

## Enriching Banking Vocabulary in English for LPD Employees Using the Crossword Puzzle Method

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**Abstract-** The crossword puzzle method is utilized to enhance English vocabulary proficiency among employees of a local financial agency named LPD (Lembaga Perkreditan Rakyat) which is located at Guwang Village, Gianyar Regency. This research adopts a qualitative approach combined with a case study model and a pre-experimental design to assess the method's effectiveness. 15 employees with diverse educational backgrounds, ranging from high school (SMA), vocational school (SMK), diploma, to bachelor's degree are participated in this research. This research applied crossword puzzle set as the instrument which contained of 20 English financial glossaries. The data collection was conducted through the distribution of questionnaires and preliminary interviews to assess the employees' understanding of banking terminology in English before and after the training. Data analysis was performed using an interactive model that includes three main stages: data collection, data analysis, and conclusions. The results showed that the crossword puzzle method is fruitful in enhancing employees' interest in actively learning English vocabulary. Furthermore, the method also expanding their confidence in using English, especially in the context of banking terminology. The evaluation results revealed that 4 employees (27%) only mastered fewer than 10 vocabulary items after the training (Category A), 5 employees (33%) mastered between 10 to 15 vocabulary items (Category B), and 6 employees (40%) successfully mastered more than 15 vocabulary items (Category C). These findings indicate a significant improvement in vocabulary mastery, although there are still differences in the level of proficiency among the participants. Overall, this method has a positive impact on employees' English vocabulary mastery, particularly in banking terms, and has the potential to be applied more widely in other workplace settings.

**Keywords:** Crossword Puzzle, Increase Vocabulary, Banking, LPD Employees.

### I. INTRODUCTION

Language proficiency is a fundamental skill that employee must possess to remain competitive in all areas of life, particularly in the glossaries of economic management, banking, and Village Credit Institutions (LPD). The significance of this competency becomes even larger when these financial institutions operate in an area with high tourism activity, such as Guwang in Gianyar. In such settings, English become a crucial function as a fundamental tool

of communication, therefore mastering English is an indispensable skill for employees to effectively perform their duties and interact with clients from varied backgrounds.

Language is more than just a tool for communication; it serves as the foundation for building relationships and exchanging information among individuals (Arkuri & Maharani, 2023; Dewi & Irwandika, 2024). Therefore, the ability to master a foreign language, particularly English, has become a

necessity in today's globalized world. English, recognized as the universal language, has cemented its importance as a medium for international communication. This reality places increasing pressure on employees to acquire active English proficiency, which has become one of the primary criteria for recruitment in many industries. Employers seek candidates who can effectively communicate in English, recognizing that this skill is critical for enhancing organizational performance and maintaining competitiveness in the global market.

The path to mastering English begins with developing a broad and robust vocabulary. Vocabulary serves as the cornerstone of language learning, enabling individuals to express themselves clearly and comprehend complex concepts. It is not only a reflection of personal linguistic ability but also an indicator of the overall quality of a company's workforce. Organizations with employees who demonstrate a strong command of English vocabulary are better equipped to handle international interactions and foster professional growth.

Proficiency in English extends beyond the basic four language skills of listening, reading, speaking, and writing (Monny, 2022). It also encompasses a deep understanding of other linguistic elements, with vocabulary playing a crucial role. A rich vocabulary is essential for achieving fluency and accuracy in communication, as it enhances one's ability to articulate ideas, negotiate effectively, and engage in meaningful dialogue. Thus, focusing on vocabulary acquisition is a vital step in the journey toward mastering English, particularly for employees working in sectors like banking and finance, where precise terminology and professional communication are paramount. One effective way to engage learners is through the use of games as a teaching method. This method involves activities carried out based on specific rules, which can provide enjoyment, challenges, and support the development of skills. The application of this game-based method aims to produce a learning process that meets the expected goals and yields optimal results. As a result, learning becomes more engaging, less monotonous, and can improve learning outcomes (Wahyuni, 2019).

(Radili, 2012) states that crossword puzzles are one of the brain-stimulating games that are widely popular among people. Not only for adults, crossword puzzles also offer benefits for children to sharpen their left brain. The use of

crossword puzzles also can encourage learners to stay motivated and avoid boredom during their studies, while also helping them recall previously learned material.

To complement the learning process through games, auxiliary medias are also required. Media consists of a set of educational tools and resources used to assist in presenting learning materials to students, helping them achieve the intended educational objectives.

The above point of view showed that improving vocabulary become a crucial foundation of effective English language learning is expected to be optimized through the use of the crossword puzzle method.

### **Problem of the Study:**

- 1) Employees at LPD Guwang face a lack of mastery in English vocabulary, particularly terminology related to banking.
- 2) Employees exhibit low confidence in engaging in English conversations, which affects their communication abilities in professional settings.

### **Research Objectives:**

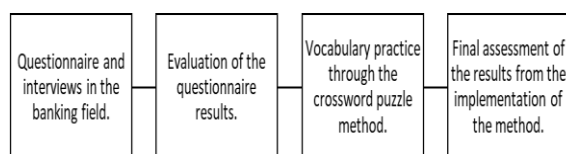
- 1) To evaluate the impact of the crossword puzzle method in improving employees' English vocabulary proficiency.
- 2) To implement and assess conversation practice as a strategy for enhancing employees' confidence in speaking English.

