

**LINGUISTIC CHALLENGES FACED BY FOREIGN
MIGRANT WORKERS AND INFORMAL TRADERS IN
GAUTENG**

by

Christopher Rwodzi

**Submitted in accordance with the requirements for the degree of
DOCTOR OF LITERATURE AND PHILOSOPHY**

in the subject

AFRICAN LANGUAGES

at the

UNIVERSITY OF SOUTH AFRICA

Promoter: Prof Davie E.Mutasa

Co-Promoter: Dr Mampaka L.Mojapelo

2 NOVEMBER 2011

DECLARATION

Student Number **44906501**

I declare that, **Linguistic challenges faced by foreign migrant workers and informal traders in Gauteng** is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

.....

Signature (Mr. C. Rwodzi)

.....

Date

ACKNOWLEDGEMENTS

I wish to express my sincere gratitude to Prof Davie E. Mutasa and Dr Mampaka L. Mojapelo for their kind words, guidance in all aspects of the study and encouraging comments during the research venture.

My gratitude is also expressed to all the research subjects from the construction companies, restaurants, farms and engineering companies in Gauteng province for their contributions during interview discussions. Without them, this research would not have been a success. Finally, my gratitude is expressed to the University of South Africa for the financial support they gave me for the research studies.

SUMMARY

The research project takes a hard look into the linguistic challenges faced by foreign migrant workers and informal traders in Gauteng province, South Africa. The research makes a panoramic view into the linguistic challenges faced by foreign migrant workers and informal traders. The focus of the research is on the challenges regarding language use in business domains. It dissects into business communication dynamics and the cultural contexts in the developing economies of Southern Africa. The study focused on finding out language challenges for immigrants as a consequence of migration. The research undertakes to discover language policy frameworks operating in industries and informal business environment in Gauteng. It seeks to establish the strategies that could be used to solve the language problems faced by foreign migrants taking into consideration that most of the immigrants in the construction industry and informal sector are semi-literate or illiterate. In other words, the research explores alternatives and the different roles of different organizations in the approach to language challenges when doing business. The study attempts to make some recommendations that can rescue immigrant challenges. These include language training programmes and changing attitudes as they have to learn the indigenous languages used in Gauteng province. The discussion reviews the sociolinguistic aspects in view of the changing demands of the developing economies of Africa where languages are used as vehicles for economic development and technological innovation. It attempts to reflect on why European languages continue to dominate business operations in Africa while African languages remain marginalized.

Key terms

Foreign migrants

Language planning

Language policy

Sociolinguistics

Labour migration

Informal trading

Language development

Language challenges

Language rights

Language of business

ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
SADC	Southern Africa Development Community
Pan SLAB	Pan-South African Language Board
HSE	Health and Safety Executive
GDP	Gross Domestic Product
UN	United Nations
ILO	International Labour Organisation
ABSA	Amalgamated Banks of South Africa
MQA	Mine Qualifications Authority
UNHCR	United Nations High Commissioner on Refugees
NAP	National Action Plan
SCHIP	State Children Insurance Programme
SARS	South African Revenue Authority
SABC	South African Broadcasting Corporation
OAU	Organisation of African Union
SAMP	South African Migration Project

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CHAPTER 1

1.0 INTRODUCTION

1.1 Preamble

Africa is undoubtedly a continent of considerable migration. Various forms of population movement in response to political, economic, religious and security situations as well as demographic factors have been recorded from time immemorial. Baker and Aina (1995) say that Africa has a long history of population movement aimed at restoring ecological balance and more important of individuals in search of subsistence food, better shelter and greater security. Migration in Africa is not a homogeneous phenomenon. Various forms of movements across and within national boundaries have been prompted by commerce, pastoralism, natural disasters, warfare and search for employment. Such factors have influenced the composition, direction and pattern of movements. Little attention has been given to the role of languages to economic contribution and participation in the destination countries.

Labour migration is not new to Africa but that it has been going on in different parts of the world. The employment of Irish migrants in the rural parts of the United Kingdom, the presence of the Vietnamese in Australia, the Indians, Philipinos and Mexicans in America is a product of migration at global level. Millions of Africans have left their homes, their friends and their families in a sometimes hopeless hunt for work and other economic opportunities in destination countries and continents. These migrants leave areas of low unemployment for areas of higher prospective employment. Patterns of migration have shown that migrants leave poorer countries

for richer countries and rural areas for urban areas. Plus News (2006) reports that South Africa has traditionally been a magnet for labourers from across the region, drawing large numbers from Zimbabwe, Mozambique, Botswana, Lesotho, Swaziland and Malawi. Most of these migrants work in mines, farms, engineering workshops and the construction industry. Jobs available to unskilled, uneducated and sometimes very young migrants are often those passed over by locals and those requiring highly specialized skills. Migrants often find options in domestic employment, construction, informal trading or transport and agriculture industry.

Improved transport network and communication links, increasing demands for both skilled and unskilled labour, the end of civil wars and the collapse of apartheid have all provided an impetus for millions in Southern Africa to leave their homes for opportunities in new destination cities and countries. Documenting migrants has become one of the most difficult tasks for destination countries in Southern Africa, mainly because of the status of the migrants. Quantifying the number of foreign migrant workers in Southern Africa is very difficult, (Hussein 2003). Most researches have relied on estimates. The major factors also include the seasonal workers who travel back home during times of unemployment. Clandestine entry does not provide opportunities for immigration officials to count the migrants at ports of entry. Transmigration globally and regionally has associated gains and losses. Migrants move with their culture, language attitudes, music, dress code and culture bound food.

In the new millennium, there has been more interest in the mobility of migrants and their human rights (linguistic human rights included). The majority of migrants gravitate towards cities and

often across national boundaries in search of better wages, educational facilities and infrastructure. For many people, crossing a border can be a sign of hope and opportunity and a chance to escape from tyranny and hopelessness. According to Martin and Widgen (2002:3),

...the movement of people across national borders is viewed as a global challenge for the 21st century. The borders that people cross include the physical, political, cultural, economic and social challenges along and in destination areas.

Borders represent material locations that reflect historical, cultural and political specificities and can be simultaneously inclusive and exclusive. The borders breed uneven geographies of power and status driven by new languages and culture, (Hyndman, 2000:1).

Hussein (2003) points out that unequal economic development and differences in infrastructure and strength of currencies relative to other currencies in the region drive people to a destination of hope. Migrant workers in Gauteng province from Zimbabwe, Mozambique and Malawi prospected employment, increased income gains and better standards of living upon arrival in Gauteng province in South Africa. The Shona and isiNdebele speaking people from Zimbabwe, the Makuwa, Chopi and Gi-Tonga from Mozambique and Tumbuka, Nyanja and Chewa speaking migrants from Malawi perceive economic welfare opportunities in South Africa. Their challenge lies in the new languages they encounter that are spoken by natives in Gauteng province and a culture shock on arrival.

The push factors from home countries include political instability, economic meltdown, disease outbreaks, civil wars, religious conflicts and discrimination as among other factors initiating departure from home countries. The political and economic crisis in Zimbabwe since 2008 has

been responsible for the migration of unskilled and semi-skilled migrants to South Africa in anticipation of better paying jobs. The civil war in Mozambique in the early 1980s was responsible for the movement of Mozambicans to South Africa. The Malawians and Zimbabweans have a long history of migrating to South Africa in pursuit of mining activities since the 1960s (Hussein 2003).

Electronic and print media have been dominated by xenophobic attacks which started in Alexandra Park East of Johannesburg only as a microcosm of the macrocosm in relation to the broader linguistic problems and circumstances faced by foreign migrant workers and informal traders. The City Press of 01 June 2008 reports that foreigners in Reiger Park, Ramaphosa section, fled their homes in the informal settlement when a panga-wielding mob went on a rampage killing Mozambicans and Zimbabweans as they accused them of stealing their jobs and women. What emerged was that language challenges are rife as some newspaper articles claim that the mob used isiZulu language and its dialects to communicate when they asked victims to identify an elbow in isiZulu language. Shona speaking migrants from Zimbabwe and the Shangani, Makuwa, Tsonga speaking people from Mozambique were caught up in difficult positions as they had no common language for communication leading to their persecution. The attacks left 62 people dead and thousands injured and displaced.

This research focused on migrants from three countries, namely Zimbabwe, Malawi and Mozambique. The major reasons are that the migrants visit South Africa regularly. Bigger numbers of migrant workers and informal traders in Gauteng province have a record of working and doing informal business in Gauteng province since the 1960s. The volume of migrants from

the selected countries have increased trade opportunities between the countries and have doubled over the years because of the end to apartheid after the first democratic election in 1994. What languages are spoken by the foreign migrant workers in Gauteng province when they are doing business?

1.2 Aim of the Research

The research takes a panoramic view of the language challenges faced by foreign migrant workers and informal traders in Gauteng province. As already said, foreigners from Zimbabwe, Mozambique and Malawi are coming to work in the construction industry, farms, engineering companies and restaurants. There is need to understand which languages they use for speaking, reading and writing when doing business. The investigation attempts to discover the linguistic challenges and the disadvantages they pose to immigrants when doing business in Gauteng province.

While the study strives to reawaken, enliven and draw attention to governments, civic leaders and politicians to address language problems and policies, it also seeks to discover language policies in industries and how these are a challenge to foreign migrant workers and informal traders. The study attempts in a way to evaluate South Africa's language policy in its practical terms.

1.3 Objectives

The research seeks to investigate:

- Linguistic challenges faced by foreign migrant workers and informal traders in Gauteng province.
- The purpose of language policies that are used by companies and organizations in Gauteng province.
- Strategies used by foreign migrant workers and informal traders to overcome their linguistic challenges.
- The role of African languages in the conduct of business in Gauteng province.
- The role of local authority (Municipality) in solving linguistic challenges faced by foreign migrant workers and informal traders in Gauteng province.
- The causes of linguistic based conflicts between the citizens and the immigrants.
- The role of languages in the conduct of business.
- The possible solutions to language challenges in Gauteng province for migrant workers and informal traders.

1.4 Research Questions

Research questions help to justify why the research is being undertaken and it gives an insight of the questions that ordinary people, the press and academics could be asking concerning the language challenges faced by foreign migrant workers and informal traders in Gauteng province.

The research will therefore address the following questions:

- What languages are spoken competently by foreign migrant workers and informal traders in the conduct of business in Gauteng province?
- What are the linguistic challenges faced by foreign migrant workers and informal traders in conduct of business in Gauteng province?
- How does South Africa's language policy affect immigrants in the conduct of business?
- What are the strategies used by Municipality to solve problems regarding migrants' language challenges?
- How do migrants solve their problems pertaining to languages and communication at work places in Gauteng province?
- What are the challenges faced by Municipality with regards to communication with immigrants who are doing informal business?

1.5 Significance of the Study

This study is essential in providing insights to policy makers, legislators, Heads of Departments, partner institutions and organizations dealing with matters regarding language challenges faced by foreign migrant workers and informal traders in Gauteng province. The dichotomy between language policy and its implementation to the needs of industrial operations and development has been one of the challenges in Africa. The study attempts to reflect on language policies used by business institutions and organizations employing foreign migrant workers. The investigation seeks to develop a home grown possible solution to the language challenges faced by foreign migrant workers and informal traders and effectively incorporate them into the economic and linguistic mainstream.

1.6 Literature Review

Debate on language policy in Africa has focused on a number of issues that are related to the economic growth and development of the continent. Southern Africa Development Community (SADC) has deliberated on critical issues based on languages of the continent and how they can be used to alleviate poverty in Africa. Mitullar (2001) posits that 60% of people living in third world countries and particularly in high density suburbs or townships survive on direct or indirect informal business and trading. Government agents and Municipalities place little emphasis on the role of the informal sector and its contribution to the national economy. While government is responsible for language planning at national level, its role at the implementation stage is not vibrant enough to promote African languages in their effective use in the economy. People living in the high density suburbs or townships are excluded and discriminated from mainstream economy as a result of the languages they speak.

Various forms of research have been done on the challenges faced by foreign migrant workers and informal traders but a void still exists on the role of languages in this form of business. Mutasa (2003) focused on language policy of South Africa and what the people of South Africa say about the language policy. What needs to be explored further in his research is how the policy attempts to promote African languages and the support to foreign migrant workers and informal traders in business transactions. It is also very important in furthering research on language policy by way of investigating how the national policy translates to language policies at company level in the industrial operations. In fact, there is need to investigate whether companies have language policies and how they operate in driving the economy.

Hussein (2003) says foreign migrant workers and informal traders are involved in cross-border business and mostly women dominate this form of business. Migrant workers are also mostly men who are later joined by their families. Hussein (2003) explored the causes, challenges and prospected gains and losses of the patterns of cross-border business with very little emphasis on the role of languages. The Third World Conference held in 1985 in Nairobi on women by International Organisation for Migration (IOM) stressed that migrants in general are exposed to a number of exceptional conditions during their movement and the period of insertion in the receiving country. The migrants suffer from deprivation, hardship, isolation because of unfamiliar language and culture, loss of status and linguistic based discrimination. More recently, the Human Development Report (2009: V) has similarly contended that;

governments often adopt repressive migration policies, ignore economic exploitation of migrants as well as their health and safety and fail to initiate public education programmes which draw attention to the advantages associated with immigrants. Rapid migration of people across borders has raised questions about identity, citizenship, language barriers and nationality.

The above issues have tended to dominate discussions in regional groupings and independent states in Africa. This research seeks to explore the language challenges that are faced by foreign migrant workers and informal traders in Gauteng province.

Du Plessis (2006), writing on politics of language attempts to explore the diversity and functions of the different languages in the economic mainstream of South Africa. However, the research does not cover the role of foreign migrant workers and informal traders in the economy as well as their linguistic challenges when doing business. Pierre (2008) says that the Department of Forced Migration Studies at the University of Witswatersrand has made inroads into the causes of xenophobia, its linguistic complications and failure of policies from both gender and socio-

economic perspectives. It does not, however, explore the idea that re-integration of displaced foreign migrants has been hampered by lack of linguistic tolerance by citizens. The conflicts and misunderstanding between the Department of Home Affairs and the immigrants involves use of languages of business and language policy implementation on the part of government. There is need to investigate the languages used by immigrants when doing business.

Trade Union Congress (2009) reported that their official statistics indicate that 5.3 million migrant workers earn below one third of the median hourly wage and do not have a trade union to negotiate their terms and conditions and therefore vulnerable to exploitation. The report says that migrant workers are the worst affected and subject to exploitation because of language barriers and culture shock in the destination country. In 2006, a research carried out by London Metropolitan University on behalf of the Health and Safety Executive (HSE) revealed the risks faced by migrant workers in England and Wales. It outlines the potential for exploitation of migrants and other workers in sectors where attention to health and safety is poor and highlighted the challenges to employees and other agencies in tackling the matter. At the centre of the challenges has been the issue of language as a barrier to effective communication for the migrants to access health services. Migrant workers cannot communicate with fellow workers at work and supervisors particularly to the understanding of work related risk.

Southern Africa Trust (2008) states that informal traders are well known for battles with Municipality officials over issues of premises, non-payment of rates and doing business in undesignated areas and little attention has been placed on the languages used to communicate

with them. The challenges which immigrants face include speaking, understanding, reading and writing in languages of business as well as native languages. There is very little emphasis on the need to develop languages as infrastructure and resource for business operations. Djite (2008) contends that the traditional definition of development has been restricted to obvious and usual economic indicators such as gross domestic product, inflation rates and income per capita at the expense of languages which are vehicles for economic development. In addition to the views above, Djite (2008: 143) says,

In Africa, self-employment comprises 60% to 70% of informal employment outside agriculture (subsistence). Informal wage employment is also significant comprising 30% to 40% of informal employment outside agriculture. The formal economy represents over 80% of the active urban population particularly in sub-Saharan Africa. It is estimated that it contributes 43% of the GDP in Africa and 45% to 60% of non-agricultural GDP and is responsible for 93% of new jobs. All the data available suggest that in almost all cases, the informal economy plays a far more significant role in the economies of African countries than the formal economy does as is reflected in its share in the GDP of these countries.

The challenge is that all the forms of business do not promote African languages because of the role and position of English. What are the foreign migrant and informal traders' linguistic experiences when doing business in Gauteng province?

Researches on poverty alleviation in Africa seem to underplay the role of language in its contribution to the economy. A study on the problems of Tshwane Metropolitan Municipality places little focus on the role of languages for informal traders. Its promotion of indigenisation programmes and black economic empowerment isolates their languages thereby leaving the model to challenges of cultural integration and context.

On a global scale, there are disparities in the incomes that can be earned for similar work in different countries of the world. Manning (2005) says:

...there are also at any given time some jobs in some high-wage countries for which there is a shortage of appropriately skilled or qualified citizens. Some countries such as United Kingdom and Australia operate point systems that give some lawful immigration visas to some non-citizens who are qualified for such shortage jobs. Non-citizens have an economic incentive to obtain the necessary skills and qualifications in their own countries and then apply for and migrate to take up these vacant jobs.

International migration similarly motivated by economic disparities and opportunities occurs within European Union where legal barriers to migration between member countries have been wholly or partially lifted. Countries with higher prevailing wage levels such as France, Germany, Italy and the United Kingdom are net recipients of immigration from lower-wage member states such as Greece, Hungary, Poland and Romania. However, countries receiving the immigrants tend to integrate foreigners by placing emphasis on their indigenous languages. This helps the immigrants acclimatize to the new cultural climate.

Some contemporary economic migration occurs even where the migrant becomes illegally resident in their destination country and therefore at a major disadvantage in the employment market. The International Organization for Migration (2005) points out that illegal immigrants are known to cross in significant numbers, typically at night, from Mexico into United States of America, from Mozambique to South Africa, from Bulgaria and Turkey into Greece and from North Africa into Spain and Italy. Fell and Hayes (2007) say that this category of immigrants is difficult to assist in terms of language needs because of their clandestine entry and status in the destination country. They are always afraid of victimization. These migrants usually resemble an inferior character and accent is their number one enemy. There is currently a similar migration

pattern that has recently emerged in Southern Africa. It is necessary to investigate the effects of the languages in contact and the subsequent changes that will take place.

1.7 Data Sampling

This research is a combination of qualitative and quantitative design. A combination of the two paradigms' data gathering techniques is used to gather ingredient information regarding the language problems faced by immigrants. Bogdan and Biklen (1992) say that qualitative procedures target richer sources of data. This simply means that the research targeted companies and organizations which employ foreign migrant workers and the city markets where informal traders are doing informal business. Research respondents are immigrants who resemble characteristics under investigation such as problems related to use of languages of business and indigenous native languages. The main targets for this research are private and public companies employing foreign migrant workers and foreign migrant informal traders selling commodities such as fruits, vegetables, used clothes, cigarettes, sweets, handcrafts and bed linen in the informal sector. It also covers employees who are immigrants from the three selected countries. Respondents are both male and female immigrant employees. The research does not consider employees in the state security department and public servants as well as correctional services. The reasons may include restricted access to information in these sections of government.

1.8 Conceptual Framework

This study is rooted in the area of language planning, language policy, sociolinguistics and migration. It focused on labour migration and the problems faced by immigrants from source regions, transit stations and destination countries in as far as languages are concerned. Migration that is influenced by incongruent economic development and disparities among currencies makes people compromise on the challenges of new culture and new linguistic environment.

1.9 Scope of Study

The research is organized in form of chapters with chapter headings and subheadings. The whole research has six chapters.

Chapter 1

Introduction

This chapter introduces the research by way of providing background information to the study, context and a statement of purpose. It also attempts to give a value of the research and situating the investigation in the geographical location as well as economic and political dispensation.

Chapter 2

Theoretical Framework

This chapter deals with the work that other researchers have done and found in this field of research. It attempts in a way to reflect on previous findings of other researches, their recommendations and proposals to language problems of foreign migrant workers and informal traders. This provides insights into the gaps and voids that the research intends to fulfill. The

whole process will also make an evaluation of how some theories work and reflect on their strength and shortcomings. The last section on this chapter focused on research methodology. This section explores the research instruments used, the research design and the procedures used for data collection.

Chapter 3

Data presentation

Data collected is presented in form of tables and descriptions. The responses from subjects are also tabulated. These are followed by reports on interviews and discussions.

Chapter 4

Analysis of Data

Chapter 4 focused on analysis of the findings from Chapter 3. The chapter attempts to provide a report of the observed patterns in form of themes. The themes are recurring ideas that produce a pattern when the researcher interviewed and observed the phenomenon during the investigation. There are mainly three themes that emerged from the research.

Chapter 5

Discussion

This provides a discussion of the findings from chapter 3 and 4. The discussions are in relation to the theoretical framework and literature reviewed. It also explores similarities from previous researches and how their recommendations can provide insights into current solutions to language problems.

Chapter 6

Conclusions

It mainly has the conclusions and recommendations from respondents and participants of the research. The chapter also explores the expectations from different stakeholders in providing solutions to language problems in the region. It also gives insights into the future of immigrants and policy makers.

Definition of terms

Language

A language is a systematic means of communicating by the use of sounds or conventional symbols. Finocchiaro (1964) defines language as a system of arbitrary, vocal symbols which permit all people in a given culture or other people who have learned the system of that culture to communicate or interact. Language is a cognitive process involving production and understanding linguistic communication as representations of feelings, emotions and attitudes. In technical terms, a language can be viewed as a system of signs (indices, icons, symbols) for encoding and decoding information. In psychological terms, language includes human cognitive facility of creating and using language. Essential to all the definitions is the systematic creation and usage of systems of symbols, each pairing a specific sign with intended meaning established through conventions. According to Jakobson's communicative language model (1990), language is portrayed as a code in which sounds (signantia) signify concepts (signata). In some cases,

language can imply a particular type of human thought that can be present even when communication is not the result.

Migrant workers

The term migrant worker has different official meanings and connotations in different parts of the world. The United Nations' definition is very broad, essentially including anyone working outside of their home. The term can also be used to describe someone who migrates within a country possibly their own in order to pursue work such as seasonal work. The United Nations Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families (2005) defines migrant worker as follows:

Migrant worker refers to a person who is engaged or has been engaged in remunerated activity in a State of which he or she is not a national.

In the United States of America, the term foreign migrant worker is generally used to refer to someone fitting the international (UN) definition of migrant worker and can be used to describe someone who regularly works away from home if they have a home at all. It can also refer to workers who earn low wages and perform manual duties in the agriculture sector and construction work as labourers. In America, they do not have work permits but use seasonal registers and sometimes do not have visas for their immigration. In other cases, the term is used to describe lower wage earners with low levels of education and doing jobs with a high risk. The risk for farm workers is exposure to very dangerous harmful pesticides with no knowledge of their consequences to their health. Inhalation and ingestion resulting in the highest rates of toxic chemical injuries of the undocumented migrant workers who subsequently cannot access medical

services because of poor speaking competence in languages of production in destination countries.

Migration

It is human movement from one place to another. Human Migration Guide (2005) defines migration as movement of human beings from one place in the world to another for the purpose of taking up permanent or semi-permanent residence usually across a political boundary. This includes seasonal movements of migrant farm labourers. Migration occurs at a variety of scales such as intercontinental, intra-continental and interregional. One of the most significant patterns of migration is rural to urban migration and urban to urban migration. Migration usually yields effects such as diffusion and change in cultural markers. Certain characteristics such as cultural traits, ideas and attitudes embraced in a language are bound to change. People tend to migrate with their music, religion in some cases as well as food and their languages to the destination regions.

The Institute of Migration (2008) states that people migrate for different reasons. Migrants travel in different ways and among their reasons is to improve their standard of living and to pursue better opportunities for themselves and their children. In some cases, people migrate to escape from poverty, conflict, famine, hunger and pestilence. Improved modes of transport and communication have also worked as motivation for people to move. Migration relieves population pressure and reduces unemployment as well as stress on local national economy and resources. Families left behind also benefit from financial, cultural and linguistic remittances.

This money has huge economic significance to the receiving economy. The disadvantages include brain drain, cultural conflicts with imported habits, increased human trafficking and weakening of home families and labour force. In some incidents, repatriated immigrants bring diseases and criminal elements from host countries.

Informal trade

Informal activity is any business activity or transaction that is unregistered and /or without formal written accounts, carried out as a principal or secondary function to an individual's source of income. It operates on a small scale, with weak levels of organisation, and with little or no distinction between factors of production (capital and labour). From a legal perspective, there is personal, unlimited liability on the part of the proprietor for all commitments entered into during the production process. Informal trade covers re-export activities, cross-border trade, domestic trade on the pavements and market places. Officially registered informal cross-border trade is sometimes determined bilaterally or unilaterally by neighbouring countries or by multilateral sub-regional agreements.

CHAPTER TWO

2.0 THEORETICAL FRAMEWORK

2.1 Introduction

The chapter provides the theoretical framework on which the study is grounded to guide the analysis and interpretation of the research findings. The research deals with linguistic challenges which fall within the framework of language planning issues in the construction industry and informal trading. The study deals with language planning issues and aspects of sociolinguistics in the context of business operations and migration patterns in the region. The study falls within the framework of language planning such as corpus planning, status planning, acquisition planning and the stages of planning given in brief context. Sociolinguistics aspects such as acculturation and linguistic effects of labour migration will be reviewed. Labour migration aspects and the challenges emerging from patterns and destination countries will be reviewed in the context of business operations in Gauteng province. The research looks at language usage in as far as it concerns the work places, duty instructions, work relations and negotiations of the conditions of service. In the focus of the research are the challenges and circumstances faced by foreign migrant workers placed in the middle of a multilingual nation undergoing linguistic transformation by a new policy whose implementation is a global experiment.

2.2 Conceptualising language planning

According to Hornberger (1989:5), “Though language planning has been in existence for centuries, its study intensified around the 1960s.” This focus on language planning during this period coincides with the periods of major migratory patterns in Europe and other parts of the

world, (Maatens and Guus 1998). Most of these movements were economically motivated and independent states became obliged to plan for their language usage. The term language planning was used by Uriel Weinrich for a seminar held at Columbia University in 1957, (Haugen1965:188). In 1959, Haugen introduced the term 'language planning' standing for culture efforts by a country in the shaping of their national language. Thereafter, the term language planning was popularised by Rubin and Jernudd in 1971. Haugen (1959:8) defines language planning as, "the activity of preparing a normative orthography, grammar and dictionary for the guidance of writers and speakers in a non-homogeneous speech community".

The term 'language planning' has been used in literature in a number of studies by scholars like Kloss 1969, Rubin and Jernudd 1971, Fishman 1974. Most scholars of that century placed emphasis towards the unification and harmonisation of the language planning types, processes, objectives and orientations. A number of definitions of language planning have been in use and are context bound as well as being on the basis of technical dimensions. Some of the definitions tend to duplicate the same concept but in different words. For example, Gorman (1973:73) says, "The term language planning is most appropriately used in my view to refer to coordinated measures taken to select, codify and in some cases, to elaborate orthographic, grammatical, lexical or semantic features of a language and to disseminate the corpus agreed upon." Defining language planning, Das Gupta (1973:157) says, "Language planning refers to a set of deliberate activities systematically designed to organise and develop the language resources of the community in an ordered schedule of time." Differences in the definitions may be influenced by the time the definition was generated. The whole process and focus of the development of language planning is to solve language problems of the nation. Karam (1974) says, theoretically,

wherever there is a communication problem concerning language, planning is possible. Mackey (1979:48) contends that language problems are prevalent in multilingual societies. Djite (2008) points out that language planning for African countries has been hindered by the multiplicity of languages.

Rubin and Jernudd (1971) define language planning as government authored agencies or authoritative bodies that have the mandate to undertake language planning activities. This simply means that governments make implicit and explicit decisions with regard to language planning and therefore they can be held responsible for failure to implement language policies. However, the language planning process does not take place in a vacuum. Mutasa (2004) points out that, “the language problem...is not a problem in isolation within the region or nation but is directly associated with political, economic, scientific, social and /or religious situation.” So, the planning process should take place in the full context. Function, role and development of languages during planning phase are critical aspects to be considered and this will include usage as medium of instruction in schools.

2.2.1 Approaches to language planning

The approach to language planning is largely influenced by the type of planning being pursued. Three types of planning include corpus planning, status planning and acquisition planning.

a) Corpus Planning

Kloss (1969) says corpus planning focuses on the nature of the language itself that is form and structure and the changes that affect the language itself such as developing a writing system for a language. Fishman (1991:22) defines corpus as the, “authoritative creation of new terms at least for the purposes of daily life including daily terminology.” Hornberger quoted by Mutasa (2004) says corpus planning involves standardisation, lexical modernisation, terminology, unification, stylistic, simplification, auxiliary code standardisation, purification, reform and graphication.

b) Status Planning

According to Fishman (1976:9), “status planning refers to the allocation of functions of a language or languages in a nation state.” Mutasa (2004) says that status planning involves assigning roles to languages and therefore the term has administrative overtones. Erasmus in Mutasa (2004) indicates that status planning focuses on the creation of language policies, putting legislative measures into place to give a language or languages their official status and at the same time monitoring these regulations as well as their implementation. At this level, language planning mainly deals with the functional allocation of languages as official national languages and recommends languages for business. (Op Cit) points out factors that determine a status planning which include the number of people using the language, relative wealth, importance of what they produce and its dependence on language as well as their social cohesiveness and acceptance by others of their right to be different. Restriction in the uses of a language, maintenance expansion at national, regional and local level as well as medium of instruction in education and business becomes a government responsibility. This is done through its structures

and legislative framework. The designated languages become vehicles which drive the economy as a medium through which business is conducted.

c) Acquisition planning

Cooper in Mutasa (2004) says that acquisition planning is directed towards the increase of the number of users of a language that is speakers, listeners and readers. Basically Cooper identifies three types of acquisition planning which are (a) acquisition of a language as a second or foreign language (b) reacquisition of a language by people for whom it was a vernacular as in the case of Maori and Hebrew languages and (c) language maintenance as in efforts to stop the death of a language. What concerns this research is the acquisition of second or foreign language and in this case it is language learnt for specific purposes such as communication at work, advertisement, academic discourse or medical and technical terminology for writing and formal instruction. In most cases, the reasons proffered for pursuing an acquisition planning and goals may be to improve the opportunity to learn, to improve the incentive to learn and those designated to create or improve both opportunity and incentive simultaneously.

Acquisition planning is often attained through methods such as classroom instruction by language specialists, provision of materials for self-instruction in the target language, production of literature, newspapers, radio and television programs in simplified versions of target language and the modern computer aided language learning. These methods briefly mentioned are usually backed by the language learning theories such as the grammar translation, total physical response, the silent method, suggestopedia, Krashen and Terrell's (1983) Natural Acquisition

Model. More recent methods such as communicative language learning approach and community language learning also support the acquisition process, (Richards and Rodgers 1986). This planning phase often involves making language a compulsory subject or prerequisite for employment or entry into institutions of higher learning.

However, language planning processes no matter at what levels tend to intimate general and universal processes which are namely planning, implementation and evaluation, (Karam 1974). In this same view, Haugen (1983) presents four stages namely selection, codification, elaboration and implementation. Fishman (1979) has five stages namely decision making, codification, elaboration implementation and evaluation. So, these stages vary from linguist to linguist despite the general consensus in the literature that the planner sets aims, implements and evaluates both the aims and implementation stage. The whole process of language planning focuses on solutions to language problems through decisions about alternative goals, means and outcomes at both society and business level.

2.2.2 Orientations of language planning

Ruiz (1984:16) defines language planning orientations as “a complex of dispositions toward language and its role, and toward languages and their role in society.” Ruiz proposed three types of orientations namely,

- a) language-as-problem
- b) language-as-right

c) language-as-resource

These language orientations are basic to language planning in that they delimit the ways people talk about language and language issues. The orientations are related to attitudes in that they constitute the framework in which attitudes are formed.

a)Language-as-problem

Ruiz (1984) says language-as-problem is concerned with identification of language problems and establishing solutions for these problems. This agrees with Fishman's (1974:79) view of language planning as, "the organised pursuit of solutions to language problems, typically at the national level." In this context of language-as-problem, language is seen as an obstacle standing in the way of the incorporation of members of linguistic minorities. Mackey (1979:48) posits that language problems are inherent in the multilingual situation: "the more languages there are to choose from, the more complex the problems tend to become." What often this denotes is the problem of which language to choose for use for official purposes in a multilingual society.

b) Language-as-right

The right of linguistic minority members to speak and maintain their languages is regarded as a linguistic human and civic right. This approach focuses on the sentimental aspects of language which deals with the individual group and emotions, beliefs, convictions and values for their language. Language is seen as a right of the individual. This concurs with the Barcelona Universal Declaration on Linguistic Rights (1996) which emphasises non-discrimination, pluralism and community initiatives in language use. Mackey (1988:10-11) explains that

language rights denote the opportunity to, “effective participation in governmental programs” which includes aspects such as bilingual unemployment benefits forms, bilingual voting materials and instructional pamphlets and interpreters.

