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**The labour market context of multilingualism
and intercultural competence—with special
regard to the role of the Hungarian language in
the Austrian labour market**

Doctoral (PhD thesis)

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6. Publications related to the topic of the dissertation

Edina Hornyák, Erika Kalmár, Eszter Mikó:
Eine vergleichende Analyse von Tendenzen der Wirtschaft, Gesellschaft
und Migration im Burgenland und im Komitat Győr-Moson-Sopron
In: Pädagogischen Hochschule Burgenland (edit.)
Ph publico, Eisenstadt: E. Weber Verlag GmbH, 2016. pp. 89-104.
(ISBN:9783852535616)

Hornyák, Edina: Hungarian language teaching in Austria
In: Csaba Shévlik (edit.)
X. Kheops International Scientific Conference: Science and
Responsibility. 689 p.
Venue and date of the conference: Mór, Hungary, 20.04.2015-20.04.2015.
Mór: Kheops Automobil-Kutató Intézet, 2015. pp. 236-243.
(ISBN:978-963-89779-4-6)

Hornyák, Edina: Ist-Zustand des Ungarischunterrichtes im Burgenland
In: Wolf Willi (edit.)
Natürlich zweisprachig. Graz: Leykam, 2013. pp. 61-71.
(ISBN:978-3-7011-7885-8)

Brenner, Edina: Ungarischunterricht im Burgenland
In: Johanna Laakso (edit.)
Ungarischunterricht in Österreich = Teaching Hungarian in Austria:
Perspektiven und Vergleichpunkte = perspectives and points of
comparison 230 p.
Venue and date of the conference: Vienna, Austria, 03.05.2007 -
04.05.2007 Vienna; Berlin: LIT Verlag, 2008. pp. 128-138.

value these competencies have and how much they influence the employee's labour market success.

Further research also needs to be done to identify and describe positions where the competencies mentioned above are of key importance. It would be necessary to examine the effectiveness and acceptability of employing an employee as a linguistic mediator if the employee does not have the qualifications required for the position. The decisive question is what the quality of these spontaneous services is, since if the employee is acting as a linguistic and cultural bridge trainer outside the workplace, professional training of the workforce is essential for a guaranteed communication success. Further research, market research and expert opinion are required to perform these studies. A further problem is the lack of data on the language use of immigrants. However, this information is decisive for further research. In addition, the level of language knowledge of different languages required to fill different jobs needs to be explored in order for companies to offer professional training opportunities to their employees.

Further research is needed to explore the economic relationships between languages, language skills and intercultural competence. The political, social and cultural approach to languages needs to be complemented with an economic aspect since, as this dissertation has attempted to highlight, the economic impact of language skills and intercultural competence need to be further explored in order to thoroughly explore how to optimise the use of competences in individual, social and economic terms.

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1. Justification of the choice of subject

One of the dominant phenomena of our age is multilingualism, which has a decisive influence on economic and social processes. The cultural and economic significance of language skills is indisputable. Language skills and intercultural competence are increasingly essential in the world of work and in everyday life. Language skills and intercultural competence are economic values that positively influence the chances of being employed in the labour market, helping to increase employment, and thus contributing to the competitiveness of the company. Consequently, research into the effects of language skills and intercultural competence on the economy is essential.

Multilingualism and multiculturalism are the defining features of modern Europe. It is in Europe's common interest to maintain this diversity. In the light of this recognition, I found it justified that detailed examination and research should demonstrate that multilingualism and intercultural competence as human capital have a positive impact on the labour market, and that its personal, economic and social usefulness is indisputable.

In the field of multilingualism, I would like to explore the role of the Hungarian language in the Austrian labour market. Statistics on the composition of the labour market show that the number of Hungarian workers in Austria is increasing every year. In many cases Hungarian workers are employed due to their Hungarian language skills. The role of the Hungarian language in the Austrian labour market is therefore a current issue, which needs to be examined from several perspectives.

- 33 percent of respondents stated that they use Hungarian frequently and daily in their workplace, yet only 14 percent believe that knowledge of Hungarian is an advantage in the Austrian labour market.
- 7% of the respondents think that their Hungarian language skills can contribute to a higher position, at the same time 2% of the respondents state that they are paid higher due to their knowledge of the Hungarian language.

