

The Use of English as a Lingua Franca in Business Communication: A Case Study of Applied Foreign Language Students

Penggunaan Bahasa Inggris sebagai Lingua Franca dalam Komunikasi Bisnis: Studi Kasus Mahasiswa Bahasa Asing Terapan

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Abstract

The use of English as a Lingua Franca emphasizes the importance of mutual understanding rather than perfect grammar or sounding like a native speaker. In the context of internships, students often face challenges such as accents, proficiency levels, and diverse cultural references that can lead to misunderstandings and communication disruption. This study aimed to fill the gap by focusing on the real experiences during internship, collecting data from questionnaires and interviews of Applied Foreign Language students involved in business communication using English as a Lingua Franca. The findings show that students actively employed strategies of politeness, clarity, and efficiency to overcome communication barriers. Politeness was shown through the use of respectful expressions when making requests or correcting others. Clarity was achieved by rephrasing unclear messages, avoiding complex vocabulary, and confirming understanding. Efficiency was applied by delivering messages directly and focusing on the main point. These strategies helped them build confidence, maintain professional interactions, and contribute more effectively in the workplace. In conclusion, these communication strategies are effective tools that help students handle language challenges, maintain clear and respectful communication, and engage more fully in professional settings where English is used as a Lingua Franca.

INTRODUCTION

Languages hold a fundamental influence in shaping communication. Lingua franca is a common language used for communication between people with different mother tongues. It is not a native language for any of the speakers (Barančicová & Zerzová, 2015). It serves as a common means of interaction or a bridge language, enabling mutual understanding among speakers of different native languages (Irianse, 2018). English, as the most widely spoken and studied language across the globe, has established a position as lingua franca, enabling effective communication and understanding among nations (Ergasheva, 2024). English has become the main language used in international communication because it is the most convenient and effective way for people from different countries to communicate (Carlos, 2024). In the context of English as a lingua franca, the main focus is on achieving mutual understanding rather than using perfect grammar or sounding like a native speaker.

When using English as a lingua franca, speakers have dealt with some aspects such as different accents, proficiency levels, and cultural references (Shofiya & Basuni, 2024). Therefore, the use of communication strategies becomes crucial. Such strategies help speakers maintain politeness, ensure clarity, and improve efficiency in their interactions. Such strategies help speakers maintain politeness, ensure clarity, and improve efficiency in their interactions. In professional

contexts, especially in workplace context, these three strategies are important to support smooth and successful communication between individuals from different linguistic and cultural backgrounds.

According to Brown and Levinson's (1987) politeness theory, there are two main strategies: positive politeness, which aims to strengthen interpersonal relationships by showing respect, intimacy, and attention to the speaker. Furthermore, negative politeness, which shows respect by maintaining distance, being cautious, and avoiding pressure on the other person. In the context of business communication, politeness strategies help maintain professional communication and prevent misunderstandings. Clarity is crucial for the message to be easily understood, especially when the speakers have different English language skills. Jenkins (2013) builds upon Grice's cooperative principle, the maxim of manner proposed by Grice is a rule that encourages speakers to avoid ambiguity, speak in an organized way, and convey messages in a clear and concise way. In interactions where English is not the first language for both speakers, the implementation of maxim of manner helps prevent misunderstandings and ensures that listeners can grasp the speaker's intention without the need for clarification. Efficiency refers to how clearly and practically a message is conveyed so that it can be easily understood and responded to. Drucker (1967) states, "Efficiency is doing things right," which means choosing simple vocabulary, using short and direct sentences, and presenting ideas in a logical flow. As observed by Cogo and Dewey (2012), speakers who use English as a *lingua franca* often simplify their language and adjust their language style to make conversations more comprehensible and efficient.