Macias (1979:88-89) added two kinds of language rights: “the right to freedom from discrimination on the basis of language” and “the right to use your language(s) in the activities of communal life,” especially, the right of students to their own language. Zachariev (1978:271 in Mackey 1988:10) proposes the right to mother tongue instruction. Mother tongue is viewed as inalienable linguistic right. Discrimination as to language has negative repercussions in other spheres of life such as xenophobia and hostility among ethnic groups. Lasswell and Chen (1976:155) assert that:

Deprivations resulting from language discrimination may be devastating for skill acquisition. Language barriers have all too often worked to frustrate and stifle the full development of latent capabilities. When people are deprived of enlightenment and skill, their capabilities for effective participation in all other value processes are correspondingly diminished.

When minority linguistic rights are acknowledged, the full participation of minority groups in all national activities such as judicial and administrative proceedings, civil service examinations, voting and public employment is guaranteed. If linguistic rights are not recognised, it is well-nigh impossible for them to develop skill and participate in the social, economic and political life of their country. In this context, therefore, language-as-right is essential and fundamental.

c) Language-as-resource

This language orientation places emphasis on the importance of conserving and developing its cultural heritage, wisdom, abilities and linguistic resources. Language-as-resource approach values every language as precious possession and quintessent aspect of humanity for it opens the door to a multilingual language policy, (Mutasa 2004). Language planners are trying to recognise, promote and develop all languages so as to achieve equality which ensures achieving fulfilling social, economic, governmental and educational objectives. Language-as-resource is the most appropriate strategy in resolving language problems in a multilingual society. This implies that minority language groups can contribute substantially to the development of a country through use of their languages.

Conclusively, the three language orientations are essential in their different ways despite their limitations in as far as language planning is concerned. Planners should take cognisance of the role, purpose and implications of each orientation when carrying out a language planning activity at national level.

2.3 Conceptualising Sociolinguistics

Hudson (1980) says sociolinguistics is the study of language in relation to society. This includes aspects like language and gender, language and ethnicity, language planning, language policy as well as language and politics to mention a few. Wardaugh (1998) contends that sociolinguistics deals with language in relation to society while psycholinguistics focuses on language and the

mind or individual. Psycholinguistics, therefore, entails the language learning processes and procedures as well as ability and competence. Aspects such as language and thought, language acquisition and Bernstein's elaborated and restricted code are some of the concepts that are basic to the study of psycholinguistics. However, the focus of this study is on sociolinguistics in view of labour migration, multilingualism and conduct of business in Gauteng province. The sociolinguistic aspects briefly given above are included on the basis that the research involves language and society at various levels such as business and community participation in business.

Routed in the study of languages is interactional sociolinguistics. Hornberger (1996) defines interactional sociolinguistics as a theoretical and methodological perspective on language use that is based on linguistics, sociology and anthropology. In this context, Gumperz's analysis of verbal communication helps us understand how people may share grammatical knowledge of a language but differently contextualise what is said in such a way that very different messages are produced and understood. Social institutions and business environments such as family, school and work places provide micro-level processes which help to organise and give meaning to our everyday behaviours and help us with a sense of life.

In this theoretical framework, our sense of certain mannerisms, styles and behaviours (both verbal and non-verbal) are not just ways by which we construct and maintain social interaction but also ways of expressing our sense of who we are and who our interactants are (Mackey and Hornberger 1996). What this simply translates to is that our everyday behaviours and interactions with each other play a crucial role in creating and maintaining the roles we fill, the status we

occupy (social identities) and personalities we feel ourselves and others to have (our personal identities). A good example is where seating arrangements provide a simple example of the relationship of identity to material, citizenship, positions in society and symbolic resources.

2.3.1 Approaches to Sociolinguistics

Djite (2008) points out that sociolinguistics has a developmental dimension while Mackay and Hornberger (1996) diagnose interactional sociolinguistics. The interest of this writing is not to dwell on the differences and similarities of the two but focus on the complementary role of the two. (Op cit) interactional sociolinguistics is derived from Emile Durkheim-father of modern sociology who analyse society not just as the sum of individual parts (individual people) but as an entity. What we believe we are-is a product not only of social institutions such as family, school and work but social processes that are embedded in the situations, occasions, encounters and rituals of everyday life. The key to interactional sociolinguistics is values, beliefs and norms underlying organisations operating in solidarity. It is also interested in general relations with little or no emphasis of economic participation and means of survival. What is sociolinguistics outside traditional economic indicator? This brings the role of interaction in business communication and language use into this research.

(Op Cit), sounding more modern describes sociolinguistics of development as human interaction of human race in the process of survival and language as an instrument and means to success in business and life. Djite (2008:7) says, “sociolinguistics of development argues that a good language policy must be based on evidence from research and be defensible on the strength of

this evidence.” In this view, one cannot expect a country to attain any level of development when its people have no functional literacy skills and no access to basic information about how to protect themselves against preventable diseases when they cannot find employment, earn a decent wage and accrue assets and are not able to participate in the public affairs of their own society. Language is an implicit contributing factor to development, (Crystal 1997). Language constitutes a key ingredient in creating a favourable context for sustainable and long term endogenous development and good education, health, economy and governance are all conditional upon efficient communication. The interfaces between sub-Saharan Africa and the rest of the world have been and still are painful. In almost all cases (Agriculture, trade, health, technologies and immigration) present a negative balance and the language and nexus of development are most absurd.

The bottom-line for the two perspectives is the view of sociolinguistics or any social relations in this fundamental value of a common understanding and language. Language in this view is seen as an amazing world resource which presents us with unprecedented possibilities for mutuality for opportunities in international communication. What does a speaker need to know in order to communicate appropriately and to make sense of communicative situations with a particular speech community and how does he or she learn this. The concern of patterns has also been long recognised that much of linguistic behaviour is rule governed meaning that it follows regular patterns and constraints which can be formulated descriptively as rules. Other sociolinguists have focused on variability in pronunciation and grammatical form while ethnographers of communication are concerned with how communicative situations and events are organised and with how patterns in communication interrelate in a systematic way. Communication may also

pattern according to particular role, status and group identity within a society, educational levels, rural or urban residence, geographic region and other features of social organisation. Hornberger (1996) points out that those areas of sociolinguistics which are most concerned with interactional analysis generally focus on the functions of smaller units of language such as single utterances or brief exchange excluding requests and greetings. However, Heath (1972:21) says,

Members of a community may discourage second language learners by holding the attitude that their language is too difficult or inappropriate for others to use. Segregated socialisation may also involve exclusive access to learning the language of transmission so that others cannot understand the context.

The major issue remains the fact that different languages and language varieties often serve social identification function within a society by providing linguistic indicators which can be used to reinforce social stratification. Among non-native varieties of language, there are often social distinctions depending on which foreign accent is involved.

2.4 Migration and language diversity

The general conference of the International Labour Organization in its 92nd session (2004) incorporate World Commission on the Social Dimension of Globalization reflecting a clear consensus on the fact that international migration is increasingly important in global economy of today. Nearly all countries today are affected by international migration either as origin, transit or destination countries. The rising mobility of people in search of opportunities, decent work and human security has been commanding the attention of policy makers and prompting dialogue for multilateral cooperation in practically every region of the world. What is interesting in this whole scenario is the idea that limited progress has been realized in both action and

research in the area of linguistic challenges faced by the foreign migrant workers and the informal traders in destination zones and transitory routes.

Coulmas (2005) says, mass migration involves an area and a community of origin, a destination and perhaps transitory stations along the way. The growth in number and diversity of migrant workers clients imposes new demands on the level of services provided by the destination governments and communities. The increasing complexity of advice needs of migrant workers and especially those relating to changing immigration rules and procedures, associated rights and entitlements means that destination state knowledge and expertise is often insufficient depth to provide the required level of help required. The migrant worker population has not only increased numerically in recent years but the nature of the issues being brought to citizens is also changing. In some areas, changing recruitment strategies by employment agencies and employers introduce new migrant labour with different languages, cultures and family structures. There is no doubt that migration in Southern Africa is peculiar but rather a global share of movement whose challenges can be linguistically different from other nation state. In support of this view, Castles (2004) says while violations of social and economic rights and extreme poverty are not grounds for refugee status, human rights violations often drive migratory movements. The United Nations High Commissioner on Refugees' report (2007) states that people migrate from countries that are simultaneously affected by human rights violations, armed conflict, ethnic discrimination, and unemployment and deteriorating public services. Migration as a consequence of human rights violations is also associated with undemocratic and /or corrupt regimes, underdevelopment and despotic tyrants.

Migration in Gunaratne (2003) can be a long time process as shown by Indo-Europeans expansion that has been going on for 6000 years thereby bringing in its wake the dislocation of many languages, formations of new ones through pidginisation and creolisation as well as the extinction of indeterminable number of others which have disappeared without trace. In today's globalization, migration continues interacting with others that engender new language contact situations. At the time of writing, Coulmas (2005) indicates that:

175 million migrants are recorded a year world-wide and the major question has been to do with the languages of the migrants. The major challenges have been to do with how they communicate with speakers of other languages in recipient countries and new work mates especially in multilingual communities. By taking a definitive and systems approach to migration, there is interaction between macro and micro structures on intermediate structures. Macro structures pertain to global and the nation state level and incorporate economics, politics, demography and geography including global markets, income differentials, immigration controls and relationship between sending and receiving countries. Micro structures are networks developed by migrants themselves and these pertain to households and communities. The meso-structure often takes the form of intermediaries in the migration industry such as smugglers, lawyers and agents.

This makes it worthwhile to make an investigation of what happens when languages are in contact especially in multilingual African societies and their developing economies.

Spolsky (1998) contends that immigrant groups find themselves in a new social and linguistic environment to which they adjust in many ways. Sociologists' evidence reveals a wide range of patterns of mutual adjustment with host communities insisting on assimilation to various degrees and immigrant communities showing variable inclination to yield to assimilation pressure. In the realm of conflicts and language contact, a question arises 'why does multilingualism and language contact entail so much emotional reaction?' Spolsky (1998) confirms that it lies not in the practical communicative realm, but in the symbolic function of languages and varieties. One of the most common ways in Spolsky's (1998) view of identifying a person is by his or her

language and it is inherently involved in socialization, the social group whose language you speak is an important group for you. Other markers of ethnic identity include food, clothing and religion but language plays a special role in part because it organizes thought and in part establishes social relations, (Sapir & Whorf Hypothesis) (Wardaugh 1998:79).

2.5 Informal trading

Padayachee (2006) describes informal trading as a small scale business operation characterised by no fixed business premises, non-registration of the enterprise and employees in terms of national registration such as taxation or other commercial registration. Informal enterprises are often run from home, street pavements or other informal arrangements. Lund and Smita (2000) contend that the working hours for informal business are flexible. In support of the above assertion, the International Labour Organisation-Kenya Report (1972:6) says:

Informal activities are defined as a way of doing things characterised by ease of entry, reliance on indigenous resources, family ownership of the enterprise, small scale of operation, labour intensive and adapted technology, skills acquired outside of the formal school system and unregulated and competitive markets.

What the International Labour Organisation simply means by this is that the business can just start without having to make official appointments such as legal representatives, marketing directors and plant operators and fitters as in registered institutions. The activities they do are usually in areas of trading, collecting, providing service and manufacturing and all are not covered by formal arrangements.

The informal traders are people who engage in the activity of conducting business without properly designed accounting procedures and business methods. In Southern Africa, street trading has been attributed to two functions. Rooyen and Malan (2007) indicate economic climate with high unemployment and lack of formal sector job creation forcing thousands of people to seek a living in the informal economy. The second is the granting of economic rights to the previously excluded non-white majority as well as changes in legislation that came with the end of colonialism. In the African context, Fafchamps and Minten (1998:1) indicate that this form of business has been characterised by use of pavements, public places resulting in obstruction of traffic, unfair competition for formal sector business as well as crime and a general deterioration and dilapidation of the central business district landscape. This scenario has been infiltrated by foreign migrant informal traders in order to make a niche into the economic main stream. It sounds risky in the wake of xenophobia.

Skinner in Rice (2007) contends that informal trading is mainly the business of unskilled, uneducated and poverty stricken people. History of women immigration in Southern Africa has featured prominently with the role of women in informal trading in the area of handcrafts, fruits, vegetables, clothes, shoes and curios. Low levels of education translate to poor linguistic competence especially in languages that drive the economy in a country. This comes against the background that official languages tend to dominate economic activities in Southern Africa. Economies of formerly colonised countries are usually and basically supported by the languages of the former coloniser inherited at independence. This has jeopardised most informal traders who have chosen this career mainly because of unemployability based on lack of skill and education. Rooyen et al (2007) describe the fight between municipality and vendors in Cape

Town as aggravated by poor interpretation of by-laws by the vendors. This refers to situations where illiterate traders and semi-literate informal traders fail to read and understand English and Afrikaans as languages of business in South Africa. The interest of the research is to make an investigation to discover the linguistic challenges faced by foreign migrant informal traders who are not able to speak the indigenous languages in South Africa.

2.5.1 Cross-border informal trading

Cross- border migration is in part a consequence of socio-economically or politically determined process of migration, the traditional patterns of language variation across the world has changed considerably over the past several decades. The most popular migration patterns started in the sixties and early seventies and it was in particular economically motivated, (Maartens et al 1998). People later turned to informal trading when prospected jobs could not come due to lack of skills, limited linguistic competence for cross-border immigrant workers and challenge of a new culture. Buying and selling became a means of survival. Maartens et al (1998) express the view that in the case of Mediterranean groups, migration initially involved contract workers who expected to stay for a limited period of time. The stay period became longer and another pattern was social migration as their families joined them. Secondly a second generation was born in the immigrant countries while their parents often remained uncertain or ambivalent about whether to stay or return to country of origin. Lack of skills by the family members joining and restricted entry into formal sector gave birth to the informal sector. Job market needs and industrial demands of specialised people pushed semi-literate foreign migrants and informal traders to find a means of survival through buying and selling to make ends meet. As a result, many

industrialised Western European countries have a growing number of immigrant populations which differ widely both from a cultural and from a linguistic point of view, from the mainstream indigenous population. The largest numbers have been observed in France, Germany and Great Britain.

Nortier quoted by Maartens and Guus (1998: 76) say that,

As in the case for immigrant minorities in many European countries, the majority of Moroccans in the Netherlands and France have a low socio-economic status caused by low level of education and by the fact that most jobs fit into the category of low level profession. There are not many Moroccans working in public and state financed jobs.

This situation referred above results in the majority resorting to informal trading and street business. Some of the jobs are seasonal and during times of unemployment people survive on selling on the streets. This is not different from the Vietnamese refugees in Australia who operate in linguistic enclaves because of linguistic intolerance from the linguistically intolerant citizens. In such cases of linguistic intolerance and discrimination, language challenges determine earnings and economic opportunities of the immigrants. Goods sold are jewellery, curios, clothes and drugs. It is believed that drugs are the most money-making commodities for informal traders despite that it is an illegal business. The language used by drug sections of the informal traders is group specific because it is coded with security features to avoid threats of arrest and prosecution.

Trade between Africa and Asia began in the 15th century when the Asians traded in special minerals in Africa. Prah (1993) says the use of Kiswahili by Indians in East and central Africa is a linguistic legacy inherited from the previous ages during the 15th century up to date trade. The

Asians secured a market share that works even today and the Asia-Africa migration has not stopped but increased despite ages. The Chinese to date have secured a market share both at formal and informal level in most Southern African countries. Flea markets make significant profit as an advanced level of informal trade simulated from Asia.

McDonald (2000) points out that cross-border migrations did not begin in Southern Africa until a Mozambican crawled under the electric fence in 1985 and was undocumented. However, the above view indicates a different pattern that emerged despite the fact that migration dates back to 150 years ago. Zinyama (2003) says, in coping with devastating economic challenges, cross-border travel for informal trade in neighbouring countries has become a common business for Africans and the world over. Cross-border business in Southern Africa was dominated by women seeking to supplement their family incomes to clothe and educate their children. More recently, female cross-border Zimbabwean traders have been going to Mozambique, Zambia, and South Africa and even as far as Tanzania to sell and purchase household commodities such as fridges, food as well as clothes and kitchen utensils. The common feature that identifies this group of traders is lack of education, skills and capital to start up properly registered businesses. How do these people conduct business in Gauteng considering the linguistic complexities in the destination country?

Pendakur and Pendakur (2002:6) confirm that;

Concentrations in urban areas which are generally associated with low proficiency in the socially and economically dominant destination languages and this lack of proficiency has been found to interact with high levels of unemployment as well as

low nominal and real earnings, thus perpetuating structures of disadvantage and marginalisation.

In other words, this simply means bilingualism in itself is not an asset in the labour market. Monolingualism in the socially and economic dominant language appears to reign supreme in terms of earning potential unless mitigated by some policy interventions such as affirmative action or black economic empowerment, (Chiswick and Miller 2003). Second language migrant speakers tend to speak an accented (ethnic) version of the destination language and sociolinguistic research has shown accents as strong indicators of ethnicity and origin leading to various forms of discrimination. In the case of South Africa, speakers of languages from the North, that is, Venda in the Limpopo Province of South Africa, Zimbabwe, Mozambique and even Malawi are described as *Makwerekwere* (disparaging word that describes foreigners based on the phonetic sounds from their languages) and are looked down upon. Informal trading manifested in selling sweets, cigarettes, fruits, second hand clothes and handcrafts is seen as a form of business for the poor from troubled and embattling economies as well as war zones. What makes it grotesque is the view that informal trade lacks serious economic recognition and is associated with poverty solutions for Africans but the same markets become flea markets when conducted by Chinese and other Asians. In such cases, it is only a matter of language used to describe the same business concept in different languages. Linguistic differences are mainly aggravated by languages used to conduct the business. Flea markets by Asians and white people use English and Afrikaans when doing business transactions and African street markets are dominated by African languages.

Devey, Skinner and Valodia (2003) point out that informal economic activities in South Africa are largely survivalist in nature. The workings of the informal sector can constitute a challenge to standard economic theory as many of transactions within the informal sector follows a social (emphasising social bonds) and cultural logic which does not necessarily adhere to standard notions of economic rationality. This scenario mentioned above translates to situations where stock can be borrowed on hire purchase and no business and legal documentation done to secure a bona fide relationship. Debate on such transactional agreements has been greatly stifled by linguistic limitations for foreign migrant informal traders whose proficiency in isiZulu, Sesotho and isiXhosa as main indigenous black community languages in Gauteng province is very low in terms of speaking competence. Despite the relative importance of African languages in the informal economy, limited knowledge of English and Afrikaans can restrict not only an individual's success in the labour market but also his or her business opportunities. While the sales can be successfully completed even in cases of low linguistic proficiency, rarely involving more than a basic knowledge of numbers and the names of products on sale, immigrants struggle to do business because of language challenges. The stock purchases which link the formal and informal sector generally require higher proficiency as they include competence and quality negotiations.

Informal sector business operations have a link with formal sector and in this case Morales and Hansen (2005:6) say that English is also becoming more important within the informal sector economy as a provider of employment due to the fact that the increasing number of small businesses started by international migrants generally operate through the medium of English. The linguistic complexities faced by foreign migrant traders need an in-depth investigation in

order to discover linguistic based limitations in the conduct of their business. Burman and Lambete (1996:6) indicate that most people especially those from rural areas do not understand English in proper context and this is the main cause of emotion. Mutasa (2006) points out that where there are linguistic limitations, emotional tension is unavoidable.

Chiswick and Miller (2003) tend to imply that informal trade and/or self employment does not assist ultimately in eradicating and overcoming poverty and deprivation. The income from the business often provides meagre income. It becomes complex and therefore needs study especially for foreign migrant informal traders. Language context is much more important because informal economy with its entrepreneurial activities operates largely through indigenous languages and many of the clients and traders in it have limited knowledge of the city's social and economic dominant languages of English and Afrikaans. How do Zimbabweans, Mozambicans and Malawians survive in such multilingual complexities? The basic point is that language remains a gateway to a variety of kinds of resources, economic, social educational and political services.

2.5.2 Informal trading and language planning

According to Mitullar (2001) informal trade business is often known for endless battles with municipal securities and officials. The problem often comes as a result of failure to interpret the council by-laws and lack of common language to address the traders whose linguistic competence in languages of business is limited. The council on the other hand has a fragmented policy implementation strategy on language matters and the result is fighting with emotional

tension against the informal traders. For African countries, 60% of the urban population in the African townships earns a living through the informal sector economy and trade in particular takes a greater share, (Mitullar 2001). While the informal trade sector has been acknowledged as an important part of the economy, most countries have failed to address the issues facing those operating in the sector. On the other hand, despite decades of discord, informal traders in the urban areas have lacked a collective voice in dealing with authorities and this has presented further challenges for foreign migrant traders who have linguistic limitations.

While the informal sector contributes to the Gross Domestic Product (GDP), very little constitutional provisions are in support of their activities. Rooyen et al (2007) contend that the informal traders work with no referral books or business model. Informal traders do not have official languages of business or language policy documents. Most of the entrepreneurs in the informal business do not have formal education and skills and language planners never pay attention to the needs of this category of business. The constitution of South Africa recognises eleven languages as official languages and stipulates that these should be used for business despite the differences at speaking competence level. Language usage in informal business is not institutionalised making it much more vulnerable to abuse and challenges due to lack of control. Selling traditional stock ware, handcraft and food is much more difficult to immigrants who may have to explain the function, value and price to a customer in an unfamiliar language. How do foreign migrant informal traders record high levels of sales claimed by local vendors as taking the whole market? What do these foreign migrant informal traders say about their matter and how do they suggest it should be resolved? These are some of the questions that the research seeks to find insights and responses by making an investigation.

Formal business operations as mentioned by Fafchaps et al (1998) are characterised by insured business operations and registered plant and official transactions with a predictable behaviour and value system attitudes of the workers. Workers in the formal system are paid according to standard pay procedures and are employed on formal terms and covered by all legislative and commercial practices. This is why they have official languages and an anticipated code of conduct when doing business. In contrast to the above scenario, the informal sector is a business of compromise where the procedures for each transaction and processes are determined by circumstances. Failure by the operators to explain explicitly to the customer as well as giving precautions on product use, lifespan and dangers associated with poor handling of goods is distanced from the practice and knowledge of the informal traders. Informal trade largely depends on compromise particularly with regards to quality and standards while more often there is no detail available from the person selling. If by chance there is any detail, the language used has serious problems and limitation in terms of terminology and discourse. The government planning processes usually focus on official business language planning such as parliament, government offices, hospitals, judiciary, formal business and media of instruction in schools.

Williams and Cooke (2003) quoted by Bruthiax (2003:288) contend that development economists' lack of attention to language finds its counterpart in the neglect of development economics by linguists. The linkages between languages, education, and employment labour market in the context of socio-political participation have not yet been explored systematically within either applied linguistics or sociolinguistics. As a result, informal trade business

operations and transactions have been relegated to sociolinguistic aspects such as pidginisation, creolisation, assimilation and accommodation because there is no properly constituted language policy implementation procedures and attitudes to guide them. The situation above is mainly driven by the fact that informal trade businesses have very little aspects of language planning such as writing standard, dictionaries, developing vocabulary and harmonising dialects and very little or sometimes no paper work is directly involved at informal level.

2.6 Multiculturalism and Multilingualism

Multicultural and multilingual societies inevitably face conflict over language choice especially at workplace environments and informal business operations. Bamgbose (1985) defines it as having several languages in a country or society. Monolingualism refers to a condition of having only one language in a state or community. Most African states are multilingual and the myth of linguistic divisiveness is often associated with African languages.

The general Conference of the (ILO) in Geneva (2004) points out that contemporary migration is directly or indirectly related to the world of work and of the 175 million people to be residing outside their countries of birth or citizenship, 86 million are estimated to be economically active and 34 million are in developing regions. The (ILO) Declaration on Fundamental Principles and Rights at Work commits member states to respect and promote principles and rights in four ways:

- a) Freedom of association and effective recognition of the right to collective bargaining.
- b) The elimination of forced or compulsory labour.
- c) Abolition of child labour and
- d) the elimination of discrimination in respect of employment and occupation.

The Declaration mentioned above is universal and incorporates migrant workers. Grant (2005) says migrant workers are frequently subjected to unequal treatment and unequal opportunities as well as discriminatory linguistic behaviour. In Spolsky's (1998) view, conflicts emerge due to ethnic groups' belief that their language is the best medium for preserving and expressing their tradition. Mutasa (2006) contends that language planning can be a solution in cases where such conflicts arise. While planning should be a government initiative aimed at solving language problems, the process should be done in context so as to benefit the people who use the languages and should not disadvantage minority languages.

2.6.1 Language and labour force

The (ILO) general conference in Geneva (2004) states that globally active economies and labour intensive production lies opposite ends to the supply of general labour force. Vibrant economic activities with significant remuneration are in the industrialized regions of the world while general labour force is readily available in marginalized countries of the world. In the International Labour Conference Resolution on Migrant workers of (2004), cases of migrant smuggling, trafficking and abusive practices are part of human efforts to access the so called 'cheap' labour from the developing world. The point of interest in the case of this research is to

focus on the language and cultures in contact between the employer and the diverse multicultural workers.

Chiswick and Miller (2003) quoted by Du Plessis (2006) say that in migrant worker and employer relationship, the language of the employer automatically assumes a higher status based on the economic influence. Bernstein's (1958) theory of elaborated code and restricted code simply confirms the supremacy and primacy of the elaborated code over the restricted code. In Du Plessis's (2006) view, this accounts for the Vietnamese speaking English in Australia in order to access employment and even to do business. Limited proficiency in English among the Vietnamese has strong implications for employment, civic participation and socio-economic inclusion into the mainstream. Migrant concentrations are generally associated with low proficiency in the destination language which in turn results in low nominal and real earnings thus perpetrating structures of disadvantage and marginalization. Overall labour participation is low in migrant enclaves and ethnic markets which remain ultimately limited in their economic potential. Pendakur and Pendakur (2002) found in their analysis of a Canadian census data that bilingual minority language speakers (male and female) even if they are highly proficient in the majority language earn less than monolingual native speakers with the same educational qualifications. In this research, the investigation seeks to find out the linguistic challenges and limitations by foreign migrant workers and informal traders in Gauteng Province.

Grin (2001) argues that economists confirm that languages have different values and only if the additional language is a global or dominant language then it is worthwhile. Labour market

benefits of language knowledge can be hypothesized to result from an increase in communication and trade opportunities and the benefit is thus proportional to the size and socio-economic profile of the speech community. Deumart in Du Plessis (2000) contends that learning a language spoken by large, affluent, politically and socio-economically developed community has more benefits than learning the mother or native language of an impoverished community. Proficiency in English provides access to employment and more business opportunities. This simply means languages of workers from embattled economies such as the three countries under study do not have any economic significance in business. However, the above view may not underplay what Coulmas (2005) calls language spread. The situation accounts for the Dutch language which enjoys official status and widely spoken in Suriname, English in New Zealand, French in Madagascar, Portuguese in East Timor, Spanish in Cuba, Chinese in Singapore, Arabic in Comoros, Turkish in Cyprus and Hindi in Mauritius. These are examples of countries where foreign languages have been carried from homeland to other parts of the world and co-exist with other languages which have been there before or were brought in later to add another language to the mix. The implication as given by (Op cit) is that speakers of these languages grew more than the primary speech community in their homeland. The question for South Africa is whether there is any opportunity for languages of foreign migrant workers and informal traders to survive or dominate indigenous languages in Gauteng province.

Language is a thinking tool as well as medium of transmitting the ideas or instrument of communication. Natsa (1994) describes language as a cognitive instrument used to solve an individual's problems, make hypothesis and communicate intention, attitude and demonstrating ability and competence. In addition to the view above, languages are directly and indirectly

related to the environments from which they developed. What this simply means is that language as in Wardaugh's (1998) Sapir and Whorf Hypothesis (a theory on language and thought), one's language determines thought or vice-versa. A language is as good as its facts and ideas. It therefore means speakers of various languages have different ways of circumnavigating problems that might emanate from their language. In relation to language and business, beach language, as an example, serves its specific purpose. Most industrialized nations have language and dialects of the employer dominating business functions and transactions. While the employer's language takes precedence, it is worth researching to find out how foreign migrant workers survive in industrial operations which have complicated and sophisticated scientific methods communicated in English or Afrikaans. Immigrants competently speak African languages particularly their mother tongue.

It is interesting to investigate whether companies do have language policies and whether these policies are functional or they are just white elephants. If they do have policies, what do the policies say about language use for workers? Fardon and Furnis (1994), Kembo-Sure (2006) cited by Mutasa (2008) contend that any language planning process is a programme designed to produce workers who should drive the economy and the technology of the nation. So, the language used to provide education has a closer correlation to the nature of the economy and its operation. This is common for former colonies whose language policies promoted English and South Africa was not an exception. Chimhundu and Kamwendo in Mutasa (2008) say that, English has firmly entrenched itself as the language of government, business, the media, education, training and specialized information as well as upward social mobility and wide communication within and outside borders of the state in post-independent former British

colonies. The above assertion simply means the products of the school system are designed to work and produce using the languages they used to acquire the knowledge and skills from school and college. While it may be true that schools are not training institutions for workers but the overall point of being in school is to develop a human resource infrastructure that will run the economy.

The above sentiments are consistent with Fanon's (1967) notion of linguistic determinism which provides theoretical axioms. Its fallacious interpretation brings the view that some languages are superior over others. The reality of this sentiment in industrial operations is where the language of the employer takes precedence over that of the employee. So, lack of speaking, reading and writing competence in languages of business by the employee presents a challenge to the official duties of the employee.

2.6.2 Language use in business

Wardhaugh (1998) defines language as an instrument meant to enhance communication, express thought and feelings. It is a system of conventionalized signs especially words and gestures. In the context of business, communication in a good and appropriate language in proper code and context makes business thrive. This view simply means language makes business transactions to go through, brings efficiency, accuracy and to produce plans and procedures for production lines and orders. In the views of sociologists such as Bowles and Gintis, who point out the differences between language status, ethnicity, and social status in relation to Bernstein's codes as artificial fragmentations for the purpose of specialization and to privilege the upper class who is in most

cases the employer. Contrary to this view, is the concept of a language's ability and potentiality lying in its origin. Most African minority languages are limited by the environments from which they developed and language planners tend to focus on national languages at the expense of minority languages. Inversely, the minority language speakers are mostly working class who depend on elaborated code speakers as the employer. Workers' languages are highly restricted particularly with reference to industrial operations, business environments and technological innovations. In this context, language is used to create business, design new industrial machinery, produce equipment and provide mechanical and civil engineering solutions to the economy. An exploration of the world's natural resources such as minerals and processing them is done through language as a major communication resource that creates images and can imagine possibilities and realities in the process of seeking human solutions to problems. Most African indigenous languages do not have adequate vocabulary to challenge the international languages in the conduct of business and technological innovations. African languages are still struggling to match competence of international languages such as English.

Mutasa (2006) contends that languages are used to express industrial processes and company procedures as well as to 'scientificate' the economy through languages as seen by Japan's success story. Languages perform the function of naming the tools, use of equipment and market brands and explaining the function of machinery. In the interest of this research, the major question is which languages are used to do business and at what level of business? How does the language situation accommodate foreign migrant workers and informal traders who predominantly speak competently home languages and their thinking is at the level of their languages? Wardaugh (1998) points out that the argument on origins of language and thought

tends to fulfil the different functions of language since languages exist with different abilities and limitations. Language determines thought and this is simply one of the strong forms of linguistic relativity hypothesis.

Cognitive abilities enable us to understand and use creatively the linguistic structures only when abilities are adequate that makes it a weaker form of cognitive hypothesis. In relation to this study, language becomes critical as a thinking tool as these limitations from the mother tongue become a further impediment in the conduct of business in a second or third language. How do the foreign migrant workers and informal traders go about their business considering the multiplicity of their languages? These circumstances could be the reasons why most of the foreign migrant workers remain restricted to general hand positions as a result of their low levels of education and poor speaking competence in languages of business. Communication is central to the productivity of most organizations. Lack of communication competence is described by Bouillion (1998) as the driving force of suspicion, misunderstanding and greater potential source of ethnic and racial conflict. In the industrial operations, linguistic incompetence brings inefficiency, low levels of production, cause of fatal accidents, mistakes and general confusion at work places.

According to Fardon and Furnis (1994), the idea that culture as a group view of life incorporates their beliefs, values, attitudes and their understanding of knowledge, truth, justice and fairness. The industrialists' fairness, justice truth and knowledge are seen from the different context based on the employer's history and their definition of the world

(reality definers for workers). Language as a transmitter of culture is instrumental in the conveyance of culture which brings standards of a society. In (op cit) view's putting two cultures together has its advantages and disadvantages, gains and losses. A research is necessary to find out the complexities and circumstances faced by foreign migrant workers and informal traders in Gauteng in the conduct of business especially where the nation is multilingual, multicultural and multiracial (Rainbow nation).

