

# Speaking from the Street: Examining the Patterns and Impact of Occupational Linguistic Diversity in Berlin

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In recent years, the use of English as a lingua franca in Berlin’s inner-city neighbourhoods has increased. Both academic and public commentators have discussed this phenomenon in occupational settings, but have focused on business and academic contexts. This thesis seeks to address gaps in the literature by focussing on the use of English specifically in “street-level” service-oriented jobs. I examine how English requirements are stratified by neighbourhood and by occupation as well as how Berliners feel about English and German use for work and integration. I conducted an online survey, which I distributed in-person, six semi-structured interviews, and a systemic analysis of web-scraped online job postings. I found that English requirements among street-level service jobs have a different spatial distribution than is apparent in other types of occupations. I also found that age, location of employment, and related opinions were most likely to impact respondents’ opinions and perceptions of language use.

Language Requirements from Survey Respondents  
Average Marginal Effects with 90% CIs