Based on previous studies, this research presents novelties and fill an important gap by focusing on the real experiences of Applied Foreign. A research conducted by Caprario (2024) titled "Communication Strategies in English as a *Lingua Franca* A Research Synthesis" discusses communication strategies in the use of ELF. He concluded that the success of communication in ELF is usually measured by three aspects: mutual understanding, achieving the purpose of the conversation, and building good relationships between speakers. The strategies used also vary such as explaining it again, using humor, or giving non-verbal gestures, depending on the context whether in the workplace, academics, or daily life. Another study conducted by Shofiya and Basuni (2024) titled "Communication Strategies Performed in an English as *Lingua Franca* Context and Their Contributions Toward Students' Engagement" showed that ELF communication strategies help students to be more confident and active when learning in classrooms. They found that when students are comfortable using strategies such as repetition, gesture, or substituting difficult words, they are more engaged in the conversation. In other words, ELF not only helps convey messages, but also increases learning participation. From the various studies above, it can be concluded that the use of English as a *lingua franca* in business communication, especially by vocational students, is an important topic for further research. This study aims to fill the gap by focusing on the real experiences of Applied Foreign Language students who have been involved in professional situations using English as a *lingua franca* as the medium communication tool. In line with that aim, the novelty of this study is the focus on the internship experiences of Applied Foreign Language students who use English as a *lingua franca* in business communication. By examining how students apply communication strategies such as politeness, clarity, and efficiency in professional contexts, this study contributes new insights to existing research on English as a *lingua franca*, particularly in the context of multilingual working environments.

Based on this, researcher analyzed did the use of English as a *lingua franca* have an impact on business communication and how do students apply communication strategies such as politeness, clarity, and efficiency when using English as a *Lingua Franca* in business communication? Objectives of the study are, to discuss the use of English as a *lingua franca* has an impact on business communication and to explore how students apply communication strategies such as politeness, clarity, and efficiency when using English as a *lingua franca* in business communication.

METHODS

This study uses a descriptive qualitative method because it aims to describe and deeply understand the use of English as a lingua franca in business communication (Moleong, 2017). Qualitative methods allow researchers to obtain detailed data about participants' experiences and perceptions without relying on statistical figures (Creswell, 2014).

Data were collected through questionnaires and interviews. The questionnaire in this study used closed -ended questions arranged in the form of a Likert scale. This scale was used to measure the frequency of English use in business communication, and attitudes towards English as a lingua franca. The Likert scale allows respondents to state their level of agreement with the statements provided, ranging from "strongly disagree" to "strongly agree" (Likert, 1932). The questionnaire in this study consisted of three main sections: (1) The Use of English as a Lingua Franca, (2) Communication Strategies in Using English as a Lingua Franca, and (3) Overall Impact of English as a Lingua Franca in Business Communication. Each section was developed based on theories and literature that support the conceptual framework of the study. To ensure the clarity and reliability of the instrument, a pilot test was conducted with three students from the same major who met the study criteria. Their feedback was used to revise the wording and structure of several items to improve understanding and ensure consistency. In addition, the questionnaire was reviewed by academic supervisors to strengthen content validity. The questionnaire was distributed online using Google Form to make it easier to distribute and collect data efficiently. Interviews will be conducted with 10% of the selected participants from the total who filled out the questionnaire. The criteria for participants who will be interviewed are students of 2021 Applied Foreign Language concentration in English, actively using English during the internship, and willing to be interviewed.

The interviews were focused on two main issues according to the problem formulation:

1. The use of English as a lingua franca affects the communication in business communication.
2. How students apply communication strategies such as politeness, clarity, and efficiency when using English as a lingua franca in business communication.

The data collected will be analyzed using qualitative data analysis by Miles, Huberman, and Saldaña (2014), which consists of three parts: data reduction, data display, and conclusion. This data analysis is for analyzing qualitative data collected from questionnaires and interviews related to the use of English as a Lingua Franca in business communication.

FINDING AND DISCUSSION

Finding

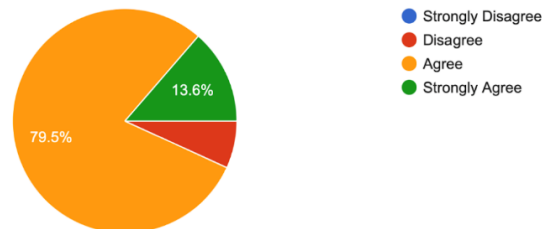
Statement 1

This statement aims to determine respondents' understanding of English as a Lingua Franca which emphasizes mutual understanding, not perfect grammar or the ability to speak like a native speaker.

Result:

I understand that English as a Lingua Franca focuses on mutual understanding rather than perfect grammar or sounding like a native speaker.

44 responses



Picture 1 Understanding Of English As A Lingua Franca

The majority of respondents understand the main concept of English as a Lingua Franca, which is that the use of English as a Lingua Franca prioritizes achieving mutual intelligibility over grammatical accuracy. This result confirms Seidlhofer's (2011) theory that English as a Lingua Franca focuses on achieving mutual understanding, rather than simply following the standardized rules of native speakers.