Selecting a language for business requires considering factors such as the linguistic demography and its map, nature of the economy, ethnicity and the status planning of the state. Bamgbose quoted by Fardon et al (1994) contend that the development effort aims to reach the masses and it is obvious that the language to be used in literacy and communication must be one that is capable of reaching a large proportion of the population. Corpus planning according to Mutasa (2006) becomes relevant as it considers the infrastructure in terms of books, vocabulary and dictionaries in order for it to be functional. It is poor planning to use a minority language and direct a large vote of budget to fund translations for the purpose of marketing a product which could have been manufactured in that language in the first place. This is one reason why most African independent states continue to use European languages as medium of instruction in schools and official languages at work places.

2.7 Language change and immigration: The case of Europe and America

Maartens et al (1998) express language change as a consequence of socio-economic or politically determined process of migration, the traditional patterns of language variation across Western

Europe that has changed considerably over the past decades. The first pattern of migration started in the 1960s and 1970s and it was particularly economically motivated. In the case of the Mediterranean patterns, the labour migration initially involved contract workers who expected and were expected to stay for a limited period of time. The period of their stay later became longer when patterns began to show families joining them. As a result, a subsequent second generation was born in the immigrant countries while their parents often remained uncertain or ambivalent about whether to stay or return to the home of the original country. Original languages have been lost and new forms emerged (pidginisation and creolisation). In other cases, Hussein (2003) says the original language is lost and a new variety emerges and another dialect popularized.

The major historical movements during the sixties have largely influenced linguistic changes in many industrialised Western European countries due to a growing number of immigrant populations which differ widely both from a cultural and from a linguistic point of view. Maartens et al (1998) point out that the largest number of immigrants has been observed in France, Germany and Great Britain some of whom have assimilated to the Western culture, norms and values. The major impact has been described by Nortier (1989) as planning that had to prepare and enable members of minority groups to fully function and participate in the economies from an economic, social but taking into account their own cultural background. Studies by (Op cit) have indicated that immigrant's minority language speakers in many European countries, the majority of Moroccans in the Netherlands and France have low socio-economic status caused by low level of education and by the fact that most jobs fit into the

category of low level profession. This has restricted the number of foreigners working in public companies and state financed jobs.

Haugen quoted by Dicker (1996) points out that immigrant languages eventually succumbed to the forces of acculturation; political and social pressures have uniformly been very unfavourable to their continued use and have gradually whittled down their constituencies. This simply means for many of the immigrant groups, bilingualism has been a bridge to membership in the new nation. The risk is a language loss and is particularly inevitable for a certain class of the migrant workers. For informal traders, multilingualism becomes an option for business opportunities and effective communication with prospective clients and customers. Customers come with their languages and are comfortable with people who speak their languages. Macias (1979), Haugen (1956) and Porter in Schmidt (2000) contend that challenging the hegemony of mainstream American culture and to accept it is a predetermined fate. Most Americans look down on the use of non-English in the home and not in business functions, industrial operations and transactions. In this case, bilingualism is a temporary burden for those who are educated and literate.

Fishman (1991) in describing contact of American English and culture point out that foreign migrant workers and traders who master the language feel that foreign accent detectable in their speech is a further deterrent to full acceptance by American society and business community. This is mainly relevant to the students from Cuba, Jamaica, China, Haiti and Russia who are mostly business and professional people and are concerned about how Americans see them. Accent is one significant identifying non-native language speaker that brings vulnerability and

suspicion especially where two or more cultures are in contact. Castillo (1990) gives an example of a salesperson in both informal and formal sector who if can speak with a person with a high profile or position in a company, the incumbent will be of interest as a customer if one speaks well polished English with appropriate accent. In this case, some training is often provided for prospective foreign migrant workers whose job will be dealing with customers from other parts of the country.

In Dicker's (1996) view, immigrants success is based on their ability to come as close as possible to the image of the average native English speaking American, a language of high status. The expectation of most Americans is that foreign immigrants will acculturate to American society, that is, taking superficial aspects of being American, wearing the proper clothing, eating the proper food and speaking the proper language. However, America views developing nations as opportunities for inexpensive non-unionized labour and freedom from environmental regulations. The United States as indicated by Porter (1990) in Schmidt (2000) takes advantage of depressed conditions in South and Central America on its side of the border as well, hiring undocumented workers for pittance wages to pick fruits and vegetables in Southern and Western states.

2.8 Equity in language use

Colonial legacy still prevails at work places and business environments. Fardon et al (1994) say that despite the acceptance of indigenous languages at work places, the culture, ethics, values and beliefs in organizations, institutions and private companies is that of western origin. This scenario continues to underplay the role of vernacular languages by relegating them to issues of

unionism, party politics, social aspects and break time chatting and other unimportant issues. It is grotesque to discover that the language of business for Black Economic Empowerment is still dominated by English well some years after political independence. The above view agrees with former UN Secretary General Koffi Anan's concern of the global divide as exacerbated by the language choices for the global village. The above view shows a strong and powerful threat to the indigenous languages because most of the languages and the cultures are not used for competitive advertisements on the internet websites. In this view, the concept of equity, fairness and equality remains imaginary and far from possible.

2.9 Language planning in South Africa

According to Broodryk (2007), South Africa's language policy is mainly driven by *Batho Pele* (people first) philosophy whose transformation was voluntarily the acceptance of all racial groups, religious and political parties represented in parliament. The ancient world view of *ubuntu*, which all nations in Africa and the world at large can benefit from, has become the cardinal solidarity and directive factor in South Africa. The national flag, coat of arms and the colours of the state's central design symbolizes the coming together of many diverse elements and identities of South Africa and indicate a road ahead in unity and solidarity. The language policy comes to the centre of events as a medium of communication at all the levels of uniting people and fostering economic development for the desired objectives.

Mutasa (2004) explains that the language policy of South Africa is hailed as an epitome of meaningful change in language policies throughout the world. The demise of apartheid and

subsequent change to democracy in 1994 witnessed radical shift in the language policy of South Africa. According to (Op cit) the linguistic situation which was characterized by dominance of English and Afrikaans as official languages and languages in business for decades could not be immune to the process of change in that African languages which were previously stifled and marginalized were brought into the linguistic mainstream. African languages were given an opportunity to participate in the national economy and to grow like any other language of the country.

Broodryk (2007) refers to section 6 of the constitution of South Africa which states that:

The official languages of the Republic are Sesotho SaLebowa, Setswana, SiSwati, Tshivenda, Xitsonga, Afrikaans, English, isiNdebele, isiXhosa and isiZulu.

In the same section of the constitution Maartens et al (1998) further indicates that:

Section 6 subsection 3 part

(a) The national and provincial government may use any particular official languages for the purposes of government, taking into account usage, practicality, expense, regional circumstances and balance of the needs and preferences of the population as a whole or in the province concerned, but the national government and each provincial government must use at least two official languages.

(b) Municipalities must take into account the language usage and preferences of the residents.

Subsection (4)

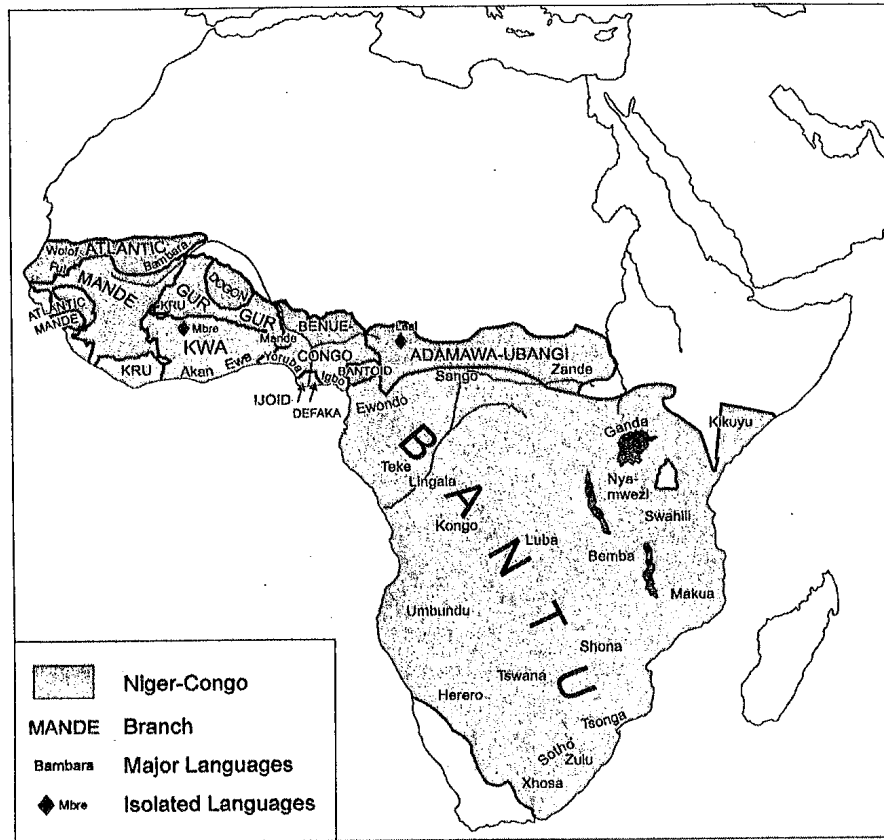
The national government and provincial governments by legislative and other measures must regulate and monitor their use of official languages. Without detracting from the provisions of subsection (2) all official languages must enjoy parity of esteem and must be treated equitably.

This section of the constitution is the most important part in as far as languages and this research is concerned because it is responsible and is the referral point for all institutional, company and organizational language policies. It authorizes the languages to be used for production in

industries and business. This language policy is included in the Bill of Rights despite that it does not cover minority languages especially the African languages such as Shona, Chichewa and Tumbuka. These languages are spoken in African townships such as Atteridgeville, Tembisa, Soweto, Alexander Park and Mamelodi and some enclaves in the Central Business District of Johannesburg and Pretoria. These languages are used by immigrant workers and informal traders for business. Below is a map of Africa which shows geographical distribution of African languages

Map1. Shows the distribution of Bantu Languages: Adapted from D. Nurse & Heine 2000

Kay Williamson and Roger Blench



Map 2.2. Niger-Congo.

While the constitution is ambitious and objective in political terms and on paper, the situation on the ground is different. Mutasa (2006) contends that government never intended to develop African languages into fully standardized languages but to limit them to use within the African family, cultural group, the Bantustan and the school. This makes the whole move and constitutional section a political ambition without a will. On the economic front, industrial development and technological innovation, English and Afrikaans have remained dominant despite the constitutional provision, (Mutasa 2004). No great strides have been recognized in the development of African languages despite school language policies, unclear language policies in companies, parastatals, dysfunctional policies in government Departments such as Home Affairs. Pamphlets and brochures given in different languages usually cover isiZulu, Sesotho, and isiXhosa while minority languages are not covered. It does not help to promote Xitsonga in its home province without expanding to other provinces of the country. Language policies for business in some municipalities of Gauteng province have remained white elephants with the provincial offices operating under ancillary staff and no clear-cut implementation strategy. The interest of this research is to investigate the position of foreign migrant workers in the conduct of business. How do companies and institutions function in the context of language in a multilingual society? The idea is to discover ambiguities, congruencies and disagreements in terms of policy, functional models and strategies used by migrant workers in the conduct of business in Gauteng province.

Broodryk (2007) mentions strides by indigenous languages seen in the mobile phone business where advertisements are in isiXhosa, isiZulu, Sesotho and Setswana. Such languages are not anywhere in the formal business transactions such as making financial statements, company

policies, legal business framework documents as well as the stock exchange. Most of the official documents are in Afrikaans or English, and in cases where the African languages are used, they are not taken seriously. Uses of isiZulu and Sesotho by ABSA is misleading as the language appears only with a few statements for advertisement and instructions for Automated Teller Machine use while the whole contract documents, interest rates and exchange bills are in English and Afrikaans.

Mutasa (2004:32) argues that, “Language planning in Africa is characterized by declaration without implementation.” Thus the research attempts to measure the degree and discover the gap between policy formulation and its implementation. In the same view, most South African workers are people who work and stay in areas of concentration of their languages and use their languages very often. Those who seldom use their languages are employed in regions kilometres away from the area of concentration of their languages. Setswana speaking people who work and reside in Mpumalanga, Venda speakers in the North West province also face challenges when they are not in their linguistic regions. In general, black South African citizens use their languages at work but not in domains associated with prestige, teaching and administration. African languages find a place in communication with friends and colleagues and in certain cases in business not worth at the stock exchange, (Mutasa 2006).

Mutasa (2004) indicates that English and Afrikaans, to a certain extent, are used in almost every transaction at the workplace as confirmed by 71, 1% of his research respondents. English is used more often than any other language at workplaces. There is also a massive indication of the

dominance of English in education. What this means is that language practice in workplaces scoffs the constitutional principle of language equity. While Afrikaans has faced a set-back through affirmative action and political change that influenced changes in structures at managerial level in parastatals and government companies, it still enjoys dominance over African languages because of economic status of its speakers.

Maartens et al (1998) contend that English and Afrikaans are languages of business for a long period and that role cannot be underplayed. They (English & Afrikaans) facilitated communication at the workplace and are an inverse to what happens in Asia where people use indigenous languages in all domains and use foreign language when they trade with speakers of that language. For example, the Asians communicate in Kiswahili in central Africa for business purposes to access the customers and clients from Tanzania and Kenya. While in some circumstances managers and supervisors have faced vituperative and vitriolic criticisms over continued use of colonizers' language, their dominance, function, purpose and status has not changed as fluency and competence in them is associated with prestige and success. This also comes against the background of what Robinson (1996) says:

... in practice it is impossible for all languages to acquire an equality of roles and function and ... equality of prestige and status. In multilingual context different languages and linguistic forms play different roles. What has to be aimed at is a dynamic complementary of roles and functions of existing languages.

However, the role of African languages cannot be underplayed as well in the economy. Mustila (2003) quoting the Mine Qualifications Authority (MQA) language policy document (2001) indicates that 70% of mine workers in the actual production level use African languages and or *Fanakalo* (a pidgin in South Africa). The policy document's view of communication is an act of

giving or receiving information, ideas and thoughts in spoken and written or in signs as one tries to understand others. Most of the mine workers according to Mine Qualifications Authority historically are semi-literate and illiterate at general level. In cases such as one mentioned above, the use of foreign western languages and the deficient or erroneous deciphering of messages coached and received in foreign language often lead to inability to formulate thoughts with accuracy and clearly. The demise of the issue has been the myth that African languages cannot be used for business when most of the minerals on the stock exchange and on world market are mined and produced by people who use African languages in Africa as general workers.

Hussein (1990) Gxilishe and Van Der Vyver (1983) also contend that most workers in South Africa including Shangani speaking foreign migrant workers from Mozambique are unable to repeat simple messages accurately or to describe a simple process in any language other than mother tongue. This agrees with the (ILO) convention (2003) which states that 8% of the workers on farms in the developing world hardly speak competently any other languages other than mother tongue but they have produced food for the upper class over the years. Prah (1995) and Campbell (2001) point out the role of African languages in business which dominates public debates while the policies and proposals remain packed on shelves. Politicians, governments and language planners have advocated the use of African indigenous languages' participation in business and economy but their economies still thrive on European languages. Campbell (2001) further posit that the type of knowledge that is produced and reproduced through formal educational structures in society is intricately linked to the language through which this knowledge is tapped and made available. During colonization, knowledge made accessible

through the colonial language was invariably that information envisaged as important by colonizers, first in the metropolitan countries then in colonies.

Most business environments are dominated by European and former colonial masters' language. Campbell (2001) points out that much of the curricula were imported directly from the colonizing countries with some adaptations. The school curricula and examination systems of many countries still resemble that of the former colonizing country. What this translates to is the fact that these languages have been responsible for business operations in the subsequent economies. Kembo-sure quoted by Mutasa (2006) contends that African languages are often relegated to social and political ambitions. This has characterized their use in democracy issues and at political rallies as well as petty business issues at institutions. Black economic empowerment uses English in the conduct of business and one wonders whether Black African speakers are conscious of the importance of their languages and culture as well as the responsibility and obligation to raise their languages to levels of competence in economic participation.

Du Plessis (2006) points out that those African languages participate in the function of the economy in aspects of human thinking input. The African man's thinking is basically African language, value and culture driven and their cognition is from indigenous language ability as supported by the deficit hypothesis. While the spoken word can be English, the idea is African only dressed in English. African culture, values, ideas and ways of doing things cannot be divorced from the indigenous people's languages and their way of living. Mutsila (2003) says that production in South Africa's mining and Agriculture sectors thrived for years under the

labour force of '*fanakalo*' language as a means of communication at the mine and farm level. This clearly shows the role of African indigenous languages at communication level in the economy.

2.9.1 Implications of language policy to business operations

Mutasa (2004) contends that the processes of language planning are meant to achieve goals set. These goals are set in the context of the political, socio-cultural and economic spectrum. Hornberger (1989), Nahir (1977) identify a number of goals of the process of language planning. Common between both scholars include officialisation, nationalisation, status standardization, vernacularisation, revival, spread, maintenance and interlingual communication as goals with regard to language status planning and purification, reform, corpus standardization and all other technical requirements in language planning.

In developing and newly independent countries, language planning is aimed at officialisation of languages for the purposes of technological advancement and nationalization of local languages for national unity, all necessary for development. Mutasa (2004) holds that the whole process of planning is to provide a solution to linguistic problems and the necessary linguistic requirements for business operations. The planning process as indicated by Bambgose (1995) should start by identifying a language to be used as medium of instruction in schools. What this simply means is, the medium of instruction should have a closer correlation to the nature of the economy, production plans, and ideology of the state and the level of development. Tewby and Fitchart quoted by Maartens et al (1998) agree to the fact that African languages have been confined to social and political functions without proper entry into the economic mainstream production

because of their limitations. African languages in Mutasa's (2004) view have been mainly challenged by lack of terminology and 'scientification' of the business environments in the Africans and their language context. Politicians seem to see the language policy as a panacea to the industrial requirements from linguistic perspective. Industrial efficiency and effectiveness cannot be achieved without a proper language to work as a vehicle for maximum productivity.

2.10 Language and immigration control

Hussein (2003) points out that the idea of counting foreign migrant workers and informal traders is misleading and a waste of time because of illegal/ clandestine entries and exits. The problem with foreign migrant workers and informal traders is that their methods of immigration range from legal, clandestine entry and illegal immigration. The problem of counting is further complicated especially where it is not easy to identify illegal migrants from those who assimilate quickly and adopt the local culture. By year 2000, the Oxfam report gave an estimated number of 7000 Mozambicans, while McDonald (2000) puts the figure at five million for Mozambicans, Malawians, Zimbabweans and the Congolese from the Democratic Republic of Congo.

The major question from the general public, United Nations High Commissioner on Refugees and Parliamentarians is the inability by South African Home Affairs Department to control the borders and entry into South Africa. Reitzes (1998) indicates that immigration control has been stiffer during apartheid despite scores of Mozambicans still able to penetrate South Africa. Historically, Hussein (2003) indicates that South African commercial farmers and mining companies are on record of depending on hiring foreign migrant workers seasonally to work on

the farms thereby influencing the porosity of the borders. The hired labourers from Mozambique speak Shangani whose variety is different from the Shangani in Mpumalanga and are in contact with Afrikaners enroute to Gauteng who speak Afrikaans or English or both. What happens when the speakers of different languages meet and do business together as employer and employee?

From a legal framework and diplomatic relations standpoint, Mozambicans are able to travel to South Africa on a passport without visa requirements while Zimbabweans previously needed a passport, a valid visa, a letter of confirmation and deposit of money in foreign currency meant for emergencies. These conditions for Zimbabweans have influenced them to develop skills and courage for clandestine entry and border jumping. Corruption with border control officers and securities have been reported resulting in an influx of Zimbabweans both documented and undocumented to South Africa. The major barrier should be to do with linguistic identity, which they face in the Republic of South Africa. What should be done to avoid conflicts at work and in the areas of residence as well as market places?

2.10.1 Foreign migrant workers, informal traders and ‘linguistic rights’

Bouillion (1998) and Hussein (2003) point out that debate on the rights and privileges are a controversial issue since the existence and practice of the rights is fraught with inconsistency, corruption and violence. In terms of communication with local nationals, the vast majority of foreign migrant workers and informal traders speak of difficulties and obstacles. Combine these obstacles with the reality of acquiring legal and social status including the very real threat of

illegality at the end of their application process for permit, police harassment, violence and crime, with the images their experiences build up. It is important to pursue and explore the linguistic rights, privileges and obligations of foreign migrant workers and informal traders in the conduct of business. Reitzes (1998) makes reference to the United Nations Declaration on Human Rights (1948) of Individuals who are not nationals of the country in which they live and article 3 states that:

The state shall make public its national legislation or regulation affecting aliens and article 5(f) states that:

Aliens shall enjoy ... the rights to retain their own languages, culture and tradition....

Now, the above statements tend to empower foreign migrant workers and informal traders in the context of the United Nations and its legislation on immigrants but does not narrow down to the finer details of what takes place in industries and business operations especially where indigenous languages have got their complexities, limitations and constraints. The above opportunity opens doors and avenues for researchers to make academic enquiries into linguistic challenges faced by foreign migrant workers and informal traders in working and doing business in Gauteng Province.

According to Reitzes (1998), Crush and McDonald (1998) and Hussein (2003) contend that the use of interpreters in the refugee sub-directorate with training and evaluation support from the United Nations stands out as one of the best examples of language access for foreign migrants and asylum seekers in South Africa. However, there are still problems and complications with the use of untrained and unqualified interpreters but generally all refugees and immigrants can be understood and sophisticated investigations and interviews can be conducted with relative

confidence. The only problem indicated by Reitzes (1998) is that language interpretation and translations are not being done to serve an economic interest but that the purpose is to solve social problems and to settle court cases. A good example is the use of XiTsonga of South Africa to interpret trials involving Mozambicans or Zimbabweans. The Mozambican XiTsonga has largely borrowed from Portuguese because of a long time of contact and the languages do not make it fair to use them for court trials for cases in South Africa.

The (ILO) 92nd conference (2004) states that ILO's mandate is to play a central role in promoting policies to maximize the benefits and minimize the risks of work-based migration and can work towards eliminating identifiable detriments of labour migration in collaboration with other international organizations. The whole idea is to improve the working conditions of the foreign migrant workers. The 1998 Declaration on Fundamental Principles and Rights at work as well as its follow-up and other relevant international instruments has developed a framework with particular interest to countries emerging either as origin, destination or transit stations. The frameworks comprise international guidelines on best practices on areas including but not limited to the following:

- Having regarded language role to labour market needs and demographic needs in the various countries expanding avenues for regular labour migration.
- Enhance movement and linguistic tolerance by indigenous cultures for immigrants.
- Prevent linguistic and cultural abusive practice such as migrant smuggling, trafficking and xenophobia which make the incumbents more vulnerable under illegal status.

- Improve labour inspection and creation of channels for migrant workers to lodge complaints in a linguistic and culture contexts familiar to them.
- They should be able to seek remedy without intimidation or linguistic and cultural barriers.

The international convention on Protection of the Rights of all Migrant workers and members of the families was adopted by the United Nations General Assembly in Resolution 45/158 on 18/12 1990. The convention contains numerous provisions concerning language rights of migrant workers and informal traders as well as their families. Some of the provisions which include articles such as the present convention is applicable except as otherwise provided hereafter, to all migrant workers and members of their families without distinction of any kind such as sex, race, colour, language , religion or conviction, political or other opinion, national marital status or any other status.

In the document of the convention referred above, article 16.5 states that;

Immigrant workers and members of their families who are arrested shall be informed at the time of arrest as far as possible in a language they understand of the reasons for their arrest and they shall be promptly informed in language they understand of the charges against them.

It is against this background of the (ILO) that Kembo-sure quoted by Mutasa (2006) states that there is a growing emphasis on the right of languages to exist and to be provided with state protection through the constitution or other forms of legal instruments. That means no country should allow conditions that might lead to the extinction of any language to exist. All languages have the right to exist and governments have the duty to guarantee that as a basic right. This

circumstance ascertains that immigrants have rights to use their languages even in economic domains and social affairs of their welfare.

Mutasa (2006) contends that the other aspect of linguistic human right is the right of the individual to learn and use his/her mother language to the level that enables him/her to participate meaningfully in the affairs of his/her country. The participation includes learning their official language effectively and to operate in the language at a level that would not eliminate anyone from doing business or acquiring a job. The other aspect of this movement is the right of a group however numerically small, to use and identify with their language and culture. This is on the basis that language is a principal means of conducting a people's social and cultural affairs. Language in this case is used to express common experiences of a group, their history, art, philosophy daily events, intimate, rituals and technological instruction. Language does not only express experiences but that it also constructs reality, creates and helps to store cultural creative and philosophical resources. Language will help people to develop their definition of the world and how to enjoy life especially mother tongue. In South Africa, isiXhosa and isiZulu are potential linguistic predators to small languages in the same way the Igbo, Hausa and Yoruba in Nigeria are predators to local minority languages and their cultures.

2.10.2 Government role in helping migrant workers and informal traders

Dicker (1996) contends that knowledge of English is empowering to foreign migrant workers because they become economically and socially successful and responsible citizens who can participate in the economy. So, the government serves the purpose of helping immigrants

assimilate and take advantage of economic and occupational opportunities. Mujica (1995) points out that government offered tax rebates to employers who set up English classes for the hired foreign migrant workers. However, the classes provide services that only make them functional at work places without bringing unionized linguistic codes. As a result, the foreign migrant workers and the informal traders remain unprotected because they are not linguistically armed to challenge the working conditions, wage disputes, inhuman working conditions and other benefits they may be entitled at work such as loans and holidays.

The deliberate planning dilemma from government is the improper documentation influenced by governors which inhibit immigrants from active participation in labour unions. The threat of deportations and loss of job opportunities remain an impediment to foreign migrant workers, most of whom are in the low-level worker category. The National Action Plan for the Promotion and protection of Human Rights (NAP 1998) condemns this above act as an equivalent of xenophobia, then defined as dislike of non-nationals, dangerous trend that must be condemned unequivocally treatment of those different to us in unforgiving, uncaring and sometimes even brutal with deadly consequences. So, foreign migrant workers and informal traders can only benefit from a well organized language planning system supported by indigenous population. Lack of proper planning is described by Paediatrics Policy Statement (2005) as the multiple and shared barriers to accessing comprehensive, affordable and culturally and linguistically competent health care services. Some of the barriers include poverty, high mobility, limited English proficiency and lack of insurance. After 1996, foreign migrant workers who arrived in the United States were barred for five years from receiving comprehensive health benefits under the Medicaid and the state children's health insurance programme (SCHIP) although their families

pay taxes and contribute through participation to the economy. In addition to these problems, the society imposes inadequate language skills in a society that is not tolerant of linguistic differences. In the Paediatric policy statement referred above, the international adoptee also faces challenges of being joined to families with whom they have no common language or physical similarities. This has accounted for stressors, depression and post-traumatic stress or disorder or conduct disorders.

Writing on foreign migrant farm workers, Paediatrics describe linguistic limitation as having strong consequences on intentional and unintentional fatal work related injuries, occupational medical complications as well as substance abuse. This is a result of failure to obey instructions written in unfamiliar language, communication barrier and emotional attitude with fellow workers or workmates. Davies (1995) contends that immigrant worker's challenges in South Africa range from acquiring documentation, communicating with citizens and accessing social services. The major barrier has been found to be a common language for communication with citizens and with other immigrant workers from countries in the same region.

2.10.3 Conclusion

In summing up this review, it is important to point out that this research which is rooted in language policy, language planning, sociolinguistics and linguistics of labour migration seeks to make introspection into the challenges emerging from population movement. It is no doubt that population movement of the 21st century is motivated by push and pull factors. Global economic changes, differing levels of industrialisation and technological advancement as well as change of

value of currencies within and across regions has influenced regional and intra-regional movement in anticipation of better paying jobs, standards of living and chances of promotion. The focus of this research permeates across language planning and language policy and languages spoken in source regions and destination countries of the labour migrants and informal traders. Sociolinguistics is concerned with visitors who join the communities in destination countries and linguistic assimilation, acquisition of new languages and integration takes place as modified accents and new vocabulary comes up. New languages acquired on the transitory stations and later dropped on the destination as the diaglosic situation determines the languages with an H-variety for the immigrants to be used for access to economic opportunities.

2.11 METHODOLOGY

2.11.1 Introduction

A research process is made up of procedures and instruments complementing each other in the construction of knowledge of a phenomenon. In this research, the researcher designed interview guides and questionnaires meant to help the investigation to get data about the research subjects. This section of the chapter focused on the strategies and techniques used in the data collection process. The general focus of the study is on:

- Linguistic challenges and survival strategies used by foreign migrant workers and informal traders in Gauteng province.
- Language policies in industries and institutions.
- Models used to solve the problems of linguistic challenges faced by migrant workers.
- Effects of language policies on industrial operations.
- Possible recommendations and solutions to the challenges faced by foreign migrant workers and informal traders.

In order to achieve the research aims and objectives, the researcher organized the research into interview guides given as sets of open ended questions. Observation guides were developed in order to help the researcher and respondents to focus on the area of investigation. A guide on the examination of records and subsequent analysis also helped to keep focus on the challenges and survival strategies faced by foreign migrant workers and informal traders in Gauteng province. This research used a combination of both qualitative and quantitative research perspectives.

Qualitative research is a research paradigm that can produce thick descriptions of an interesting phenomenon, discover relevant variables and generate hypothesis about cause and effect and relationships between them. Guba and Lincoln (1982) say that the purpose of qualitative research is to develop an understanding of individuals and events in their natural state, taking into account the relevant context. The process of a qualitative research is predicated on the assumption that each individual, each culture and each setting is unique. Qualitative researchers try to understand the phenomenological reality of particular individuals or group and the cultural settings within which they function, (Cresswell 1998). It is descriptive, analytic and interpretive as it focuses on depth of information as opposed to breadth, representativeness and measurability (Borg and Gall 1998).

Quantitative research is defined by Borg and Gall (1998) as that which yields primarily numerical data susceptible to analysis by statistical procedures. Typical experimental designs involve selection of samples of subjects, random assignments of subjects and control groups. The processes and procedures focus on the control of conditions or variables to minimize bias and threats to the validity of findings and commitment to a research design developed prior to entering the field of study. Mouton (2001) contends that quantitative researchers seek explanations and predictions (hypothesis) that will generalize to other persons and places. Careful sampling strategies and experimental designs are common aspects of quantitative research and try to keep the researcher from contaminating the data through personal involvement with research respondents.

Interview is defined by Miller and Crabtree quoted by Hesse-Biber and Leavy (2004:188) who say,

It is a research gathering approach that seeks to create a listening space where meaning is constructed through interexchange/co-creation of verbal viewpoints in the interest of scientific knowing.

Bogdan and Biklen (1992:96) say that, “an interview is a purposeful conversation usually between two people but sometimes involving more.” Basically there are two approaches to interviews which are structured and unstructured interviews. Structured refers to a situation where an interviewer asks each respondent a series of pre-established questions with limited sets of response categories. Unstructured interviews are characterized by breadth. Major advantages with depth interviews are that they are designed to dig deeper into context bound narratives that focus on fairly specific speech questions. They often use open, direct, verbal questions that elicit stories and case oriented narratives with a goal to discover and co-create individual perceptions, (Dunnie, Pryor and Yates 2005).

Dunnie, Yates and Pryor (2005:271) say that, “a questionnaire is a set of sequential questions predesigned to excavate numerical data and facts about the interaction of two or more phenomenon.” The questionnaire which usually has sets of short simple and straight forward questions seeks to motivate the research respondents to provide data through their responses to the questions. In the context of this research, questionnaires are designed in simple open ended patterns to help research respondents volunteer data about themselves and their experiences. Questionnaires are strongly associated with the production of quantitative data and statistical analysis, (Oppenheim 1992). Despite the cost of distribution, questionnaires are simple to administer as well as being objective. Hypothesis testing, validity and reliability work hand in

glove with questionnaires leading to conclusions based on previously determined assumptions, (Mouton 2001). This research used the open ended questionnaires because they provide research subjects with opportunities to dig deeper into their feelings and attitudes regarding the matter under investigation and its variables.

The research used pseudo names for the institutions, companies and organizations which participated in the research. The names of the research respondents are not also real names but names given to help convey facts about the group of people under study. Crush and Williams (2005) say, construction, commercial farms and small businesses in the informal sectors are key areas of work for undocumented migrants coming to South Africa. The research targeted construction companies which often give contracts and can sub-contract foreign migrants. Quite a number of foreign migrant workers are engaged in the construction industry, farming, retail shops and restaurants. The position of foreign migrant agriculture labourers in South Africa is precarious and vulnerable. Work is uncertain and is often seasonal in nature. There is little or no control over pay and conditions of service due to linguistic complications when communicating with employer. The income for farm workers is below minimum wage. Moreover, though there have been efforts to improve the situation of foreign migrant workers under the corporate work permit scheme introduced under 2002 Immigration Act, they have not been successful. The permit enables private sector organizations to employ foreign migrant workers without needing to apply for separate permits for each employee. The problem has been lack of training facilities in terms of languages to be used when doing the jobs.

