Abstract

Purpose: This study focuses on the establishment of an IoT convergence-based police communication skills improvement system for improving police English proficiency. As the number of foreign visitors to Korea increases, the police work environment in Korea also needs to change accordingly. To this end, this study examines the English proficiency that police officers need in the course of their work, and suggests an appropriate English proficiency improvement system and English education improvement plan to improve English proficiency, which is essential for police officers in their working environment.

Police officer candidates invest a lot of time and effort to improve their English proficiency to pass the police recruitment test. After the appointment, there are many cases where the working environment cannot be handled without the support of foreign affairs due to the failure to use proper English. Although English tests are being conducted to evaluate candidates’ English proficiency in the recruitment process of Korean police officers, the type of test currently being conducted is solely focused on the calculation of successful candidates through discrimination of English scores. However, high scores on the police English test do not verify the English proficiency required in a real work environment. As a result, the effectiveness of English proficiency has been questioned in the police officer’s performance.

Unlike in the past, the number of foreigners visiting Korea for a short time or long-term stays steadily is increasing and the situation where frontline police officers, such as foreigner-related complaints and incidents have to be carried out by the police work directly against foreigners, is also increasing. In order to solve such complex problems, a system for improving and evaluating English proficiency of front-line police officers is needed. To this end, this study suggests IoT-based convergence police English proficiency improvement contents.

[Keywords] Policing, EGP, VR Contents, Police Occupational English, English Test Efficiency

1. Introduction

Efforts to select and cultivate police personnel suitable for the age of internationalization have continued, and English tests for recruiting police officers are changing in order to obtain better results. Currently, more than 2 million long-term foreign residents reside in Korea[1]. In addition, the number of foreigners visiting Korea for tourism purposes or short-term stays is approximately close to 15 million, so there is a difficulty for police officers to perform additional tasks for foreigners in addition to their tasks for Koreans. For this reason, the foreign language ability of police officers is increasingly required as an important task performance ability, so proper foreign language ability improvement program is necessary for the smooth execution of police officers’ duties. <Figure 1> shows the foreign arrivals from 1995 to 2018.
Currently, the language chosen for the foreign language examination in police recruiting test is the English language[3]. Among the various kinds of foreign languages, the most commonly used language is English, which serves as a kind of international language[4]. English is a representative language used by foreigners with various nationalities and different native languages to communicate. There can be no doubt that French, German, and Spanish may be used for international communication depending on local characteristics.

However, training police personnel to speak all these languages is not practically suitable, so focusing on the English proficiency education that is representative and focusing on improving English proficiency of police officers will have a favorable result in the age of internationalization. Therefore, it would be desirable to develop a program to strengthen the work utilization of the current English tests of police officers and to improve the English proficiency of frontline police officers to fit in their globalized work environment[5].

2. Theoretical Background

2.1. Police officer appointment and promotion English test type

The English language examination for Korean police officers is designed to fit the same standards as other test subjects. The test design criteria are based on questions designed to allow anyone with universal education to take the police recruiting test[6]. Currently, such a test is recognized as a method of confirming the candidate’s fragmentary knowledge.

Therefore, it is considered that there is a need for gradual improvement in the form of test forms that can examine the candidate's expertise and comprehensive thinking. This is because the police officer’s English test, which is currently being conducted, did not properly evaluate the English proficiency required in the actual work environment resulting in checking only on the candidate’s English score. In order to remedy these problems, discussions are being made on English language tests that can replace current tests.

2.2. Necessity of change in English test type and pattern

In order to be suitable and practical as a recruitment examination in both cultural and professional fields, an analysis of which areas and basic knowledge is required for applicants who want to become police officers should be preceded[7]. In the police civil service examination, there are ongoing discussions about applying a new type of English proficiency certification system to English language subjects[8]. The types of tests mentioned as the new type of English proficiency certification system are internationally recognized English tests such as TOEIC and TOEFL, and they are discussed as representative test systems that can replace the existing English subjects.

In the case of TOEIC, it is used for employment or promotion of general companies, admission to higher education institutions, or graduation certification system. In the case of TOEFL, it is mainly used as a certification tool for overseas employment or extension of study in higher educational institute. These accredited certification English exams are designed to meet the international reputation of the candidates in a variety of comprehensive English proficiency assessment, it can be considered as an alternative to the national police English test in Korea.

2.3. Limitations of the international certified English test

As mentioned earlier, certified English exams such as TOEIC and TOEFL are designed to test candidates’ comprehensive thinking skills, which can be a good alternative to
existing English test for civil service officials. The test includes a variety of items that assess the overall ability of reading, listening, speaking, and writing, which can be used as a criterion for the assessment of English proficiency. However, even though it is a test question by good intention and design model, there is a phenomenon that is considered as a test of univariate score in Korea. This is because the mutual understanding between the applicants and the education system coincide just to focus on the improvement of test score, not the improvement of the English proficiency itself[9].

As a result, people who have studied English to obtain TOEIC or TOEFL scores in Korea may have a significantly lower level of English proficiency than their test scores. Even so, the usefulness of an accredited certification test cannot be completely denied. Therefore, it is necessary to find a way to improve English proficiency, which is relatively low compared to the test score, by preparing supplementary measures to compensate for the shortcomings of the Korean test culture.