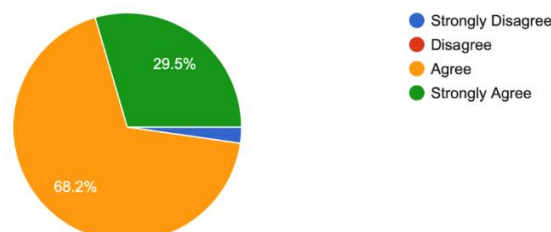
Statement 2

This statement aims to find out respondents' views on the effectiveness of using English as a Lingua Franca in real interactions during internships, especially in the context of communication with colleagues or clients who come from different language backgrounds.

Result:

English as a Lingua Franca helped me communicate effectively with colleagues/clients from different language backgrounds.

44 responses



Picture 2 Effectiveness Of Using English As A Lingua Franca

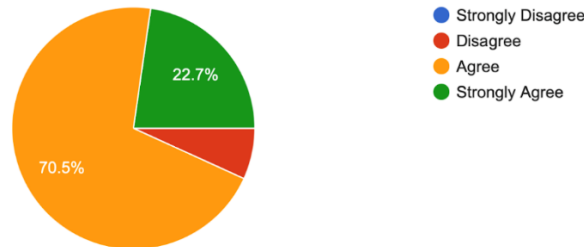
This result shows that the majority of respondents felt the benefits of using English as a Lingua Franca in facilitating effective communication during their internship in a professional context. This result is in line with Jenkins' (2007) that the characteristics of English as a Lingua Franca, which is adaptive in nature, focuses on achieving effective communication rather than language proficiency.

Statement 3

This statement shows the respondents' attitude towards English as a Lingua Franca, especially their confidence in using English as a Lingua Franca even though their language skills are not at the same level as native speakers.

Result:

I feel confident using English as a Lingua Franca even if my English is not perfect.
44 responses



Picture 3 Confidence In Using English As A Lingua Franca

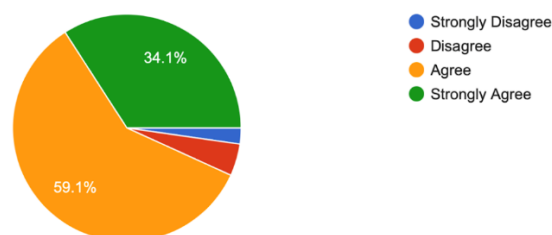
This result shows that respondents are not too focused on language accuracy, this finding is in line with Jenkins' (2007) that English as a Lingua Franca emphasizes communication success rather than perfect language proficiency. In addition, as Seidlhofer (2011) explains, English as a Lingua Franca is shaped by the diverse backgrounds of its speakers. Therefore, the form and use of language is more flexible, with the main goal of understanding each other, rather than following the standard rules of native speakers. This makes respondents feel more comfortable and confident when using English as a Lingua Franca.

Statement 4

This statement is to determine whether the respondents implemented politeness strategies in business communication during the internship. These strategies are important in maintaining communication in a professional context, especially when using English as a Lingua Franca.

Result:

I use phrases like "Could you please...?" or "Would you mind...?" to sound more polite in business communication.
44 responses



Picture 4 Implemented Politeness Strategies In Business Communication

The majority of respondents confirmed that they use polite expressions. Brown and Levinson (1987) refer to the use of expressions such as "Could you please...?" or "Would you mind...?" in business communication as part of the negative politeness strategy, which serves to avoid pressure on the other person. This shows an awareness of the importance of being polite in a professional context, especially when using English as a Lingua Franca with colleagues or clients.

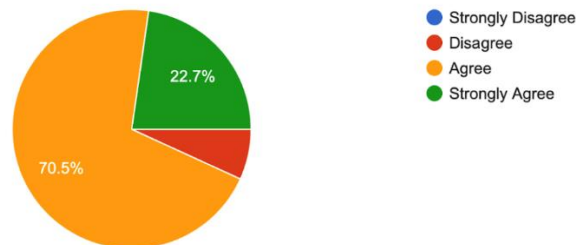
Statement 5

This statement aims to determine whether the respondents prefer to avoid direct requests when communicating in a professional context. This indirect communication strategy is often used to show politeness, especially when using English as a Lingua Franca.