The focus for this research is therefore construction sites and 2010 construction projects. The study also covers shops, restaurants and farms. History of the mining industry in South Africa cannot be told without the input of foreign migrant workers, so mining areas are also target sites. Hussein (2003) contends that streets are business environments for informal traders and researchers. The research covered Marabastad agriculture market in Pretoria and other public market areas in Johannesburg such as Kempton Park, Benoni, Boksburg, Brakpan, Springs and Germiston. The subjects are mainly immigrants who are doing informal business such as buying and selling. In Pretoria, the research covered Central Pretoria, Pretoria West, East and North and the Midrand area.

The target institutions include the small scale enterprises to medium enterprises and institutions which employ foreign migrant workers at general level. For informal traders, the research covered sole traders, spaza shops, self-employed, vendors, flea markets and street traders in both urban and peri-urban areas of Gauteng province. The focus for informal traders are those selling household commodities such as handcrafts, food, cigarettes clothes, furniture and other domestic goods.

The aspects investigated include the level of education attained, language policies in home country, other languages familiar and those spoken competently, mother tongue and language preferred for business as well as competence of research respondents in listening, speaking reading and writing in the target language. Research respondents also indicated their recommendations, solutions and the way forward for their challenges and circumstances. The

research respondents also indicated their preferred language in the destination country and how this could be administered by government and stakeholders. Companies, institutions and organizations also put forward the challenges they face with regards to the functionality of the constitution and the subsequent language policies. Research respondents gave their views through group and individual interviews which were guided by the researcher. Each interview lasted at least one hour. The researcher and research respondents set the time and place convenient for the interviews and discussions. The researcher used tape recorders, cameras, pictures and company records to gather data about the phenomenon under investigation. Tape recorders were used to record the narrations and responses of the research respondents while the camera was taking photographs and video camera to capture demonstrations and use of extra linguistic features shown by the research subjects to represent emotions and attitudes, (Bogdan and Biklen 1992).

The researcher was in the field for one year six months collecting data, observing the speech behaviour of research respondents and relating to their work performance and experience. The observer also observed the relationships of the languages both local and foreign migrant workers and informal traders' languages used when doing business.

2.11.2 Research Design

This research used a qualitative-quantitative research design. The research used the strength of each of the research paradigm to find out the challenges and survival strategies of foreign

migrant workers and informal traders in terms of language use. Willig and Rogers (2008:12) contend that;

Whereas qualitative research is typically associated with interpretive or constructivist paradigms, quantitative research is generally associated with scientific or positivist paradigm.

The researcher simply intended to get the better of the two paradigms despite their differences. Hesse- Biber and Leavy (2004:1) agree to the point that qualitative research is a distinct field of enquiry that encompasses micro and macro analysis drawing on historical, comparative, structural, observational and interactional ways of knowing. Multiple epistemological positions, theoretical frameworks and research methods are included in qualitative research. It is largely a process of discovery, bound by as few preconceptions as possible. A qualitative research study is guided initially by broad research questions and theoretical frameworks, (Glasser and Strauss 1967).

However, this research has a strong bias on the use of qualitative instruments with the support of quantitative procedures to help authenticate and support qualitative thick descriptions. Khan (1993) says, qualitative research uses systematic procedures to discover non-quantifiable relationships between variables. So, most of the data gathered was through group interviews, observation and examination of records. Willig and Rogers (2008) contend that interviews are the chief instrument for data collection in a qualitative research. However, the methods, techniques and instruments complement continuously throughout the research. This is what Cohen and Manion (1983) say that triangulation has diverse approaches to research as it engages multiple methods of data collection.

The research process as stated by Bogdan et al (1992) attempted to discover gaps and discrepancies which existed between what research respondents said during interviews and what they were observed doing and what the policies and procedures say. This helped to make an incision on the dichotomy between language policy and its implementation at organization level. Borg and Gall (1998), Bogdan and Biklen (1992), Cohen and Manion (1983) contend that the design of the research is usually influenced by the nature of the research and circumstances around it. Qualitative research perspective is commonly congruent with social scientists while the empirical is popular with hard sciences. In the context of this research, qualitative paradigm is influenced by sociolinguistic aspects interacting in the centre of language planning and the planners. The objective of the research was to find out the contribution of the sociolinguistic aspects to industrial and organization production and output through language as a medium of communication.

2.11.3 Population

The research could have been carried out in the whole of South Africa with the multiplicity of languages and cultures but the focus on Gauteng Province has been influenced by level of business activity and reception of foreign migrant workers and informal traders. It would have not been possible to investigate linguistic complexities, challenges and survival strategies faced by immigrant workers and informal traders as this could not be feasible due to limited financial resources. The focus became Gauteng Province which has the two major cities of South Africa which are Pretoria and Johannesburg. Three Municipalities were involved in the research. Johannesburg Municipality, Tswane Municipality and Ekurhuleni Municipality are the three

Municipalities that form Gauteng Province. Gauteng is also the largest industrial hub of Southern Africa and with a high volume of business transactions. Meanwhile, Gauteng province recorded violent attacks on foreigners in May 2008 and resemble more characteristics and symptoms of linguistic challenges that are faced by foreign migrant workers.

2.11.4 Sampling

This research has a strong inclination to a qualitative approach. The sampling procedures used are qualitative based despite the contribution of the quantitative sampling techniques and procedures. Sampling targeted workers at general level (labourers) in the construction industry, agriculture farms and allied workers, retail shops and restaurants as well as informal traders in Gauteng province.

Characteristics of research subjects in the general workers category have symptoms of lack of linguistic competence in languages such as Sesotho, isiZulu, Afrikaans and English where they are used in Gauteng province. Mutasa (2004) contends that a large volume of workers in construction and farm workers level are semi-literate and illiterate implying that their speaking, writing, reading and comprehension of languages dominant in business is highly restricted. Generalizing and assuming that some Zimbabweans can speak good English should not be confused with technical language at work places and the level of thinking as influenced by languages and their abilities. Majority of Zimbabweans, Mozambicans and Malawians are working in the construction, farms and retail sector of South Africa's economy. While the

Somalis, Congolese and Indians are also participating in the economy, the increasing numbers of immigrants of the selected countries influenced the investigation.

Mozambicans received their education in Portuguese which was the medium of instruction during their school time and competent speakers of Portuguese in the South African economy are in countable numbers. The circumstances directly affect the Mozambicans' employability in sectors where Afrikaans and English dominate. The above mentioned method of sampling is called purposive sampling, (Borg and Gall 1998). In this case, the researchers select a case or cases from which they get information about the research respondents. Bogdan and Biklen (1992) say that purposive sampling targets richer sources of data with resembling characteristics of aspects or variables under investigation.

2.11.5 Interviews

This research is organized in such a way that interviews were the chief instruments for data collection. The research designed interview guides which are sets of questions set sequentially to help dig deeper in both verbal and emotion of research respondents. Borg and Gall (1998) contend that interviews if well organized and timed can be very good strategy of data collection. This does not mean to say other instruments are not important but that they are responsible for cross-checking, affirmation, verify through processes of triangulation, (Cohen and Manion 1994) Dunnie, Pryor and Yates (2005:223)

The interview is a very adaptable and powerful method in a broad range of research projects and in its generic form; it is not closely identified with any specific research paradigm, disciplinary perspective or substantive field.

In the case referred above, it means that interviews can be used in any research but most modern research support the function of interviews in a qualitative paradigm. It can cover a wide range of research such as formal and informal, structured and unstructured, individual and group, public and private (confidential) investigations.

In the context of this research, the researcher and respondents came together and agreed on a time-table to meet for discussions. The researcher clearly indicated the purpose of the research, the role of the respondents and how the research will be conducted. Bogdan and Biklen (1992) contend that the purpose of explaining the purpose, aim, objectives and the role of the subjects is done to establish a relationship between the researcher and the respondents as well as removing suspicion during the research process. Researcher and respondents agreed on the ground rules during discussions such as repeating a misunderstood question and clarifying unclear concepts and issues. Interviews were mostly done during lunch hours and after hours for workers while those for managers and supervisors were done during working hours.

Dunnie et al (2005) agree to the fact that interviews are a vehicle for access to the mind of the researched which is expressed in their responses and over which except in posing the question in the first place, the researcher has no influence. This translates to a situation where the researcher asked a question, pauses and then allows research respondents to explain the linguistic challenges they face in a language of their choice. This procedure privileged the researcher's

account as he tries to reach the truth by uncovering facts about the linguistic challenges of immigrants. Time limitation on research respondents was not very strict since the researcher was prepared to listen to the research respondents' accounts in their depth and detail. The whole process was interactive in which the choice of methods selected as well as size, scope and focus of the study would need to be justified and reflected upon during and after the study. The questions were also in sequence in order to explore the research aspects chronologically by starting from the familiar to the unfamiliar. This also removes unnecessary complications and confusion on the part of the respondents.

The researcher used open ended questions to allow research respondents to volunteer as much data as was possible. Cohen and Manion (1994), Borg and Gall (1998), Dunnie, Pryor and Yates (2005) agree to the fact that open ended questions are recommended for a qualitative research paradigm because they allow research respondents to give as much data as possible. The researcher played the role of taking down the data and guiding the interview. This was done to avoid digressions and irrelevant detail. It was important for the researcher to acknowledge to the research respondents that their contribution would be taken down and tape recorders used to capture data. This made the data collection process ethical and helped to maintain a good relationship between the researcher and research respondents, (Bogdan and Biklen 1992).

Paying attention was the key duty of the researcher. The researcher had to take note of extra-linguistic features such as use of hands, facial expressions and any other emotional physical representations which show pity, emphasis, pain agony and even pleasurable moments. With

reference to diction, Dunnie et al (2005) contend that the diction used, context and variety of language used also determines the tone of the research respondents in relation to the matter under discussion. A good example is the use of swearing linguistic code with sloganeering attitude and use of wrinkled facial expressions showing elements of the spirit of pugnacity, retaliatory behaviour and revenge. Unforgiving elements can be visibly represented by swearing through use of hands and bating with the cross as evidenced by Ferrenado Mochacho from Mozambique who does this to show anger. The researcher has the responsibility to check if the question asked is relevant, appropriate and information giving based on the responses given by the respondents. This balance has to be maintained in order to keep the research under the proper procedures.

Bogdan et al (1992) point out that the environments can influence responses from the respondents. In view of this research, the researcher used a secluded environment to avoid the influence of other core-workers and supervisors and then gave confidence and confidentiality of their contributions. The questions are designed to investigate challenges and circumstances faced by foreign migrant workers and informal traders in Gauteng province with a view to find out their linguistic survival strategies. Short and precise questions were used to allow research subjects to give straight forward answers. Research subjects were given an opportunity to explore all the challenges in their contexts and how they strategize to solve their language problems. The researcher was also making use of opportunistic gaps of the interview to ask probing questions in order to get as much detail as possible. The researcher asked Michael Miyaka (28 years) from Malawi, why he did not take his matter to the police or to unions for assistance? This was meant to get detail on the alternatives and use of government structure by foreigners and their confidence and trust in those institutions.

Borg and Gall (1998), Willig et al (2008) confirm that interviews should be timed to make them yield meaningful discussions. While the timing did not have strict control, the researcher would terminate lengthy, irrelevant discussions by wrapping up and then summarize important points and then redirect discussions to an area of interest and focus. This also helped to control repetitions and digressions. Hammersley in Willig et al (2008) further posit that interviews produce the best detailed data if the researcher sits listening attentively to the accounts and nodding their heads and using all other supporting psychological behaviors of a good listener. It is important to acknowledge that a well ventilated room, comfortable seats; relaxed environment reduced interference and kept respondents' attention.

a) Group Interviews

The researcher used group interviews for a collective data gathering procedure especially where time was not available for the workers and research subjects. Some of them (respondents) were willing to participate in the group discussions and they volunteered a lot of data. Denzin and Lincoln (1998) contend that group interviews can be good if well planned and members give detailed coherent data with a view to construct knowledge about themselves. This was an excellent strategy for the Shona speaking from Zimbabwe who are clear and willing to give their accounts of the linguistic challenges they face in Gauteng as they are being forced to learn isiZulu, Sesotho and isiXhosa for them to be able to communicate in the community. Group members had the opportunity to volunteer detail and fill gaps left by the narrator during interview discussions.

However, there was need for the researcher to focus on relevant contributions especially with group interviews where disruptions and talkative informants introduced irrelevant aspects. The researcher used the strategy of making ground rules for the discussions in order to develop control measures of the discussions. Agreement was achieved on issues when the group members would clap hands; nod their heads to show support and intervening by saying 'Yes!' during the discussions.

Group interviews helped with objections on certain controversial issues such as politics and racial attitudes. Questions were rephrased and re-branded to give a focus to the area under investigation. Group interviews were much interesting as group members motivated colleagues to speak as they clapped hands and stamping their feet in support of an assertion. Scotts quoted by Willig et al (2008) clearly indicate the importance of group discussions and their ability to generate as many ideas and data as possible. Data is comprehensible and in Borg's et al (1998) view, the group numbers and the level of participation backed by educational levels and exposure creates validity and reliability on the basis of sampling methods and procedures. This is one reason why the researcher chose a qualitative-quantitative design in order to achieve the benefits of the combination of the two research perspectives.

Group interviews in a way bring in associative and group reactions, (Denzin and Lincoln 1998). In cases where sorrow, sympathy and empathy are expressed during the process of giving the account, the researcher was in a position to observe the sorrowful faces and sympathetic psychological behaviour. This helped to achieve the truth about the people. There is no chance of

exaggeration if the interview is properly coordinated and organized by the researcher. Dunnie et al (2005) say that group interviews are congruent with the epistemology of sociolinguistic aspects which in most cases is rooted in history and is transitive and therefore subject to the prevailing power arrangements in society. Group knowledge is based on value system, norms and beliefs and therefore constructions and conclusions based on groups translate to community knowledge.

a) Individual Interviews

Dunnie et al (2005) say the interview is a vehicle for access to the mind of the researched expressed in their responses. Idiosyncratic characteristics and individual differences are important in an investigation of attitudes, feelings and views regarding linguistic complications which the debate on ethnic differences is often a source of emotion and conflict. In the context of this research, individual differences investigation at individual level was necessary. The use of individual interviews helped to find personal responses to the variables under investigation.

2.11.6 Observation

The research used observation as one of instruments for data collection. The observation instrument was used to complement the interviews. Research respondents were also observed reading, writing, listening and speaking while doing their work. Research respondents were observed doing their duties and the researcher used observation guides to provide guidance to what is to be observed such as the language used, diction, attitude displayed, intentions, feelings and motivations associated with expressions, (Borg and Gall 1998). The first visit was made up

of familiarizing the environment. Research respondents were also informed that they would be observed and information about their use of language would be recorded in the research.

Observation was done in line with what people said during interviews and then member checking to confirm consistence and patterns of thinking in relation to language use at work. Adequate time was set for observing the research respondents and the process focused on linguistic competence. The observation was recorded on the recording sheets and tape recorders for translations. Bogdan et al (1992) say that observation should be directed towards the interest of the researcher. Observations were directed on the workers receiving instructions at work and supervisors giving instructions and then the responses of each respondent recorded. It was also necessary to observe workers reading instructions and informal traders carrying out transactions in order to discover linguistic challenges in the conduct of business. It was also important to observe the communication skills resembled such as speaker competence, proper code and context at different levels of operation in business. It was relevant to observe the writing skills in languages used and work performance level of the employee in a bid to understand whether working competence is hindered by linguistic circumstances. The cause and effects of the linguistic behavior was done to realize the effect of code mixing, code switching as well as proficiency at work and in business by the research subjects.

2.11.7 Examination of records

In a triangulation method, records are examined to see whether what research respondents said would complement what is written on their official documents. The instrument in Borg's et al

(1998) view helped to develop a systematic gathering of data. Records analysed include language policy documents, duty schedules, job descriptions, duty reports, instructional manuals and process procedures as well as minutes of meetings. Other business documents analysed include bank statements, cheques, order forms, contract documents, invoices, delivery notes and receipts. The idea was to discover languages which were used to write the documents. Bogdan et al (1992) say that document analysis helps to show how the structure of the organization works and to discover the dichotomy between policy and its implementation. The focus is also on challenges faced by foreign migrant workers and informal traders in the conduct of business. There was need to trace in the records of companies on what has been done to solve language problems and the associated complications such as accidents and solutions offered to immigrant workers. The effect of languages and language policy on the operations at shop floor level was analysed to see the gradual progression on policy formulation and development with regards to language use in industries and business. However, examination of records was important in checking on the validity of the other research instruments on data collection such as the interviews and the observations made. This is how triangulation works when multiple methods of data collection instruments are used to carry out an investigation.

CHAPTER 3

3.0 PRESENTATION OF RESEARCH FINDINGS

3.1 Introduction

This chapter presents findings of research. The responses are of the respondents who are foreigners employed by companies and organizations. It also includes informal traders selling on the streets, markets and pavements in Gauteng province. Company representatives and managers are also respondents in this investigation. Municipalities that administer the welfare of the foreign migrant workers and informal traders are also respondents in the research. Data was collected using four questionnaires. In addition to this, data presented was also collected through observation and face to face interviews. Questionnaires for different categories were designed in line with the data being investigated. Questionnaire A has questions that were meant for managers, and supervisors at companies and construction sites. Questionnaire B was administered to the workers of the companies, organizations and institutions under spotlight to elicit responses on linguistic challenges faced by foreign migrant workers and informal traders. Questionnaire C is designed for Municipality officials who deal with informal traders on the city's streets and pavements. Questionnaire D was administered to informal traders who are selling on the streets and pavements. The presentations commence with questionnaire A for managers, followed by questionnaire B for migrant workers, then questionnaire C for Municipalities. The last questionnaire, which is questionnaire D, is for informal traders.

3.2 Data from questionnaires

3.2.1 Questionnaire A: Research findings from managers

This instrument relates to companies and organizations' language policies and guidelines. Questions number 1, 2 and 3 on the questionnaire are concerned with the company's profile. The bio data section sought information on the respondents' nature of business, positions in the organization, age and gender. Questions 4 to 13 are concerned with language functions and related problems in business in as far as foreign migrant workers are concerned. The set of questions explores the category of organizations and companies, their language policies, the challenges faced by foreign migrant workers and the solutions used to solve language problems of migrant workers. The data presented below shows how language is used based on the four macro skills of listening, speaking, reading and writing in relation to migrant workers' duties and responsibilities. The languages of focus are English, Afrikaans, isiZulu, isiXhosa, Setswana and Sesotho. Focus is on the listed languages because these are the common languages used in Gauteng province.

Language Policy effectiveness at different levels in companies

Question 4 on questionnaire A requires data about language policy. As alluded to, questionnaire A was designed for managers to elicit information regarding their companies and language use. The question was meant to discover companies that have language policies and what the language policies say about foreign migrant workers. The idea was to discover the existence of language policies and how they function in the companies. The responses from managers are tabulated below. It was established that there were four companies with language policies. Tri-

Star Construction Company, Budget Projects, Power Construction and Royal Engineering are the four companies whose responses indicate that they have language policies. As alluded to earlier, all the questions in this questionnaire were directed towards managers of companies and organizations. Investigation also focused on restaurants where foreign migrant workers are employed as waiters. The responses below are the contributions of companies and organizations.

Question 4: Do you have a language policy at your company?

Table 3.1 Companies and Language Policies

Levels as per company	Responses	Comment from managers
Management	yes	Language policy effectiveness is excellent
Supervisor/ Foreman	yes	Language policy effectiveness is moderate
Worker/ Employee	yes	Language policy effectiveness is not good and is not functional.

Four construction companies' have a language policy which states that English and Afrikaans are official languages for the organisation and should be used for communication when doing business. The policy goes further to indicate that all communication is involuntarily in English and or Afrikaans for business purposes. This is functional at management level and becomes poor at supervisor and non-functional at workers or employee level. Below are the responses from managers.

Broad view	Responses given by the managers for their workers' failure to
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	speak languages used in Gauteng province
Low levels of speaking competence by general workers.	<ul style="list-style-type: none"> • Low levels of education restrict workers from speaking languages of business competently and proficiently. • Lower/poor linguistic competence in languages of business especially matters relating to duty performance is a challenge to foreign migrant workers. • Foreign migrant workers do not have adequate exposure to languages of business especially in their ordinary daily social activities because languages of business are spoken at work in most cases.
Supervisors can speak the languages of business.	<ul style="list-style-type: none"> • Supervisors at the companies are mainly a link between workers and management and therefore obliged to speak the languages of the employer and to address employees in matters relating to their duties and responsibilities in languages of business. • Supervisors in some of our company's branches received partial training in the use of languages of business and their experience of working with the employers help in the speaking of languages of business. • Supervisors and foremen have the required basic literacy and communication skills required to do their work and therefore are exposed to languages of business.
Managers' language	<ul style="list-style-type: none"> • Managers have higher education/tertiary qualifications which

proficiency as a factor.	<p>warrant the ability to speak languages of business such as English and Afrikaans (Engineers and Architects).</p> <ul style="list-style-type: none"> • Managers must link with global standards and international markets, therefore, have to use international languages of communication such as English to reach international markets and business opportunities. • Management makes policies of companies and organisations and has an obligation to adhere to the policies by speaking languages of business. • English and Afrikaans are the mother tongue of management and therefore are proficient in them.
Managers and accessibility to language resources as a factor.	<ul style="list-style-type: none"> • Management of the company has access to resources such as internet, dictionaries and print media which use English as medium of communication for business as well as international communication. • Management is responsible for the records of the organization and the records are written in languages of business thereby providing further access to the languages of business.

Question 5: What is the language of wider communication for your company?

Languages of wider communication in companies and organizations

Broad view	Managers' Responses
Languages of wider communication for business.	<ul style="list-style-type: none"> • English is used for all business transactions especially at management level. • Workers use African languages for communication with fellow workmates but use English when communicating with management. • Workers use English when communicating with foreign migrant workers who can understand it.

Question 6: What are the challenges emanating from company or organization's language policy?

Challenges concerning language policy

Broad View	Responses from the managers of companies on language challenges faced by foreign migrant workers as a result of their language policies
Speaking languages of business as a challenge.	<ul style="list-style-type: none"> • Some of the foreign migrant workers cannot speak any of the languages of business as stated in the company's language policy. • Language training for foreign migrant workers is not the company's priority and there are no budget arrangements for such activities.

<p>Reading and Writing in languages of business.</p>	<ul style="list-style-type: none"> • Some of the migrant workers cannot read and understand the clause of the constitution on language issues and the language policy itself. A good example is the employment equity Act display chart on the walls of most organizations which some of the employees cannot read and understand because the languages used are difficult for them to understand. • Our language policy is written in English and Afrikaans and no one can take the challenge of translating for non-speakers of the languages in South Africa. English is the international language for business and other forms of communication such as internet. • Foreign migrant workers from the three (Zimbabwe, Mozambique and Malawi) countries cannot read and write in Afrikaans and it is a language of business in South Africa. • Mozambicans and Malawians cannot read and write in English effectively for levels of doing work competently especially technical aspects such as interpreting building plans, chemical mixtures and ratios as well as work procedures.
<p>Challenges pertaining to reading, writing and interpretation of</p>	<ul style="list-style-type: none"> • Workers lack electronic writing skills and therefore restricted from using the electronic resources of information. • Our workers face challenges in doing work that requires the

information from computers.	use of computers because they cannot read and understand the languages used to communicate through the electronic machines such as internet. In cases where African languages such as isiZulu have been used, there are problems pertaining to appropriate terms and effective communication.
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Question 7: What are the linguistic challenges faced by foreign migrant workers in your organization/ company with regards to speaking of languages of business?

Linguistic challenges to speaking, understanding, reading and writing in languages of business

The language challenges were given by managers from Power Construction, Royal Engineering, Budget Projects and Tri-Star Construction Company.

Broad view	Responses of the managers with regards to speaking of indigenous languages
Speaking languages of business as a challenge.	<ul style="list-style-type: none"> • Foreign migrant workers fail to understand instructions given in languages of business and even African languages resulting in waste of time resorting to interpretations which are not accurate as well and sometimes a source of emotion due to misunderstanding. • Our general workers' socialization is restricted because of limited competence in both African languages and languages

	<p>of business. This stifles morale where workers need to have general discussions which take away fatigue and stress during performance of duty.</p> <ul style="list-style-type: none"> • Foreign migrant workers fail to give an explanation of how the duties are accomplished and to highlight abuse at work of foreign migrant workers because of lack of a common language for communication. • There are often conflicts among employees due to lack of linguistic tolerance by citizen workers and foreign migrant workers and this yields tension and conflict.
Reading and Writing in South African languages of business and African languages when used in business.	<ul style="list-style-type: none"> • Foreign migrant workers have challenges when it comes to writing and reading in South African languages. The problems range from spellings, terminology, and grammar and sentence construction. • Reading of documents such as building plans requires advanced reading and writing competence in languages of business because the language used is not ordinary language but technical language for engineering and architecture. African languages may not cover the required vocabulary. • Migrant workers do not find adequate terminology in African languages spoken in Gauteng province if they want to use African languages to do business effectively.
Lack of terminology in	<ul style="list-style-type: none"> • Lack of alternatives in other African languages for terms

<p>African languages to use for business functions as a challenge</p>	<p>that are technical in the work place are a challenge to foreign migrant workers.</p> <ul style="list-style-type: none"> • Lack of reading and writing skills in languages of business which are mainly English and Afrikaans and this slows down pace of working and targets are retarded as workers concentrate on interpretation of documents and trying to be accurate. • Salary/Wage negotiations disadvantage migrant workers because they do not have high levels of competence in languages of business. As a result, they cannot participate effectively and communicate their needs and expectations during collective bargaining of working conditions. • No foreign migrant worker can challenge working conditions because they do not have good speaking competence in languages of business to challenge the clauses in the contract leading to subsequent abuse through underpayment and long hours of work without paid overtime. • Complaints forwarded to management are poorly presented and workers do not forward their concerns with the degree they deserve because interpreters underplay and reduce the emotional impact of foreign migrant workers' complaints. • Some injuries and accidents are not reported because workers do not have a language speaking competence to read and
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	<p>write in languages of business or common language in Gauteng province so as to explain the circumstances surrounding an accident as well as the causes.</p> <ul style="list-style-type: none"> • Distortions, misrepresentations, untrue clauses are some of the mistakes common on workers' claims and accident reports. This results in subsequent loss of cases in courts or unfair judgment during labour hearing and meetings. • No competent interpreters are used during a hearing to assist migrant workers with language challenges. Usually it is a foreman/supervisor who can misrepresent facts at will with an intention to pay allegiance to the employer. Unfair trials at work places are a consequence of foreign migrant's linguistic circumstances. • There is mother-tongue interference in writing words like <i>vhavharator</i>- which is derived from vibrator. This is prevalent in workers' reports and written documents.
Waiters working in restaurants largely depend on communication for business	<ul style="list-style-type: none"> • Waiters from Zimbabwe speak English so fluently and communicate effectively when doing business. Their challenge is to speak in African languages used in South Africa and mainly spoken in Gauteng province. • Business in hospitality industry requires writing and reading skills as we make orders and stock taking. Employees need these basic writing and reading skills in languages of

	business for them to be able to do business.
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Question 8: How do you solve problems of foreign migrant workers regarding languages used for business at your company?

Solutions to language problems of migrant workers

Broad View	Responses from managers regarding solutions to migrant workers' language problems.
Speaking of languages of business and African languages at work place	<ul style="list-style-type: none"> • Currently construction workers make use of untrained supervisors for translations and interpretations. • Foreign migrant workers should learn the common languages in Gauteng on their own. • Gestures are used in cases where possible target language fails and whistles are used to communicate warnings for blasting and demolitions. Gestures are used to complement warning and danger signs for construction workers.
Solutions to reading and writing problems	<ul style="list-style-type: none"> • Management encourages the use of translators and interpreters especially the supervisors and foremen where possible despite the fact that they are not trained. • Encourage the use of English in conversations and procedures related to work.

Question 9: What courses/training do you have in place to solve language challenges for foreign migrant workers at your company?

Training/ Courses as solutions to language problems of foreign migrant workers

Broad view	Responses from the managers of the companies/organizations
Training that is designed to solve problems pertaining to speaking of languages of business and African languages at work place.	<ul style="list-style-type: none"> • No language based training is offered by the companies and organizations. • We encourage them (foreigner migrant workers) to learn isiZulu if they cannot speak Afrikaans and then translate for other requirements of work related issues.
Language focused training as a solution to communication problems.	<ul style="list-style-type: none"> • Our induction training involves basic communication using gestures, traffic and common construction signs to enhance communication and reduce accidents at work places during working hours. • Our training on safety includes tips on important sounds such as whistles and shouts denoting danger warnings and alerts. This helps to support language failure.

3.2.2 Questionnaire B. Research findings from migrant workers

The questions in this questionnaire focus on the languages used by foreign migrant workers, medium of instruction used in their home country schools and familiar languages of business. The questions seek to make research respondents volunteer data regarding the linguistic challenges faced during business conduct. The set of questions are only a guideline because the interviewer had an opportunity to ask probing questions in order to get more data and in context of every linguistic challenge. The discussions and interviews also explore strategies used by foreign migrants in solving and circumnavigating their challenges and problems as well as recommendations for the way forward. Questions 1, 2 and 3 focus on the profiles of the research respondents (Biodata) attached as the annexure. This questionnaire is designed to elicit data from foreign migrant workers who are facing language challenges when doing their duties in Gauteng Province. Responses are recorded from companies and organizations that participated in the research. The questions asked complement each other and the responses show the languages spoken and the challenges faced by foreign migrant workers.

Foreign migrant workers from Zimbabwe speak Shona and isiNdebele as national languages and English as the official language. Some of the Zimbabweans speak the minority languages such as Tonga, Shangwe, Venda and Kalanga. Zimbabweans also speak languages from other countries such as Bemba from Zambia and Nyanja from Malawi. Mozambicans speak Makuwa, Nyanja, Makonde, Chopi, Gi-Tonga, Ki-mwani, Tsonga and Shona. Portuguese is their official language. Most of the Mozambicans received their education in Portuguese as the medium of instruction while in school. Malawians speak Chewa, Nyanja, Tumbuka, Bemba and Tonga. Their official

language is English and is also a medium of instruction in schools. All the groups interviewed say that their target languages in Gauteng province are isiZulu, Sesotho, isiXhosa and the English and Afrikaans for business purposes.

Question 4: What are your language challenges that you face when doing your work?

Linguistic challenges faced by foreign migrant workers

Broad View	Responses from workers of companies/ organizations pertaining to linguistic challenges
Lack of terminology as a challenge.	<ul style="list-style-type: none"> • There is no substitute language upon arrival and no integration for us foreign migrant workers by government and Municipalities. So, there is no immediate common language for communication for us. • We have difficulties in pronouncing Afrikaans, Sesotho and isiXhosa words because the languages are not familiar to us. Afrikaans phonetic production is not familiar to Bantu speakers in Southern Africa living outside South Africa. • Languages spoken in Gauteng province are too many and learning is difficult when native speakers do code switching.
Challenges faced by migrant workers pertaining to reading and	<ul style="list-style-type: none"> • Afrikaans, isiZulu, isiXhosa and Sesotho are difficult languages to write for us foreigners. Afrikaans is more difficult in terms of reading and writing demands.

writing in languages of business and use of African languages.	<ul style="list-style-type: none"> • Translation lacks exactness or reduces impact i.e. translations from Afrikaans to English reduces impact because translators and interpreters are not trained and terms may be restricted or context bound. • Our Pay slips/ Salary advice slips are written in Afrikaans and we cannot interpret anything other than figures and this gives suspicion on our salary deductions as employees. • Some of us from Mozambique cannot read and write in English but in Portuguese because it is the language of business in Mozambique and not supported as a minority language in Gauteng Province. • Some Mozambicans who can only speak Makhuwa, Nyanja, Makonde, Chopi, Gi-Tonga and Ki-mwani face problems because there is no immediate substitute except XiTsonga which is not used more often.
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Question 5: What is your solution to language barriers when doing business in Gauteng province?

Migrant workers' solutions to language barriers in Gauteng province

Broad view	Responses from workers regarding their solutions to language problems
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Foreign migrant workers' solutions and strategies to language barriers.	<ul style="list-style-type: none"> • Translation and interpretations by supervisors who can speak the languages of business in South Africa help to solve communication challenges at work place. • Learning some of the languages is a very positive direction for us foreigners because there is no way the government can plan to have languages of foreigners to be taught to non-citizens except integration of refugees. For example, learning Afrikaans and English increases chances of employability and promotion resulting in increased meaningful earnings. • English is there to serve all the necessary requirements for foreigners because it is an international language and language of business in Gauteng province.
Resource material as a constraint.	<ul style="list-style-type: none"> • Resource materials such as dictionaries and resource books should be available at work places for us foreign migrant workers to use and learn languages of business. • Foreign migrant workers' access to modern technology such as computers and the internet should be promoted because of poor competence and writing skills in languages of business.
Attitude to African languages should be positive	<ul style="list-style-type: none"> • Black foreign migrant workers from other parts of Africa should learn local languages and develop a positive attitude towards them.
Challenges from self-employed foreign	<ul style="list-style-type: none"> • We should be granted an opportunity for using some of our languages for business because we speak them competently.

migrant workers	
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Question 6: What do you think should be done to solve the problems pertaining to languages used by foreign migrant workers at your work place?

