Sociolinguistic and Extralinguistic Aspects of the Functioning of the Trilingualism in the Oil Industry of Kazakhstan

Соціолінгвістичні та екстралінгвістичні аспекти функціонування трилінгвізму в нафтовій промисловості Казахстану

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The purpose of the research. This paper describes the linguistic situation in the oil industry of Kazakhstan. The linguistic situation in the oil industry of Kazakhstan is characterized by functioning of the trilingualism with three languages being used simultaneously – Kazakh, Russian and English.

Methods and procedure of research. A survey was conducted among industry staff for the level identification of Kazakh-Russian-English trilingualism. Based on questionnaire method, we interviewed 600 oil industry specialists comparing the level of proficiency in the second and third languages, identifying the level of activity and particular spheres of communication for L1, L2, L3 for informants with different socio-demographic characteristics as well as individual motivations when choosing, studying and using the second and third languages.

Results. Obtained records point out that the forms of interaction of the Kazakh, Russian and English languages are far from being similar. Kazakhs who do not know their native language, but only understand certain phrases make up 2.7%. Statistical data analysis revealed that 80.6% of Kazakhs are fluent in Russian, 1.4% of Kazakhs do not know Russian, 1.0% of Kazakhs are able to understand certain phrases. The age groups of 21–25, 26–35, and 36–45 have the highest English speakers percentage.

Conclusions. The Kazakh-Russian-English trilingualism is widespread among representatives of various social and professional groups of the oil industry, who speak their native Kazakh and Russian languages fluently, and also know how to communicate in English.

Key words: bilingualism, Kazakh-Russian-English trilingualism, L1-L2-L3, linguistics, multilingualism.
Introduction

Linguistic research carried out at the turn of the XX-XXI centuries reveals a specific interest in multilingualism, or polylingualism (Appel & Muysken, 2005; Aronin & Singleton, 2012; Auer & Wei, 2008; Bayley & Lucas, 2007; Cenoz, 2013; Creese, 2010; Grosjean, 1992, 2010). Definitions of bilingualism, multilingualism, second language have been discussed in various aspects in numerous publications (Aronin & Hufeisen, 2009; Bhatia & Ritchie, 2014; Issabekova et al., 2016). These concepts have not yet obtained clear-cut definition in Linguistics.

The European Commission defines multilingualism as the ability of ‘societies, organizations, groups and individuals to include more than one language in their day by day life’ (Creese, 2010; European Commission, 2007). Multilingualism is ‘a powerful asset that allows people to collaborate more effectively’ (Crystal, 2003, 2004; Vakhtin & Golovko, 2004), which stirs expanded enthusiasm in it from linguists, sociolinguists and psycholinguists. The expressions ‘bilingualism’ and ‘multilingualism’ are often used reciprocally. As indicated by Myers-Scotton, the term ‘bilingual’ alludes to ‘people who communicate at least two languages’ (Aronin & Singleton, 2012; Cenoz, 2003). Grosjean accepts that ‘bilingualism is the standard use of at least two (or more) languages, and bilinguals are those people who need to use two (or more) languages in their daily life’ (Myers-Scotton, 2002). Cenoz (2003) characterize multilingualism as the consequence of the way toward mastering several non-native languages.

The most well-known type of multilingualism is bilingualism; as Barnes underlines, ‘due to the lack of scientific material, the phenomenon of trilingual or multilingual language acquisition is often considered from the perspective of our ideas regarding bilingualism’ (Barnes, 2006; Vakhtin & Golovko, 2004). Distinguish between ‘natural’ bilingualism and ‘artificial’ bilingualism, ‘pure’ and ‘mixed’ bilingualism, ‘contact’ and ‘non-contact’ bilingualism, ‘individual’ and ‘mass’ bilingualism.

