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**ENGLISH USE FOR OCCUPATIONAL
PURPOSES IN BANGLADESH.**

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Table of Contents:

1. Introduction.....	1-6
2. Literature Review.....	7-8
3. Methodology.....	8-12
4. Discussion.....	12-24
5. Conclusion and Recommendations.....	25-26
6. References.....	27.

1. Introduction:

English language is the language developed in England and now used throughout the British commonwealth of nations, in the united State of America and in other parts of the world. About 270 million people speak in English language.

The British conquest of Indo-Pak- Bangladesh sub-continent is a significant historical event. In 1829 Lord William Bentinck, the Governor General of India, made a decision which produced for reaching effect on the people of the sub-continent. A new law was promulgated. According to their law, English would become the official language of British India. In schools and colleges students would be taught western sciences through the medium of English.

Accordingly English became state language and the medium of instruction in educational institutions. The Hindu community of the country accepted English. They began to send their children to English schools. Soon these English educated people were given important jobs in serious departments of the Government.

The Muslim Community rejected English. They refused to send their children to learn English. As a result they were deprived of their legitimate share in Government jobs.

It was Sir Syed Ahmed who launched his famous "Aligar Movement" and persuaded the Muslim Community to learn English and compete with Hindu students for important Government positions. His efforts were highly successful. Muslim students began to learn English and soon they competed for various Government positions successfully.

During the British period English became the state language of the country. People in Bangladesh had to learn this language to get jobs. English became an international language. It is the language of international trade, commerce and diplomacy. All correspondence media for international trade and commerce are conducted through English. International banking, transfer of funds, imports and exports of commodities are done through the media of English.

During Pakistan period English continued to be the chief media of instruction although the mother tongue was still taught up to the university level. People who were fluent in English were given preference in obtaining serious jobs. English medium schools were very popular. The Pakistan Government placed greater importance on English so that the people would avoid learning Bangla.

In 1971 with the emergence of Bangladesh as an independent and sovereign in the map of the world, a campaign was launched immediately to remove English from all spheres of the country and replace it with Bangla. English medium schools were closed down. English was even dropped from Degree class syllabus. With all respect to our mother tongue Bangla we can certainly assert that the decision was a great blunder. In a exist

alone. We must maintain political, commercial and cultural relationships with other countries of the world and there is impossible without a good knowledge of English.

Yet during this period English was a medium of instruction for high education. Books of higher knowledge in science, technology, medicine, and engineering were all written in English. Students who wished to talk the highest degrees of the university had to acquire a good command of English language. Law books, court circulars, official correspondence with foreign business firm rules and regulations framed by the Government were also written in English.

English opens the door for us to one of the richest literatures of the world. The works of Chaucer, Shakespeare, Wordsworth, Milton, Shelley, Keats, Charles Dickens, T.S. Eliot, and Galsworthy can be enjoyed by learning English. The works of these poets and literatures have crossed al barriers of nationalities, countries and languages. The masters' pieces of the world in various languages and even many books written in Bangla have been translated into English. The knowledge of English will certainly give us a treasure but also to one of the richest literatures of the world.

The influence of English in our literatures such as, Michael Modhusudan Dutt and Rabindranath Tagore and other writers was great. Michael wrote a book named "The Captive Lady" in English. He introduced the blank verse into famous book of pomes "Getanjali" into English and this won him the Nobel Prize in literature in 1913.

The government of Bangladesh has realized that a great blunder was made by removing the importance of English from the educational curriculum. As a result of this wrong decision a great vacuum exists in our education system.

The English language is the most used languages in the world. It is getting closer to being a universal language all over the world. We use language to communicate effectively among people. It is what helps us get work done and progress towards the future. The world would never be the same if English banished. The term "English for specific or special purposes" or ESP has been applied to situations where students have some specific reason or wanting to learn the language. It is not a product it is an approach based on the learner's needs. ESP is an approach to language teaching in which all decisions as to content and method are based on the learner's reason for learning. For example air traffic controllers need English primarily to guide aircraft through the skies. They may not use the language at all from this. Business executives need English for international trade. Waiters may need English to serve their customers. These needs have been referred to as EOP (English for occupational purposes).