Recommendations and solutions to language problems of foreign migrant workers

Role player	Response/ Suggestions from the employees during interviews
Government	<ul style="list-style-type: none"> • Government should provide resource materials for workers such as dictionaries for African languages and not just making a policy without action on the ground. Most notices at Tri-Star Construction Company sites including the employment equity chart are written in English. This should be the same for African languages at least for those that are commonly used like isiZulu, isiXhosa, Sesotho and Setswana. • As a solution to our challenges, government can provide media (both electronic and print) which address foreigners in their African languages. • Government needs to improve speaking competence in English for South African work force through adopting a communicative language learning approach in our schools and tertiary institutions. • South African industrial brands and products should be named and be labeled in African languages and also market them in

	<p>African languages. Some of the products manufactured in Gauteng province are labeled in English and Afrikaans and rarely do we find African languages such as isiZulu, Sesotho and isiXhosa in products that form the back bone of the economy. Royal Engineering products such as Steel Bars, Truck Trailers and Bull Bars are manufactured and marketed in Afrikaans and English.</p>
Companies/ organizations	<ul style="list-style-type: none"> • Companies should develop sound language policies backed by possibilities that are feasible for all the eleven languages to work at one company. Current language policy disadvantages other languages. • Employers should develop libraries or some other language resource centres at work place. • Language institutions should develop user manuals and dictionaries in basically three or five of the eleven languages in order to help with the translations and interpretations. • Industrial organizations and institutions should provide proper professional training for translators and interpreters who can help in the industrial operations in terms of linguistic requirements.

Question 7: What is your company/employer doing about communication problems faced by foreign migrant workers at your company?

Solutions to communication problems

Broad view	Responses of migrant workers regarding the role of organizations and companies to language problems
The role of organizations in solving problems of speaking languages of business and African languages.	<ul style="list-style-type: none">• Language translations from partially trained supervisors help with language problems.• Employers should encourage use of multilingualism for business purposes in private companies and in restaurants. English is relatively neutral for all tribes and races in South Africa.• Induction of training in some construction industries for new foreign migrant employees should be in languages of business such as English to avoid accidents and language based conflicts at work places. This can also be translated to common African languages.

3.2.3 Questionnaire C: Research findings from Municipalities

This questionnaire mainly focuses on municipalities and their language policies as well as languages used to address the problems faced by foreign migrant workers and informal traders. Foreigners and Municipality officials come in contact when officials from Council, address informal traders and vendors on matters of legality and use of premises. Municipality gave their views regarding the matter of foreign migrants and how this can be solved at policy level.

The first question is mainly concerned with the identity and general profile of the Municipality (Biodata). The purpose of interviewing Municipalities is to gather data from the responsible authority that administers the affairs of the community. The Municipality officials are responsible for issuing of business licenses to informal traders and allocation of market stalls. Administrative issues regarding the welfare of foreign migrant informal traders are within the jurisdiction of Municipality.

Question 2: What is the Municipality's language policy?

Role and function of language policy

Institution/ Organisation	Responses from the Municipal officials responsible for informal traders
City of Johannesburg	<ul style="list-style-type: none"> • The language policy recognizes 11 languages that were promulgated by government. English and Afrikaans are languages of business and the reason has been that Gauteng province is an international destination for South Africa and English is the only medium of communication with majority of foreigners. • English is widely used for business in Gauteng province and Johannesburg Municipality because it is a global language of business, internet and wider communication. • African languages face the challenge of not being languages of business. • African languages are official but are not used for business.

	<p>They are used for informal business which is seen not as official but an alternative to unemployment and poverty alleviation.</p> <ul style="list-style-type: none"> • Language policy works on paper and on the ground the situation is different because of the challenge of English which is dominant and is an international language. • English is used to address foreigners' problems and challenges.
Ekurhuleni Municipality	<ul style="list-style-type: none"> • 11 languages are official for the Municipality. • Most of the general staff use African languages when doing their duties and speak English when speaking to management and some of the foreigners. • English is used for all business transactions such as reports, legal documents, training manuals and information brochures and pamphlets. Most of the departments such as traffic, billing, licensing and community services use English for official communication and business. Documents are mostly in Afrikaans and English.
Tshwane Municipality	<ul style="list-style-type: none"> • English is our language of business but all the 11 languages are official for the Municipality. • English is used to address challenges and issues pertaining to foreigners and migrant workers' problems. • Workers often use African languages when speaking to management and other official business but official meetings

	and documents are in English and Afrikaans.
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Question 3: At what level is your language policy effective and functional?

Language policy effectiveness in the affairs of Municipality in Relation to informal traders

Employment/ Grade	Responses from Municipal officials regarding language policy effectiveness
Management: English dominates business functions in Gauteng province.	<ul style="list-style-type: none"> English language dominates most discussions while Afrikaans also takes precedence where communication is purely business and or black to white communication. Afrikaans also dominates when communication is Afrikaner to Afrikaner or Afrikaner giving instructions to black employees. All official documents are in English and Afrikaans. These include information on disease outbreaks on designated selling points and market stalls. Only politically oriented statements such as <i>Batho Pele</i> (people first) are found on our buildings and other public places as representations of African languages. African languages are mainly for tribal and unimportant issues and in some cases organizing strikes and demonstrations and rallies. The languages that dominate labour union meetings are African languages but their minutes are often written in English. The minutes are mostly written poorly and difficult to

	read and understand because of spelling and grammatical errors.
Supervisors:	<ul style="list-style-type: none"> • Most black supervisors use African languages when giving instructions pertaining to work procedures and isiZulu is often a target language. • English is used when addressing problems and challenges of foreigners but the English speaking competence is not that good and sometimes it is difficult to communicate with the informal traders who also have challenges in speaking English.
Employee level: Labourers (cleaners)	<ul style="list-style-type: none"> • African languages are used for both business and social matters like socializing and taking refreshments or chatting to friends. • There is no purpose of using English to address foreigners as if they are from Europe. <i>Isilungu ukukuluma kwabalungu, thina sikuluma ngesiZulu.</i> (English is the language of white people and black speak isiZulu) • English for us is difficult to speak, read or write.

Question 4: What is the language used to communicate with foreign migrant informal traders?

Languages used to communicate with foreign migrant workers

Level of employment	Response from Municipality concerning languages used to address foreigners
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Management:	<ul style="list-style-type: none"> English is used to communicate with foreign migrant informal traders where possible or African languages if the immigrants can understand the languages.
Supervisors:	<ul style="list-style-type: none"> IsiZulu, English and other possible African languages are used to address linguistic problems faced by foreign migrant informal traders.
Employees/ Labourers	<ul style="list-style-type: none"> Workers/labourers use African languages when addressing immigrants.

Question 5: What are the challenges that you (Municipality officials) face when communicating with foreign migrant informal traders?

Linguistic challenges faced by Municipality when communicating with foreign migrant informal traders

Broad view	Response from Municipality officials regarding challenges faced by foreigners when doing business
Municipality's linguistic challenges in addressing foreign migrants' language	<ul style="list-style-type: none"> Speaking languages spoken by foreign migrant informal traders is difficult. Foreign migrant informal traders in the city have low speaking

problems	<p>competence in languages of business such as English and this poses communication problems.</p> <ul style="list-style-type: none"> • We have a problem with some Mozambicans who do not understand English and some of the common African languages in Gauteng province. It is difficult to communicate with them and consequently challenging to solve their problems because of this communication barrier. • Immigrants cannot understand Afrikaans and they tell us that it is difficult for them to speak as well.
Challenges faced by municipality officials pertaining to reading and writing by foreign migrant informal traders.	<ul style="list-style-type: none"> • Foreign migrants doing informal business in the city are illiterate or semi-literate and writing in both African languages and languages of business is very difficult for them. • Immigrants to our cities have challenges in filling in the application forms for market stalls. There is no service for translation for them. • Immigrants fail to read and write in African languages. No writing skill at all and this makes it difficult to communicate with them through reading and writing in some cases. • Legal language (English) used to communicate business legislation is not simple and easy for our informal traders that is Municipal by-laws regarding business on streets and pavements.

Question 6: What are the language challenges that are faced by foreign migrant informal traders in your Municipality with regards to speaking and understanding, reading and writing in languages of business and African languages?

Linguistic challenges faced by foreign migrant informal traders

Broad view	Responses from Municipality workers.
<p>Municipality officials say migrants have challenges pertaining to Speaking of languages of business by foreign informal traders.</p>	<ul style="list-style-type: none"> • Speaking indigenous African languages in public places or even languages of business such as English with foreign accent exposes immigrants to linguistic abusive elements in Gauteng province. • Immigrants to our province face the challenge of having to learn a multiple of languages for them to function in areas of business such as selling commodities, making orders and negotiating accommodation rentals and conditions of stay.
	<ul style="list-style-type: none"> • Immigrant informal traders cannot interpret legal language on our Municipality by-laws documents regarding use of pavements and conduct of street business. • Immigrants have challenges in reading notices, pamphlets, information brochures on disease outbreaks and awareness. • Health service centres have challenges in addressing foreign migrant informal traders when they are sick. Getting enough information during diagnosis, prevention and past history of illness is challenged by language limitations and speaking competence.

	<ul style="list-style-type: none"> • Communication with immigrants on matters regarding their challenges, welfare and circumstances is hampered by language differences and culture. Municipal officials cannot also read and understand foreign migrant informal trade complaints that are written in the immigrants' home languages.
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Question 7: How do you solve linguistic challenges faced by foreign migrant informal traders regarding speaking, reading and writing in languages of business in Gauteng Province?

Municipality solutions to foreign migrant language problems

Broad view	Response from Municipality officials regarding solutions to informal traders' language problems
Solutions to communication problems.	<ul style="list-style-type: none"> • We use English when addressing problems of foreign migrant informal traders but the problem is that not all officers and immigrants can speak English competently. • In other cases, our council officers and immigrants use gestures in cases where common languages are totally not possible to be used.

Question 8: What do you think policy makers and Municipality should do to solve language problems of foreign migrant workers and informal traders?

Policy makers and Municipality's role in migrant language problem solutions

Institution/Organization	Response from Municipality regarding solutions to language problems
Municipality:	<ul style="list-style-type: none"> • Solving mass migration problems needs cultural and social integration and government (through local authority) should provide language services to us by providing information brochures and trained translators and interpreters. • Municipality should develop information service centre for immigrants.
Municipality public relations management	<ul style="list-style-type: none"> • We should champion programmes on community mobilization for linguistic and foreign culture tolerance. • Municipality needs to promote tolerance through games, traditional cultural festival functions and then incorporate foreign migrant workers and informal traders into Gauteng province communities. • We need to develop non-violent approach to linguistic challenges of foreign migrant informal traders. • Municipality officials should avoid using abusive vocabulary when addressing issues relating to immigrants' welfare in public media. This perpetuates the advance of anti-foreigner sentiments. For example people clearly expressing that the foreigners at Central Methodist Church are <i>kwerekweres</i> or <i>grigambas</i>. • Newspapers addressing immigrants' languages, problems and culture should do it in the languages of the foreign migrants. No one has bothered to ask foreigners what could be a solution to their

	<p>problems. Most of the solutions are imposed on them and sometimes do not work well.</p> <ul style="list-style-type: none"> • Media reporting on matters of linguistic challenges should be balanced and cover the immigrants' voice in neutral languages such as English or immigrants' language.
<p>Municipality managers responsible for policy implementation</p>	<ul style="list-style-type: none"> • Language institutions should garner for common language for SADC which has no European orientation and then support it for business purposes. It has a duty to promote African languages and African languages should be used to run the economy. • Policy makers should make sure language resources are available for the use of African languages in business. Documenting African languages is one challenge that must be overcome. An example can be learnt from China which market its goods in Chinese and translated to English and other languages where their market is available. Africa remains the only continent which trades its commodities in European languages years after political independence.

3.2.4 Questionnaire D : Research findings from informal traders

This guide was the chief instrument for informal traders in Gauteng province who are from Zimbabwe, Malawi and Mozambique. The questions were developed to make participants volunteer data and information pertaining to their linguistic challenges when doing business in Gauteng province. Questions seek more data on the strategies used by foreign migrants to solve language problems and their recommendations to policy makers and government in addressing linguistic matters of their welfare.

The table below shows the number of informal traders who were interviewed during the research in different places of Gauteng province. Most of the research subjects interviewed confirm that they do informal business because of failing to get formal employment. Informal trading becomes a means of survival for them.

Table 3.2 Showing number of foreign migrants interviewed for informal business trading

Location in Gauteng Province	Immigrants from Zimbabwe	Immigrants from Malawi	Immigrants from Mozambique
Johannesburg	24	19	21
Pretoria	28	25	18
Kempton Park	18	16	17
Benoni	12	9	10 next page

Brakpan	8	6	8
Springs	10	7	13
Germiston	17	10	16
Mamelodi	23	14	19
Vereeniging	13	12	18
Soweto	30	15	21
Diepsloot	6	4	5
Alexander Park	4	3	2
Atridgville, Laudium	10	6	9
Soshanguve, Mabopane and Winterveld	15	8	9
Total	218	144	186

Responses from questionnaires

Questions 1, 2 and 3 have responses attached as the annexure. Question 4 is concerned with the linguistic profile of the research subjects. The question required the respondents to give a list of the languages that they are able to speak including their home language or mother tongue. The questionnaire for informal traders is designed to get information from informal traders regarding the challenges they face when doing business in Gauteng province.

Responses from question number 4 are given in the table below:

Question 4: a) What languages are spoken by foreign migrant informal traders when doing

business in Gauteng province?

Table 3.3 Official languages in home countries of foreign migrant informal traders and the languages they use for business in Gauteng province

Country	Official Home country language	Other languages spoken in home country	Languages Commonly used when speaking to customers
Zimbabweans 45 respondents	English	Shona, isiNdebele, Venda, Tonga, Nambya, Shangwe, Nyanja, Kalanga, Tsonga	isiZulu, Sesotho, English
Mozambicans 30 respondents	Portuguese	Tsonga, Shangani, Makuwa, Shona	isiZulu, Sesotho, isiXhosa, Afrikaans
Malawi 25 respondents	English	Chewa, Nyanja, Tumbuka	isiZulu, Sesotho English

b) Why are isiZulu, Sesotho, isiXhosa, English and Afrikaans used more often than other official languages in Gauteng province?

Common Languages used for informal business in Gauteng province

Broad view	Response from informal traders in Gauteng
Informal Traders'	<ul style="list-style-type: none"> • IsiZulu and Sesotho are the common languages for black

reasons for use of the isiZulu, Sesotho and isiXhosa languages in business.	<p>population in Johannesburg while Sesotho and Setswana are widely spoken and used in Pretoria. So the solution is to use an appropriate language at the right situation.</p> <ul style="list-style-type: none"> • IsiZulu is widely spoken and provides a means of survival in Gauteng province in the black community because it gives access to services. • Language for the public transport is generally isiZulu and therefore it is necessary if we are doing business that involves public transport then we cannot avoid isiZulu in places like Johannesburg. • Some of our customers only speak African languages especially the elderly and uneducated black people that is why we have to target isiZulu to serve them.
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Question 5: What are your language challenges/difficulties/problems when doing business in Gauteng province as an informal trader?

Language challenges when doing business in Gauteng province

Broad view	Responses from migrant informal traders
Challenges pertaining to speaking of languages of business and African	<ul style="list-style-type: none"> • Speaking African languages in Gauteng province is difficult because the languages are too many and some of them borrow from each other and complicate new speakers or learners of the languages until we are used to them. Speakers can switch from

languages.	<p>isiZulu to isiXhosa and from Sesotho to Setswana and from Venda to Shangani and foreigners get confused in between the code switching.</p> <ul style="list-style-type: none"> • Selling products in a language that we do not have confidence in speaking is challenging. • English is neutral but if we are doing business with local South African citizens who do not understand English, we have communication problems. • Speaking isiZulu with a different accent for us foreigners can result in complicating the business transactions. • Negotiations on quality of products, size, duration, terms and conditions are difficult aspects of selling that are not easy to conclude when using unfamiliar language and to a customer you meet on the street. • Most discussions that are transactional are often restricted to figures or amounts of money charged (prices of commodities). So we have a low bargaining power because of linguistic limitation. • We lack terminology in African languages to substitute English terms for the function of products, methods of preparation of food and precautionary measures on use because we cannot speak the languages.
Challenges pertaining	<ul style="list-style-type: none"> • Reading and writing in African languages is very difficult for us

<p>to reading and writing when doing business in Gauteng province.</p>	<p>informal traders because foreigners from Zimbabwe and Malawi use English as medium of instruction while in school and Sesotho, isiZulu, Afrikaans, isiXhosa or Setswana syntax is unfamiliar to us.</p> <ul style="list-style-type: none"> • Most of us, Mozambicans, are illiterate or semi-literate and matters that require written work is a problem for us. • Some of the notices used by Municipality are written in Afrikaans and reading the language is not easy for us. We also think that notices put on pavements are meant for car drivers and those who can read and not for us. • Reading pamphlets and information brochures from Municipality is not easy because some of us cannot read and write in the languages used and no one will help with translations for us. • Registration process of hawkers by Municipality and getting stalls needs writing and reading skills because some of the records are in English, isiZulu and Sesotho and these languages are not familiar to us. • When we are arrested, the docket is written in English and some of the officers are not competent in writing in English language and we cannot understand which section of the law has been contravened and the consequences of contravening such a regulation. There is usually no explanation subsequent to an arrest in a language that we understand as immigrants.
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	<ul style="list-style-type: none"> • Our facts are sometimes misrepresented or distorted because of the languages used to handle our issues. • Reading Afrikaans is a challenge for us especially when making orders. It is difficult to read handling procedures and conditions of storage for commodities such as fruits and vegetables when the information is provided in Afrikaans. • In other cases, children are sent to buy a product as written on a note and reading isiZulu, Afrikaans, Sesotho and isiXhosa is very difficult when the spellings are not familiar to us as migrant informal traders.
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Question 6: How do you solve language challenges?

Strategies used to solve language problems by foreign migrant informal traders in Gauteng province

Broad view	Responses from the migrant informal traders on the strategies they use to overcome language barriers
Strategies used to solve problems regarding speaking of languages of business.	<ul style="list-style-type: none"> • English is a neutral language and we always use English where there are problems regarding language but the challenge is that some South African citizens cannot speak good English such that understanding is difficult (old black South Africans disadvantaged by Apartheid)

	<ul style="list-style-type: none"> • We sometimes resort to translations and interpretations as last resort when communication fails because of language differences. • We resort to gestures where possible but the problem is that the gestures are not universal and do not give satisfactory detail about customer satisfaction.
Possible solutions to problems of reading and writing	<ul style="list-style-type: none"> • We sometimes find translators or interpreters to read for us if we cannot read and write in any of the South African languages used for business in Gauteng province. • We also try to avoid business which involves reading and writing and stick to simple items which do not complicate the situation through writing. • We are also trying to learn to read and write in the African languages used in South Africa especially isiZulu, Sesotho, isiXhosa and Setswana. • We need to establish a market share in English dominated speaking/writing/reading communities. This explains the prevalence of foreign migrant informal traders in Greenstone Park, Mandorin in Kempton Park, Eastgate in Johannesburg, and Farramere in Benoni. That is why you see some of us selling at robots in affluent suburbs.

Question 7: What do you suggest to be done to solve your language challenges/problems?

Linguistic alternatives and solutions for foreign migrant informal traders

Broad view	Responses from migrant informal traders pertaining to challenge of language learning
<p>Recommendations from informal traders on challenges regarding speaking of languages of business.</p>	<ul style="list-style-type: none"> • Integration of foreign migrant workers and informal traders should include recognition of our languages and culture because we make a meaningful contribution to the economy through tax and business. • Banks should help translate/interpret for foreign migrant workers and informal traders in order to help them deposit money and not keep a lot of cash because it is a risk. • Municipal officials should be aware that foreigners do not speak isiZulu, Sesotho, isiXhosa and Setswana competently. Resource materials should be made available to immigrants inclusive of African languages. • Municipality should send people who can at least speak English competently because sometimes conflict comes from failing to express themselves (officials) in good English. • South Africa must teach us the languages because as foreigners we pay tax, toll gates and contribute to the development of the economy.

3.3 Interviews

3.3.1 Interview with managers of companies and organisations

Question: Why do you prefer to employ Zimbabweans while you are aware that they cannot speak competently the common African languages used in Gauteng province?

Interviewee: (Tri-Star Construction Company)

Zimbabweans are very hard working and they understand instructions when we give them instructions in English on how to do their duties. The problem is that they cannot speak local African languages and they end up frustrated when they are supervised by supervisors whose English is not spoken competently. Mozambicans cannot speak any of the languages of business proficiently and they do not understand English and therefore we often take them for short term contracts. Zimbabweans speak good English as well and I think their government did a good plan to provide their education in English which makes them function anywhere in the world where English is used for business and any other communication. That is very good for them. Some of the Zimbabweans from Matabeleland speak isiNdebele and they can easily switch to isiZulu because the languages are almost similar. In fact isiNdebele is a Nguni language. Documents written in English make it easier when working with Zimbabweans with basic literacy levels.

Question: What problems are faced by foreign migrant workers employed by your company in terms of languages to use when doing business?

Interviewee: (Royal Engineering Company)

The company's language policy states that English is the medium of communication at work and all communication is done in English. The problem of languages affects our workers but it starts from the central government which does not give enough support to the programs pertaining to the function of African languages in industry. Foreign migrant workers' challenge is in speaking local languages and no one has the responsibility to teach them. The company does not focus on language teaching but construction projects because that is the focus of our business. However, as a company we try to help foreigners but we only assist in areas that are pertaining to their duties at work. Our help as a company tries to help the workers to avoid fatal accidents that damage property with consequent loss of life and injury.

Workers cannot read and write in Afrikaans and duties that involve Afrikaans have to be translated or interpreted. This situation has restricted report writing to managers and supervisors in our organisation. The major challenge has been to do with worker grievances which sometimes are narrated in African languages and management cannot use the languages effectively for business. Most of our managers do not understand African languages effectively. This has disadvantaged workers especially foreigners who do not have an alternative language to voice up their grievances through unions.

However, African language speakers do not see their languages as important. There is no need for the company to train people in the local African languages because they do not help as much in as far as work procedures are concerned. English can cover whatever they feel is not covered.

For us as a company, English is the best language to use for all work related functions because it is efficient and effective.

Question: How does your company solve problems emanating from poor communication as a consequence of foreign migrant workers failing to speak African languages and languages of business?

Interviewee: (Venter Construction Company)

Supervisors and human resources managers have been promoting good work relationships through linguistic tolerance and making sure all linguistic based conflicts have to be reported and proper action taken. In addition to the minimum support that we are giving the foreign migrant workers, some of them are learning the languages on their own and some of them in our organisation are copying so fast. One of our employees who is now an assistant brick layer can speak isiZulu and Sesotho so well that you may not notice that he is a foreigner who has been in the country for only a few years. However, the differences may be noticeable in cultural aspects which also take time to learn and adjust. Workers would have improved so much if the African languages had translated manuals to use at work.

3.3.2 Interviews with foreign migrant workers

Construction workers

Question: What communication challenges/problems do you face when doing your duties at work?

Interviewee: (from Malawi at Mkaza construction company)

It is difficult to interpret the plan of a building if you do not understand English properly. The manager does not entertain explaining one aspect for many times. It is a challenge for us foreigners because we cannot speak Afrikaans. Our home languages do not work here because they are minority languages in Gauteng province. We have to learn Afrikaans but it is difficult. It is better to use English so that life becomes easier for us?

I have learnt that it is important to speak languages of business than to speak African languages. Speaking the employer's language which is English or Afrikaans put us at an advantage when we can be promoted or get a permanent job. It looks like companies are prepared to invest more to a person who speaks languages of business. You also become efficient when you use the language of business. Translations waste time and sometimes are a source of emotion and suspicion.

Our concern for African languages is that they are not documented in areas of business. Most documents for our company are written in English and Afrikaans and no African languages are available for the speakers. In cases where African languages are used, it is in the context of marketing in order to access the customers. These are also isolated cases in comparison to use of English. Technical information is in languages of business such as English and Afrikaans. Languages of foreign migrant workers are not covered and there is no plan in place to address the problems of foreign migrant workers and informal traders.

Question: What solutions do you think can help to solve your linguistic challenges at work? Do you receive help from unions and staff associations?

Interviewee: (from Malawi)

Our company should provide us with opportunities to learn some of the languages spoken in Gauteng province especially those used to do business. This could be done by making financial provision for language learning at work. It was going to be very good if management were also learning or using the African languages used in Gauteng so that they could support our learning process. Training programmes at work such as induction should also cover language needs to facilitate communication at work and to avoid accidents.

I cannot join union organisations because I do not understand the languages that they use. Why give money to people and organisations that I do not understand what they are saying. I was going to join if I understood what languages the members are using.

Salary negotiations are supposed to be confidential according to the company's policy but they are not confidential at our workplace because negotiations are done through translations and interpretations by supervisors. It becomes difficult to negotiate a salary increase because we lack the competence in languages of business and alternatives in African languages. My experience shows that if my salary gets close to that of the supervisor, then representations become an issue of concern because the supervisor cannot translate negotiations that do not advantage them.

Question: How does your inability to speak African languages in Gauteng affect your conduct of business?

Interviewee: (Waiter from Zimbabwe)

It is difficult to discuss and show customer care to people who use a language that we are not familiar with. Waiters survive on tips and Afrikaans speaking customers do not care whether we understand what they say or not. If we do not make the orders on time and to specifications then they do not pay the tip. Some of the customers speak IsiZulu, Sesotho, Setswana or IsiXhosa and if we try to persuade them to switch to English they use abusive language and refer to us as *Kwerekwere* (disparaging word for African immigrants) who came to take jobs for citizens. When these customers realise that we do not understand the indigenous African languages they speak, then they begin to tease us. I was asked to give an order for “*metsi*” which is simply water in Sesotho language but then I looked stupid because I do not know what “*metsi*” is and do not understand the language.

3.3.3 Interviews with Municipality officials

Question: What are the communication problems faced by foreign migrant informal traders doing business in your city?

Interviewee: (Johannesburg Municipality officials)

Foreign migrant informal traders have problems pertaining to their welfare and all this is exacerbated by lack of a common language to use during their stay in Gauteng province. Foreigners from Zimbabwe have an advantage because most of them can speak English and

IsiZulu. There are also communication problems with Mozambicans who can hardly speak English and Afrikaans. It is very difficult to communicate with them especially matters relating to business. Most of the Mozambicans are not educated and as council we have a problem in handling problems that require interviews with them. Malawians can speak English but the standard is very low and we often use translations with them.

3.3.4 Interviews with migrant informal traders

Question: What language/ communication problems do you face when using public transport to do your business?

Interviewee: (from Zimbabwe)

If you want to experience hostility and hate, just introduce your story in English on board in a taxi and watch the response. Most taxi drivers do not speak good English and if you prefer speaking in English then you are starting a fight. Some (Taxi drivers) often fight back and become emotional and display some rudeness. I was asked by a taxi driver on my way to the market as he said, “What do you want here in Gauteng? Go back to your country and work for your country. South Africa is for South Africans and not *kwerekweres*.” I was dropped before my drop off point and he said that he does not ply that route that I had asked him to take me to. I could not challenge him because he spoke in IsiZulu. I had to look for another taxi. It is difficult to answer them because we do not have a language that we can competently and confidently use to communicate with them. If I have to answer, I have to start by reciting the sentence before making an utterance.

Speaking mother tongue on the train has serious consequences because you fall victim to attack by the indigenous people. Some of our informal traders have been thrown out of a moving train because they were identified by the languages that they were speaking. Foreign migrants are usually quiet when they are riding on a train or taxi to avoid victimisation by anti-foreigner citizens. This is not good for us because it means there is no freedom to express our feelings or attitudes.

Question: What are the linguistic challenges that you face when using languages of business in Gauteng province?

Interviewee: (from Zimbabwe)

Bargaining power falls away when there is linguistic limitation. This takes place in cases where Afrikaans or any of the unfamiliar languages is used. Since informal trading is characterised by negotiated prices and bargaining, this is usually limited for us because of linguistic limitation in the indigenous languages and languages of business. Communication is often restricted to figures which show cost of commodities on sale. Complications often emerge when the customer requires an explanation on the uses of certain commodities. It is difficult to explain in a language that we do not have speaking competence. As a result we cannot communicate effectively for business purposes with our clients. English is better but not all of us can speak English competently for business purposes. Some of our customers code-switch from one language to another thereby confusing us in the process.

Question: What language problems do you face when doing business that needs the support of financial institutions such as banks?

Interviewee: (from Mozambique)

I cannot open an account because I do not meet the criteria. I require a valid ID or passport with a valid and acceptable permit approved by home affairs. No bank account can operate without these documents. Banks use English and Afrikaans and I cannot speak, read or write in these languages of business. Banking documents such as interest rates forms, terms of banking, investment portfolios and insurance covers are all written in English and this is a major disadvantage to both informal traders and migrant workers who have very low literacy levels and speaking competence in languages of business. Business for us Africans is full of problems because of these discriminatory elements backed by linguistic complications and circumstances.

Question: What linguistic challenges do you face when you register for asylum at home affairs office?

a) Interviewee: (refugee from Mozambique at Marabastad Home Affairs Office)

*I South Africa because good, good there. Home not bhikosi (because) there is pebem (problem).
I home next and come nice. Mi nei so Sofiya 1975.*

It is difficult to understand whether these are the reasons for leaving Mozambique and what should be done in this case. The end result is that the asylum status is sometimes given to undeserving people while genuine cases are disadvantaged by linguistic limitations. Errand

translators are only for Somalis and it is on voluntary basis thereby leaving it to chances of abuse. Illiterate people cannot be asked to explain how they came to South Africa in a language that they are not competent to use. How can they tell a story in a language they do not understand or that they are not competent to speak?

b) Interviewee:

I am a woman and I cannot write or read. I speak Makhuwa from Mozambique. I do not understand what UNHCR (United Nations High Commissioner for Refugees) stands for and what language is being used for this process. Zimbabweans have been assisting us but obviously for a fee which perpetuates corrupt tendencies. Translation makes the story lose impact and emotional aspect, exactness and context. While the help of voluntary translators is greatly appreciated, frustration and corruption is rife under the provision of such services to us refugees.

3.3.5 Conclusion

In conclusion, the employers in Gauteng province and their employees are experiencing language problems when doing business. The languages spoken competently by foreign migrant workers are not languages of business but employers need the services of these people to address their shortages and maximise on their skills. Communication as a key instrument in business needs to be effective for business to thrive efficiently. So, both employers and employees experience problems when it comes to effective use of languages. Languages challenges are experienced in the four macro-skills of speaking, understanding, reading and writing. Foreign migrant informal traders are also caught up in a similar linguistic quagmire as they also struggle to sell their products and commodities using gestures in cases where languages fail them totally.

Their business, goods to be sold or traded is often determined by the languages they speak competently. Municipalities seem to be facing challenges in a dichotomy between policy and its implementation in Gauteng province.

CHAPTER 4

4.0 ANALYSIS OF DATA

4.1 Introduction

This chapter focused on the analysis of data from the field research. This chapter is presented in themes. Themes are recurring ideas from the investigation. The research analysis is divided into three broad themes presented below. Analysis uses thick descriptions, a qualitative approach to data analysis which entails a systematic searching and arranging of interview transcripts, field notes and other materials that accumulate and enable patterns to emerge. The approach also makes use of tables to present numerical data that complement qualitative descriptions.

The three themes are:

- 1. Language policies and language uses in companies**
- 2. Linguistic challenges as a barrier to communication**
- 3. Communication strategies used by foreign migrant workers and informal traders**

4.2 Analysis of data from questionnaires

4.2.1 Theme 1: Language policies and language use in companies

The issue of language policy was incorporated in all the different questionnaires but in different forms and contexts. Responses from companies or organizations interviewed show that some of the companies do not have functional language policies. Only four companies have language

policies. There are problems regarding the implementation of the language policies. For example, Budget Projects has a language policy but it is not implemented. The implemented language policy does not incorporate indigenous African languages. As a result, foreign migrant workers who use African languages like those from Malawi cannot use them for communication during working hours. The language policy clearly states that English and Afrikaans are languages of communication for all the official business of the company. Consequently, all communication is in either of the two languages. The policy document says:

All employees shall communicate in a language understood by everybody and it should enhance communication for the full function of the organization. All communication must be done in English or Afrikaans for official business.