A review of recent sociolinguistic works has shown that the study of types of multilingualism is quite active: issues of language policy, problems of regional and local languages, attitudes towards native languages of representatives of different ethnic groups and their linguistic choice are investigated and discussed (Ammon et al., 2006; Glen, 2010; Millar, 2012). The issues of interaction of languages
in international companies have been analyzed in a sociolinguistic way. In particular, Gunnarsson (2009) examined the peculiarities of language policy and the practice of using English, Swedish and Finnish in international companies ABB, Scania, Electrolux, Ericsson, Astra Zeneca in the Scandinavian countries. Another researcher Zhang (2005) analyzes how prosody and stylization are used to construct professional (business) identity by employees of state (local) and international (foreign) enterprises in China.

In our paper, we study trilingualism in the oil sector, with that of Kazakh, Russian and English languages. This type of multilingualism is typical ‘only for certain social levels (merchants, transport workers, sailors, scientists, etc.), the so-called partial or group multilingualism’ (Bondaletov, 1987). Representatives of various nationalities are carriers of such trilingualism in the oil sector of Kazakhstan. Among them there are Kazakhs, Russians, Tatars, Koreans, Moldavians, and so forth. It should be noted that 90.0% of specialists working in the oil industry are representatives of the indigenous nationality, i.e. Kazakhs. That is the reason for our work to investigate the trilingualism of Kazakhs working in the oil industry.

Kazakhstan, in which more than 250 oil and gas fields have been found, is one of the biggest oil-producing countries in the world, and is among the top ten states in terms of oil reserves (KASE, 2019). With the development of the oil industry, the functions of the languages that are in use in the area are expanded. The purpose of the research is to study the linguistic situation in the oil industry of Kazakhstan.

**Methodology**

*Theoretical framework*

The problem of measuring bilingualism and multilingualism is primarily associated with:

- the problem of acquiring linguistic competence;
- the problem of implementing competence in the first and second languages in various situations;
- the problem of reflection of spiritual and material culture on both components of bilingualism in conditions of multilingualism;
- the problem of the spread of bilingualism and multilingualism as a social phenomenon;
the problem of interlanguage interference;
the problem of the influence of proficiency in two or more languages on figurative thinking and ways of self-expression in literature, etc.;
the problem of verbal and non-verbal behavior as a sign of etiquette and compliance with the standards of communication in a bilingual environment (Barnes, 2006; Bayley & Lucas, 2007; Hernández-Campoy, 2014; Millar, 2012).

The sociolinguistic aspect in the measurement of trilingualism is expressed primarily in:
- analysis of the features of the speech activity of trilinguals (speaking, reading, writing, understanding), representing different social groups and various peculiarities such as gender, age, education;
- comparing the features of the speech activity of trilinguals with the corresponding activities of bilinguals and monolinguals;
- comparing the level of proficiency in the second and third languages, taking into account the specifics of understanding the second and third languages (pure or mixed bilingualism);
- identifying the level of activity and particular spheres of communication for L1, L2, L3 for informants with different socio-demographic characteristics;
- identifying individual motivations when choosing, studying and using the second and third languages.

When studying the functioning of trilingualism as a social and linguistic phenomenon, the object of measurement can be either (1) statics, or (2) the dynamics of social and linguistic characteristics. The concept of ‘method of sociolinguistic research’ in linguistics is defined by researchers in different ways (Bijeikienė & Tamošiūnaitė, 2013; Hernández-Campoy, 2014; Holmes & Hazen, 2013). The difference of the terms ‘scientific research method’ and ‘scientific research technique’ has not the one and only meaning in sociolinguistics. With the help of the chosen method, a solution can be found to any problem as a whole, and the problem-solving tool is a research technique; therefore, in sociolinguistic research, the questionnaire and survey refer to a research technique, because the use of a questionnaire or survey can only solve certain specific questions, not the problem as a whole. The sociolinguistic research method is defined as a system of research
techniques used to study the coexistence, functioning and interaction of three languages in the social community of people.

Research design

Methods and techniques for the study of trilingualism in the oil industry of Kazakhstan have been determined in accordance with the research question: Does a number of linguistic and extralinguistic factors influence the level of proficiency in one or another component of trilingualism?