1.1 Objectives of the research:

The study would try to describe the use of English in occupational purpose in Bangladesh.

The objectives of the present study are to –

1. What kind of English use in occupational purpose?
2. Whether the employees are able to communicate in English in their occupation.
3. Examine how much academic education helps them to develop their communicative competence in occupational purpose.
4. Suggest some measures to improve the situation.

1.2 Significance of the study:

The importance of English in our life can never be denied. Knowing English language is a must for a third world developing country like Bangladesh. This study deals with the people who involve in occupation and what type of English they use for their occupation.

To cope with the advanced world we must increase our standard in English.

1.3 Approaches to the study:

Through discuss some different type of occupation, the study seeks to give a scenario of use English for occupational purpose in Bangladesh.

1.4 Limitations of the study:

This study deals with the people who are in occupation in Bangladesh. It includes all kind of occupation. For shortage of time it was not possible to discuss each area of occupation in Bangladesh. As the concentration area of the study is “Bangladesh” the study has to depend on the materials produced by Bangladeshi authors. EWU library and internet does not provide much material for this research.

2. Literature review:

“The state of English in Bangladesh” by Shafi Ahmed author discusses the traditional tussle between Bengali and English in our country. The author says that to assess the state of English in Bangladesh we must look at it from the academic and professional points of view and from the moral point. This also adds to the loss of interest in learning English (Ahmed,1984,p.54) The author says that to make teaching of English socially and academically substantial it is vitally important that we ascertain first the existing state of English and then fix up the target of proficiency we need to attain. We must identify the nature of our attitude towards English.(Ahmed, 1984,p.56)

In “Global Situation of our Time and English Curriculum in the Developing Countries(Pat-II) Holiday says that the education trend of the developing countries, like the developed countries, is towards a utilitarian view of education. Specialized Education like Business Administration, Computer Science and Information Technology as branches of education are more sought after now a days. Education means education for earning, for ‘getting and spending’. We are busy today producing skilled manpower- good technicians, skilled businessmen, business executives, good managers, computer programmers and net workers, soft and hardware engineers and like for our material progress and prosperity. That is why we need communication skills in English.

In “Research Perspectives on English For Academic Purposes” by John Flowerdew and Matthew Peacock says Engagement in certain international activities, ESP is now

necessary for economic and political survival, and English is commonly used within the domains internationally. Widdowson was not referring to the teaching and learning of ESP derives from the need to use English in those domains. If individuals wish to enter the professional communities represented by the domains, they will need access to both the knowledge and skills of the profession (content training) and the language and discourse through which those skills and knowledge are communicated, in this case English(carrier training).

In "Problems and Policies Rational for a Foreign Language Teaching Policy" A.M.M. Hamidur Rahman says The English Language Workshop held at BEERI, Dhaka in May, 1976 identified three kinds of need for learners of English in Bangladesh...(a) social (b) occupational and (c) study needs. The first is very insignificant as the natural medium for most social intercourse in Bangladeshis Bengali. Occupational needs such as English for pilots, diplomats, engineers, doctors, scientists and specialized administrative personnel could be best met by courses at the pre-university or post university level. Study needs are the ones which affect most keenly the student population of Bangladesh. Bangladesh needs English for some limited purposes. Our aim should be to meet purposes satisfactorily. But under the prevailing conditions, successful learning of any foreign language is almost impossible.

3. Methodology:

On the one hand English language is dominantly present in every side of our national life while on the other hand in our constitution it is clearly declared that the language of our country is Bangla. On one hand, economic activities in the private companies are carried out in English while there is a government law (Bangla procholon ain 1987) that government offices must use Bangla in their official works. So from the government point of view Bangla is the national- official language of Bangladesh and English is the most important foreign language. But in reality English is the second language of the country and in many places English is more important than Bangla in Bangladesh.

3.1 ESP(English For Specific Purpose):

ESP is not a matter of teaching 'specialised varieties' of English. ESP is not just a matter of Science words and grammar for Scientists, Hotel words and grammar for Hotel staff and so on. ESP is not different in kind from any other form of language teaching, in that it should be based in the first instance on principles of effective and efficient learning.