It is clear that the companies interviewed advocate the use of English and Afrikaans. Afrikaans and English have taken advantage of the situation and continue to dominate unchallenged. Needless to say the document is not easily accessible to the employees at shop floor level.

Based on construction signs and symbols, English takes precedence in the construction companies that were research subjects. Owing to this stringent policy, the foreign migrant workers who cannot speak English resort to the use of gestures and sign language. All the company records accessed are written in English and Afrikaans. The documents include employment forms, invoices, job cards, time sheets, instruction sheets, payslips and records. Minutes of the meetings are in English. Labels on doors of rooms, direction signs and information sheets are written in English. Although managers are not keen to show the language policy document itself, the presence of notices on the premises clearly depicts that the language policy wherever it is, puts emphasis on English as a medium of communication. With regards to language policy, the manager for Budget Projects confirms that there are no training facilities for

language needs. There are no resources such as dictionaries and manuals in indigenous African languages for the company to cater for those not proficient in English. Majority of companies that participated in the research do not have libraries or resource centres to provide language reference material for the employees.

Managers and supervisors who were respondents see the challenge faced by foreign migrant workers of not having a common language to use for communication at work place. South African citizens in the construction industry at labourer level do not prefer using English or Afrikaans because of their attitude linked to the history of apartheid. Based on interviews, foreign migrant workers from Mozambique have low levels of speaking competence in English. Respondents attribute the low level speaking competence to the limited use of English in their country.

4.2.1.1 Language policy effectiveness

English is effectively used at management level while at supervisor level, African languages dominate. IsiZulu dominates other African languages. This owes to the fact that most supervisors in the construction industry are appointed on the basis of their accrued experience and work competence without serious consideration of educational qualifications. This is based on the background of the respondents in Chapter 3. Foreign migrant workers face a challenge of learning the multiplicity of languages and management, as alluded to earlier, do not have resources for communication skills training. Foreign migrant workers who participated in the research have very low levels of education and speaking competence in languages of business.

Supervisors are responsible for interpretation and translation. Based on the responses, translations have their own flaws. Grievances are not communicated effectively owing to the fact that interpreters are not trained and the level of education is low. Hence, during salary negotiations workers' feelings, attitudes and sentiments are watered down. The supervisors can edit and leave some of the essential information that they need to communicate to the employer. Foreign migrant workers at Venter Construction Company supported this view. The incisive example they gave is that they wanted overtime paid but the supervisor informed management that workers complained of too much work. Workers said:

Sei tisingabhadharwi mari yekunge tapfurikidza nguva yakatarwa pabasa pachibvumirano? (Why are we not paid for overtime?)

Related to the incident is the unfair labour practice on contract forms. Workers are discouraged from joining trade unions. Hence, interpretations disadvantage workers when airing grievances that are job related. This is done to complicate worker's intentions of demanding pay increase. With poor interpretations, the workers are disadvantaged worse in situations where the interpreter makes distortions and misinterpretations of their sentiments.

The foreign migrant workers continue to be disadvantaged owing to the fact that English is the language of business for most companies and widely used when managers are communicating to fellow managers, supervisors and the workers. In addition to this, memoranda, payslips, leave forms, notices, receipt books, order books, client charter, invoices, bank statements, announcements and work schedules are communicated in English. As alluded to earlier, indigenous African languages are not used for written communication of the organisations. Workers use them when communicating with one another.

The main languages are isiZulu and Sesotho as shown in the second table below. Supervisors often provide a link between the workers and top management when they use English and Afrikaans as languages of business and African languages for communication. The table has been placed in this chapter to provide a close reference for the analysis of the results from Chapter 3.

Table 4.1

Languages used at different levels by employees and management

Level in the company	Languages used	Tasks/Work activities when languages are used
Management	English Afrikaans	<ul style="list-style-type: none"> • Giving instructions to workers. • Developing user manuals and training modules. • Conducting meetings. • Writing annual reports. • Writing project proposals and appraisal of staff members. • Taking minutes at meetings. • Recording company statistics. • Compiling tax information for South African Revenue Services.

		<ul style="list-style-type: none"> • Conducting interviews, industrial research and development.
Supervisors	English Afrikaans isiZulu Sesotho isiXhosa	<ul style="list-style-type: none"> • Giving instructions to employees. • Marking the time book or register. • Training workers to do their tasks. • Grievance handling and general supervision of workers. • Reporting to management on progress.
Employees/ Workers (General workers)	isiZulu, Chewa isiXhosa, Makhuwa Sesotho English Shona isiNdebele Gi-Tonga	<ul style="list-style-type: none"> • Grievance and accidents reporting. • Sharing jokes, chatting and greeting. • Doing tasks and performing duties. • Giving complaints. • Reporting performance progress. • Asking questions and clarification of tasks and duties. • Horse play

Table 4.2

Number of foreign migrant workers and use of local languages in Gauteng for business

Languages	Speaking	Understanding	Reading	Writing
English	04	03	01	00
Afrikaans	04	05	01	01
isiZulu	40	12	06	03
Sesotho	18	16	03	00
isiXhosa	14	08	02	00

4.2.1.2 Trends and patterns from interviews, discussions and observations

Table 4.3; shows that English is spoken by people of different backgrounds more often than any other language at companies. Respondents were able to speak English but with differing levels of competence. Managers speak English fluently and with high levels of competence. Workers have lower English speaking competence. Interviews with workers show that literacy levels in the construction industry are very low. Managers and supervisors can write effectively in English while most workers struggle and grapple with sentence construction and spellings. Hence, English is a challenge that impacts on communication and in some cases performance.

Among migrant and low level workers, isiZulu is a dominant language. Majority of foreign migrant workers are able to speak isiZulu though with limited speaking competence. Novice speakers of isiZulu language excel in exchanging greetings. For example, workers at Serengeti

farm are able to greet in isiZulu. Foreign migrant workers learn to speak isiZulu language due to its dominance of the other languages. However, reading and writing skill in isiZulu is very poor. Some respondents can hardly read or write in isiZulu. Respondents that are able to read and write in isiZulu are the isiNdebele speaking people from western parts of Zimbabwe. However, workers complain that isiZulu is not catered for in companies. Owing to its deficiency, isiZulu relies on English for technological concepts. Most of the tools and equipment used at the company are in English or Afrikaans. Some examples are machines and tools like Drill machines, Chisel, Hammer and Vice Grip are labelled in English.

Afrikaans is an official language according to the state policy but its major challenge in its use lies in apartheid history which underplays its role in the African community. White managers speak Afrikaans and English. Some Mozambicans can speak Afrikaans. The Mozambicans learn the language while in transit from Mozambique through Mpumalanga to Gauteng province. Respondents who are foreign migrant workers cannot read and write in Afrikaans and among them are Malawians and Zimbabweans. The workers confirm that the language is complicated to learn and is not related to Bantu languages spoken in Southern Africa. Needless to say, Afrikaans has its ties with Nordic language groups, (Nortier 1989:129).

As alluded to earlier, isiZulu dominates other African languages in Gauteng province. However, Sesotho and Setswana are also prevalent but widely spoken in Pretoria. Owing to the dominance of isiZulu, foreigners interviewed have no option and have to learn isiZulu. Unfortunately,

reading and writing in African languages is very difficult for foreign migrant workers who are not catered for in terms of communication skills training.

Foreign migrant workers in the unskilled category cannot read and write in English and Afrikaans. A few Zimbabweans interviewed cannot read and write in English. Hence, instructions in these languages are a challenge to foreign migrant workers. For brick layers, the major challenge lies in the interpretation of building plans and other instructions with technical language especially building specifications and measurements. For example, ratios of cement, type of vibrator to use and the gravel required to make the mixtures that yield the proper product are some of the mathematical and linguistic challenges faced by migrant workers.

Most companies find it very difficult to establish specific company language policy. They argue that the major challenge is the multiplicity of languages. For this reason, companies struggle to recommend a specific language that suits all workers and will be efficient for the operations. At Power Construction Company, the trend is the same as at Budget projects. General workers cannot communicate effectively in English. General workers can only exchange greetings and a few statements hardly regarded as speaking English. Mozambican respondents at Power Construction speak Portuguese and a bit of Afrikaans. Some Mozambicans in Gauteng province struggle to read and write in African languages though the languages are not frequently used for business. Foreign migrant workers confirm that Afrikaans is a big challenge. The reason given is that they do not have speaking exposure to Afrikaans in their home countries. Job instructions

given in Afrikaans are difficult to comprehend. This consequently has substantial impact on accomplishing the task.

Another factor that impacts on communication at companies is the language through which managers were educated and inducted into the world. The site manager of Budget Projects received education and training through Afrikaans. Hence, he cannot read and write competently in English. This poses extensive problems when he communicates with migrants from Zimbabwe who could have comprehended his instructions had he been proficient in English. All Zimbabwean migrants at Budget Projects regard such managers as an impediment to progress or success of the company. At Budget Projects, brick layers from Mozambique face similar challenges of interpreting building plans and other instructions that require the use of technical language and specifications.

At Venter Construction company respondents from Zimbabwe point out that Afrikaans interference in terms of accent and pronunciation makes it difficult to comprehend instructions from supervisors. Zimbabwean and Malawian migrant workers are confused when the supervisor calls 'Walter'. The phonetic production is very similar to the pronunciation of the word 'water' in Afrikaans. 'W' is pronounced as 'V' in Afrikaans. It is difficult to conclusively prescribe the language of wider communication and to what extent the language policy covers the indigenous African languages. Employers are attracted to employ immigrants for different kinds of reasons but they do not help them solve their language problems. On the other hand, employers confirm that they are also stuck with the language policy in South Africa.

At Ubuntu Pavers respondents from Mozambique indicate that they use gestures when they want to show an object or tool. The challenge with gestures is that they are not universal. Some of the gestures are insulting in other cultures. Companies have not committed themselves to language training and language policy development for migrant workers. This has allowed English to dominate communication by management to their workers. This has also been necessitated by the hegemony of English for even black African languages speaking managers who have deliberately chosen to use English at the expense of the mother tongue. This clearly reveals that language practitioners in South Africa are not including the business sector in the provision of their services. Responses from question 7 on questionnaire A, show that companies find it difficult to operate with language specific policy in these situations.

4.2.1.3 Role of IsiZulu language in the construction industry

IsiZulu has taken an aggressive approach and is overtaking other African languages in Gauteng province. The native speakers of isiZulu confirm that their language is the people's language for Gauteng despite the idea that there is no documented policy stipulating its specific use in Gauteng. Most people communicating especially on black to black business transactions have a working knowledge of isiZulu. IsiZulu is widely used in public places and private discussions such as family matters or when lovers express their feelings as well as ritual discussions by the Zulu natives.

Although isiZulu dominates, communication between managers and workers is restricted owing to the fact that the owners of business do not speak isiZulu. Another problem is that isiZulu

speaking supervisors are also uncompromising because they often issue their instructions in isiZulu and assume that every worker understands their native language. All respondents advance the point that it is essential to learn isiZulu in order to survive in Gauteng province. One interviewee had this to say:

Ndinofanira kutodzidza chiZulu kana ndichida zvokuramba ndichishanda muno kuitira kuti ndikwanise kubatsira mhuri yangu. Hapana anozvipira kubatsira dambudziko remitauro muno nokuti vanoti kana usinagzvikwanisi regera tinondotora vamwe paCentral Methodist Church. Zvino hazvizogoni kusiya basa nokuti kurarama kunozoita dambudziko kana basa pasina. Saka kutoshingirira kudzidza chiZulu chacho ndiko kuti zvifambe.

(I have to learn isiZulu if I have to continue working here to support my family. There is no one committed to our language problems. They say that if we cannot manage its better you leave. They say that they can hire Zimbabweans who are looking for jobs and lying at the Central Methodist church in Johannesburg. I have to learn isiZulu so that I can go on with life here.)

Foreign migrant workers interviewed hold the view that lowly educated South African born citizens get agitated if fellow blacks communicate in English. Those who communicate in English are assumed prone to apartheid and the English language. English is viewed as the language of the oppressor. The use of English tends to promote hostility in situations where speaking competence is limited. It is a challenge to formulate a language policy that will rescue such work related conflicts.

Foreign migrant waiters working in restaurants face the use of Afrikaans as a huge challenge. They cannot read and write in Afrikaans. Hence, it is difficult for them to execute their duties such as taking orders from Afrikaans speaking customers. It is equally difficult for restaurant operators to enforce a specific language because of the nature of the business which caters for a variety of language speakers. Lack of common language for communication limits foreign

migrant restaurant waiters to chat to their customers at length. Chatting and provision of services in a common language provides a good platform for good restaurant business. Unfortunately, foreign migrant waiters have limitations in the use of indigenous African languages for business purposes.

Black South African citizens make their orders in African languages. Most of them use isiZulu, Sesotho, Setswana and isiXhosa. Both men and women use African languages and code switch especially if they are in the youth category. The challenge is on how to get the preparatory instructions in African languages. However, borrowing and coinage is taking place to the benefit of African languages. The youth often code switch to two, three or four languages. Code-switching is very common in restaurants owing to multilingual environment, need for prestige and perceived deficiency in African languages.

In conclusion, workers describe the language policy of South Africa as a challenge for business operations. It does not practically promote African languages because previously advantaged languages retain their supremacy. The use of African languages is also not a very good option because of the limitations that the languages have. Their experience and exposure to business operations cannot match that of international languages such as English. Afrikaans is an official language and used for business purposes but its challenge lies in its association with the apartheid history. The state needs to develop policies that will help industries to operate in specific languages for business that accommodate general workers. This can only take place if the resources for those languages are also made available to support the use of the languages.

4.3 Theme 2: Linguistic challenges as a barrier to communication

Language planning being a government authored function is designed to make business operations efficient. This is done through policy formulation, development and provision (Mutasa 2004). The planning process should include corpus planning that will make operations easy. The issue of lack of terminology is a common aspect across focus groups and the different categories of the respondents. Question 8 and 9 on questionnaire B require respondents to provide challenges regarding multilingualism at work. Coulmas and Bamgbose (1985) define multilingualism as having several languages in a country or society while monolingualism refers to a condition of having only one language in a state or community. Most African states are multilingual and the myth of linguistic divisiveness is often associated with African languages.

Respondents indicate challenges and problems pertaining to terminology in the use of African languages. Most of the African languages rely on borrowing and speakers often code switch. Problems are related to reading, writing and pronunciation of words. Afrikaans pronunciations are not related to Bantu languages. Some of the terms do not have substitutes in African languages. Foreign migrant workers do not blame anybody for their linguistic circumstances but just a consequence of migration. On the other hand, speaking English effectively to perform duties is equally challenging for immigrants.

Lack of terminology in languages that immigrant workers are proficient limits their competence at work and reduces work rate as well as efficiency. Worker to worker relations are usually challenged due to lack of common language for communication. The inability by Afrikaners,

Chinese and Indian races to speak African languages compounded with low levels of speaking competence of English and Afrikaans is a source of emotion and hostility. Zimbabweans who were research subjects are disliked by black uneducated co-workers for a better standard of spoken English that provides a good vehicle for communication between them and citizens. This has become a source of suspicion because the citizens perceive preferential treatment from the employer for the immigrant workers.

4.3.1 Linguistic challenges

Foreign migrant workers at Power Construction Company confirm that they cannot join labour unions because languages used to address such meetings are usually indigenous African languages which they are not competent to speak or understand. This problem is over and above complications pertaining to legal documentation. For example, a foreign migrant worker from Malawi confirms that he cannot complain using Afrikaans as indicated by the supervisor. Supervisors require complains in written form, written in English or Afrikaans for the employer to be able to read. Workers resolved not to pass on the written grievances because they cannot write in any of the languages effectively. In the labour union meetings held at the company, minutes and records are written in isiZulu, Setswana and Sesotho. Some of the foreign migrant workers indicate that isiXhosa was also used to write the minutes but they could not give evidence because none of them can locate the differences without the assistance of the native speakers. During the meetings, the languages often used are isiZulu, isiXhosa, Sesotho and rarely Venda to address their grievances. English is also used but the problem of grammar, spellings and sentence construction often distort the intended meaning. An analysis of the minute

document shows that the minutes of 13 February 2009 and 22 April 2009 were written in isiZulu. Some sentences were written in English but there was a mix up with the tenses. The minutes had evidence of direct translation. There is no record of the foreign migrant worker's contributions in the meeting and none of their languages was used.

Employers do not bother to solve problems associated with union matters and staff associations because they state that unions disrupt work progress. Reports of sophisticated salary and wage structure are evident and foreign migrant workers are disgruntled but do not have a voice because of linguistic limitation in reading and writing in company official languages. An employer in the category of small to medium enterprise gave his employees a form to complete and the form is written in Afrikaans and workers could not read because of the language barrier. The form was designed to address the welfare of workers. No assistance is offered when completing the forms and the misunderstandings are left unaddressed.

4.3.2 Reading and writing challenges

Registration forms from South Africa Revenue Authority (SARS) are commonly in English and Afrikaans and immigrant workers who cannot effectively use these languages of business face a big challenge when they have to register with SARS. Information regarding tax exemptions, submissions and the requirements may not be given accurately by workers because of poor understanding of the languages used when responding to the forms. While SARS provides online services and personal assistance to illiterate workers and tax payers, the problem is that some of the migrant workers cannot speak the African languages which could be used as alternatives.

Foreign migrant workers also have problems pertaining to languages used at work. Reading and writing are important skills for any worker to perform their duties. At Budget projects, foreign migrant workers and their supervisors indicate that the insurance company which covers workers and part of a pension plan came and addressed them in English and the legal language was sophisticated for them to understand exactly what they have to do regarding insurance cover. They also did not understand the benefits of the scheme. At the time the researcher had the interview, some of the employees were still holding on to insurance forms without an idea as to what they should do with them. The supervisors tried to explain but they ended up in conflict with workers who did not have identity documents and those with fraudulent documents. The problem surfaced when terms and conditions of the insurance could not be properly understood especially sections focusing on a claim after an injury or death. It is also unclear what categories of workers are covered because workers did not understand the clauses on the documents. These circumstances suggest very serious emotional challenges that workers experience besides the call of duty and commitments.

4.3.3 Communication challenges and work related accidents

Observations made during working time and analysis of records of companies also confirm that most accidents have a component of communication and largely influenced by language, culture and attitude in addition to technical faults. Examples of such accidents are taking place on farms where notices are written in Afrikaans and most workers cannot read Afrikaans. As a result, people do their work without considering the risks involved as well as communication challenges

involved. At Mokopong Farm in Springs near Delmas, workers ate Vegetables sprayed with dangerous chemicals before expiry date of the chemicals. They were not aware that the Vegetables were sprayed because the notice was written in Afrikaans. Workers suggest that they could have seen the danger if the notices were also written in African languages.

Lunch time for Soltex Electrical supplies and plumbing is enjoyed at different sites because workers speak different languages. Lunch time chatting is organised according to languages and ethnicity. Some farmers organise or pair their workers according to the different languages they speak to avoid communication during working hours. The reason given is that they want them to concentrate on their work or task. Workers sometimes take time trying to find out how they can communicate in response to a manager or supervisor simply because they are not proficient in some of the languages used for communication during business hours. Workers have to rehearse their statements before making utterances or responding to the manager's requests.

4.3.4 Terminology restrictions

Foreign migrant workers confirm that Afrikaans is difficult to read and write. A migrant worker from Mozambique confirms that lack of terminology limits communication at work place. Some workers cannot work in certain areas because their competence in languages of business is restricted. Workers who are not proficient in languages of business such as English and Afrikaans cannot work in the storerooms, planning department and clerical work section. Communication becomes an impediment to work appointments and assignments. Lack of linguistic proficiency limits competence at work because when they want to show that they are

good at something, they may have to support their explanations in broken language and gestures. Complicated industrial processes need terminology to express it. Sometimes tensions come as a result of failing to understand what the supervisors say or lack of coordination with fellow workers.

The word *khathala* (tired), for example, which means tired in isiZulu, is often misunderstood by foreign migrant workers to mean cut. Hence, when a colleague uttered, *ngikhathele* (I am tired) the assumption was that he was injured for he stopped working. The supervisor would come to workers and demand an explanation as why they did not finish the task. Foreign migrant workers could not explain in African languages or even Afrikaans and English because of language limitations. Workers would remain quiet without answering. Some workers would get away with truancy and laziness.

Foreign migrant workers face a challenge when responding to criminal investigations. For example, at Vervoer farm east of Pretoria, they had a burglary on the farm's storeroom. Tools and chemicals were stolen. The police attending the case asked all workers on duty on the day to write a report of what happened. Foreign migrant workers had no choice of a language to use for writing the report. Most of them could not write in isiZulu, Afrikaans or English. Only one person from Zimbabwe wrote in English but there were a lot of mistakes in the report. In some instances of the report, the writer could mean the opposite of their intention. One of the statements read, "I do steel not *mulungu siki* home." (I was sick boss-Whiteman?) The spelling of, 'sick' was spelt in Shona. There is no punctuation of the statement. The statement is also

meaningless. Mozambicans wrote their reports in Portuguese. As a consequence of police failure to read and understand the suspects' report, foreign migrant workers were beaten and detained without charges. Explanations could not help them because of a language barrier.

Two foreign migrant workers from Malawi wrote their reports in Chewa. No one could read their reports except themselves. The researcher also struggled to read the reports. The police judgements in such circumstances are likely to be wrong and biased. Police sometimes use brutal force instead of subtle persuasion for them to get information from suspects. With reference to the Vervoer farm case, one of the workers wrote his report in IsiZulu and was spared from conviction. A Zimbabwean who was assaulted cried in Shona. He said, *handina chandinoziva* (I know nothing.) The police continued with the assault and were laughing because they could not understand what he was saying in Shona. Workers were very emotional during interviews and some of them made reference to apartheid in this new political dispensation of freedom and democracy.

Records examined at the farm show that there is no language policy for workers and management. The farm owner did not show an interest in helping foreign migrant workers regarding language based challenges. Immigrant workers communicate in a number of languages depending on whom they are speaking to or whether they can speak that language. IsiZulu has more speakers among the indigenous African languages than all the other African languages.

Construction workers at Budget projects often experience fights and conflicts due to misunderstandings caused by different linguistic identities and differences. Foreign migrant

workers from Mozambique had a confrontation with an isiXhosa speaking co-worker from Eastern Cape over paint *tintas* (Paint colourants). The argument was ignited by an attempt to describe the different colours in African languages. They could not agree on the colours and the required mixtures that they were supposed to prepare. These misunderstandings occur in situations where languages are closely related.

Foreign migrant workers often keep quiet when in public places and even at work place because speaking exposes their identity through language and accent. This agrees with Fishman (1964) who states that in immigrant situations, the language loyalties of host community meet producing expectations on both sides. Immigrants experience a culture shock in destination communities. Reports of foreign migrant workers and informal traders thrown out of moving trains is not new to South African but that it has been taking place since 1985. Their native languages have been used as instruments to identify them. That is why most of them do not respond to their phone calls when travelling on public transport such as trains and taxis.

Lack of terminology has influenced foreign migrant workers to generate derived terms for their tools at work. For example, at Tri-Star construction company site in Kempton Park, they use the following terms for the tools:

Table 4.3 English terms and African languages derivatives

Tool (English)	Derived term (African language)
Drill machine	Vhoro
Jack Hummer	Madhumelani
Vibrator	Vavarata/ vhavhareta
Wheelbarrow	Ingolovhani
Hummer	Hamula

The researcher probed if a new language was coming up or possibility of a pidgin in the process. The respondents and their documents do not give possible development of a pidgin or creole at this moment. A manager for a construction site suggested the development of *fanakalo* but quickly ruled out the possibility because the construction sites are not in isolated geographical locations like the mines. *Fanakalo* is a language that developed among foreign migrant workers in around 1960s and 1970s, (Mutsila 2003). The language was formed from African languages that were home languages for the workers and languages of their destination communities. The rate at which IsiZulu is becoming a target language for foreign migrant workers further distances the possibility of *fanakalo* away.

Foreign migrant workers have no choice besides having to learn one of the indigenous African languages. In situations where their home languages fail to provide terminology, they have to borrow from other languages. Hudson (1980) says if a language lacks terminology, it can borrow from other languages or use coinage to make new terms. This is called language development. In support of the same view, Maartens et al (1998) say that new collocations used in the contact

language and then called ‘loan translations’, new ways of pronunciation and certain syntactic structures attract the attention of native speakers as the differences make the language of destination communities strange.

4.3.5 Informal traders and language challenges

Foreign migrant informal traders indicate that doing business in South Africa is a challenge considering the linguistic scenario for immigrants. It is challenging to make a breakthrough because the people are frustrated by Municipal officials and in some cases are not willing to respond to researcher’s questions. Communication with informal migrant traders is challenging because they are not proficient in languages of business.

Most women who sell household handcrafts, domestic ware and other artefacts face the challenge of telling their white customers what goods they are selling in good English or Afrikaans. It is a common belief and a fact among the business operators that those who sell household decorators in English have a good market share in affluent suburbs. Respondents who are informal traders confirm that terms to name products for sale often present a challenge to Afrikaans speaking customers. It is difficult to sell their goods on farms such as Mokopong farm where some of customers cannot speak unfamiliar African languages except their mother tongue. Hence, trading is very difficult due to communication barriers. Bargaining power is lost through lack of speaking competence of common languages as will be seen in the following subsections of this Chapter.

Immigrant informal traders do not use substitute terms for apples, oranges, grapes, bananas and naartjies. They rely on borrowing the terms as they are. This is working very well for both informal traders and their customers. In this respect, African languages are developing by way of borrowing from other languages. Challenges in this area sometimes come in cases where people call money in their vernacular languages like *tjhelete* (Sesotho word meaning money). It is difficult the first days when new traders start business because the word is unfamiliar. Selling traditional foods like *morogo* (Sesotho name for vegetables) and traditional medicine/ herbs is more complicated because it involves explaining the diseases that the medicine treats and the symptoms of the infections. This brings language challenges because disease symptoms, causes and the cure require knowledge of the languages spoken by the customers. There is a restriction for foreign migrant informal traders to embark on this form of business.

4.3.6 Languages and bargaining power

Informal trading is characterised by negotiated prices and bargaining. This is restricted because of linguistic limitation. When observed selling, traders are often seen restricting communication to figures as values of commodities on sale. Complications often emerge when the customer demands an explanation on the uses of certain commodities and handcrafts. It is difficult to explain in a language that they do not have command in speaking, reading or writing in. The use of the products and any other precautionary measures to be observed when using the products are difficult to explain in African languages because of lack of terminology. This explains why foreign migrant informal traders use boxes to write labels for prices of their commodities so that

their customers see the price and buy. This is a way of avoiding verbal or excessive written communication in the business transactions. It is also a form of advertising their products.

Informal traders in central Johannesburg relate a story of a white man who asked what he would do with a mat that the traders were selling. A woman from Zimbabwe said that the mat can be used for sleeping. It would substitute a bed. The mat is called *Rupasa* in Shona. The white man could not believe it because of cultural differences. He believed it is used to make a ceiling or some kind of carpet. Foreign migrant informal traders struggle to explain in English the functions of the mat to the satisfaction of the customer. On the other hand, indigenous black customers are equally challenging to serve at the market stall when they speak local African languages. Foreign migrant informal traders in Johannesburg confirm that their customers often communicate in isiZulu or isiXhosa when buying something at the city markets or street vendors. However, sometimes they use Sesotho or Setswana to communicate. For communication with foreigners they first try isiZulu before switching to English. IsiZulu speakers do not prefer using or learning other indigenous African languages other than their mother tongue. They often assume that every black person must be able to speak isiZulu in Gauteng province.

Informal traders from Mozambique are challenged by a common language to advertise and communicate with their customers. Their market share has been restricted to immigrant Mozambicans living in Gauteng province. Explaining the methods of preparation to the customers presents a challenge. Poor speaking competence in target languages such as IsiZulu

restricts informal traders from basic communication such as greetings and giving directions. In cases where languages fail totally, the informal traders resort to sign language or gestures.

4.3.7 Nationality and business opportunities

Foreign identity is a direct disadvantage in view of the informal migrant traders because selling in isiZulu dominated areas and market stalls faces direct ridicule each time words of their native language are improperly pronounced. In addition to the challenges is the idea that one has to trade what is different from their stock. Trading the same stock is a source of conflict because of competition and languages are mostly used to express the citizens' attitudes towards foreign migrant workers. Common stock for the indigenous informal traders includes commodities like cigarettes, sweets, oranges, potatoes and onions. Some of them trade in clothing such as soccer t-shirts and jeans. Most of these products are sold with their borrowed names of origin languages. Foreign migrant informal traders often sell clay pots, mats, crocheted linen, bed sheets, cooking sticks and brooms. Respondents in Johannesburg central business district show the prevalence of Shona, Chewa, Shangani and Tumbuka.

Languages from other parts of Africa such as Kiswahili, Hausa, Igbo and Fulani are also used. These are from African countries such as Cameroon, Democratic Republic of Congo. Foreign migrant informal traders from Mozambique and Zimbabwe have dominated the bus termini for buses going to their home countries. Vendors in Braamfontein bus terminus can communicate in Shona and isiNdebele freely. Some streets in Berea, Yeoville, and Malvern are very popular for

Shona, Chewa and Makhuwa. Shona speaking foreign migrant informal traders can also be easily heard speaking in Bloed Street, sections of Van Der Walt and Struben Street in central Pretoria.

Foreign migrant languages are also often spoken in places like Marabastad refugee reception centre. One common feature for the foreign migrant workers and informal traders is a fear and sense of security usually displayed by low volume and continuous checking for any potential threats around their groupings. Respondents confirm that they whisper when communicating in uncertain environments. Respondents also say that South African informal traders are intolerant of speakers of other languages from other parts of Africa especially where it involves business competition. Fluency in languages such as English is viewed as threat against job and business opportunities.

Officers from department of home affairs usually address foreign migrant informal traders seeking documentation in Sesotho, isiZulu, isiXhosa or Setswana. Discussions with foreigners often involve high levels of code switching from as many languages as three, four or even six languages. This complicates the process of addressing grievances of marginalised groups as well as creating injustice in the delivery of services. The United Nations Development Programme report (2004:60) supports the view by saying that restrictive choices of language where code-switching is used, foreign migrants have a consequence of being excluded from society and meaningful development. In this case code-switching refers to sudden change of one language to another, consciously or unconsciously in the process of verbal communication, (Coulmas 2005).

It is a controllable strategy differing from both ordinary borrowing of individual lexical items and unavoidable interferences.

The above challenge often presented to foreign migrant informal traders and workers causes emotional tension and stress as communication becomes more complicated when they want their documents processed. IsiZulu often dominates other indigenous African languages. South African citizens confirm that foreign migrant informal traders use strange languages when advertising their products. For example, foreign migrant vendors in Braamfontein shout to advertise their stock. This causes noise pollution and is in contravention of the Municipality's by-laws regarding business on streets and pavements. Most of their advertisements are not understood by majority of their target customers because of the unfamiliar languages used to advertise. These informal traders use their mother tongue to advertise their commodities. This consequently hinders business volume for the foreign migrant informal traders.

The foreign migrant informal traders indicate that discrimination on the basis of language is not peculiar to Gauteng province. Respondents state that there are some foreigners who also discriminate on the basis of language. Immigrants interviews confirm that doing business in Alexander Park and Diepslot should only be done if one can speak isiZulu competently enough to avoid confrontation with anti-foreigner residents.

One risk area for foreign migrant informal traders is the informal settlements. Selling in the informal settlements requires proficiency in African languages used in those places. Informal settlements such as Madikizela Mandela and Diepsloot have a high risk of linguistic discrimination. From the context of diaglossic environments such as informal settlements, Ferguson (1959) says immigrants require integrating themselves with the higher variety for them to be able to do business. Diaglossia refers to a situation where the high varieties of the same language in the same community are used.

The establishment of an informal settlement east of Pretoria called Plastic View is a result of their unacceptability in the African townships and failure to afford affluent suburbs. Respondents from the informal settlement confirm that they are not accepted. The languages they speak will make them easily identifiable subsequently becoming vulnerable to xenophobic attacks and discrimination on the basis of language. The settlements in Plastic View are partitioned according to countries of origin. There are residents from Mozambique, Zimbabwe, Lesotho, Malawi and Swaziland. Most of the foreign migrants seek employment by the roadside while the others are doing informal business such as selling cigarettes, sweets and fruits. The researcher asked them what languages they use to look for the prospected jobs. Respondents from this section of Gauteng use English but they confirm that their speaking competence is very low resulting in them failing to get permanent or meaningful employment. The prospective employers are motorists who pass by on their way to Mooikloof, Bashewa or Garsfontein road. Immigrants from this informal settlement find it very challenging to communicate in English and Afrikaans. This reduces their chances of employability. This agrees with Djite (2008) who states

that failure to speak languages of business reduces job opportunities and subsequent net earnings. It clearly shows that language is a resource for survival, (Mutasa 2004).