A questionnaire survey is one of the main methods of collecting sociolinguistic information on the functioning of trilingualism in the oil industry of Kazakhstan. Using this method, we interviewed oil specialists in the regions of Atyrau, Aktobe, Kyzylorda, West Kazakhstan and Mangistau. Main basic fields such as Tengiz (Tengiz), Uzen (Uzen), Royal (Korolevskoye), Janajol (Zhanazhol), Karazhambas (Karazhanbas), Bozaschi (Bozachi), Kumkol (Kumkol), Kalamkas (Kalamkas), Zhetybai (Zhetybai), Alibekmola (Alibekmola), Akshabulak (Akshabulak), Kenkyak (Kenkiyak) and Kenbai (Kenbai) are located in these areas. The respondents of the survey are typical for the representation of the oil industry in Kazakhstan in terms of representation of the main ethnic groups, education, social status and age. In order to understand a spontaneous, coherent speech, the interviewees were asked about their specialty, the technological processes, the nature of their work. Respondents were specialists of the oil companies ‘Tengizchevroil’, ‘CNPC Aktobe’, ‘KazTransOil’, ‘Neftestroyserviz’ (NSS, NSS), ‘By KM Operating Company’, LLP ‘Batys Munay’, ‘Aktobemunayserviz’, ‘Keys Orion’, ‘Agip KCO’, ‘Kazakhoil-Aktobe’ and ‘Schlumberger’. Six hundred specialists participated in our research. The objective of our survey was to cover the variety of professional and social groups involved in the oil industry in Kazakhstan. In addition, the present study identified six age groups: 21–25; 26–35 years; 36–45 years; 46–55 years; 56–65 years; 65 years and up. There are also four groups related to the level of education: (1) secondary; (2) secondary technical; (3) higher; (4) incomplete higher education.

Data analysis

The survey consisted of two sections.
The aim of the first part is: (1) to determine the degree of the language proficiency; (2) to identify the areas of communication in Kazakh, Russian and English languages.

The second part of the survey includes linguistic tasks. The informants were offered the task of ‘Describing the technological process (poster, detail, machine tool or other types of technological processes) in three languages in 15–20 sentences.

Considerable attention was paid to the questionnaire survey as ‘the most reliable, rational and all-encompassing method of collecting reliable material, requiring the minimum amount of time for its collection and processing’ (Dyrheyeva, 2014).

In addition to the questioning, the method of interviewing representatives of different social and professional groups on the objects under research has been widely used. In order to understand a spontaneous, coherent speech, the interviewees were asked about their specialty, the technological processes, the nature of their work, etc.

The informative method of our research was participatory observation method of trilingual communicative acts. This method made it possible to directly monitor the speech activity of the trilinguals, and to record the functioning of the terminology in their speech. Dictaphone recordings of the speeches of the oilmen on the topics of production, the speeches of the speakers at the meetings, the board meetings, allowed us to record the direct process of the functioning of trilingualism.

After gathering the data, the researcher analyzed them systematically. Also, the data were grouped and categorized as per the problems of the study, the characteristics of the items, and the objectives. The numbers and percentages were employed. The data were analyzed and scored based on the frequency of answers.

Statistical analysis

Varieties of correlation analysis have been used to analyze the information. In the case of sociolinguistics, there are typical correlations in which certain social parameters, stratification or situational, act as independent variables and linguistic phenomena act as dependent variables. For each social aspect, the information have been described separately and commented on from the constructive side. Tables and graphs have been drawn up for this purpose.
Research limitations

Unfortunately, despite the extremely scientific focus of the research, the oil companies, in addition to the above, do not support the survey among their employees of the organization.

It is considered essential to note that the research focus only on the data available to the author during the work. This is due to the fact that professional communication in the oil industry is, in most cases, confidential, which creates challenges in accessing diverse and extensive materials and limits the scope of research.

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Competing Interests

The authors declare that they have no competing interests.