Result:

I avoid direct requests (e.g., 'I suggest...' instead of 'You must...') to be polite and respectful to others in business communication.

44 responses



Picture 5 Avoid Direct Requests When Communicating

The majority of respondents agree that they avoid direct requests such as "You must...". This shows an awareness of keeping communication professional and not offending the other person, especially when using English as a Lingua Franca which involves various cultural backgrounds. This strategy is a concept of politeness strategies mentioned by Brown and Levinson (1987), the use of indirect speech can help maintain a respectful attitude in business communication by using English as a Lingua Franca, where politeness is key to building effective communication across cultural backgrounds.

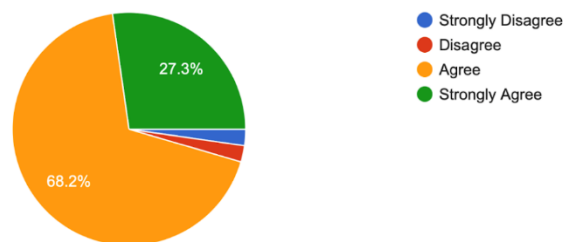
Statement 6

This statement aims to determine whether respondents are used to giving compliments in business communication as a way of building good communication. Compliments can be a simple yet effective way to create a positive and supportive in the use of English as a Lingua Franca.

Result:

I give compliments (e.g., "Your idea is great!") to build a good connection in business communication.

44 responses



Picture 6 Giving Compliments In Business Communication

The majority of respondents agree that they give compliments to build good connections. This confirms that compliments are considered an important element in supporting communication. It reflects Brown and Levinson's (1987) theory of polite communication strategy, part of positive politeness, which aims to build closeness and mutual respect. Giving compliments is a form of positive politeness, as it shows appreciation for the other person's contribution or ideas, and creates a supportive atmosphere. By using English as a Lingua Franca, the use of compliments helps strengthen interpersonal relationships with different language backgrounds and maintain smoothness in professional context.

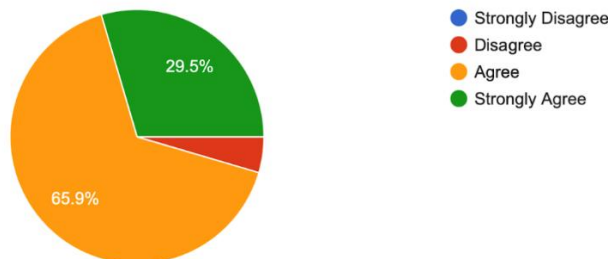
Statement 7

This statement aims to determine whether respondents use polite expressions when interrupting conversations. The awareness of being polite shows an effort to build friendly communication and respect for everyone, especially those from different cultural backgrounds.

Result:

I use polite expressions (e.g., "Sorry to bother you, but...") when interrupting conversations in business communication.

44 responses



Picture 7 Polite Expressions

The majority of respondents agree that they use polite expressions when interrupting conversations in business communication. This indicates an awareness of maintaining politeness and respect in a professional context. This polite strategy is in line with Brown & Levinson's (1987) positive politeness principle which aims to maintain good relations and mutual respect between speakers, especially in a professional context involving various cultures by using English as a Lingua Franca.

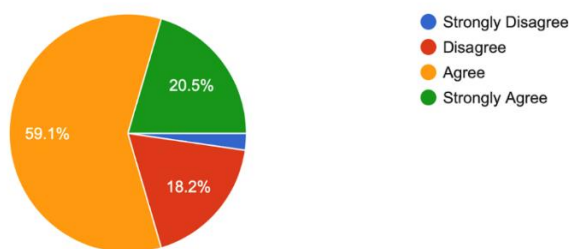
Statement 8

This statement aims to determine whether respondents use short and simple sentences to convey messages efficiently in business communication. This strategy reflects striving to maintain message clarity and effectiveness.

Result:

I use short and simple sentences to convey messages quickly in business communication.