Municipal officials are usually enforcing regulations and Municipal by-laws as they look out for unlicensed vendors and improper business conduct. Respondents say that Municipal language policies are very reluctant thereby leaving officials to abuse the situation to their benefit. Officials use language to identify immigrants and then demand documents from suspected immigrants. Immigrants' languages and accent in African languages makes it easily identifiable. Foreign migrant informal traders survive on corrupt Municipal officials. Foreigners explain that different languages perform different roles. IsiZulu is used for connecting the market and communicating in vulnerable situations. English helps for communication with non-speakers of African languages and the White people who are potential employers. Cross-border women organisation says novices often start their business in Gauteng province until they are familiar to language situations then they can start to explore other areas such as Durban, Cape Town and East London. Respondents say that xenophobia is a manifestation of a negative feeling inherent in the citizens that cannot be easily suppressed. Immigrants confirm that citizens use language as an instrument to express feelings of hate, discrimination and divisions. On the other hand, a language is also used to express feelings of appreciation, love and care by some citizens.

4.3.8 Challenges pertaining to financial handling and banking

Research respondents confirm that banking is one of the most difficult services to access in Gauteng province for non-competent speakers of English and Afrikaans. The legal clauses on the

terms and conditions of service provision of the banks are written in English and Afrikaans. Banks use English and Afrikaans and some foreigners cannot speak, read or write in these languages of business. Banking documents such as deposit slips, withdrawal slips, interest rates, terms of banking, investment portfolios and insurance covers are all written in English and this is a major disadvantage to both informal traders and migrant workers who have very low literacy levels in languages of business. As a result foreign migrant informal traders and workers cannot access banking services effectively because of linguistic barriers. Banks do not have interpreters for foreign migrant workers and informal traders.

4.3.9 Municipal role in informal business operations

The battle with municipal officials and the metro police is one of the challenges that foreign migrant informal traders have to face every day. The local citizens often report that criminal cases are being caused by immigrants and when the officials address immigrants in isiZulu, isiXhosa or Sesotho and some of the immigrants do not understand the languages. Foreign migrant informal traders say that police officers address foreign migrants in isiZulu and some of them (police) cannot speak in English effectively. Informal traders indicate that if they try to answer in isiZulu, the officials switch to Sesotho or SiPedi or isiXhosa. One of the officers said, '*usile* (you are silly)' and foreigners do not understand what that means. In some cases immigrants can see that police are using abusive language but they do not understand it.

It is very difficult for police on the other hand to make investigations of criminal cases which involve people with a language barrier. Foreign migrants are keen to assist with the

investigations if they can explain in a language they can speak competently. For example foreigners at the Central Methodist church in Johannesburg are stressed up as they always try to explain their circumstances but are not clearly understood due to a language barrier.

4.3.10 Legalising informal business operations in Gauteng province as a solution

Migrant Informal traders confirm that department of home affairs is the most difficult office and corrupt department. The asylum application form must be filled in English and some of the asylum seekers cannot read and write in English. Section B of the form requires them to fill in the reasons for leaving their country and methods used to enter the Republic of South Africa. The most difficult part requires giving the reasons for seeking asylum and most people do not understand the 'clauses' given which spell out the conditions under which asylum permit can be issued. Writing the paragraphs in understandable English that will meet home affairs requirements is a great challenge because some of them can speak English but cannot read or write in English. When the officials from home affairs decide to explain, they do it so fast and they can only do it in English. Migrants from Mozambique who speak Portuguese do not understand anything in those explanations. Migrants from Mozambique say that they have to pay R50.00 for someone to fill in the form for them and the translated information usually has reduced impact and usually has so many mistakes and distortions.

There are abbreviations like UNHCR (United Nations High Commissioner on Refugees) which are not simplified and foreigners are expected to respond to the questions. Most people who are seeking asylum do not understand what it means to be under UNHCR'S establishment. It is not

clear to applicants as to how they could qualify for asylum status. Immigrants also need to know the conditions of the asylum status. Women and men have fallen victim as they have to part with an amount of money in order for them to have forms accepted. Respondents at Marabastad Refugee reception centre are able to fill forms up to their gender level and they spend days trying to complete the rest of the form. Basing on assessment of the requirements of asylum status, some applications are rejected and the researcher witnessed 20 rejected forms out of the 250 taken per day.

Rejected applicants are asked to appeal and most of them do not understand how to register an appeal. 125 of the forms read by the researcher show that what is written by the asylum seekers is not understandable and making sense from the form is difficult. The end result is that the asylum status is sometimes given to undeserving immigrants while genuine cases are disadvantaged by linguistic limitations.

4.3.11 Lack of resources to support indigenous African languages

Responses of foreign migrant workers and informal traders in both Pretoria and Johannesburg confirm that there is lack of resource material to help the learning of African languages at work places. Respondents indicate that learning and using isiZulu, Sesotho, Setswana and isiXhosa at the work place is not possible because there is no language learning resources. It is very rare to see a newspaper written in African languages. In cases where the paper is published, major stories do not have business focus but reporting on denigrating stories such as persecution of

foreigners, rape cases in townships and *toyi- toyi* (street demonstration showing protest) in the informal settlements. So the use of African languages is a major concern.

Workers at Mafika and Zenzele construction companies, use isiZulu, Sesotho, isiXhosa and Setswana when communicating with fellow Black people at general workers level than with White people. When speaking to white people they prefer to use English than Afrikaans. There are no dictionaries to use for translations, meanings and names of tools at work places for people to make references. These references are important for use of languages and promote development of languages. Work places only have English dictionaries. This pattern emerged during the research and this is a disadvantage to African languages. Operation manuals are written in English and Afrikaans for industrial machines like grinders, drill machines and trowels. Some of the tools are imported from Europe and Asia. Manufacturers of these tools make sure the products are in their languages and English or Afrikaans.

In conclusion, it is evident from the respondents that African languages have a long way to go if they have to participate meaningfully in their economies significantly. The major challenge lies in their ability to provide appropriate terminology, vocabulary and exposure to business transactions. There is need to provide material resources of African languages to support the national language policy of South Africa. There is need for a paradigm shift on the workers' attitudes towards their own languages as vehicles in the development of the economy. While foreign migrants have an obligation to learn African languages for purposes of surviving, it is

also mandatory for natives of African languages to promote their languages for business transactions.

4.4 Theme 3: Communication strategies used by foreign migrant workers and informal traders

4.4.1 Alternative linguistic strategies used by immigrants

Foreign migrant workers and informal traders use quite a number of survival strategies in doing business in Gauteng province. This theme is supported by responses from question 8,9,10 and 11 on the questionnaire for the organisations and companies and question 5, 6, 7 and 8 on the workers questionnaire while question 6 and 7 on the informal traders' responses are on the strategies used by foreign migrant workers and informal traders. Responses from Municipal workers and officers also give insights into the strategies used by immigrants to survive in Gauteng province in terms of language problems.

4.4.2 Generating derived terms

Migrant workers confirm that they use translators who usually are foremen or supervisors at the work place to enhance communication for business purposes. At Tri-Star Construction Company, supervisors speak an average of six South African languages inclusive of the leading languages in the business. The only problem highlighted by the workers is reduction of impact during translation when their statements are edited and diluted and does not carry the same context the worker would have wanted. Migrant workers from Zimbabwe and Mozambique said

it is difficult to disclose matters dealing with their status and identity to ordinary South African citizens for fear of victimisation. It is difficult to negotiate salaries using translations because the bargaining power is eroded by lack of speaking competence of the languages of business or any one of the indigenous African languages.

Strategies used by foreign migrant workers include generating their own terms that help them to function at the work place. At Soltex Electrical Company workers confirm that terms like *isilumo* (vice grip), *matope* (concrete mixture) are used. These terms are derived from African languages but the problem with these terms is that they may not be accurate. Workers confirm that these terms work for them but some are not universal and the shift of construction workers from one site to another results in new workers confusing the use of such terms. It is premature for the researcher to conclude that pidginisation is taking place. One officer at a site in Benoni in East Rand says that there is a possibility of *fanakalo* developing in the construction industry. Pidginisation in this case refers to evolving of a language in circumstances where there are limited relations between speakers of different languages such as market or where there are special situations of power relations, (Spolsky 1998). Examples of pidgins include Nigerian pidgin English, Vietnamese Pidgin French and *Fanakalo*, a pidgin based on isiZulu in South Africa.

Five migrant workers from Mozambique confirm that they are illiterate but are able to study a building plan and then put on pegs. Mozambican builders and brick layers interpret the plan of the building but cannot read or write. When they face challenges they request translations or

interpretations into African languages because they cannot understand and speak Afrikaans. They cannot write in Afrikaans. Reading Afrikaans for the brick layers is a challenge. Workers also use gestures when communicating with fellow workers. There is a problem at Tri-Star Company whose language policy supports the use of English as medium of communication. Accidents have occurred because some workers could not read signs on excavations. Power Construction Company whose function of the language policy is not systematically functioning recorded accidents when workers could not read inscriptions and insignia written in Afrikaans. In an effort to solve the problem, the company had to put some warning taps to alert workers of the dangers in the working area. When blasting takes place, they blow a whistle to alert all the workers and this serves as a safety measure. These are some of the alternative communication measures where languages fail to be effective.

Managers who responded confirm that foreign migrant workers have to learn IsiZulu if they have to function in Gauteng province. Needless to say, foreign migrant workers are trying to learn isiZulu. Sometimes isiZulu and isiXhosa confuse especially when speakers code-switch from isiZulu to isiXhosa and mix up with Afrikaans. Zimbabweans from Matebeleland have an advantage because isiZulu and isiNdebele in Zimbabwe have a closer correlation but one cannot stand for the other because these have different accents and vocabulary. Generalising the Shona in Mozambique to be the same as the one in Zimbabwe is a misnomer. The Mozambican Shona is a Ndau dialect from Chipinge and has also changed due to contact with other Mozambican languages. This is called language development through borrowing. Respondents have restricted discussions because of linguistic limitations. Training is not easy for sub-contracted workers who

only are hired for a week or even few days. It is not economically viable to train people who will only work for a day or one week.

A strategy for survival used by the foreign migrant informal traders is to open new markets for their products in affluent suburbs or selling by moving from door to door. However, they are always on the watch for Municipality officials because they will be violating the council by-laws for informal business traders. The language barrier continues to haunt them because of multiplicity of languages in South Africa. Zimbabweans who use English do not have challenges when selling in middle class and affluent residential areas such as Sandton, Centurion, Glen Village and Lynnwood. The reason is that residents of these places have a good speaking competence of English and other languages of business.

A foreign migrant informal trader from Mozambique cannot speak African languages used in Gauteng province and they are too many for him. His business involves repairing shoes for people. The only option has been to learn the languages and at the time of the interview he could communicate in isiZulu and a little bit of basic Sesotho. When observed on his shade, an informal trader could speak isiZulu as an alternative and can manage a few sentences pertaining to his business. His challenge regards writing names of the customers in cases where a receipt has to be issued and for customers who leave items behind. Customers who send some written messages for their service also give the trader a challenge because of limited reading and writing skills.

4.4.3 Immigrants' status as mitigation to linguistic rights

Based on responses from question 7 of questionnaire D, foreign migrant workers need to be legalised by way of registering them with internal affairs department. This can be done by issuing temporary permits or some official documents that identifies them. It is important to acknowledge government's effort to document and regularise Zimbabweans' stay in South Africa. However, other countries such as Malawi and Mozambique also need to be documented. Foreign migrant informal traders in Johannesburg, Pretoria, Kempton Park, Benoni, and Germiston confirm that they cannot stand for their linguistic rights if they are not documented. Matters dealing with their welfare such as language use need proper permits. Documentation helps the foreigners to report any criminal activity linked to their conduct of business and even to open personal bank accounts to avoid keeping too much cash on them. Making applications for market stalls for informal traders becomes easy if they are documented. It is only if they are documented that they can stand for their linguistic rights.

4.4.4 Linguistic enclaves

Foreign migrants have established linguistic enclaves for safety in places such as Berea, Malvern, Hillbrow and Yeoville in Johannesburg. Foreigners communicate in their home languages when doing business in enclaves. In places such as Hillbrow, and some parts of Kempton Park immigrant associations discuss problems of xenophobia in Gauteng province and business opportunities. An association of Mozambicans in Germiston help develop solutions to the problem of xenophobia and survival strategies. Smaller groupings in Atteridgeville, Soweto, Mamelodi and Laudium bring foreigners together for burial societies and socialising in one

culture. These groupings advance the use of home languages and culture as well as solutions to challenges in Gauteng province. New arrivals receive induction through these associations though they have loose membership and no official registration. Ethnic differences still emerge in these associations. The associations also encourage the learning of local languages and in most cases it is isiZulu and Sesotho as target languages. Enclaves restrict and delays language learning process and socio-economic cooperation of citizens and migrants.

4.4.5 Learning South African languages as a solution to immigrants' language problems

Learning South African languages is one solution that immigrants use to solve their problems in Gauteng province. Migrants from Mozambique confirm that they have to embark on learning English by themselves in order for them to be able to get jobs. Most immigrants from Mozambique and Malawi say that they came to South Africa three years ago and have not been able to get a job because they cannot speak English, isiZulu, Sesotho or isiXhosa. Languages restricted them from effective communication with prospective employers. Immigrants say that those who provide job opportunities speak English and Afrikaans and as long as they cannot speak their languages, they will not be employed meaningfully. The major challenge is a lack of resource material and teachers for formal language lessons. This group of foreign migrant workers and informal traders use newspapers and magazines to teach themselves. Some foreigners can communicate in English but writing is still a big challenge for them. Zimbabwean Shona speaking migrants are also taking the challenge of having to learn isiZulu. Shona speaking Zimbabweans confirm that they are learning to speak isiZulu and the major challenge regards writing in the target language of isiZulu.

4.4.6 Solutions to reading and writing by foreign migrant workers and informal traders

Informal traders on the streets of Gauteng province in Johannesburg and Pretoria use writing for advertising. Products sold on the streets have labels to avoid communication complications and customers have to see for themselves and make their choices and pay for the product. This minimises discussions that lead to accents, tone and all other issues relating to identity and communication problems as well as languages issues.

The issue of writing is a problem that all countries in Southern Africa need to address through their curricula. A curriculum is a set of subjects/courses that a learner undergoes in a school environment in preparation for adult life (Gatawa 1983). The curriculum can also be defined as a set of the experiences that a learner undergoes while in school as a preparation of adult life. These are experiences that learning students will experience as a consequence of being in a school. A government document designed to direct schools and learning institutions on what students should learn and how they should learn it. The curriculum planners and implementers need to ensure that all the learners who exit the school are able to read and write in either the medium of instruction or their mother tongue. It is important to ensure that nations address problems of illiteracy because business operations are hindered by literacy levels of its people. Basing on United Nations, Kenya report by Mitullar (2001) supports the view that informal business enterprise caters for human welfare in African townships and informal settlements through use of African languages. It is important for government to plan their education in view of this type of business as well as the languages and life skills for informal traders. The education of third World countries targets to produce job seekers than entrepreneurs. People must be taught

to be business owners, create employment and manage their own institutions in their own languages. Lack of investment skills is a major concern in Africa because they receive their education in European languages and therefore not glued to their national economies. If all African people are empowered through their languages, then other people will envy to speak their languages.

Sectorial arrangements of settlements in Soweto and in other towns of Southern Africa are a result of the divisive elements by the colonial master. The divisions are based on languages spoken by the migrant workers and their ethnicity. Foreigners make a significant contribution to the economy of South Africa.

There is a possibility that migrant languages will be distorted and a new variety or dialect emerging. Respondents say that in one way or the other, their languages are not properly used and continued use of local indigenous languages disadvantage their home languages. It is challenging for migrant languages to survive when spoken in linguistic enclaves. It is extremely common in virtually all parts of the world for people to be deprived of linguistic human rights, (Skutnub-Kangas in Coupland and Jaworski 2009:179). Considering the fact that majority of the research respondents are in the age range of 18 to 45 years old, the change of the variety of the language is certain. This group of population has its majorities in the 28 to 35 years and are in the active population and probability of changing language is very high. The reasons for quick change for loss of mother tongue is that their readership is very high, level of interaction is also very high as they endeavour to make relations with people of the destination group. The

circumstances make immigrants fall in the category of minority languages and are always discriminated on the basis of language.

English is the preferred language for business in Gauteng province. Research respondents indicate that English is the language for business because it is effective. English is an international language and has a proven record of efficient use in current global economies. Its (English) use in potentially linguistic hostile environments and where xenophobia and threats of conflicts are prevalent has a proven record as a neutralising language. Considering that communication in Gauteng province is mainly English for business transactions and operations and therefore it is wise to make English a language of wider communication. English also makes an easy link with the global economy and international business operations and standards. Medium of instruction should be English as is in most schools in Gauteng province despite recognition of the African languages. My recommendation will be to make sure all the learners in the school system should receive their education in English and even use communicative language teaching approach to improve the English speaking competence in Africa.

English is the best language for business. Soltex Electrical Company managers confirm that they wish to have a policy that emphasises the use of English in business but the government policy is so broad such that they have to be careful when making a language policy to avoid confrontation with government policies and politicians. The other problem is the fact that some South Africans can hardly speak English competently and effectively such that pushing for English as an official language will put them away from participating in the national economy. Sometimes workers

think the management is advancing principles of apartheid if there is an increased enforcement in the use of English for business purposes. This scenario needs to be treated with caution. The advantage is that business operations often determine what language to use if the project has to be successful. One manager said that he cannot imagine internet banking and transactions involving other nations that automatically require the use of English getting the congestion of a multiplicity of duplicated African languages. However, what is puzzling is the idea that indigenous investors use English for business transactions and not African languages. There is need for further investigations. Why?

4.4.7 Conclusion

The general trend for companies and organisations is that they operate without language policies. For companies that have got policies, the problem is that the policies are not properly implemented. The implementation process tends to disadvantage African languages and minority languages. Foreign migrant workers and informal traders who want to use African languages at work place when doing their duties lack language resources to enhance their language learning process. As a result English and Afrikaans have dominated other languages for business purposes in Gauteng province. Immigrant native languages are not recognised by companies and the Municipalities. Literacy levels for workers in the construction industry, Agriculture farm workers and informal trade are shockingly very low consequently affecting their linguistic speaking competence in languages of business. Foreign migrant workers and informal traders often exude a melancholic appearance as symptomatic of excruciating experiences. This hinders

their promotion prospects and effective contribution to their organisations. However, English remains the most preferred language by immigrants in Gauteng province.

CHAPTER 5

5.0 DISCUSSION

5.1 Introduction

The chapter features a discussion on current trends and patterns with regard to language domains, linguistic challenges, global language trends, immigrant linguistic circumstances and possibilities as well as alternatives to the challenges in Gauteng province in South Africa.

5.2 Research issues addressed

The major issues discussed include the role of African languages in the economy, language as a barrier to immigrant economic prospects as well as the challenges faced by municipalities in administering the affairs of foreign migrant workers and informal traders. Discussion also focuses on the possible alternatives for African languages and their participation in the economy.

a) English dominates the speaking life of immigrants

At general level, English dominates the speaking life of immigrants. While English has global recognition and international exposure to business operations, it is an alternative for immigrants who do not have an immediate substitute upon arrival to their destination, (Rassool, 2008). Foreigners usually find it easier to communicate in their home languages. Zimbabweans use Shona, Kalanga, Ndaue, Shangwe, Tonga and isiNdebele as home languages and English as an official language. Mozambicans use Makhuwa, Shangani, Tsonga, Shona (Ndaue dialect) as home

languages and Portuguese as an official language. Malawians use Chewa, Nyanja and Tonga as home languages and English as an official language. African languages are used to express love, show anger during conflict and other social issues while business languages are English and Afrikaans when in Gauteng province. However, African language communities are characterized by an exaggerated high esteem of English and unwarrantedly low opinion of African languages, (Webb and Kembo-sure, 2000:12). The research showed that English is preferred because competent speakers of the language are accorded a high status compared to African languages.

Strong convictions and positive evaluation of English emanates from instrumental roles and economic gains associated with English. English remains a language of wider communication in Gauteng and specifically for business purposes. For foreign migrant workers and informal traders, the issue of linguistic human rights is a good wish that faces a challenge. There is a strong conviction from some of the research informants that some languages are better than others. Since language and communication are central to trade and business, negotiations at both macro and micro levels are commanded by language competence and, in this case, in a language of business. Some languages are imbued with more economic power than others on the global terrain.

b) Role of English in business

The research findings confirm that although South Africa attained independence in 1994, it still has a challenge in the area of implementation of language policy especially in the area of empowering African languages in the control of the economy to the benefit of the previously

disadvantaged groups. English is the language of business. The implication in view of Phillipson (1992:52), “is that one society or collective in more general terms can dominate another.” This manifests itself in many different ways economically, politically, culturally and socially. For Gautung in Phillipson (1992:52), contends that:

the world can be divided into two domains that is Center (powerful Western countries) and the periphery (developing countries). Language is the medium through which the elite of the centre regulate the periphery and plays a crucial function by providing the link between the dominant and the dominated groups and is representative of the basis upon which the notion of linguistic imperialism is built.

Central to this notion has been the devaluation of native languages through the colonial spread of English. Pennycook in Burns and Coffin (2001:78-87) states that:

...the extent to which English is involved in the political, educational, social and economic life of a country is clearly a result of both the historical legacy of colonialism and of the varying success of countries since independence in warding off the threats of neo-colonialism.

African languages need to be promoted for them to compete with international languages in the conduct of business operations. All business operations have an aspect of English usage and application. Foreigners from Malawi, Zimbabwe and other Anglophone countries received their education in English and their economies are driven by English. Harrison (2004:1039) contends that:

...in practice, markets are constituted in a complex set of social and power relations. Markets differ according to their contexts and the interests or needs that drive them.

In all cases, language plays a pivotal role and worker employability depends on the cultural assets and capabilities including the language skills, knowledge and languages that can be translated into purchasing power.

Zimbabweans and Malawians can easily fit into economies where English is used as a language of business though not all of their citizens can use English competently. Those who speak English can easily adapt to new situations and environments. Unfortunately Mozambicans who are Portuguese speaking face a challenge in Gauteng mainly because of the smaller number of employers who can speak Portuguese. Emphasis on English in South Africa as is the case now, means Zimbabweans, Malawians and Mozambicans who cannot communicate in English are disadvantaged.

c) Language as a barrier to immigrant prospects

Foreign-born workers are increasingly becoming a vital part of the community and local workforce. The influx of immigrants into the community and industrial sector has provided an opportunity for employers to fill positions, particularly in the construction, service and manufacturing industries. The challenge that most employers and employees are facing has been the language barrier as a consequence of migration. Failure to increase productivity, improve employers' ability to recruit, hire and retain workers as well as reduce costs on the job accidents should resultantly be the focus of employers in the current situation of increased transmigration in the region. Thiederman (1991) states that workers sometimes do not fully understand rules and safety precautions because of language barriers. The reality is that language and cultural barriers as well as misunderstandings can get in the way of effective communication and create complications in the workplace, including problems with safety and standard of work. Attitudinal barriers, biases and stereotyping by co-workers, supervisors and managers can hinder the ability of a business to recruit and successfully employ immigrant workers.

Language barriers often go hand in glove with cultural differences, posing additional problems and misunderstandings in the workplace. For example, when a person speaks English incompetently, the worker may be intimidated and frustrated trying to communicate with co-workers and supervisors. A good example cited by business journal in Charlotte-Mecklenburg's construction in America industry pointed that a number of Hispanic workers who struggle to speak English are at greater risk of accidents on the job because of not having a full grasp of safety standards, (Workforce Development Board 2002). For South Africa, this accounts for the foreign nationals from countries such as Zimbabwe, Mozambique, Malawi and other countries from the region who cannot be employed on the basis that their speaking competence in languages such as Afrikaans is very low.

Language and cultural barriers require specific occupational safety and health communication instructions and training approaches. During this research, interviews and observation analysis showed that migrant workers are among the workforce that is particularly subject to poor conditions and vulnerable to exploitation. Long working hours at restaurants, unpaid overtime and linguistic abuse during working hours are some of the common challenges faced by immigrants. The problem is further exacerbated by lack of a common language to register their complaints. Department of labour in Gauteng (2008) reports that there is quite a number of accidents taking place at work that are not reported because workers involved cannot read or write. Incidents do not have proper reports because workers struggle to speak languages of business competently and effectively. Foreigners are the most affected because they are not free to expose/divulge their identity due to clandestine migration patterns.

According to the International Labour Organization-Trade Union Congress (2007), millions of people across the world are on the move doing jobs ranging from menial labour such as harvesting on farms to baby sitting and house cleaning. The challenge for immigrant workers has been on language barriers as a risk factor at work places. Lack of common languages for communication as envisaged in the research has shown that accidents resulting from poor communication ability caused by languages are a major contributing fact. Occupational safety and health is an important issue for migrant workers for several reasons because migrant workers tend to be employed in high risk sectors such as Agriculture and Construction industry. Language and cultural barriers require specific occupational safety and health communication instructions and training approaches. Workers face the challenge of being able to read precautions and safety measures at work.

5.3 Language policy of South Africa and business

The language policy of South Africa is designed to preserve linguistic and cultural heritage but fails to provide linguistic infrastructure to full participation by both citizens and foreign migrant workers in the economy. While the idea of promoting multilingualism is hailed by the respondents in the research, the need for language to act as an emancipating medium in economic empowerment is still unfulfilled. Management's view is that African languages are marginalized from active participation in the economic mainstream. African languages are used in the domains related to ordinary conversation at home, lunch time chatting at work and labour union discussions. English and Afrikaans still feature prominently in business and remain languages of endeavor for most black Africans in the developing world.

An analysis of records at companies show that curriculum vitae, employment forms, conditions of service documents, invoice books, order forms, receipts and all the important documents are written in English. Job advertisements, interviews and induction courses tend to directly and indirectly support the use of English for business. In the view of managers, this support of English disadvantage foreign migrants on matters regarding their welfare. Minutes from meetings for promotion at work, change of conditions of service and misconduct meetings and reports are recorded in English. In some cases, the use of languages unfamiliar to migrants contravenes migrant workers and informal traders' linguistic rights especially on matters concerning their welfare in relation to language. Government needs to take advantage of black economic empowerment and affirmative action and promote African languages. One way of advancing this philosophy is to market the African products in African languages with English translations.

5.4 The role of African languages in business in Gauteng province

Interviews, observations and documents analysed show that isiZulu is a dominant language in Gauteng with more than 36% of the residents using isiZulu at different levels in business and social matters, (Broodryk 2007). In view of interviewed migrant workers, isiZulu is a good target language for both business and social requirements. isiZulu is a language of small business enterprise such as informal trading, seeking social services such as accommodation and hospitalization at health centres or consulting a *sangoma* (African term for witch doctor).

The major challenge of isiZulu is lack of terminology for industrial requirements and procedures. The language is not developed to meet business needs such as financial transactions, loan applications, investment portfolios and profit margin vocabulary. Manufacturing sector and infrastructure development still does not have reference terms in isiZulu for chemical reactions (Agriculture chemical sprays), morality and molar volume as well as concentrations in specified quantities. The managers of (Power Construction, Tri-Star and Royal Engineering and Serengeti Farm) confirm that the level of concentration of coal tar, gasoline fuel and size of quarry stone and cement concentrations do not have equivalents in isiZulu language. Chemical spray concentrations and crops to be sprayed are not explicitly in isiZulu language. This is a major stumbling block that researchers and linguists have to solve in order to promote African languages and their participation in the economic affairs of the state. A language can only be effectively used if it provides comprehensible input, (Krashen and Terrel, 1983).

Managers and supervisors of companies confirm that the attitude of speakers of African languages used, need to be changed. Most speakers of African languages look down upon themselves and see matters addressed in their languages as unimportant. This scenario can be backed by developing industrial manuals, dictionaries and worksheets in target languages. This provides an exposure of African languages to business environment and practice.

5.5 Literacy levels challenge other sectors of the economy in Gauteng and Africa

Private companies and organizations put literacy improvement for foreign migrant workers at the bottom of their priorities of the workers. No training focused on language learning for foreign

migrant workers irrespective of their contribution to the company's profit, growth and the national economy. Records analyzed and observations during this research showed that majority of employees in the construction industry are not educated. This category has challenges with regards to reading very important information at work such as duty instructions, contract forms, conditions of service and other matters pertaining to remuneration and safety at work. Workers also face the challenge of interpreting money deductions for Unemployment Insurance Fund (UIF) and other insurance deductions. Migrant workers do not understand how the fund will help them and how to make a claim because of linguistic limitation. Discussions requiring high levels of thinking pertaining to work standards exclude general workers because of linguistic limitations in the languages used. Workers struggle to establish how their pay as you earn is calculated and always suspect that the employer is cheating them. Taking measurements for the size of floors, pavements, doors and the frames in the construction industry give a great challenge to workers because of the vocabulary and language used.

Most accidents recorded at construction companies and sites have a strong component of linguistic challenges. If workers cannot communicate effectively because of language barriers, it means they are vulnerable to accidents. Communication with employees is also negatively affected. Destruction of property and injury to human beings is a direct consequence of the lack of effective communication due to linguistic limitations. According to informants who are managers, workers who are not competent speakers in English cannot read instructional manuals. Workers at Royal Engineering struggle to interpret the computer generated report of job related duties. This restricts workers' thinking level, creativity and initiative with regards to their jobs especially in the target language. This is supported by Bernstein's (1958) hypothesis which

distinguishes two speech patterns. The two patterns are the elaborated code and the restricted code which separates speakers into two divisions. Speakers in the elaborated code are usually in the category of employers and have an experience of using a language with explicit expressions of their intentions. Workers are in the category of restricted code and tend to use short and incomplete statements. In Bernstein's 1958 view, "workers are disadvantaged by lack of language speaking competence in languages of business."

5.6 Gauteng Province as a melting pot of languages

Indigenous African languages and immigrant languages are in contact as a result of this migration into Gauteng province. Contact of two or more languages often results in different forms of interference patterns in the target languages. Common linkages often come through register, code switching, style and general field in which the language is being used. Managers of companies and migrant workers confirm that levels of code switching during working hours are very high. Workers switch from isiZulu to isiXhosa, Sesotho to Setswana, isiZulu to Sesotho, English to Afrikaans, English to Shona, Portuguese to Makuwa or English to Chewa. This switch between languages enables workers in the same organization to understand each other. This continued and sudden switch promotes the learning of terminology from other languages. It is also common to find linguistic alternation occurring within one unit of speech directed to one listener when workers are doing work. Weinreich (1996) points out that such deviation from the norms of either language may be referred to as interference. The process of interference takes place at different levels and it causes confusion to speakers of the target languages.

Language learning is made easy when it is learnt in its pure form. If one speaker understands a particular language, switching to another language or code may complicate the learning process in terms of syntax for writing system and phonology. Stockwell (2002:48) contends that:

Language variation and code switching is mainly due to social situations, ethnic differences and language speaking competence.

Speakers often shift from an unfamiliar language to a familiar language that has a high status. This is backed by appropriateness of languages to different roles. Workers interviewed say that English is very appropriate when doing business transactions and explaining complicated scientific processes while African languages are the best for social issues such as discussions on family matters, rituals and traditional issues. Sometimes context determines the code and context in which communication takes place. English dominates the electronic media, print and internet making it convenient for business and formal organizational communication.

Conflicts and misunderstandings are rooted in individuals' attitude towards speakers of a particular language, economic position as well as social standing. Speaking languages of business upgrades social status subsequently providing access to important social services. Workers who speak English and Afrikaans in Gauteng have access to important socio-economic services such as jobs and some perceived economic gains. Workers who speak English and Afrikaans in Gauteng have access to social services and some of the citizens are excluded because of lack of competence in languages of business. However, not every code switch from one language to another result in the unwelcome intrusion or interference as the words may suggest. Speakers may prefer one language to another because of perceptions of speech

situations, changes in content, linguistic skills of their interlocutors and degree of intimacy, (Stockwell, 2002).

On the basis of the above view points, lack of language speaking and writing skills can be a cause of emotion. According to the Pan-South African Language Board (PanSALB) on language and interaction in South Africa (2000), difficulties facing foreign migrant workers and informal traders include access to social and government services, health facilities, work and inability to negotiate disagreements in the work place. This is supported by the Whorfian hypothesis (1956) which states that we dissect nature along lines laid down by our native languages. The structure of anyone's native language strongly influences or fully determines the world-view he will acquire as he learns the language, (Brown in Kempton and Kay, 1984). Human beings cut up nature; organize it into concepts largely because they are parties to an agreement to organize it in this way. The major impediment is language barriers especially on matters relating to remuneration and working conditions for similar wage levels with citizens. Gough (2003:356-358) states that:

In 2000, the PanSALB sociolinguistic survey found that 40% of the people in South Africa do not understand or seldom understand what is being communicated in English.