Adherence to Ethical Standards

The authors declare that the work is written with due consideration of ethical standards. The study was conducted in accordance with the ethical principles approved by the Human Experiments Ethics Committee of I K. Zhubanov Aktobe Regional University (Protocol No 1 of 12.02.2019).

Informed Consent

An informed consent was obtained from all participants of the experiment to take part in the research.

Availability of Data and Materials

The data underlying this article are available in Github at https://github.com/kkoptleuova6/Psycholinguistics.git

Results

Having studied the current linguistic situation in the oil industry in Kazakhstan, we would like to note that the problem of the development and spread of trilingualism is an important subject of research and
consideration at all levels of the linguistic hierarchy and the spheres of implementation. The information collected from the sociolinguistic research revealed that the respondents baffled the concepts of ‘native language’ and ‘functionally first language’. As a rule, in the ‘native language’ column, the respondent usually indicates the language of his or her nation and nationality. Thus, all respondents referred to the ‘Kazakh language’ as their ‘native language’, among which were Russian-speaking Kazakhs with a weak level of knowledge of the Kazakh language.

Currently, most oil workers of Kazakh nationality (78.5%) are fluent in the state language, only 2.3% speak orally, but do not have writing skills in the Kazakh language, 5.4% understand the Kazakh language, but cannot express themselves. Every tenth oil worker surveyed (10.0%) replied that they understand the Kazakh language. By the method of questioning, it was found that there are no Kazakhs who do not know their native language, which everyone recognizes as the Kazakh language, but 0.7% of those who took part in the survey do not speak the Kazakh language fluently, but only understand a few phrases, and 2.7% experience difficulties in oral communication. The percentage of Kazakhs who speak Russian fluently makes up 80.6%; 1.4% of the Kazakhs do not know Russian; 1.0% of the Kazakhs understand only a few phrases in Russian.

13.5% of all Kazakhs surveyed speak, read and write fluently in English. A slightly lower percentage – 9.6% understands speech and are able to communicate in English. A large group of Kazakhs (33.3%) does not speak English, but understands some phrases. Oil workers who do not speak English at all account for 31.2% of the respondents. Middle-aged and elder people speak English to a lesser extent or not at all. Their language skills are limited to the curriculum of the school. Some people between 35 and 45 years of age, however, rate their language knowledge above the average since they had to take the language courses. Age groups 21–25, 26–35, 36–45 have the highest percentage of English speakers. The Kazakhs who understand speech, but cannot express themselves in English, make up 8.2%. 33.3% of oil workers do not acquire English, but understand some phrases (Table 1).

Knowledge of three languages at the same time for work in the oil industry is ‘mandatory’ for 60.2% of Kazakhs, for 53.05% knowledge of Russian and English is mandatory and knowledge of the Kazakh
language is ‘optional’, for 55.7% it is ‘desirable’ to know English and ‘obligatory’ knowledge of only Kazakh and Russian languages for 73.2% (Table 2).

Table 1
Degree of Language Proficiency (in %)

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<tr>
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<tbody>
<tr>
<td>0.7</td>
<td>1.0</td>
<td>34.3</td>
<td>11.7</td>
</tr>
<tr>
<td>5.4</td>
<td>0.3</td>
<td>8.2</td>
<td>4.6</td>
</tr>
<tr>
<td>10.0</td>
<td>11.0</td>
<td>9.6</td>
<td>10.2</td>
</tr>
<tr>
<td>2.3</td>
<td>4.3</td>
<td>2.1</td>
<td>2.9</td>
</tr>
<tr>
<td>78.5</td>
<td>80.6</td>
<td>13.5</td>
<td>57.5</td>
</tr>
<tr>
<td>2.7</td>
<td>1.4</td>
<td>1.6</td>
<td>1.9</td>
</tr>
</tbody>
</table>

In the family and in everyday life, the Kazakhs use their own language. 89.9% of Kazakhs speak Kazakh to friends, family members and relatives. However, they use Russian – 88.8% – communicating with their not-Kazakh friends. The percentage of people reading novels in the Kazakh language among the Kazakhs is quite high – 63.8%. 33.3% of those who use Kazakh language when reading professional literature. 69.4% of respondents read Kazakh newspapers and magazines.