44 responses



Picture 8 Messages Efficiently In Business Communication

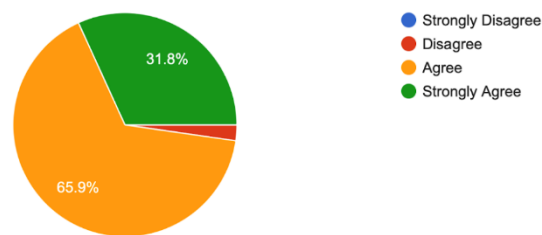
The majority of respondents agree that they use short and simple sentences in business communication. This finding reflects a communication strategy that prioritizes clarity as described by Grice (1975) the maxim of manner, which is to convey messages in a clear and straightforward. In addition, this is also in line with the efficiency communication strategy according to Drucker (1967), which emphasizes the importance of conveying information quickly and directly. In the context of English as a Lingua Franca, the use of simple sentences is an important strategy to minimize misunderstandings between speakers from different language and cultural backgrounds in professional contexts.

Statement 9

This statement aims to determine whether respondents avoid difficult words on purpose to make the message in business communication clearer. In communication using English as a Lingua Franca, choosing simple vocabulary is an important strategy to prevent misunderstandings between speakers from different language backgrounds.

Result:

To ensure clarity, I avoid difficult words to make my message clear in business communication.
44 responses



Picture 9 Clarity In Business Communication

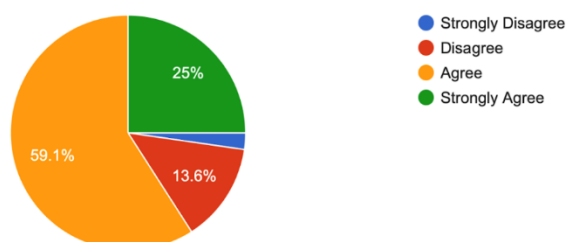
The majority of respondents agree on the importance of clarity in business communication by avoiding the use of difficult words. This is aligned with Grice's (1975) the maxim of manner principle, which emphasizes the importance of delivering messages in a clear and straightforward. By using English as a Lingua Franca, this strategy becomes relevant as communication often takes place between speakers from different language backgrounds. The avoidance of difficult words helps to make mutual understanding easier in multilingual and multicultural contexts.

Statement 10

This statement aims to determine whether the respondents use gestures to clarify messages in business communication. The use of gestures as verbal support shows awareness of the importance of visual clarity in conveying intention. By using English as a Lingua Franca, non-verbal strategies such as gestures become important tools to reduce message ambiguity and increase mutual understanding.

Result:

I use gestures (e.g., showing numbers with fingers while saying "We need three documents") to make my message clear in business communication.
44 responses



Picture 10 Using Gestures in Communicating

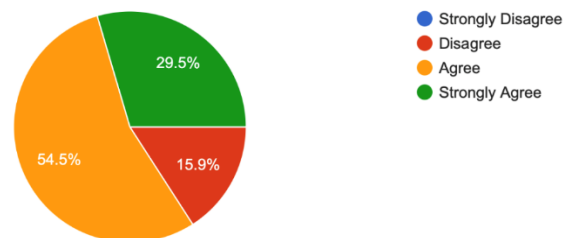
The majority of respondents used gestures to enhance communication, in line with Grice's (1975) the maxim of manner. The use of gestures helps to make the communication more efficient, and also the message more quickly understood without the need for repeated explanations. This strategy is also in line with Drucker (1967) by using gestures it helps people understand quickly, can reduce the potential for misunderstanding and increase clarity in cross cultural interactions.

Statement 11

This statement aims to determine whether respondents avoid idioms or the use of literal expressions to avoid misunderstandings especially when speaking with people from different language backgrounds.

Result:

I avoid idioms and use literal expressions in business communication.
44 responses



Picture 11 The Use Of Literal Expressions To Avoid Misunderstandings

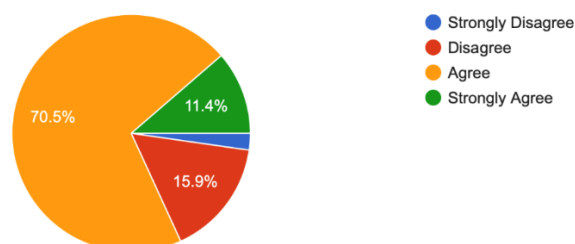
The majority of respondents choose to avoid idioms and use literal expressions in business communication. This shows an awareness of maintaining message clarity and represents an attempt to ensure messages can be understood without the need for adjustment of meaning due to different cultural backgrounds. This approach is related to the clarity communication strategy, which focuses on avoiding misunderstandings. This is in line with Grice's (1975) the maxim of manner, which emphasizes the importance of speaking clearly and not confusing others. By using English as a Lingua Franca this strategy is important because different language and cultural backgrounds can make idioms difficult for everyone to understand.