Misunderstanding and conflicts as reported during interviews often result from challenges relating to speaking and writing competence. Foreign migrants are sometimes in such linguistic complications and are the most disadvantaged.

5.7 Immigration and language change

When a language is transplanted through migration, it inevitably changes and develops through borrowing, assimilation and adoption. People begin to use new words taken from local languages and they stop using others. Words are either simply replaced or they fall into disuse because they are no longer needed in the new living environment and setting. There are aspects of the new immigrant language which make it different from its source in the home country. New collocations used in the contact language and then called, “loan translations” new ways of pronunciation and certain syntactic structures attract the attention of visitors. Foreign migrant workers in Gauteng and informal traders who have been in the province for five to ten years have picked up words of local languages that are used each time they speak in their home country mother tongue languages. Immigrants also speak English with an accent similar to that of citizens. Weinreich (1953) posits that when languages are in contact, there is a broad spectrum of interference phenomena. These include lexical categories such as borrowings, semantic transfers and insertional code switching.

In other cases, the change of foreign migrants’ languages comes in form of adoption features. In support of this view Trudgill (1986:39) states that;

...in face to face interaction...speakers accommodate to teach each other linguistically by reducing the dissimilarities between their speech patterns as well as adopting features from each other’s speech. Copying of dialectical features in face to face interaction leads to dialect leveling in the long run and the disposition to accommodate is also effective in conversational encounters involving speakers of different languages. Societal bilingualism encourages speakers of different languages finding ways to communicate with each other and thus regulate their social life. It is bilingual individuals connecting with groups who create ligatures thus bringing together members of different ethnic and linguistic groups to form a single society.

When people are deprived by force of circumstances of failing to have a common language, what do they do to survive? The answer can be found from the existence of numerous pidgins and creoles around the world. In a way, these forms of language are a result of linguistic deprivation. However, during interviews, the information from respondents shows that pidgins and creoles development is premature notion in Gauteng province. The willingness to change, accommodate and adopt new language may determine the level of previously predetermined progress in the destination country by foreign migrant workers and informal traders.

5.8 Role of immigrant (Zimbabwe, Mozambique and Malawi) languages in a growing economy of South Africa

The melting of national borders due to globalization to which South Africa is included has not only made English the global communication tool but has made the knowledge of other foreign languages necessary. Foreign migrant workers and informal traders' languages are playing a significant role in the economy without official recognition. Based on the notion that language is a thinking tool, it therefore means all foreign migrants doing business in Gauteng use their languages to develop business ideas, perform duty and make alternatives and initiatives. Companies, restaurants and organizations interviewed say that they prefer to employ workers who are multilingual because they help by providing communication solutions to the organizations. According to Sankoff (1980) employable population needs to be proficient in a couple of languages including foreign languages so as to cater for international markets and cross-border business. Makaza and Royal Engineering are seeking multilingual or bilingual workers who can cater for the non-English speaking clients. This concept is also adopted by

some employers such as Venter Construction who prefer to employ some Zimbabweans on the basis of ability to speak English competently for business so as to access clients who are English speaking. Those who speak languages of business, languages of the employer and languages used by the ruling class create a good market for products because they earn more than those who speak languages of the working class, (Bernstein, 1958).

There are many countries in the world where markets are still unexplored because communication is a barrier as there are no people who can speak English. Patterns observed during this research show that some non-English speakers in Gauteng, that is, immigrants and citizens cannot do business or work in places where English is predominantly the medium of communication. Places such as Sandton, Farramerre and some parts of Centurion are dominated by English and doing business in such environments requires some levels of competence in speaking the languages of business. The people who reside in these geographical locations have access to resources and use of the languages of business in every aspect of their life. The necessity of learning foreign languages is advocated by immigrants because it opens and widens the scope of employment and employability.

Conflicts, misunderstanding and accidents that are language based can be minimized if the citizens are also keen to learn foreign migrant languages. Considering the volume of business between Gauteng and neighbouring countries such as Mozambique, Zimbabwe and Malawi, South Africa needs to take advantage and take the market for locally manufactured goods. Language becomes a linguistic infrastructure for business to thrive and boost productivity.

During the research, it was established that the quantity of products on shelves in shops in countries such as Zimbabwe and Mozambique come from South Africa. Most of these products come from Gauteng, Durban and Cape Town. In such circumstances, languages are windows to familiarize with different cultures expressed in different languages as well as identifying intricacies.

Proficiency in foreign languages will also enrich the communication process at the international level but make it result oriented and effective. This process simply translates to recognition of foreign migrant workers and informal traders' languages having to be mastered by citizens. Observations during research at Beitbridge border post and Mozambican border with South Africa show that the volume of goods from Gauteng to the two countries mentioned outweigh by far the volume of goods entering South Africa. Lorries, Trucks and Vans are often seen loaded with groceries, clothes, building material and motor vehicles to the neighbouring countries thereby assuring ready market for Gauteng's products. What is strange is the fact that the languages of this market are not significant to Gauteng's economy. Migrant workers and informal traders are in the category of minority languages yet the country needs to increase market share through use of the customer's language. A good example is the marketing of Toyota, Panasonic and Sony products in English, French and Nordic languages in Europe in order to access the market. Why not try and market Elangeni Soap brand in Shona and isiNdebele in Zimbabwe as well as Makuwa, Chopi and Gi-Tonga in Mozambique.

Government initiatives should help companies and organizations through recognition of foreigners' languages. Recognition promotes safety at work when workers can communicate in languages that they do not feel inferior and also reduces anti-foreigner sentiments and xenophobia. This can be done through broadcasting some business programmes in the languages of the migrant workers and informal traders. Matters relating to the welfare of immigrants should be addressed in their languages. In this way, South Africa will have met the United Nations resolution on issues regarding migrants' welfare and their languages. United Nations Declaration (1948) of Basic Human Rights incorporates the linguistic rights of foreign migrant workers.

According to the South African FM Radio talk show hosted by Eric Myeni in May 2008, foreigners indicated that displaced immigrants were not addressed in their languages after the xenophobic attacks that took place east of Johannesburg. Communication in English did not work in favour of immigrants because majority of them did not understand the level of English used. Most of them relied on translations. Levels of suspicion went up thereby complicating the process of reintegration. The reintegration programme did not focus on language challenges despite that the problem had linguistic based conflicts. The resultant effect was that some foreign workers left for their home countries and some were killed.

Languages were used to identify migrant workers and informal traders. In cases where the perpetrators of the violence were in doubt they would ask the name of an elbow or chin in isiZulu language. Foreign migrant workers became victims because of their accent in speaking isiZulu and their inability to speak the language. Some of the workers went into hiding while

scores were arrested by the police and up to date there is no feed back to the arrested perpetrators thereby leaving room for suspicion of citizens' acceptance of migrant workers and informal traders. Most foreigners have relocated to flats in the central business district and enjoy linguistic enclaves under minimised threat from citizens. Shona speaking immigrants in some parts of Pretorius Street in Pretoria, Elston Avenue in Benoni, Hillbrow and Yeoville in central Johannesburg find flats in the central business district as safe environments for using their languages.

5.9 The African Regional groupings' role in language problems of migrants

The problem of migrant workers and informal traders in other countries pursuing an economic agenda in response to Southern African Development Community (SADC)'s failure to immediately address political conflicts in member states is dominating even ordinary discussions. Independent observers and political analysts can conclude that there is doubt among member states or failing to agree on which languages to use in the region especially on the choice of an African language.

Debate on the use of African languages in relation to matters of the economy has been going on for years but no major strides have been met by SADC. While a number of initiatives and resolutions have been made, majority of Africans who speak African languages have been excluded from economic mainstream by linguistic limitations, (Mutasa 2004). Immigrants from African countries continue to face challenges when visiting other African countries. Black economic empowerment tenders and affirmative action business plans are still in languages such

as English years after political independence. This form of economic discrimination is perpetuated by the language policies supported by SADC. Rassool (2008:145):

Indicates that the failure of SADC and African countries to alleviate poverty in Africa can be ascribed to the languages used to eradicate poverty. Majority of Africans in Africa are proficient in their mother tongue and poverty alleviation packages and models are mostly planned and implanted in European languages which are socially and economically distant from the target group.

If the models of poverty alleviation have to work, this has to be done in languages that the people can speak proficiently or rather develop the models in African languages, (Richard 2000). Mutasa (2006:63) says, “The above assumption is predicated on the axiom that people can best participate, create and innovate through the use of their languages.”

The people’s languages are languages that they have been using from time immemorial in their day to day business without any feeling of fear, inferiority complex or prejudice. Through their languages they were determined to achieve their goals whether they are social, economic or general well-being of the community as a whole. African languages should be viewed as languages that are an important vehicular means of communication for sustainable development on the continent, (Mazrui 2000). The above sentiments are not designed to underplay the achievements of regional organizations such as SADC for ensuring that all languages within boundaries of member states are recognized and accepted as a source of mutual enrichment (OAU Draft- language Plan for Action for Africa 1986). The problem in Gauteng is that African languages from other parts of Africa are not recognized despite the fact that they help to develop the economy in different sectors.

5.10 Municipality challenges related to language use in Gauteng Province

Gauteng province is basically governed by three metropolitan municipalities which are Johannesburg, Tshwane and Ekurhuleni Municipalities. Research results show that the three local government authorities have problems regarding language policy implementation. While interviews and observations on Tshwane and Ekurhuleni metropolitan municipalities show that they use eleven languages as official, the problem is that there is no plan of action that promotes African languages to the same level as English and Afrikaans. Language policy of South Africa is driven by the *Batho Pele* philosophy and democratic principles but the language scenario excludes the speakers of African languages from full participation in the affairs of the economy (Broodryk 2007).

While the language policy advocate the use of eleven languages, metropolitan municipalities lack qualified and competent personnel to run the affairs and administer issues in the eleven languages. Interviews with a Johannesburg Council board member indicates that even council meetings are dominated by English although African languages often feature when giving examples or when there is an emotive argument. Using the population statistics of Johannesburg, three quarters of residents speak African languages proficiently but they are administered in English and Afrikaans. Conflicts that often emerge between municipal officials and informal traders are because officials use English and Afrikaans to address them while immigrant informal traders cannot speak these languages competently. Informal traders struggle to understand English and Afrikaans as languages of business. However, their (Immigrants) native languages are not recognized. With regards to this, Mutasa (2006:6) contends that;

...like other people of the world, Africans South of Sahara can best learn in their languages and can as well improve their lives and overall living standards if they use their languages in domains related to economic development.

On the other hand, Municipalities find it difficult to administer council affairs in African languages because of their limitations and multiplicity. Lack of terminology and exposure to business transactions of African languages limits and restricts them to social issues at the expense of business and economic development. Lack of technical terms for engineering and technicians force them to use English because it is efficient. Attitudes or perceptions play a crucial part when it comes to language policy implementation. African languages will not be fully implemented into economic activities at present because of resistance from vested, hardened interests, corrosion of minds and fear of the unknown. Mutasa (2006) posits that the major challenge remains with independence and democracy politically without full participation in the economy. African languages remain marginalized from economic participation.

5.11 Foreigners / Immigrant languages may die

The issue of language death for immigrants is premature debate. It is difficult to make this prediction of language death for immigrants because of the existence of foreign migrants' linguistic enclaves and continued transmigration between the neighbouring countries. Research findings show that communication that involves Zimbabwean to Zimbabwean is done in either Shona or isiNdebele unless they want to suppress identity by using English. This situation is the same for Malawians and Mozambicans as people from the same countries speak their mother tongue. However, this does not rule out the fact that people from the same country may not understand each other because of differences in ethnicity and linguistic background. A good

example is when a Zezuru (A Shona dialect from Mashonaland North of Harare) may not be able to communicate with isiNdebele speaking Zimbabwean from Tsholostho in Matebeleland.

It is too early to conclude the death of immigrant African languages from other parts of Africa residing in Gauteng but the possibility should be considered in the immigrant generations that will be born in South Africa. The young generation and children of the foreign migrant workers and informal traders are going to experience limited exposure to their parents' language. The large portion of children's time is spent at school and with friends. Considering the amount of time the children are exposed to South African languages in Gauteng, their competence in their parents' languages is going to be limited. While it may take time for the original parents' languages to disappear, the transcendence of the languages from one generation to another disadvantages the original languages. Factors such as change in technology, attitude towards African languages and economic status of speakers continue to influence the continued change of the languages as they borrow new words, coin and modify existing vocabulary. However, these are positive factors of language development.

Matters at work places which involve immigrant workers and informal traders that are addressed in African languages do not cover immigrant languages. Union leaders use local African languages in their multiplicity while foreigners are not proficient in these languages. According to managers for Makaza builders and Budget Projects, companies have taken advantage of the language situation to stop labour protests. It is very difficult for workers to organize strikes at small to medium construction companies because workers speak different languages and

coordinating the strike action is difficult. However, this may not be universal, as it may be that immigrants hesitate to strike.

5.12 Lack of reading and writing materials in African languages for business

Most books that have been published in any publishing house in Southern Africa are written in English especially those relating to business operations. How can African languages develop when African writers do not write issues on business and technology in their languages? Companies interviewed do not have any African language dictionary and no initiative is in place to solve this problem to the benefit of immigrants despite that they are facing communication problems when doing their duties. Writers in African languages think that the best language to communicate their ideas is English. Written literature in African languages is mainly novels whose themes focus on the social problems of the society such as poverty, promiscuity corruption and pandemic diseases such as AIDS (Acquired Immune Deficiency Syndrome), (Chiwome 1996). If African languages were used to write books for business, foreign migrant workers and informal traders would use them for reference purposes.

5.13 Language training as a hope for migrants

Language training courses for migrants and refugees provide participants with language skills that enable them to cope independently with their most immediate needs in their new country. The skills are also important when preparing them for post-arrival experiences which may also include employment and business operations. Newly settled and refugees are equipped with

functional and practical language skills to carry out simple tasks required of them during their first few months in the destination country. With these skills, comes an increased level of respect towards the newcomers as host communities are able to communicate and understand them and respond to their needs. Governments also gain through decreased costs as newcomers become self-sufficient sooner and productive members of the receiving society.

The important features of language training is that language is taught for a purpose of practical communication rather than as an academic exercise. According to International Organization for Migration (2008), each training course is tailored to fit the needs of the particular target population. The focus is more on speaking and listening, although reading and writing skills are also addressed with reference to real situations. Whenever it is possible, the target language is used as the medium of instruction with focus on language acquisition rather than formal language learning. The idea of language training can be designed with support of Krashen and Terrell's natural Approach model 1983. It uses language acquisition as an unconscious process developed through using language meaningfully. Workers can be trained to use languages of business and even the African languages to do business in Gauteng and then document their progress for evaluation and appraisal purposes.

5.14 Linguistic and cultural benefits of migration process

Rassool (2008) states that migration should not only be viewed in the negative sense by politicians and recipient countries but that they should consider the advantages culminating from arriving foreigners. Immigrants move with their culture which enriches citizens' culture

especially on aspects that are much appealing. Migration involves movement of languages across borders and cultural aspects such as music, drama and dance. Shosholoza, for example is a song which is a product of migration of mine workers from Zimbabwe coming to Gauteng to work in mines. Traditional food and dress complementing language culture are part and parcel that Gauteng has benefitted from migrants from Zimbabwe and Malawi. For example, Oliver Mtukudzi's music has been moved to other parts of the world by migrants and has received recognition in those countries as it is supported by the migrant workers.

A language develops only when it is exposed to different domains of socio-economic, technological and industrial processes and procedures, (Rassool 2008). This is a strategy that does not create conflict and rifts between languages and the nation. Foreign migrant workers and informal traders do not in this case have a linguistic restriction to processes of adoption, borrowing and coinage to the benefit of their languages and culture. An important step to be considered in this strategy is for language writers to document the coined, borrowed and adopted terms into the writing system of the target language. A language exposed to a continuous writing system has more effective functional business terms than a language restricted to oral discussions. Research interviews have shown that Tri-Star, Royal Engineering and Venter builders confirm that borrowing, adoption and coinage is taking place at their work places but all those language developments are not documented to show development of African languages.

5.15 Conclusion

Migrants face communication changes in Gauteng due language barriers. Most of the languages used are not familiar to immigrants and also find it difficult to learn the languages because of

their multiplicity. The discussion focused on the role of different languages in Gauteng and how their development could be enhanced in a growing economy. The major challenge of African languages both immigrant and indigenous is the threat of exclusion from participation in the economy because of attitudes by speakers and failure to provide vocabulary in critical areas. English as an international language continues to dominate the languages platform. It is also important for governments to start considering the role of immigrant languages in their economies. They have to incorporate minority languages of immigrants in their language policies. The reason is that the concept of globalization does not exclude Southern Africa. One important resolution that will definitely develop African languages is to document them and expose them to business operations.

CHAPTER 6

6.0 CONCLUSION

6.1 Introduction

The aim of the research was to establish the challenges faced by foreign migrant workers and informal traders and to establish survival strategies used to evade language problems. It is by mere coincidence that this research was carried out when immigrants from other parts of Africa were attacked on allegations that they were taking jobs of the citizens, (Daily Sun 14 May 2008). What emerged was that languages were used to victimise immigrants and some South Africans like Vendas, Sothos and Tsongas. The aim of this research was to find out the languages used by foreign migrant workers vis-a-vis the languages of business in Gauteng province.

6.2 Research findings

General findings from this research have shown that companies and organizations do not operate with full fledged language policies. Some of the companies do not have language policies at all. The scenario tends to promote the use of languages such as English and Afrikaans. Almost all documents of organizations and companies are written in English and Afrikaans. Unfortunately, most foreign migrant workers and informal traders are not competent in Afrikaans and are bound to be disadvantaged in cases where Afrikaans is used. African languages both indigenous and those spoken by immigrants are not used for formal business transactions and communication. African languages are used when chatting to friends or social matters not related to business. This disadvantages both South Africans and foreign migrants in terms of participation in the economy. According to respondents, the problem of communication is further exacerbated by African languages' lack of terminology for modern technology. Like any other language, African

languages rely on borrowing and deriving from languages exposed to business operations in diaglossic situations.

The study established that some foreign migrant workers and informal traders have a communication challenge because they are not proficient in languages of business, English and Afrikaans. For some foreign migrants, communication in indigenous African languages is not easy because they do not understand them. In addition to this, the languages are not used for business purposes in Gauteng. This circumstance limits immigrant workers from accessing employment especially where Afrikaans is the language of business.

The study also shows that immigrant informal traders' business opportunities are limited because they cannot access their customers in a language that they are proficient in. Misrepresentations and misunderstandings are often a common feature when information is translated and interpreted by untrained interpreters and translators.

Target languages used by immigrants are isiZulu and Sesotho. This owes to the fact that these are predominantly used in the two major cities in Gauteng province. Sesotho is popularly used in Pretoria while isiZulu is popularly used in Johannesburg.

There is a clear indication in the research that immigrants from Mozambique who use Portuguese as an official language have problems because the language is not widely used in Gauteng. There

are also very few employers who use Portuguese for communication in Gauteng. As a result of this condition, Mozambicans are disadvantaged from accessing employment because they lack a common language for communication for business purposes. Informal traders from Mozambique also struggle to do business because they are not proficient in any of the indigenous African languages.

The study also indicated that municipalities do not have an implementation strategy for language policy in Gauteng. This has left English and Afrikaans to dominate. Those who are not proficient in the languages face the challenge of communicating in languages that they are not competent. Municipality officials struggle to communicate with immigrants because they do not have a common language for effective communication with them. In this case, Municipalities need to improve their implementation strategy of the language policy.

The research manifests that managers and supervisors in companies register that it is difficult to give instructions to workers who are not proficient in languages of business. It is time wasting to use interpretations and gestures for communication during business meetings or transactions. An instruction that includes use of chemicals on agriculture farms to people who cannot speak English or Afrikaans competently is very difficult. Reading and writing levels in languages of business is very low to some immigrant workers. In addition to this circumstance, immigrants struggle to write in the indigenous African languages used in Gauteng province.

There are indications that literacy levels in the construction industry and informal sector are very low. Immigrant workers and informal traders struggle to write indigenous African languages in South Africa. On the other hand, management is proficient in languages of business. The main reason has been their exposure to languages of business by virtue of their posts' qualifications requirement, access to media and the internet. Management is educated and very familiar to languages of business.

The research discovered that languages are generally developing through borrowing as influenced by the language contact as a consequence of transmigration in the region. Indigenous African languages are borrowing from immigrant languages though in limited volumes while the immigrant languages are heavily borrowing from the indigenous African languages. For example African languages for both immigrants and citizens continue to borrow from English and Afrikaans.

Salary negotiations are usually hampered by lack of competence in languages of business. Foreign migrant workers fail to communicate their salary expectations and levels because they are not competent in the languages used. Asking for improved working conditions is very difficult because that has to be communicated in English or Afrikaans. In other cases, companies use interpreters. Accident reports and labour disputes often disadvantage immigrant workers because they are not proficient in languages of business. This is a serious challenge to foreign migrant workers who are illiterate.

Immigrants face the challenge of having access to language learning resources such as the internet. There are no dictionaries and support material to facilitate language learning. Considering that there are many languages spoken in Gauteng, foreigners need to have access to the language learning resources. In cases where language resources are available in African language, the written work does not address business domains.

The study revealed that immigrant informal traders find it difficult to penetrate markets where languages are unfamiliar to them. The resultant effect is a reduction in volume of business, income, sales and profit margins. Foreign migrant informal traders do not have access to services such as banking because of lack of proficiency in languages used in the banks. Municipalities that have language policies with no implementation strategies struggle to assist immigrant informal traders because of language barriers. So, immigrants often find alternative communication through code switching, interpretations and gestures when doing business. Respondent immigrants recommend that foreign migrant workers and informal traders are to learn indigenous African languages in Gauteng.

One important discovery of the research is that there is need to develop written resource materials in indigenous African languages in support of South Africa's language policy. Immigrant workers are also encouraged to use derived terms as a way of supporting African languages. This helps to support development of African languages through coinage and loaning. Linguistic enclaves such as the Plastic View in Moreleta Park cannot be a panacea to immigrant language problems.

6.3 Recommendations

The following recommendations may be adopted by local authorities and private companies in cases where it is reasonably practical:

1. Immigrants should also learn the local languages for them to be able to access the social services and to function effectively in job and business related environments. Waiting for government may take more time because sometimes they are operating on a tight budget that may not allow them to provide teaching and learning of languages to immigrants
2. Companies and institutions can train supervisors and foremen to be multilingual so as to help bridge the language and cultural divide.
3. There is need for research that focus on the linguistic role of transitory stations in labour migration process.
4. Foreign migrant workers and informal traders need linguistic orientation as support for business communication when they arrive in Gauteng province.
5. Technological development should also be done in African languages to support their development and use in business.
6. African languages need to be used in domains of business such as manufacturing, commerce and technology. When African languages are used, this creates an opportunity for foreign migrant workers to be able to learn the languages including the writing system, syntax and phonology. It will be easy to make reference to the books when doing business.
7. Southern Africa Development Community (SADC) should come up with a suitable and functional language policy. This would translate to a regional language that serves SADC member states and other countries.

8. There should be incentives for learning of African languages. African languages can be made compulsory languages for promotion in the public service in order to enhance multilingualism and competent speakers of a variety of languages should be placed in strategic posts at home affairs department that deal with issues of immigrants.
9. Speakers of minority languages (immigrants) have the onus to promote their languages. Foreign migrant workers and informal traders should use their languages and promote them wherever possible. It is also important for them to document their languages for reference and use by prospective speakers.
10. Job orientation programmes should also focus on the languages used in business. The programme should also promote African languages for use in business transactions.
11. Foreign migrant integration programmes should include language teaching and learning in order to improve communication at work and for business transactions.
12. Department of labour in Gauteng province should intervene and monitor labour abuses that are based on language challenges and differences. Employers are currently taking advantage of language and documentation challenges faced by foreign migrants as a justification for less pay and more working hours.
13. Local authorities should ensure that laws are implemented in the work place for all workers including migrant workers by making sure that any migrant workers can access trade union, council, health and safety guidance in their own language.

14. Further research could focus on the dichotomy between policy and its implementation with focus on the language policy of South Africa in relation to industrial use.
15. Further research and investigations need to be done in areas of citizens' linguistic attitudes to foreign migrant workers and informal traders. This opens horizons of thinking in an attempt to provide solutions to immigrant language problems.

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Annexure A

Questionnaire A

1. Name of company: Tri-Star

2. Location of business: Kempton Park

3. Nature of business: Construction

4. Do you have a language policy at your company?

The company does not have a language policy. The languages used for business are English and Afrikaans. Foreign migrant workers have language communication problems because they do not have substitute language upon arrival in Gauteng province. Foreigners from Zimbabwe, Mozambique cannot communicate using Afrikaans except English. This category of foreign migrant workers cannot communicate effectively with Afrikaans speaking employers. Mozambicans can speak Afrikaans but not all of them can communicate effectively for business purposes.

5. What is the language of wider communication for your company?

It is very difficult to point a specific language of wider communication because of differences in speaking competence in the different languages spoken at the company and at different levels. Generally speaking, English is commonly used for communication at work when workers are discussing business issues. Management uses English and Afrikaans interchangeably and workers use African languages when chatting and sometimes talking to co-workers.

6. What are the challenges emanating from company or organisation's language policy?

Our company does not have a language policy as a result we cannot enforce workers to use a particular language for general communication but we use English for business communication. Workers from other countries who cannot speak English or Afrikaans have a communication problem. As a result we cannot help them. Foreign migrant workers have to find means of surviving because our core business is not on language teaching.

7. What are the linguistic challenges faced by foreign migrant workers in your organisation or company with regards to speaking of languages of business.

Foreign migrant workers do not have a substitute language for communication upon arrival in the Republic of South Africa. Illiterate foreign migrant workers cannot present their grievances and even collective bargaining because of language limitations. Reading and writing in local African languages by immigrants is not easy because they are not familiar to the writing system of the languages. In addition to this problem, the languages are not often used for business purposes. Immigrants use them to solve social problems.

8. How do you solve problems of foreign migrant workers regarding languages used for business at your company?

As a solution to challenges faced by foreign migrant workers regarding languages used at work, the company makes use of supervisors who translate to familiar languages such as English or Afrikaans. We also encourage our workers to learn some of the South African languages such as IsiZulu to help with basic communication and for their social needs. In extreme cases sign language has been used to solve communication problems related to language. Foreign migrant workers also face the challenge of the multiple languages in Gauteng that they have to learn.

They are further complicated by the involuntary and involuntary code switching often practiced by South African citizens.

9. What courses/ training do you have in place to solve language challenges for foreign migrant workers at your company?

There are no training facilities and programmes to support language learning. Workers have to learn on their own. Induction training programmes often help with a few terms that focus on security and safety at work to avoid accidents.

Questionnaire B

1. Gender: Male

2. Age: 35-40

3. Country of origin: Zimbabwe

4. What are the language challenges that you face when doing your work?

I cannot communicate in any of the African languages and Afrikaans. I can only speak, read and write in English and Shona. My major challenge is on getting instructions when they are explained in Afrikaans and African languages of South Africa. Language challenges retard our work rate, degree of accuracy and effectiveness at work. As a result we are not easily promotable. We face a challenge during collective bargaining because translations are not very effective because the supervisors are not very competent for the job. We also experience conflict due to communication challenges with people from other African countries. Explaining some of the industrial processes and procedures in African languages is not very effective for our duties.

5. What is your solution to language barriers when doing business in Gauteng province?

We have translations that are done by the supervisors. I have noticed that I have to learn the African languages and languages of business in order to survive in Gauteng. IsiZulu has become a major target because it is commonly used in Gauteng for social requirements and business in cases where communication is mainly black Africans.

6. What do you think should be done to solve the problems pertaining to languages used by foreign migrant workers at your work place?

The company should come up with a language policy. New employees should be inducted and taught even the basics of the common languages such as IsiZulu and Afrikaans. Translations for tools and machines should be done to help us in learning the languages used in Gauteng province. Supervisors should be trained on translation so that they translate with competence and fairness.

7. What is your company/employer doing about communication problems faced by foreign migrant workers at your company?

The employer uses supervisors to translate for foreign migrant workers but they are not very competent in doing the job.

Questionnaire C

1. Name of the Municipality: Johannesburg

2. What is the Municipality's language policy?

All the 11 languages should be used for communication at all levels. English and Afrikaans are used for written work and in Council meetings. Communication with city's clients is in English and Afrikaans and IsiZulu in cases where there is need.

3. At what level is your language policy effective and functional?

Language policy works very well for business and communication at management level. However, African languages remain disadvantaged because they are not often used in business circumstances. In cases where they are used they, documentation will be done in either English or Afrikaans. African languages are used for notices and announcements.

4. What is the language used to communicate with foreign migrant informal traders?

Municipality officials communicate using English when addressing foreigners.

5. What are the challenges that you face (Municipality officials) face when communicating with foreign migrant informal traders?

Foreign migrant informal traders cannot speak, understand, read and write African languages and languages of business used in Gauteng. As a result these foreign migrant informal traders cannot read important information on trading on pavements.

6. What are the language challenges that are faced by foreign migrant informal traders in your Municipality with regards to speaking and understanding, reading and writing in languages of business and African languages?

Immigrants cannot read and understand African languages used for communication on the streets. Some of the foreign migrant workers and informal traders cannot understand, speak, read and write in the languages of business used in Johannesburg. Communication with these foreigners is very difficult and translation is often the alternative but is not very effective. Literacy level for the category of foreigner migrant informal traders and workers is very low and this is over and above their linguistic competence in languages of business.

7. How do you solve linguistic challenges faced by foreign migrant informal traders regarding speaking, reading and writing in languages of business in Gauteng province?

Communication with foreign migrant workers and informal traders is usually in English but in cases where English fails totally and no immediate substitute in the African languages, we resort to sign language. However, there are also challenges in cases where some of the signs are not universal.

8. What do you think policy makers, Municipality and government should do to solve language problems of foreign migrant workers and informal traders?

Authorities should make material resources available for the African languages in areas of business so that workers or business people have access to the written languages. Minority languages from other countries should also get recognition and used in public media for the benefit of foreign migrant workers and informal traders.

Questionnaire D

1. Gender: Female

2. Age: 26-30

3. Country of origin: Mozambique

4. a) What languages are spoken by foreign migrant informal traders when doing business in Gauteng province?

I use IsiZulu but I cannot speak the language with confidence because my accent and competence is very poor. Our languages are not recognised and few citizens understand my home languages if I use it for business purposes in Gauteng province. I cannot write or read in IsiZulu language which means any communication in written form is not accessible/understandable because of the language barrier. I can also speak Afrikaans but the problem is that our customers do not prefer to use Afrikaans because they are mainly black South Afrikaans. Most of them associate Afrikaans with apartheid that is why they do not prefer the language.

b) Why is isiZulu, Sesotho, isiXhosa, English and Afrikaans used more often than other official languages in Gauteng province?

These are the common languages used in Gauteng province. Dominant language in Johannesburg is IsiZulu and Sesotho as well as Setswana are dominant in Pretoria. However, it is difficult to draw a linguistic map showing the physical demarcations of the languages.

5. What are your language challenges /difficulties/problems when doing business in Gauteng province as an informal trader?

It is difficult to speak, read and write in the languages used in Gauteng province. The languages spoken are so many that even trying to learn them is a big challenge. The native speakers of the languages also code-switch from one language to another thereby making language learning process very difficult for immigrants. Some of the products that I sell do not have substitute terms in African languages. Explaining the functions of some products to Afrikaans speaking customers is very difficult because I lack competence in the language.

6. How do you solve language problems/ challenges?

When communication is hampered by linguistic problems, I resort to gestures. In other cases, I use English but my speaking competence is very low. I struggle to speak good English and even to understand it when others are speaking.

7. What do you suggest to be done to solve your language challenges/ problems?

I think English must continue to play its role as is the case for now. This is going to make our operations easier because English is an International language and is neutral for tribes and nations.

Annexure B

Interviews

Managers of companies and organisations

Questions

1. Why do you prefer to employ Zimbabweans when you are aware that they cannot speak competently the common African languages used in Gauteng province?
2. What problems are faced by foreign migrant workers employed by your company in terms of language use when doing business?
3. How does the company solve problems emanating from communication as a consequence of foreign migrant workers failing to speak African languages and languages of business?

Foreign Migrant workers

Questions

1. What communication challenges/ problems do you face when doing your duties at work?
2. What solutions do you think can help to solve your linguistic challenges at work? Do you get help from unions and staff associations?
3. How does your inability to speak African languages in Gauteng affect your conduct of business?

Municipality officials

Question

1. What are the communication problems faced by foreign migrant informal traders doing business in your city?

Informal Traders

Questions

1. What language/ communication problems do you face when using public transport to do your business?
2. What are the linguistic challenges that you face when using languages of business in Gauteng province?
3. What language problems do you face when doing business that needs the support of financial institutions such as banks?
4. What linguistic challenges do you face when you register for asylum at home affairs?