British Petroleum (BP), and China National Petroleum Corporation (CNPC). The outcomes exhibit a basic requirement for the conversational abilities of the understudies, permitting them to pick up the certainty important to participate in both formal and casual business discourses, and in enhancing their adequacy in community basic leadership around here environment. This exploration will permit intrigued partners in Iraq to consider the necessities of the workers/understudies and TESL experts that are particular to this novel environment and its unmistakable kind of work .

As well as , In March 2012, UNDP banded together with the main oil organization, Shell, to dispatch an activity to construct participatory arranging and neighborhood limit and actualize particular exercises in groups close to the Majnoon Oil Field in the Governorate of Basra, South of Iraq. The organization likewise intended to empower superb professional preparing (VT) and miniaturized scale, little, and medium undertaking (MSME) condition. The oil and gas segment remains the biggest in Iraq's economy. Accordingly, short-and medium-term associations with the private segment, especially with the global oil organizations as the biggest financial specialists in the nation, was viewed as key in upgrading aptitudes and advancing business, notwithstanding building more grounded, more focused and comprehensive markets.

The goal of this venture is to upgrade the nearby economy. Be that as it may, the genuine execution has the chance to produce work, give limit improvement, and exchange abilities to neighborhood firms, contractual

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workers, providers, specialist co-ops, and craftsmans, and along these lines additionally fortify nearby monetary advancement.

After open interviews in Basra's sub-locale of Al Nashwa, UNDP distinguished a critical absence of financial open doors, which turned into an essential concern. A long time of war and authorizes brought about an absence of value training and satisfactory abilities for the work showcase, consequently prompting high unemployment. The people group in the region additionally experience the ill effects of weakness care administrations, absence of access to instruction, inconsistent power supplies and insufficient water and sanitation arrangement.

To profit the nearby groups where they are available, Shell and other universal oil organizations working in Basra and all through Iraq work with the Government of Iraq (GoI) and neighborhood specialists to contract Iraqi nationals. Amid the pinnacle development period of the Shell worked Majnoon Oil Field situated in the north of Basra, 2,850 Iraqi nationals chipped away at the venture.

As maintainability and monetary development of nearby economies is a piece of Shell's worldwide command, Shell Iraq plans to share the advantages of its operations by building up the neighborhood economy in Basra. Through preparing projects, for example, English dialect preparing, and specialized limit building activities, monetary and business openings are upgraded for the nearby group.

Through its Inclusive Growth and Private Sector Development (IGPSD) bunch, UNDP's four-year organization with Shell Iraq comes in accordance with the United Nations Development Assistance Framework (UNDAF) and UNDP's command to the GoI, focusing on empowering arrangement and structures for quick monetary recuperation, comprehensive and differentiated development and private area improvement

Key words: Needs analysis, ESP, Business English.

Chapter 1

It is crucial to provide the setting for this research in order to understand the need for and importance of this situational analysis. It is equally important to understand the historical background of Iraq's national oil company. Surprising as it may seem, most people think that Iraq has more than one oil company, but there is actually only one oil company, which is owned by the government and dominates Iraq's oil production.The Ministry of Oil (MOO) and the State Oil Marketing Organization (SOMO) control this industry. Both MOO and SOMO are located in Baghdad, the capital of Iraq.MOO has two main branches that feed the Ministry with oil production. The first is Kurkuk, North Iraq. The second is centered in Basra in the south of Iraq. Each of the locations has scattered compounds and large numbers of employees.

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Stage II: 1990-2002 , and Training Teachers Program
The training department at the SOC is responsible for developing employee skills. One of its main concerns is developing employee skills. One of its main concerns is teaching English courses. But the type of courses taught till 2006 were not effective for the level of requirements

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the company was moving towards. The type of courses delivered relied on old methods of teaching English, meaning they only concentrated on grammar rules. For example, participants would memorize grammar rules to help construct sentences, as this method was considered the most effective, but no interaction would occur in these types of courses.

On the other hand, as the company was shifting its attention to collaborating with other oil companies, this established the need for re-inventing the English courses to motivate the employees, raising the number of participants attendance for such courses, and enhancing the employees ability to communicate in English. The solution for this increasing need came after intense meetings and negotiations, which approved the training teachers program that was certified by Baghdad's head training departments at the MOO.