In conclusion, multilingualism and intercultural competence do not generate additional income for the employee, despite the fact that these competences have a decisive influence on the competitiveness of the company as well as the individual. The same can be said about the Hungarian language skills of Hungarian employees working in Austria. Even though Hungarian plays an important economic role in Austria, the Hungarian language skills do not mean any additional income for the employee.

5. Conclusions, further research suggestions

Based on the study of the literature and empirical research, I conclude that multilingualism and intercultural competence are the most important pre-requisites for prevalence the labour market, and thus the most important career competences of our time. Nevertheless, further examinations and research is needed to explore the extent to which employee language skills and intercultural competence contribute to the economic success of the company, that is, what specific labour market

pointed out that the lack of intercultural competence may result in the loss of a job for the employee and that, therefore, more emphasis should be placed in the future on developing the intercultural competence of the workforce.

4.2. New and novel results

As a result of globalisation, the development of international economic relations and, at the same time, international communication will be faster than ever. Consequently, the demand for language skills continues to grow, both individually, economically and socially. In order to meet the increased demand for language skills, a fundamental transformation of language teaching and the extension of optional foreign languages in schools will be required.

- During the empirical research, I found that the average age of the 434 Hungarians working in Austria who completed the questionnaire was 37.4 years.
- 42% of Hungarian employees working in Austria surveyed have tertiary education.
- 77% of respondents believed that their Hungarian language skills did not play a role in the acquisition of their job in Austria, while 17% said that their knowledge of the Hungarian language contributed to their successful recruitment.

In addition to multilingualism, another key concept is intercultural competence, which is of paramount importance if we are to succeed in a multicultural European society. Intercultural competence helps us to be able to accept and understand the thinking and reactions of people from other cultures. This is a rather complex and multi-component process. Intercultural competence, however, not only facilitates understanding between individuals of different cultures, but also plays an increasingly important role in many areas of economic life: the key to successful business communication between companies, crucial when working abroad, and It included.

2. Structure of the dissertation

My doctoral dissertation consists of nine main parts:

In the first part - introduction - I will outline why I have turned my attention to this topic and try to demonstrate that multilingualism and intercultural competence are of paramount importance not only in our daily lives but also in our economic life. I also outline the objectives and hypotheses of the dissertation, and then introduce the structure of the work.

In the second part I review the relevant domestic and international literature. I will examine the concept of multilingualism, briefly summarise the multilingualism policy of the European Union, outline the many benefits of multilingualism, and then I will attempt to interpret the concepts of competence and intercultural competence and to demonstrate its role in human resource management.

In the third part I examine the economic and labour market importance of intercultural competence. I outline the possibilities of designing and developing intercultural competence and give an overview of the importance of intercultural training.

The fourth part gives an overview of the role of multilingualism and Hungarian language skills in the Austrian labour market. In this part I try to highlight the role of multilingualism in linguistic economics, so I examine language skill as an economic factor. Multilingualism in Austria is presented from two perspectives: on the one hand, the multilingualism of indigenous peoples living in Austria and, the multilingual dimension of the settlement of immigrants of different languages The Austrian Hungarians - including the indigenous Hungarian minority in Burgenland, the Hungarian diaspora of migration origin - as well as the current position of the Hungarian language in Austria and the role of the Hungarian language in the Austrian labour market will be presented.

In the fifth part, I present the content, the method and the process of data collection, and attempt to summarise, analyse and evaluate the results of the empirical research.

In the sixth part, I examine whether the hypotheses I have set up before the empirical research have been confirmed or rejected in the light of the research and the literature.

The seventh part presents new and novel results of the dissertation from the scientific aspect.

The eighth section summarises the main conclusions drawn from the results of empirical research, provides further research

Research of Christl, Feller and Köppl-Turyna, as well as the results of the empirical research show that employing and retaining employees with the appropriate language skills is essential to maintain the competitiveness of companies, and that it is therefore key importance to support the professional and linguistic development of the workforce.