Statement 12

This statement aims to determine whether respondents ensure clarity of message by asking clarifying questions in business communication, especially when using English as a lingua franca.

Result:

I ask questions (e.g., "Do you understand?") to make sure my message is clear in business communication.
44 responses



Picture 12 Clarify Messages In Business Communication

The majority of respondents asked questions to clarify messages in business communication. This reflects the implementation of Grice's (1975) the maxim of manner, which emphasizes the importance of conveying messages clearly and avoiding ambiguity. This strategy is particularly relevant because differences in language and cultural backgrounds can hinder understanding. Asking questions such as "Do you understand?" shows an awareness of the need to maintain smooth cross cultural interactions.

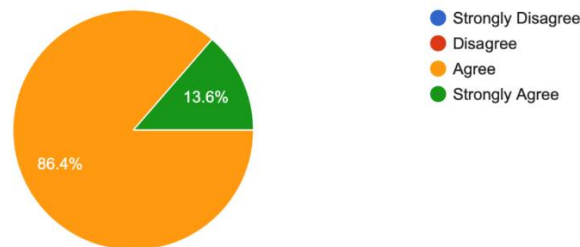
Statement 13

This statement aims to determine whether the communication strategies used by respondents help them achieve mutual understanding in business communication by using English as a Lingua Franca.

Result:

These communication strategies helped me achieve mutual understanding in business communication.

44 responses



Picture 13 The Use Of Communication Strategies

The majority of respondents agree that the use of communication strategies is helpful when interacting with speakers from different linguistic and cultural backgrounds. These strategies help maintain politeness, ensure clarity of message, and improve efficiency in interactions. These three strategies are key to supporting smooth and successful communication in situations where English as a Lingua Franca is used as a tool for communication between speakers from different language and cultural backgrounds.

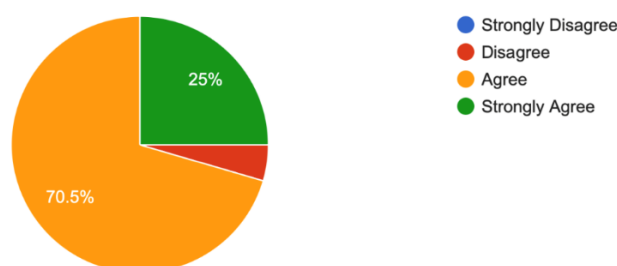
Statement 14

This statement aims to determine how respondents perceive the use of English as a Lingua Franca in business communication, whether they emphasize practicality over grammatical accuracy. This also reflects the extent to which their understanding is in line with the concept of English as a Lingua Franca, which emphasizes mutual understanding in cross cultural interactions.

Result:

I believe using English as a Lingua Franca in business communication is more about practicality than perfect grammar.

44 responses



Picture 14 English As A Lingua Franca Is Practicality Rather Than Perfect Grammar

The majority of respondents agree that the main focus in using English as a Lingua Franca is practicality rather than perfect grammar. In communication between speakers from different linguistic and cultural backgrounds, the use of English as a Lingua Franca has developed into a more flexible and adaptive form of communication. Seidlhofer (2011) explains that English as a Lingua

Franca does not have to follow the norms of native speakers, because English as a Lingua Franca is based on the need for mutual understanding. Therefore, grammatical structures are not considered an error, but rather part of a strategy to maintain the smooth flow of interaction. Jenkins (2007) also emphasizes the characteristic of English as a Lingua Franca, its adaptive and primary focus on the effectiveness of communication, rather than on the level of proficiency. Thus, these findings reflect an understanding with the principles of English as a Lingua Franca, that the main purpose of using English in a global context is to establish mutually understandable, efficient, and relevant communication, without following the rules of standard English.

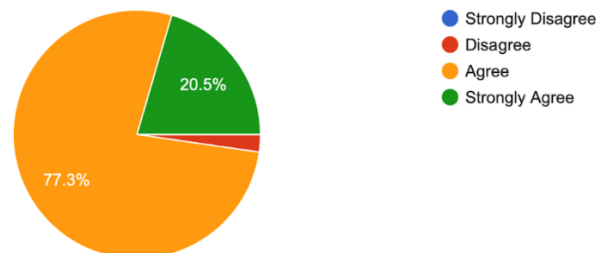
Statement 15

This statement aims to determine respondents' views on the impact of English as a Lingua Franca in improving their communication skills during their internship in business communication.