Table 2
To Work in the Oil Industry, Do You Need to Know

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>74.6</td>
<td>71.8</td>
<td>34.3</td>
</tr>
<tr>
<td>18.7</td>
<td>15.9</td>
<td>55.7</td>
</tr>
<tr>
<td>3.3</td>
<td>6.7</td>
<td>7.3</td>
</tr>
<tr>
<td>3.4</td>
<td>5.6</td>
<td>2.7</td>
</tr>
</tbody>
</table>

45.6% of the respondents answered that they read literature only in Russian, 58.7% use Kazakh-Russian bilingualism when reading literature, trilingualism is observed in 5.5% of readers. According to the results of the study, the majority of oil workers of Kazakh nationality (69.6%) did not experience difficulties in applying for a job because of not knowing the national language, apparently because they spoke it well enough, or at that time there was no need in their knowledge,
at the same time every sixth respondent (16.1%) had them. The presence of English-language difficulties was noted by 18.8% of respondents of Kazakh nationality (Table 3).

**Table 3**

*Have You Experienced Any Difficulties When Applying for a Job Due to Lack of Knowledge*

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>16.1</td>
<td>13.0</td>
<td>18.8</td>
</tr>
<tr>
<td>No</td>
<td>69.6</td>
<td>77.2</td>
<td>54.7</td>
</tr>
<tr>
<td>Not sure</td>
<td>14.3</td>
<td>9.8</td>
<td>26.5</td>
</tr>
</tbody>
</table>

Among the problems arising from lack of knowledge of the Kazakh language, oilmen of Kazakh nationality note, first of all, difficulties in communicating with others – 40.3%. Second and third places were marked by problems relating to office work – 15.3% and restrictions on promotion—the destruction of the usual circle of communication due to language isolation – 9.0%. Problems associated with lack of knowledge of English in office work are experienced by Kazakhs (16.7%) to a somewhat greater extent than that of representatives of other nationalities. The problem associated with the restriction of career promotion due to lack of knowledge of the English language was noted by 23.4% of Kazakh respondents, and 26.3% of Kazakh respondents noted the presence of a barrier to getting a job with high earnings due to this (Table 4).

**Table 4**

*What Problems Do You Face Due to Ignorance*

<table>
<thead>
<tr>
<th></th>
<th>Kaz.</th>
<th>Russ.</th>
<th>Eng</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restrictions on business</td>
<td>5.6</td>
<td>26.2</td>
<td>21.3</td>
</tr>
<tr>
<td>Restrictions on getting work in the specialty</td>
<td>2.8</td>
<td>14.9</td>
<td>14.2</td>
</tr>
<tr>
<td>Obstacle to getting a high-income job</td>
<td>7.6</td>
<td>44.1</td>
<td>26.3</td>
</tr>
<tr>
<td>Disruption of the usual social circle due to the isolation of the language</td>
<td>9.0</td>
<td>3.4</td>
<td>4.2</td>
</tr>
<tr>
<td>Problems communicating with others</td>
<td>40.3</td>
<td>10.5</td>
<td>7.6</td>
</tr>
<tr>
<td>Drafting business letters, in office work</td>
<td>15.3</td>
<td>3.2</td>
<td>16.7</td>
</tr>
<tr>
<td>Not sure</td>
<td>11.1</td>
<td>1.7</td>
<td>9.5</td>
</tr>
<tr>
<td>Other problems</td>
<td>8.3</td>
<td>-</td>
<td>8.7</td>
</tr>
</tbody>
</table>
Currently, 20.6% of Kazakhs study the state language, 11.1% do not study the state language, 68.3% do not study it because they speak it. Currently, 6.4% of people related to the oil industry are engaged in Russian language studies. 22.2% of Kazakhs are currently studying English, and 36.1% of Kazakhs will learn English only in the near future (Table 5).

