

SAMPLE REPORT

L-MAS MULTILINGUALISM ASSESSMENT REPORT

GHFR Multinational

Global Workforce Language Assessment

L-MAS Level 3 | ALPS + LGCI | 5 Countries | 3,800 Employees

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THIS IS A SAMPLE REPORT FOR ILLUSTRATION PURPOSES ONLY
GHFR Multinational is a fictional company. All data is simulated.

1. Executive Summary

LINGACON conducted a Level 3 multilingualism assessment for GHFR Multinational, a financial technology company with 3,800 employees across five countries. The assessment measured two metrics: ALPS (Average Languages a Person Speaks) and LGCI (Linguistic Connectivity Index).

Metric	Company-Wide Result	Interpretation
ALPS	2.41	Your average employee speaks 2.41 languages. This is 56% above the global average (1.54).
LGCI	0.61	61% probability that any two randomly selected employees share at least one common language.

Key findings: Dubai and Zurich offices are the most multilingual (ALPS 3.52 and 3.18). The São Paulo office has the lowest internal connectivity (LGCI 0.54), creating a communication bottleneck for cross-office collaboration with Asian offices.

2. Client Profile

Field	Details
Company	GHFR Multinational
Industry	Financial Technology
Total employees assessed	3,800 (response rate: 89%)
Countries	5 (Switzerland, France, Brazil, UAE, Singapore)
Offices	5 offices across 5 countries
Assessment level	L-MAS Level 3 (Comprehensive: 12-question battery)
Metrics measured	ALPS + LGCI
Survey method	Online (single-link email distribution)
Survey languages	English, French, German, Portuguese, Arabic
Languages identified	11 languages across the workforce
Survey duration	2 weeks (open period)
Report delivery	1 week after survey close
Total project duration	3 weeks
Next assessment	Scheduled for 2029 (3-year cycle)

3. ALPS Results by Office

ALPS (Average Languages a Person Speaks) measures how many languages your employees speak on average. Higher is more multilingual.

Office	Country	Employees	Response Rate	ALPS
Zurich (HQ)	Switzerland	620	94%	3.18
Paris	France	880	87%	1.82
São Paulo	Brazil	740	85%	1.38
Dubai	UAE	860	91%	3.52
Singapore	Singapore	700	88%	2.84
COMPANY TOTAL		3,800	89%	2.41

Observations:

- Dubai leads with ALPS 3.52 — reflecting the highly international expatriate workforce (88% foreign-born). Employees speak Arabic, English, Hindi, Urdu, and Tagalog most frequently.
- Zurich follows at 3.18 — consistent with Switzerland’s multilingual culture (German, French, English are standard; many speak Italian or a fourth language).
- Paris at 1.82 is below the company average. French dominance means many employees are functionally monolingual in the workplace, despite France’s diverse population.
- São Paulo at 1.38 is the lowest office, and below the global average (1.54). Portuguese is overwhelmingly dominant; English proficiency exists but is limited to senior staff.

4. LGCI Results — Internal Connectivity

LGCI (Linguistic Connectivity Index) measures the probability that two randomly selected employees share at least one common language. Higher means better communication potential.

4.1 Within-Office Connectivity

Office	Internal LGCI	Interpretation
Zurich (HQ)	0.89	High connectivity. Nearly all employees share German or English.
Paris	0.93	Very high. French is universal internally.
São Paulo	0.91	Very high. Portuguese is universal internally.

Dubai	0.72	Moderate. High language diversity means some employee pairs lack a common language.
Singapore	0.86	High. English serves as lingua franca despite diverse L1s.

Note: High internal LGCI does not guarantee high cross-office LGCI. Paris scores 0.93 internally (everyone speaks French) but much lower when connecting with São Paulo (where few speak French).