ESP must be seen as an approach not as a product. ESP is not a particular kind of language or methodology, nor does it consist of a particular type of teaching material.

Understanding properly it is an approach to language learning, which is based on learner need.

Two main types of ESP differentiated according to whether the learners requires English for Academic study (EAP: English for Academic Purpose) or for work/ training (EOP/EVP/VESL: English for occupational Purpose/ English for Vocational Purpose/ Vocational English as a second Language).

3.2 English Education sector in Bangladesh:

There are three kinds of educational systems in our country- Bangla medium, English medium and Madrasa system. Bangla medium schools can be divided into two sections- government schools and kindergarten schools. In the Kindergarten schools more emphasis is given on English language than government schools. Some of the famous Kindergarten schools of Dhaka are Vikarounnesa, Holycross, Willes Little Flower, and so on. Although these Schools belong to Bangla medium the students have to study 3-4 English books like: Radiant Way, Active English, Desk Work, Fundamental English, Brighter Grammar, and so on. On the other hand in the government schools there is may one English book (English for Today) which is published by Bangladesh Tex Book Board. The English medium schools do not follow Bangladeshi education system and are under the supervision of British council. The medium of institution in these schools is English and many of the students of English medium are even very weak in Bangla Language. There are two kinds of Madrassas- Dakhil and Kawmi. The Kawmi Madrassas are not recognized by the government and do not receive any assistance from the government. In this Madrassas emphasis is given on learning on learning Arabic, Persian,

and Urdu while Bangla and English are neglected. On the other hand in Dakhil Madrassas emphasis is mainly given on Arabic and Bangla and English are not so much neglected.

So we can clearly see that the difference in education system in Bangladesh is solely based on the medium of education. Although Bangla is the national- official language of Bangladesh it is the English medium education institutes we get more money. The rise of private universities has only increased the status and importance of English there are now more than 50 private universities in Bangladesh and the medium of education in all of them is English. It is clear that in our general education system English has equaled if not more important Bangla.

3.3 English and Administration:

During the Language movement the people of Bangladesh were afraid that if Urdu was established as the state Language of Pakistan then all the Government activities will be carried out in Urdu and our people will suffer. As a result of the language movement, the Pakistani Regime kept on Carrying out government Activities in English language. 1987 English started to lose its significance in administration. However, it has to be mentioned that all the International communication of Bangladesh government is carried out through English.

3.4 English in Economic activities:

The economy of Bangladesh is dependent on foreign aids and export of some common items like ready made garments, jute, tea, fish etc and also we import a lot of things. Bangladesh is not self sufficient economically. Trading is more popular than production. Trading requires constant communication with foreign companies. Many of the companies who are involved in trading have to use English in dealing with foreigners. If we look at the advertisements of the private sector jobs then we can easily notice that most of the job advertisements are posted in English. Even most of the private sector job advertisements that are posted in Bengali newspapers are posted in English. Almost all the private jobs state that the applicants must have good proficiency in English language. Almost all the public limited companies publish their annual reports in English. Some of these companies produce a Bangla version of their annual report but the emphasis is always on English are the dominant language in our economic activities.

4. Discussion:

This chapter briefly discusses the use of English in different occupation in Bangladesh. There are many areas where English is used like Tourist guide, Telephone operator, Receptionist, Waiter, Doctor, Engineer, Sales man, air host and hostess, nurses, laborers, drivers, garment workers etc. For my research I have chosen ten occupations where English used.

4.1 Sampling:

I adopted the random sampling method because; samples were selected using this method to have representative and more reliable samples. For my research I have selected ten categories of occupation where English is used in Bangladesh.

4.2 Field of study:

To describe the study I have chosen some areas of occupation in Bangladesh where English is used. All these areas are real the representative of our occupation system. 85% people of our country are in different occupation. So major emphasis was given on the areas where English is used.