It can be stated that is common for migrant employees in Austria - including Hungarian employees - that the knowledge of their mother tongue does not benefit their income, even if their language skills are essential for the employer's economic success. Rather, it is typical that the linguistic and cultural competence of the migrant employee is a labour market surplus that cannot be found in job expectations, its role is rather tolerated than valued. Therefore, making the best utilisation of the linguistic capital of the migrant workforce from a labour market perspective now seems to be a distant goal.

Hypothesis 4: The role of intercultural competence is of key importance for labour market prevalence.

Based on the responses to the questionnaire survey and the analysis of the interviews, the majority of respondents believe that intercultural competence has multiple benefits in terms of labour market prevalence: on the one hand, it promotes employee success in the labour market and on the other hand, contributes to the company's economic success.

The interviews I conducted also support the hypothesis, as the interviewees were unanimous in their opinion that intercultural competence is of key importance in the corporate sphere, they also

Hypothesis 2: The situation of the Hungarian language in Austria is controversial: despite the fact that Hungarian language skills play an important role in the Austrian labour market, the language has a low prestige. Hungarian language skills do not mean higher income in the Austrian labour market, even if the employee's knowledge of the Hungarian language is essential for the employer.

In Austria, the social recognition of the languages of the former Eastern bloc countries remains low. The fact that these languages have in the meantime become official languages of the European Union, as well as Hungarian since 2004, has not changed that fact either.

28% of respondents stated that the assessment of the Hungarian language is rather negative in Austria, while 22% think that the assessment of the Hungarian language is rather positive. After comparing these data, it can be concluded that the assessment of the Hungarian language in Austria, is rather negative in the opinion of the Hungarian workers. Only 2% of respondents answered that they are paid higher due to their Hungarian language skills, despite the fact that 18% of the respondents stated that they need Hungarian language skills to successfully complete their work.

Hypothesis 3: Multilingualism is an economic value, its absence can lead to economic losses for the company. Employees language skill are a pre-requisite for the competitiveness of a company. However, the labour market utilisation of language skills as human capital is not optimal.

suggestions for the future, and looks at the economic benefits of language skill and intercultural competence for participants in economic processes.

The ninth part summarises the main results of the dissertation.

3. Content and method of research

On the basis of a detailed study of the literature it can be concluded that multilingualism and intercultural competence play a key role in the labour market and in individual competitiveness. The design and professional development of these competences should become an integral part of education and training, however there are still many shortcomings in this area.

A questionnaire and 10 structured interviews provided the necessary data for the topic. The formulation of the questions was guided by the aim of obtaining information on the role of the Hungarian language in the Austrian labour market and how intercultural competence influences successful participation in the labour market.

The questionnaire consists of 18 questions and is divided into two sections: the first section contains information on the gender, age, place of residence, education, and occupation of the respondents, and the second section contains the questions needed to process the topic.

The survey was conducted electronically in February and March 2019. The questionnaire was completed anonymously by 435 Hungarians working in Austria.

The data were collected with the help of a standardised questionnaire, in order to characterise and compare the responses of the

interviewed group to the specific characteristics of a larger group, and to reveal correlations. The questions were basically formulated as closed-ended questions, most of which were answered by a five-point Likert scale.

I did structured interviews based on ten pre-defined questions, nevertheless, I also tried to leave room for personal opinion.

The following table summarises the key characteristics of empirical research.

Characteristics of empirical research

Aspect	Reference group
purpose of research	examining the role of the Hungarian language in the Austrian labour market
method of questioning	questionnaire, structured interviews
area of research	Austria
time of research	February-March 2019
scope of respondents	Hungarian employees working in Austria
number of respondents	435

number of questionnaires suitable for evaluation	434
number of questions	18
tool for evaluation	Excel, SPSS
number of interviewees	10
method of evaluation	interview analysis

Source: own edition

4. Results of the research

4.1. Examination of hypotheses

After interpreting the questionnaire survey, in this chapter I will attempt to justify my hypotheses.

Hypothesis 1: Hungarian language skills have a positive influence on making progress in Austrian labour market.

After analysing the results of the empirical research, in summary it can be concluded that 14% of the respondents believe that knowledge of the Hungarian language in the Austrian labour market is clearly an advantage. This ratio is considered to be high if we accept the obvious fact that knowledge of the Hungarian language can only be an advantage in the Austrian labour market if the employee's Hungarian language skills may be required in the course of their work.