Chapter 2

2. Identifying problem

This section will identify problems that arose from the first three stages. The problems will be addressed in two parts. Part one will identify the situation at the SOC

before 2003. Part two will explain the shift of changes after 2003 and the importance of the English language with the increasing need in this particular business environment.

2.1 Research Questions

There are three research questions motivating this needs analysis.

1) Are the courses meeting the employees students' needs? What are the learners needs?

2) What are the administration's obstacles and challenges in this particular situation?

3) Are the teachers' needs being addressed? What are these needs?

The first part of question one for this research highlights the English courses and questions if the courses are meeting the expectations of the students. The answers to the first question are provided by the questionnaire. In addition, the interview questions present a sample of the points of view these employees would want to deliver. highlights the English courses and questions if the

courses are meeting the expectations of the students. The answers to the first question are provided by the questionnaire. In addition, the interview questions present a sample of the points of view these employees would want to deliver. The second part of research question one addresses the specific requirements and needs of the students. The responses are collected from the students, teachers, and the administration, as each group identifies the needs of the students from their own perspective.

2.2 Literature Review

The Concept of Need Analysis (NA) : This section will describe the historical background of needs analysis (NA). The importance of NA in English for Specific Purposes (ESP) cannot be understated. To justify language teaching for specific purposes assumes a clear specification of the needs that need to be met by a specialized course of study. In the 1970's, NA became an essential part of ESP, as it was initially approached by "the initial process for the specification of behavioral objectives" (Le Ha, 2005, para. 3) which proceeded into investigating needs from a more functional, notional, and lexical approach towards syllabus design. English for Specific Purposes (ESP) ESP is a meta-category which includes many types of specific purposes, such as English for Academic Purposes (EAP), English for General Business Purposes (EGBP),and English for Specific Business Purposes (ESBP). The purpose of the needs analysis in any ESP situation is training learners in the use of professional language that will serve them adequately in their working environment (Basturkmen, 2006, p. 17).

2.3 Insider/Outsider Perspective

Insider/outsider perspective has been discussed in various need analysis case studies; the most discussed aspect is which of these perspectives gives a broader view on what the learner needs actually are. The following articles tackle their research from two different perspectives. This first article is by Holliday (1995) presenting him as the outsider. The second article by Jasso-Aguilar (1999) tackles the insider perspective. Also this shows the perspective of the ROO research study.

Holliday (1995) is the key study influencing this research as it resembles the context in which

ROO operates. Holliday conducted a needs analysis for an unnamed oil company in the Middle East. His survey's goals were decided for him as he claims, "when I arrived, it had already been decided by the company training department that the investigation would take a form of interviews with management, a sample of supervisors and a sample of national employees. I had no opposition to this decision" (p. 117 Technology and Teaching English

Some Needs Analysis Studies This study uses multiple sources of data to arrive at its recommendations. Cowling (2007) gives an example of NA and course design for a Japanese business company by the use of a "multiple-triangulation" course based methodology (p. 428).

Other recent studies have also given attention to multiple sources of data, emphasizing different aspects and skills that serve the ESP situation .

2.4   Language Barriers

After 2003, Iraq changed in many ways. The isolation of Iraq from any modernized information of what was developing in the global world had placed the country many steps behind the rest of the world. Unfortunately, this was the price that Iraq had to pay. In 2003, Iraq was thrust into the world of globalization. For Iraq, globalization meant rapid, unforeseeable change in almost every aspect of life including in intercultural business communication. Iraq had to pay. In 2003, Iraq was thrust into the world of globalization. For Iraq, globalization meant rapid, unforeseeable change in almost every aspect of life including in intercultural business communication.

3.   CONCLUSION

Developing English Language is a crucial matter for Iraqi Oil's employees because the growth of this field and coming of the greatest Oil company for Iraq such as (BP).(Insider/Outsider perspective is an important terms which are used to describe the needs of Iraqi learners of principles and materials .Language Barriers are also used in the study to show the differences between the development of using English in Iraq and other countries .As   well   as, the study   presents Holiday(1995) as a key analysis for an unnamed Oil Company in the Middle East.

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