3. Characteristics of TOEIC

The TOEIC test, which is being discussed as an alternative to the current Korea police English test, is a test for people who are not native speakers of English, focusing on communication skills that are inherent in the language and evaluating practical English skills necessary for everyday life or international affairs. Since its development in 1979 by the Educational Testing Service(ETS), it has been widely used by 14,000 institutions in 150 countries around the world for the purpose of promotion or recruitment of overseas dispatches. Nowadays, more than seven million people take the test every year. The TOEIC test is based on questions that are often used in everyday life and business situations. The test standard and the range of questions for the TOEIC test are as follows in <Table 1>.

<table>
<thead>
<tr>
<th>Scope of question</th>
<th>Examination standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional business</td>
<td>Avoid any vocabulary, grammar, or idiom specific to American English.</td>
</tr>
<tr>
<td>Manufacture</td>
<td>Avoid situations that are specific to a particular culture or may be unfamiliar to candidates in some cultures.</td>
</tr>
<tr>
<td>Finance and Budget</td>
<td>Evenly name people from different countries.</td>
</tr>
<tr>
<td>Development</td>
<td>Avoid situations that are specific to a particular career area.</td>
</tr>
<tr>
<td>office</td>
<td>Be careful to avoid biases in different cultures and genders.</td>
</tr>
<tr>
<td>Human resources</td>
<td>In the listening assessment, the pronunciation and accents of various countries(USA, UK, Canada, Australia, New Zealand) are presented.</td>
</tr>
<tr>
<td>Housing / Corporate Real Estate</td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td></td>
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</tbody>
</table>

As it can be seen from <Table 1>, TOEIC focuses on practical English in everyday life. In the case of police occupational English, job linkage should not be overlooked because there is a need for special communication skill and vocabulary used in the course of police work as well as daily life.

4. Applying VR in ESP Learning

4.1. VR based ESP learning

The most effective way of acquiring any kinds of languages is the constant exposure and use of the target language. Even if the applicants have been studying English for a long
time to take the exam for police officers, they will not develop their language sense or fluency if they do not hear, speak, or write the language directly. The main purpose of foreign language learning is to use the language practically, and educational methods that utilize VR or AR as an aid to derive such results are gradually expanding. This is a way to increase the familiarity of the target language, which can dramatically increase the chance of using the targeted foreign language within the native environment where English exposure is limited. ESP (English for Specific purpose) was developed to improve the satisfaction of job English and the English ability of the learners by reflecting special social needs and demands in the curriculum. ESP can be divided into English for Academic Purposes(EAP) and English for Occupational Purposes(EOP), which are further subdivided into subcategories. The subsections of the ESP are shown in <Figure 2>.

**Figure 2. ESP classification and subcategory[11].**

![ESP classification and subcategory](image)

English used by frontline police officers in the field of work falls under the category of English for Vocational Purposes(EVP), which is a subcategory of the EOP, but is also included in the category of English for Professional Purposes(EPP).

### 4.2. Necessity of police occupational English learning VR contents

The basic function of any given language is to communicate with each other, and every language in the world is based on the same fundamentals. The main purpose of the language is to be used as a key tool for communication between people in the course of daily life. Depending on the specificity of the person who speaks the language, there may be slight differences in the vocabulary and context used to achieve the intended purpose of communication. With this in mind, various studies on special purpose foreign language education and teaching methodology are being conducted. In case of policing environment, police officers often have to use special terms for crime, law, injury, prevention, security etc. It is often difficult to understand the contents without sufficient background knowledge. In the current situation of dealing with foreigners more and more, domestic police officers and candidates need practical English education to solve communication problems with foreigners that may arise in the course of their working environment[12].

The development of VR contents to supplement environmental constraints, such as low exposure time and limited chance to use the target language in real situation, will contribute significantly to improving police English proficiency. Since English education required by common police officers is mainly EVP, language training through the activation of discourse practice contents using VR technology will have a significant impact on job ability improvement related with foreign language.

### 4.3. Developing VR contents for police occupational English

It is essential that police job English focus on developing discourse-oriented learning contents related to public field, tourism, law and safety etc. In the content development process, a method should be prepared by collecting the discourse content used in the relevant area through job shadowing of the relevant area, making it into VR police English learning content, and applying it to practical learning as shown in <Figure 3>.
Since EGP (English for General Purposes) learning contents have been developed and used in various ways, it is relatively easy to produce customized contents by incorporating discourse contents suitable for police job English into the basic framework of EGP contents.

5. Conclusion

This study focused on the necessity and the proper method of police English proficiency improvement contents to develop and improve police English proficiency. In addition, this study examined the English proficiency that police officers need in the course of their work and suggested the appropriate job English proficiency development contents development plan for English fluency required for improving the English proficiency of police officers.

At present, there are not many in-depth studies on police occupational English education, and adequate analysis on the development or operation of the curriculum is not sufficient enough. Therefore, it is considered that quantitative and qualitative research on the police occupational English is necessary and the needs of the job organization should be fully reflected. In line with the trend of the globalization era, a related research should be made to prepare a framework of basic data on the study of police occupational English and the direction of education and to provide a broader view to strengthen the overall working ability of Korea police force.

6. References

6.1. Journal articles


6.2. Books


6.3. Additional references

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