**Table 5**
*Are you Currently Studying Languages*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20.6</td>
<td>6.4</td>
<td>22.2</td>
</tr>
<tr>
<td>Not yet, but I’m going to learn soon</td>
<td>11.1</td>
<td>15.3</td>
<td>36.1</td>
</tr>
<tr>
<td>No, cause I already know it</td>
<td>68.3</td>
<td>78.3</td>
<td>10.0</td>
</tr>
</tbody>
</table>

The data in Table 6 reflect the main reasons for studying the components of trilingualism.

**Table 6**
*Why Are You Studying?*

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Civic duty</td>
<td>61.9</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>I’m going to live in Kazakhstan</td>
<td>5.9</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>This language is spoken around me</td>
<td>2.0</td>
<td>48.3</td>
<td>35.6</td>
</tr>
<tr>
<td>Knowledge of the language is essential for a career</td>
<td>9.4</td>
<td>43.9</td>
<td>56.4</td>
</tr>
<tr>
<td>I’m forced to do this</td>
<td>1.4</td>
<td>7.8</td>
<td>7.2</td>
</tr>
<tr>
<td>Native language</td>
<td>19.4</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other reasons</td>
<td>1.6</td>
<td>-</td>
<td>1.7</td>
</tr>
</tbody>
</table>

The survey results show that the main reason to learn English is called ‘the need for career growth’ – 56.4%. And the main motive for learning the Kazakh language is ‘civic duty’ – 61.9%. Other motives prompting Kazakhs to learn their native language are ‘shame’, ‘ignorance of their native language’ – 1.6%. As before, many Kazakhs studying the Russian language are convinced of the special role of the Russian language, noting such a reason as ‘they speak this language around me’ – 48.3%, due to the ‘need for a career’ study Russian 43.9%.

When studying the distribution and functioning of trilingualism with the participation of Kazakh, Russian and English among specialists...
in the oil industry of Kazakhstan, we came to the conclusion that a number of extralinguistic factors have a certain impact on the degree of proficiency in one or another type of trilingualism: (1) age; (2) education; (3) belonging to a certain social and professional group; (4) the national composition of the labor collective; (5) the ethnic composition of the settlements where the oilmen came from; (6) the main place of residence of specialists (city, village); (7) other factors.

The knowledge and use of English by oil industry specialists largely depends on the age stratum. The younger the age, the higher the percentage of those who speak English. In the age groups of 20–25, 26–35, and 36–45, there is the highest percentage of those who speak English is about 44.3%, 42.0%, 35.8%, respectively, and in the older age groups, on the contrary, their number is decreasing to 25.9%, 10.0% and 8.3%.

We observe the opposite tendency for the Russian language. In the middle age group of 36–45 years, the number of people who speak Russian is 97.8%. High levels of Russian language proficiency are due to the fact that representatives of this group received their education during the Soviet era, mainly in Russian technical universities. Compared to this group, among the respondents in the groups of 20–25, 26–35, 46–55 and 56–65, the proportion of those who speak Russian is slightly lower to 96.2%, 95.1%, 97.0%, 93.0% and 92.5%, respectively. This phenomenon testifies, firstly, to the growth of the real prestige of the state language and awareness of its official status both among Kazakh and non-Kazakh nationalities, and secondly, the young generation of oil workers received knowledge in schools in the state language exactly at the time when it was undertaken revival and the most significant expansion of the spheres of application of the Kazakh language, and first of all, in the field of education. This explains the rather high percentage of those who speak the Kazakh language in the younger age groups – 87.0% and 84.6% (Figure 1).