English for Telephone operators:

In Bangladesh there are lot of International companies for business and other purposes. Specifically in offices, educational institutions, international trade centers and in other important offices it is an obligation to have a telephone operator. And there are also many Bangladeshi people who are working abroad as operators. Now I shall come up some points why a telephone operator needs English and what areas of English language are needed to carry out this job. Telephone operators operate computerized or conventional telephone systems to assist the completion of telephone calls.

A telephone operator has to have the knowledge of the use of the English language and its meaning, spelling, and knowledge of producing, sharing, and delivering information in English. This can be either through written or spoken. He has to scan for specific information, which is often written in English. He must be able to understand the time zone, maps which shows locations within their time zones and areas codes and also able to read forms containing check boxes, numerical entries, phrases, addresses sentences which are often written in English.

A telephone operator must know how to greet people in English in dealing with foreigners, how to take messages, or receive information, explanation, direction. He must be able to read notices for information about the company location, features, when talking with the foreigners. Notes, Letters, Memos, Manuals, Specifications, Regulations, reports, books, Journals are written in English and thus its important for a telephone

operator to this language well. And often he or she needs to interact with customers to place long distance calls, talk to long distance operators or interpreters in other countries who are assisting them to place or receive calls. He may be asked to find a phone number when only part of a name or an incomplete address is provided. He has to try alternative spellings of the name and narrow the task as much as possible using the search features of the computer, without knowing English it's not possible to attain this job.

A telephone operator has to write down notes and numbers when taking calls, write trouble reports to describe equipment problems, write memos to supervisors in English. He also has to remember or has to keep record request information. A telephone operator must have the knowledge of computer. He has to use a database, for Example, a database to conduct a directory search, he needs to use communications software, and for example, he may use e-mail to communicate with co-workers and supervisors. He has to read names, addresses and phones numbers from computer screens and uses phone directories and printed lists when the computer system is not operating.

A telephone operator uses some Specific English word like- Hello, What can I do for you? Or Can I help you? Phone numbers, Room numbers, welcome, thank you, addresses, Sir or Madam etc. A telephone operator used this kind of English word use in Bangladesh.

English for Sales man:

A sales man is a person who must be able to influence people into product. To do this effectively he must be fully familiar with the product he is selling and have certain qualities which anyone can acquire with a certain amount of personal effort, some practice and sometimes the constructive criticism of others.

A sales man should know the better English for communication. If a customer come from abroad or a sales man go abroad for taking this job he/she have to need English for communicate with customer. The target at a sales man is to sell their product. A sales man should know the name of the product, the price of the product; item number of the product, the name of the materials use to made the product, the usefulness of the product etc. To describe these thing a sales man need English.

A sales man sales different type of product like-

Cloth items - Sari, Shirt, T-Shirt, Socks, etc

Cosmetic items- perfume, lipstick, nail polish, remover, etc

Food items- Burger, Sandwich, hot dog, pizza, sweets, ice-creams, vegetables etc

A sales man should know the about the materials name of the product like- Cotton, silk, crap, etc. When a sales man says the price they have need to know taka, dollar, etc. These types of English word use a sales man in Bangladesh.

English for Security Guards:

Many Bangladeshi people are employed abroad as Security guards. As well as many people are working in our country under international offices and agencies. These guards have to deal with foreigners all the time whether they are abroad or in Bangladesh. These guards must have knowledge about the use of the English language.

Security guards have to express ideas clearly when speaking or writing, they need to understand written information in English, they also have to listen to others, understand, and ask questions, exchange information with the people, they also need to talk to members of the public when providing access to the buildings or ground.

Security guards have to be able to read logbook entries or details of events, to note jobs to complete during a shift. These guards also have to read security incident reports, read memos and letters from security firm. Sometimes they also need to use telephone so these security guards have to have the knowledge of telephones. They must be well mannered and must have the stability of apologizing. In this job the vocabularies that can be mentioned are for example- Hello sir/madam, sorry, the way for the house number 7 is at Left Avenue in the seven street, etc.