## **II. METHODS**

The data analysis in this study utilizes a qualitative research approach. Qualitative research aims to provide a clear description of an issue being investigated. The data collection and analysis procedures involved using a case study method, where random samples were taken from the respondents.

A comparative analysis of case study research recommends using replication logic as a method in the analysis process. This method involves ensuring that each case adheres to a consistent research procedure, allowing for the generation of individual results. The outcomes from each case are then compared to identify commonalities and differences. These insights are subsequently utilized to address the overarching research questions and achieve the specific objectives of the study. (Wulandari, 2017).

This study involves all employees of the Village Credit Institution (LPD) in Guwang Customary Village, Gianyar Regency, with a total of 15 (fifteen) participants. The sample consists of employees with various educational backgrounds, including 5 individuals with a bachelor's degree, 1 with a D1 degree, 4 with a vocational high school (SMK) diploma, and 5 with a high school (SMA) diploma. This research was conducted over 8 (eight) months, starting in December 2022, at the LPD office in Guwang Customary Village, Gianyar.



**Picture 1.** Research Systematics

This study is conducted following the systematics outlined below: First, a questionnaire and interviews are distributed to obtain initial data. Subsequently, an evaluation of the first puzzle completion is performed. After obtaining the results of the initial evaluation, a training session is held to review or introduce banking terminology in English. Finally, an assessment is conducted to evaluate the improvement in vocabulary through the use of the crossword puzzle method.

### III. RESULT AND DISCUSSION

According to the research conducted at LPD Guwang, data was gathered using a test instrument designed to assess the participants' mastery of English vocabulary. The data includes the results from the participants' completion of crossword puzzles.

**Table 1.** Vocabulary Performance with Crossword Puzzle Before the Training Session

Vocabulary Proficiency Level	Category	Percentage	Quantity
Under 10	Low	60%	9
10-15	Medium	27%	4
Over 15	High	13%	2

Out of the 30 vocabulary words listed in the crossword puzzle about banking terminology in English, with a time limit of 30 minutes for completion, the average result obtained was

below 15 vocabulary words. A total of 9 (nine) participants (60%) acquired fewer than 10 words (Group A). 4 (four) participants (27%) were able to acquire between 10 and 15 words (Group B), while the remaining 2 (two) participants (13%) achieved more than 15 words (Group C).

**Table 2.** Vocabulary Results After Training

Vocabulary Proficiency Level	Category	Percentage	Quantity
Under 10	Low	27%	4
10-15	Medium	33%	5
Over 15	High	40%	6

After the vocabulary training was conducted on the 15 samples, the results obtained, as shown in the table above, were as follows: 6 (six) participants (40%) acquired more than 15 vocabulary words, 5 participants (33%) acquired between 10 and 15 words, and 4 participants (27%) acquired under than 10 words, categorized as low. In contrast to the previous table, the figures in Table 3 demonstrate a notable improvement, as the number of participants who learned fewer than 10 vocabulary words decreased, while more respondents achieved a higher number of words. This indicates an increase in the mastery of banking vocabulary in English.

**Table 3.** Success rate in percentage

Vocabulary Proficiency Level	Distance	Description	Percentage
Under 10	9 - 4	Decreased	33%
10-15	4 - 5	increased	6%
Over 15	2 - 6	increased	27%

This table shown that the vocabulary attainment under 10 has decreased, as the number of people who acquired fewer than 10 words dropped from 9 to 4, a decrease of 33%. This indicates an improvement in the respondents' vocabulary. On the other hand, the expanding vocabulary in a range of 10 and 15 words is shown to have increased, as the number of

participants who acquired between 10 and 15 words increased from 4 to 5, an increase of 6%. Similarly, the obtaining of words above 15 words increased by 27%, from 2 participants to 6 participants. This indicates a favorable result, reflecting that crossword puzzle expose individual to new words, phrases and language pattern especially in banking and information technology terminology has been successful in achieving the desired objectives.

#### IV. CONCLUSION

Based on the above explanation, the conclusions are as follows:

- 1) The results from the initial questionnaire distribution to LPD employees show that their mastery of banking-related vocabulary in English is still very limited. This is due to the infrequent use of banking terms in English by the employees. Several factors contribute to this, one of which is the limited enthusiasm in practicing English, as they believe that their standing as employees in a rural financial institution does not require mastery of banking vocabulary in English for their daily work.
- 2) Another conclusion derived from the study is related to the employees' educational background, particularly for the 5 high school graduates and 4 vocational school graduates, which has a significant impact on their curiosity about new things, especially the mastery of English. From the sample, it was found that the general standard of English proficiency among LPD employees, especially in terms of banking vocabulary in English, is very low.
- 3) The final results of this study indicate that the employees of LPD Guwang experienced a 33% increase in vocabulary acquisition. This increase is observed in the number of employees who mastered more than 15 vocabulary words, which rose from 2 participants to 6 participants, or 27%. Meanwhile, the number of employees who mastered

between 10 and 15 vocabulary words also increased from 4 participants to 5, a 6% increase. The study also revealed a decrease in the number of employees who acquired fewer than 10 vocabulary words, which dropped from 9 participants to 4, representing a 33% reduction after implementing the Crossword Puzzle method.

Therefore, the implementation of the Crossword Puzzle method can be regarded as an effective approach to enhancing the mastery of banking vocabulary in English among LPD Guwang employees, as demonstrated by the final results of this study.

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