The results of the study of trilingualism in the oil business in Kazakhstan show that education has a clear influence on knowledge of the English language. Among the surveyed oil workers, the percentage of those who speak English is significantly higher among those with higher education – 68.2%; for people with incomplete higher education, this indicator is 21.3% (Figure 2).
Studies have confirmed that the level and degree of intensity of the development of trilingualism is influenced by belonging to a particular social and professional group. In the field of the oil industry in Kazakhstan, social and professional groups can be divided into three categories: (1) the workers: drillers, driller assistants, head drillers, diesel operators, etc.; (2) middle technical level: drill foreman, administrator, camp boss, operator, etc.; (3) higher technical level: engineers, leading
engineer, mechanical engineer, supervisors, coordinator, consultant, oil accounting technician.

(1). Category 1. It should be noted that the use of Kazakh-Russian bilingualism in various spheres of life is typical for workers, and, in particular, at work, when reading newspapers and magazines, watching television programs. In the family and everyday life, the priority in the use of languages belongs to the Kazakh language. Representatives of this particular social group make up the largest percentage of knowledge of the Kazakh language, which is explained by their permanent place of residence in rural areas, where mainly the Kazakh population lives. Thus, 80% of the respondents indicated that they use the Kazakh language when communicating with relatives, while with friends and colleagues at work, they use Kazakh and Russian languages. Compared to the family and household sphere, where the Kazakh language bears the main functional load, bilingualism is widespread in the official sphere. According to our observations, oilmen of Kazakh nationality, when communicating with representatives of other nationalities, speak Kazakh and Russian, but communicate with each other only in their native language. Most of them have mastered Russian terminology well, and in conversations with each other on industrial topics in Kazakh speech they use Russian terms. This social group is the least active carrier of the Kazakh-Russian-English trilingualism. The interaction of this layer of the collective with the English-speaking representatives is much narrower than that of other groups. Their knowledge of the English language is limited to a few phrases, colloquial everyday speech and mastery of the conceptual apparatus of the oil sector (see Figure 1).

(2). The second category. The multinational composition of enterprises, office work in Russian and English, the language environment create all conditions for the wide functioning of the languages of interethnic and international communication and the spread of the Kazakh-Russian-English trilingualism. This social group is characterized, in comparison with the speech practice of workers, mainly in all spheres of Kazakh-Russian bilingualism, and in the sphere of their professional activities – and Kazakh-Russian-English trilingualism, which is associated with the specifics of production. The middle level of representatives of the oil profession is, as it were, a link between workers and the management apparatus. By the nature of their activities, representatives of this social and professional group have to
communicate with workers more often, at the same time they have the opportunity to master English in the process of production activities through direct contact with native English speakers. In the family and everyday life, they prefer to communicate only in the Kazakh language, and in communication with friends they use both their native and Russian languages. Almost all of them are fluent in Russian, and it bears the greatest functional load in their speech practice when communicating with representatives of other nationalities. In the formal sphere, all three languages are used, depending on the communication situation (see Figure 2).

(3). Management staff. Ethno-sociological research revealed the presence of fairly close links between social and professional status and high linguistic competence. A survey conducted among persons belonging to this social and professional group made it possible to conclude that among all social groups, the highest and most stable level of trilingualism is observed among engineers and managers. The languages of communication are Russian and English. The high rates of mastery in Russian and English are explained by the fact that these categories, in comparison with other social and professional groups, are more closely related to workers of other nationalities. The named categories of oil workers of different nationalities constantly enter into linguistic contacts with representatives of different nationalities in labor collectives, during internships in foreign countries, etc. (Figure 3).

Figure 3
Functioning of trilingualism among various social and professional groups
Discussion

The phenomenon of multilingual communication in professional communities is studied from different points of view – linguistic, psychological, sociolinguistic and psycholinguistic. From the point of view of psycholinguistics, a language is an important factor affecting high performance teamwork within such multicultural teams especially in corporate environments (Nurmi et al., 2009). According to Pincas (2001), the use of English as a second language and the lack of paralinguistic cues in cross-cultural electronic communication cause many difficulties, e.g. using conventions of mother tongue, politeness, modes of emphasis, ways of referring back to previous messages, use of netiquette rules, and the perception of relevance, which is reported as the most difficult aspect of cross-cultural discourse (Pincas, 2001). Communication, language, media, dimensions of culture and conflict have significant impact on multicultural teamwork, and problems in multicultural teams generally occur due to one or more of these factors (Cagiltay et al., 2015).

