

ABSTRACT

The global business' s relation and its implication towards selection of the reliable human resources, causing the mastery of international language, which English is one of them, is a need. When the world is only being a small village in E-Commerce, the mastery of English is a key to come in international business and making competations. On the other side, the rapid of information which supporting in mastering this language, is not responded well by Indonesian human resources generally, including by expedition company, PT. Elang Express Surabaya.

Adopting *KAP*'s theory (*knowledge, attitude and practice*) so in this thesis abilities of English consist of three subjects: English knowledge, which describe about knowledge of sound system, the meaning of the words, and sentence and non sentence (Rodman, 1988:3), attitude to english, (perception, affection and action tendency, Krech, *et al*, 1962), and behavior to English (speaking, writing, listening). Performance is showed by result of work in defined time and kind of jobs (Bernardin and Russel in Ruky, 2001:15).

This cross sectional analysis research was aimed to examine the relation of English abilities with performance, with examining the three hypothesis of this research, as follows 1) there was a significant relationship between English knowledge and attitude to English, 2) there was a significant relationship between attitude to English and practice/behavior to English, and 3) there was a significant relationship between practice/behavior to English and performance. Using total population method, this research took 47 sample from expedition company PT. Elang Express Surabaya and used quiz and interview as instruments.

The result showed by using statistical analysis chi-square in this research were 1). There was not a significant relationship between English knowledge and attitude to English. This conclusion showed by the result of chi-square count = 2,506, ($p = 0,113$, $p > 0,05$). 2). There was a significant relationship between attitude to English and practice to English, that showed by the result of chi-square count = 4,850, ($p = 0,028$, $p < 0,05$ and contingency coefficient = 0,306). 3). There was a significant relationship between practice to English and performance, that showed by chi-square count = 4,846, ($p = 0,028$, $p < 0,05$ and contingency coefficient = 0,306). According to synthesis in this research it was concluded that it worried there was a significant relationship between abilities of English with performance.

The discussion showed that the English knowledge was not the only one factor in shaping attitude to English and the attitude to English didn't express the behavior to English directly. The good practice to English was caused by demand of job and good performance is caused more by the compensation system, than abilities of English. So, this result argue again about the effectivity and efficiency in giving English training or using English in all events in work place which will take more budget from company.

Emphize to this research, so we suggest to this research there are some works should be done ie; 1) the use of other statistical method, 2) the use of TOEFL and listening test, 3) the use of an assesment center in assessing employees's performance.

Keywords: English Abilities, English Knowledge, Attitude to English, Practice/behavior to English, Performance