English for Waiters:

There are lots of restaurant in deferent area in Bangladesh. There are many people who are working as a waiter in restaurant. There are different types of restaurant like- Chinese restaurants, Thai restaurants, Bengali restaurants, Maxican restaurant, Indian restaurants, etc. Now I shall come up with some points why a waiter needs English and what areas of English are needed to carry out this job.

A waiter has to have the knowledge of the use of the English language. A waiter at a restaurant serve the food to the customer, take the order from the customer ,explain the food items to the customer and also explain the recipe of the food. There are different types of customer come to the restaurant, some are native or some are non native. The menu of some restaurant are written in English so a waiter should know English to communicate with the customer and also able to reading and writing to read the menu and write the order number.

A waiter must know the name of food items like-

Rice- chi ken fried rice, mixed vegetable fried rice, etc

Soup- Thai soup, chicken soup, steam soup, hot and sour soup, plan soup etc

First food- Burger, sandwich, hot dog, pizza, French fries, patties, vegetable roll etc

Soft drinks- coca cola, sprit, mountain dew, 7up etc

A waiter must know the price of each item like 190tk, 250tk etc. They must be well mannered and must be polite. In this job the vocabularies that can be needed are for example – breakfast, lunch, dinner, welcome sir/madam, good morning sir/madam, sorry, thank you etc.

English for Bankers:

Bank is a most important part of our social life. In Bangladesh there are lots of bank where lots of people working in different sectors. A bank can be private bank and government bank. In Bangladesh one can apply in bank after graduation so he or she has the ability to reading, writing, speaking and listening. Now a day the medium of communication in banking system is English so a banker must have the ability to communicate effectively in English and delivering information in English.

A banker has to have the better knowledge of the use of the English language. The customer of a bank can be native of non native so a banker must know the name of services and products of the in English.

A banker must know the following products and services of the bank:

The Corporate Banking Group: Cash Management, Trade finance, Custody and clearing services, Electronic banking, Lending, Foreign Exchange, Money Market and Investment etc.

Institutional Banking Group (IBG):

Vostro Accounts

Nostro Accounts

Retail Banking: Current Account, Savings Account, Call deposit, Resident Foreign, Currency Deposit (RFCD), foreign currency current account, Non- resident foreign, currency deposit, Cash line, Personal loan, Phone link/ call center,

Different types of savings Schemes: Inflation, Open cheque, Initial account, Loan, Consumer, Blank cheque,

A banker must be well mannered and help the customer in every area of banking. In this job a banker must know some vocabularies like –Debit card, Credit card, ATM card, Hello sir/madam, How can I help You?, Sorry, Thank you, etc.

English for Doctors:

Doctor is more reliable profession in our county. Patients come to a doctor for his/ her treatment and the doctor stabilises the disease of the patient and give some solution.

Patients can be native or non native. A doctor must be proficient in reading, writing, speaking and listening. After completed S.S.C and H.S.C one can admitted in medical college so he or she already learned the four skills of learning.

There are many types of doctor in our country like- Medicine doctors, psychiatrist, Dentist, Surgery doctors, Pathologist, Neurologist, Internist, and Gynecologist etc.

Different areas of this profession used different English. But there are some common words in English used in every sector of this profession.

A doctor usually use the following terms in English:

Parts of body: Stomach, Pulse, Uterus, Brain, Artery, Vein, Blood, Heart, Kidney etc

Name of some disease: Heart attack, Brain stroke, Iches, Typhus, etc.

Bronchitis, Dysentery, Eczema, Tonsil, Fever, Cancer, Giddiness,

Headache, Abortion, Asthma, etc.

Name of some medicine: Napa, Alatorol, Sulbutal, E-cap, Provitor, etc.

Name of some test: X-rays, ECG , etc

A doctor should be communicate politely to the patient and his/her pronunciation of English should be understandable to the patient.

English for Computer Engineers:

There are many areas of Engineering in Bangladesh like – Electronic engineer, Civil engineer, Computer engineer, Architecture etc. I have chosen Computer engineer for my research. The computer is a truly amazing machine. Using computer-aided design (CAD) programs, architects, Engineers, and designers can perform the entire design process on the computer.

