

A Triangulated Study on Occupational English Language Needs of Iranian Bank Clerks

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Abstract Nowadays, ESP is a major area of interest around the world. The researchers believe that ESP is an enterprise involving education, training and practice; it draws upon three major realms of knowledge: language, pedagogy and the students' specialist areas of interest. This study attempts to investigate the present and target occupational English needs of Iranian bank clerks, and also find a significant difference between Iranian bank clerks' and EOP teachers' perceptions of present and target occupational English needs. For this purpose, two groups (totally 60 participants) were studied. The first group included 40 bank clerks out of 10 banks in Rasht, Guilan, and the other group included 20 EOP teachers two Iranian universities in Rasht (Islamic Azad University and University of Guilan). They were MA and Ph.D. holders in English Teaching and Applied Linguistic. The data were collected through two semi-structured interviews and two questionnaires for both EOP teachers and bank clerks. The data were analyzed using the SPSS software, and the results obtained through descriptive and inferential statistics including the Mann-Whitney U Test revealed a significant difference between bank clerks' and EOP teachers' perceptions of present and target occupational English needs. Therefore, it is proposed that stakeholders take these perceptual mismatches into consideration, as they influence the effectiveness of EOP classes and courses to a great extent.

Keywords : English Job Requirements-Multilateral

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