To identify the linguistic situation in the oil industry of Kazakhstan, a survey among trilingual oilmen was conducted. The data obtained indicate that the forms of interaction of the Kazakh, Russian and English languages are far from being similar, which depends on the age and position of the employee or worker in the oil industry. The level of education, the ethnic composition of the company, other objective factors also make this very distinctive.

The study revealed that, depending on the communicative situation, Kazakh or Russian languages may dominate; English is rarely used in spontaneous communication of oil workers, while it comes out on top when drafting business papers of international importance.

The first component of the trilingualism – the Kazakh language is spoken by 100% of the surveyed oilmen.

First of all, the Kazakh language, as the native language of the oil workers we study, is a means of intra-national communication. The Kazakh language is increasingly used in professional communication of oil workers. Recently, oil companies have been actively pursuing a language policy for the use and development of the state language.

Knowledge of the second component of trilingualism – the Russian language – enables oil industry specialists to communicate
not only with representatives of the Russian people, native speakers of the Russian language, but also with representatives of all non-Russian peoples working in this area. Currently, a significant part of the Kazakh oilmen speak Russian fluently. And only a small percentage own it passively, i.e. understand Russian, but cannot speak or speak with difficulty. It performs the function of interethnic communication.

Working in a multinational environment, where you have to enter into linguistic communication with representatives of a huge number of nations and nationalities, you should also know the English language, because in these conditions its proportion and importance as a language of international communication increases. In order to communicate with representatives of any nationality, you do not need to know all languages, it is enough to know along with your native languages Russian and English, then language communication between them will not be difficult.

Thus, fluency in the native language, Russian and English is a social requirement of the oil industry of Kazakhstan. It is to be hoped that further studies may apply the developed approaches in the analysis and description of other types of polylingualism.

**Conclusion**

Thus, the study of the language situation in the oil industry shows that trilingualism, consisting of three components – Kazakh + Russian + English – is the most theoretically and practically acceptable functional model in the oil industry of Kazakhstan. The sociolinguistic research showed that the Kazakh-Russian-English trilingualism is widespread among representatives of various social and professional groups of the oil industry: drillers, driller assistants, engineers, foremen, supervisors, etc., who speak their native Kazakh and Russian languages fluently, and also know how to communicate in English.

**References**


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АНОТАЦІЯ

Мета дослідження. Лінгвістична ситуація в нафтовій промисловості Казахстану характеризується функціонуванням тримовності з паралельним використанням трьох мов – казахської, російської та англійської. У цій статті описується мовна ситуація в нафтовій промисловості Казахстану.

Методи та процедура дослідження. Було проведено опитування серед співробітників галузі з метою визначення рівня казахсько-російсько-англійської тримовності.

Результати. Отримані записи свідчать про те, що форми взаємодії казахської, російської та англійської мов далеко не однакові. Казахи, які не знають рідної мови, оскільки загальновизнанням є казахський, недостатньо розмовляють казахською, а лише розуміють певні фрази і 2.7% з труднощами розмовляють рідною мовою. Статистичний аналіз даних показав, що кількість казахів, які вільно володіють російською, становить 80.6%, 1.4% казахів не знають...
російської, 1.0% казахів розуміють лише певні фрази. Вікові групи 21–25, 26–35 та 36–45 років мають найвищий відсоток володіння англійською мовою.

Висновки. Казахсько-російсько-англійська тримовність поширена серед представників різних соціальних та професійних груп нафтової промисловості, які вільно володіють рідною казахською та російською мовами, а також вміють спілкуватися англійською.

Ключові слова: казахсько-російсько-англійська тримовність, лінгвістика, термінологія нафти, полілінгвізм.