A computer Engineer must know English because most of the computer works in English. A computer Engineer basically does programming but he/ she has to know the name of the different parts of a computer which is in English.

A computer Engineers must use the following English word for their profession:

The Keyboard, Mouse, Monitor, Printers, CD-ROM, Hard Disk, Tape Drives, DAT Drives, Input and Out Put Devices, Memory, the Processor, Operating System, Text code EBCDIC, ASCH, Unicode, Productive Software, Microsoft Operating system, Word Processing software, Spreadsheet Programs, Database Management system Presentation programs, Accessing the Internet, Graphics Software, The Power of Interactive, Animation, Creating Multimedia, The process of programming,

Ergonomics and Health issues, Computers and the Environment, Computer crime, Computer Viruses, etc.

English for teachers:

In Bangladesh most of the schools Bengali is the medium of instruction and in a few schools the medium of instruction is English. Teachers of English medium schools have to speak in English. The teacher should speak fluently in English. Teachers lecture in English should be understandable to the students.

A teacher must introduce her/his self in English, call the students roll call in English, ask question to the student in English and also lectured in English. A teacher must use English for asking question and also give answer in English. A teacher should have the appropriate knowledge in English and also communicative competence in English. A teacher's pronunciation should be clear for understanding lecture to the students.

Teachers of Bangladesh are usually using the following English in their instruction: Tables, Chair, Black board, White board, Pen, papers, projector, Good morning students, how are you? What is the topic of our today's class? Say you...., Come here and read it loudly, sit down, standup, keep quit, listen to me, write down, pair work, group work, give some examples, etc.

English for Fashion designer:

Fashion is the area of activity that involves style and clothing and appearance. In Bangladesh there are some fashion designing institute where English is used. A fashion designer must know English to communicate native or non-native customer and they do fashion show out of the country so they need English to communicate and also introduce their product.

Fashion designers use the following vocabularies in their job:

The name of the dresses:

Skirt, Pocket, Jacket, Uniform, Handkerchief, Hat, Laces, Turban, Pajama etc

The name of cloths:

Wool, Lining, Shirting, Crepe, Silk, Cotton, Satin, Yarn, Velvet, Flannel, etc.

The name of colors: Red, Pink, Purple, Yellow, White, Orange, Green, Sky

Blue, etc.

A fashion designer used some word like-thread, tape, yarn, button etc.

5. Conclusion and Recommendations:

From the discussion so far there is no doubt that English is used more or less in every occupation in Bangladesh. It is true that English language skills have an important role to play in a person's success in the material world. Communication skills in English are becoming more and more important with such concepts as open market economy and globalization. Communication skills in English has more important as many people argue today, than literary studies in the world. But the standard of English in Bangladesh is deplorable. Even many English teaches of Bangladesh can not speak in English fluently. Students who are applying for job could not get better job because lake of communication skills although they are taught English from the beginning of their education. English is used in our class but most of the time is not taught and understood in the perfect way.

I have tried my level best to provide best feed back foe my research. A lot of senior teachers helped me to get information with their experiences. Although I could not able to discuss all the areas of occupation in Bangladesh but I have discussed the areas are representing the real situation of English used in Occupational purpose in Bangladesh.

All of my works involve a lot of authentic materials. I believe that the person's who will go through my reaches would able to get ideas and knew about the real situation of English use in occupational purpose in Bangladesh. But there are some problems in our communication skills through which we will not able to use effective English in our

occupational purpose. But we have to find the way to develop our communication skills in English to fill up the gaps we have with the advanced world.

The importance of English should be clearly explained to the general people of our country to feel interest to learn and use English properly. Authentic materials should be used and common words and sentences should be introduced to familiar English with the common people rapidly.

The specific language skills they need to be taught are those of reading, writing and understanding narrative, descriptive, dramatic and expository writings in simple, straightforward English, and to write simple, grammatically correct and idiomatic English.

Teachers and people who involved in different occupation should be trained to use their effort and to make them able to communicate in English effectively.

To overcome these types of problem at first we have to develop our social thoughts. The effect of communication skills should be reveal to the public to understand the importance of friendly atmosphere for learning any new thing.

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