Result:

Using English as a Lingua Franca helped me communicate better during my internship in the context of business communication.

44 responses



Picture 15 The Impact Of English As A Lingua Franca In Improving Skills

The majority of respondents felt that using English as a lingua franca helped them communicate during their internships. They mostly agree that using English as a lingua franca makes it easier to get their message in a professional context. This shows that using English as a lingua franca really helps with business communication, especially during internships where students interact with different people from different backgrounds. This finding reinforces the understanding that English as a Lingua Franca contributes positively to facilitating communication and supporting more effectively.

Discussion

Respondents in this study, although they had internship experience in business communication in English, felt that English as a lingua franca was very helpful and useful in their experience. Five respondents expressed the view that the use of English in a business communication should focus on communication rather than perfection. This represents about 10% of the total 44 respondents who completed the questionnaire. These five respondents were selected because they had completed an internship and had experience of using English as a Lingua Franca in business communication and were willing to be interviewed. This idea is in line with that described by Jenkins et al. (2011), who emphasize that the main purpose of using English as a lingua franca is effective communication. In addition, all respondents agreed that the use of English should take into consider that the language is used by people from various cultural backgrounds.

1. Understanding of English as a Lingua Franca

S01 said that:

"As far as I know, ELF is when English is used as a means of communication in a place populated by people from different regions or countries. For example, in one place there are Vietnamese,

Singaporeans, Malaysians and Indonesians. They most likely know English, so English is used as a lingua franca so that they can communicate with each other."

It shows that respondents have a general understanding of English as a Lingua Franca. They know that English as a Lingua Franca is the use of English to communicate with people from different countries who have different mother tongues. They emphasize that it is not about speaking with perfect grammar or using a native accent, but rather about understanding each other.

2. The Experience of Using English as a Lingua Franca in Business Communication

S02 said that the use of English as a Lingua Franca during the internship when assigned as a translator between Japanese staff and Indonesian staff in the office:

"I used to be a translator between Japanese people and Indonesian people. So, whenever the Japanese person spoke in English, I translated it into Indonesian for the other person. Otherwise, if the Indonesian spoke, I translated it into English. I also had direct discussions with Thai people for KNIU activities. We discussed education and student exchange programs. I think using ELF actually makes communication easier. Because we are communicating with fellow non-native speakers, there is a sense of understanding. ELF is very helpful in terms of clarity and politeness, and doesn't focus too much on grammar. The important thing is that communication is clear, efficient and polite."

The respondents' experience during the internship program shows that the use of English as a Lingua Franca has a positive impact on business communication. Even though their English skills are not always grammatically perfect, communication can still go well. In business communication involving interactions with different language backgrounds English as a Lingua Franca acts as a tool that facilitates communication and supports successful cooperation.

3. The Implementation of Politeness Communication Strategy

S03 said that politeness communication strategies are implemented during the use of English as a Lingua Franca in professional contexts, especially when interacting in the workplace:

"I usually use polite expressions when asking for help. If we're friends, I use "can", but in the formal context, I use "could". For example, "Could you please send this document to that person?". If someone comes to the leadership secretariat room, I stand up and greet them with, "How may I help you?" It's more polite and professional."

Based on the respondents' explanations, it shows that politeness communication strategy is one of the strategies considered in the use of English as a Lingua Franca during the internship. The findings show that in practice, respondents do not only rely on language skills, but also consider the manner of delivery to be suitable for the professional context.

4. The Implementation of Clarity Communication Strategy

S04 said that avoiding the use of sentences that are too formal or idiomatic, and preferring simple sentences so that the message is more easily understood by the other person:

"Yes, I do. For example, if I want to convey that we prioritize invitations for ambassadors, I might say "we prioritize ambassadors." But I use a simpler sentence like "just focus on ambassadors," so that it is more quickly understood and does not confuse the other person, especially when we are communicating by phone to be more straightforward."

S04 also said:

"I intentionally avoid using idioms. For example, instead of saying "as soon as possible," I prefer to say "please be quick" because it's more direct."

Based on the respondents' explanations, clarity communication strategies were implemented during the use of English as a Lingua Franca. These strategies help to enhance the communication process, keep a smooth flow of communication, and ensure that information is well conveyed to the other person, especially in a professional context involving people from different language and cultural backgrounds.

5. The Implementation of Efficiency Communication Strategy

S01 said that the efficiency communication strategy was implemented in the process of translating broadcast scripts from Indonesian to English, by simplifying the sentence structure to make it more concise and straightforward:

"I often simplify the sentence structure. For example, in Indonesian there is often repetition. For example, "Lagu Banyu Moto diciptakan oleh Heri Marwanto. Lagu Banyu Moto dirilis pada bulan Juni 2020 di YouTube" I translated it to: "Banyumoto is composed by Heri Marwanto. It was released in June 2020 on YouTube" So I changed the repetition of "Lagu Banyu Moto " to "It " to make it more efficient."

Based on the respondents' explanations, the efficiency communication strategy is implemented in various forms, both in verbal and written communication. These strategies show that in the use of English as a Lingua Franca, efficiency not only reinforces the message, but also creates more practical and effective communication within different language backgrounds.

6. The Challenges in Using English as a Lingua Franca

S02 said that the challenge in using English as a Lingua Franca is understanding people who speak with strong accent:

"The challenge when using ELF is the accent. When talking to people whose native accent is very thick, like Thai people, it is sometimes difficult to understand. For example, when they say "smile", I wonder what the word is because the pronunciation is different. So, the accent is a challenge."

This shows that in practice, using English as a Lingua Franca in business communication requires awareness, concentration and the ability to adjust to a variety of communication situations.

Based on the findings of this study, it can be concluded that the use of English as a Lingua Franca in business communication is very important and provides real benefits for respondents, even though they face several challenges, especially in terms of composing appropriate and formal written messages. respondents demonstrated a good understanding that the main purpose of using English as a Lingua Franca is to achieve effective and clear communication, not just grammatical perfection or a native accent. Communication strategies involving politeness, clarity, and efficiency have also proven to be key in supporting successful cross-cultural interactions in a business communication. Therefore, the teaching and practice of English as a Lingua Franca need to be continuously developed to help professionals communicate more smoothly and effectively in the increasingly diverse context of international business.

CONCLUSION

English as a Lingua Franca became a tool to build communication. English is used not to show perfect language skills, but to convey messages clearly, politely, and efficiently so that the messages conveyed can still be understood by the other person. Based on the results of a questionnaire filled out by 44 students and interviews with five respondents, the use of English as a Lingua Franca during the internship was implemented in various forms and situations, such as direct communication with international colleagues, internal communication with office staff and fellow interns, and writing English scripts for foreign audiences. English is used as a lingua franca to ensure that every message is clearly understood and does not lead to misunderstandings.

Politeness communication strategies are used by respondents to realized that maintaining a good impression through speech is an important part of business communication in a professional context. Clarity communication strategies are used by respondents tried to adapt their language to the situation and the other person's ability to understand, thus not only conveying information, but also building a common understanding. Efficiency communication strategies are used by respondents to chose sentences that went straight to the point of the message to avoid confusion, especially in telephone conversations.

The use of English as a Lingua Franca by Applied Foreign Language students proved to have a positive impact in business communication. English was used not only as a tool, but also as a bridge in the internship situation. Students were able to adapt their way of communicating to suit

the needs of the international work environment, and the communication strategies used helped them convey their messages in a more effective way.

The limitation of this study is focus on students of 2021 Applied Foreign Language concentration in English, especially those who actively used English during their internships. Because these students have recently completed internship experiences relevant to the use of English as a lingua franca in business communication among speakers of different native languages.

Based on the results of this study, the researcher made some suggestions that are expected to optimize the use of English as a Lingua Franca in business communication:

1. Students need to get used to using English in professional situations, not only focusing on grammar, but also how to convey messages in a polite, clear and efficient way. Thus, communication can run smoothly and messages are more easily understood.
2. The learning process in class can involve more practical exercises, such as writing emails, practicing work conversations, and listening to different types of accents. Things like this are important to help students adapt to a diverse professional environment.
3. The university is expected to expand cooperation with institutions or companies that have international relations in order for students to gain direct experience in using English as a Lingua Franca.

For future research, it is suggested that the focus should not only be on students' experiences in using English as a Lingua Franca, but also how external parties such as field supervisors, coworkers, or clients perceive the way students communicate using English as a Lingua Franca. By involving other experiences, research can provide a more complete understanding of the impact of using English as a Lingua Franca in business communication.

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