4.2 Cross-Office Connectivity

Office Pair	Cross-Office LGCI	Primary Bridge Language	Gap Assessment
Zurich ↔ Paris	0.74	French + English	Good. Most Zurich staff speak French.
Zurich ↔ Dubai	0.68	English	Adequate. English is the bridge.
Zurich ↔ Singapore	0.71	English	Good. Both offices have strong English.
Zurich ↔ São Paulo	0.47	English (limited)	CRITICAL GAP. Few São Paulo staff speak German; limited English overlap.
Paris ↔ Dubai	0.52	English + French (partial)	Moderate gap. Some Dubai staff speak French.
Paris ↔ Singapore	0.58	English	Moderate. English proficiency in Paris is uneven.
Paris ↔ São Paulo	0.41	French + Portuguese (Romance similarity)	CRITICAL GAP. Very limited shared language.
Dubai ↔ Singapore	0.65	English	Adequate. Both are multilingual hubs.
Dubai ↔ São Paulo	0.34	English (very limited)	CRITICAL GAP. Lowest pair in the company.
Singapore ↔ São Paulo	0.39	English (limited)	CRITICAL GAP. São Paulo's low English limits all cross-office pairs.

Critical finding: São Paulo is a connectivity bottleneck. Four of the five lowest cross-office pairs involve São Paulo. English proficiency in the São Paulo office is the single largest barrier to company-wide communication.

5. Language Distribution

11 languages identified across the workforce:

Language	L1 Speakers	L2 Speakers	Total Speakers	% of Workforce
English	420	2,180	2,600	68%
French	910	580	1,490	39%
Portuguese	720	85	805	21%
Arabic	340	210	550	14%
German	310	190	500	13%
Hindi	280	90	370	10%
Mandarin	160	85	245	6%
Malay	120	95	215	6%
Spanish	95	180	275	7%
Tamil	85	30	115	3%
Italian	60	110	170	4%

English is the most widely spoken language (68% of workforce) but is NOT universal — 32% of employees do not speak English. This is the root cause of the connectivity gaps identified in Section 4.

6. Recommendations

6.1 Immediate Priority: São Paulo English Program

The São Paulo office is the company's connectivity bottleneck. Targeted English training for 150–200 key employees (team leads, client-facing roles, cross-office collaborators) would increase the Zurich–São Paulo LGCI from 0.47 to an estimated 0.65 within 12 months.

Estimated impact: Company-wide LGCI increases from 0.61 to approximately 0.69.

6.2 Dubai: Formalize English as Working Language

Dubai's internal LGCI (0.72) is the lowest of any office. While linguistic diversity is an asset, formalizing English for meetings and documentation would improve internal communication without diminishing the multilingual culture.

6.3 Paris: Encourage English Proficiency

Paris employees have strong French but uneven English. Cross-office connectivity suffers. Consider English language incentives (training budget, conversation clubs, international rotation opportunities).

6.4 Leverage Zurich and Singapore as Bridges

Both offices have high multilingualism and high connectivity with all other offices. For cross-office projects involving São Paulo, routing communication through Zurich or Singapore team members can reduce misunderstandings while the English program ramps up.

6.5 Repeat Assessment in 2029

A follow-up assessment in 3 years will measure the impact of language training investments and organizational changes. Expected improvement targets:

- Company ALPS: from 2.41 to 2.60+ (driven by São Paulo English program)
- Company LGCI: from 0.61 to 0.70+ (driven by closing the São Paulo gap)
- São Paulo ALPS: from 1.38 to 1.80+ (target: most employees speak at least some English)

7. Methodology

Framework: LINGACON Multilingualism Assessment Standard (L-MAS), Level 3.

Instrument: 12-question online battery covering: number of languages spoken (L1, L2, L3+), self-assessed proficiency per language (CEFR-aligned scale), language use contexts (work, home, social), and language learning history.

Distribution: Single-link online survey distributed via company email. Available in 5 languages (English, French, German, Portuguese, Arabic). Survey period: 2 weeks. Two reminder emails sent.

Response rate: 89% (3,382 of 3,800 employees). Non-response analysis showed no significant demographic bias.

ALPS calculation: Mean number of languages spoken per employee, weighted by self-reported proficiency (\geq A2 CEFR threshold to count as 'speaking' a language).

LGCI calculation: Pairwise probability that two randomly selected employees share at least one language at \geq A2 proficiency. Calculated per office pair and company-wide.

Confidence intervals: All ALPS and LGCI figures reported with 95% confidence intervals (omitted from this sample for readability).

8. Project Timeline and Investment

8.1 Timeline

Phase	Duration	Activities
Setup	3 days	Survey instrument finalization, translation into 5 languages, online platform configuration, email template preparation
Survey	2 weeks	Survey open period. Two

		reminder emails sent on Day 5 and Day 10. Real-time response monitoring.
Analysis	5 days	Data cleaning, ALPS and LGCI calculation per office and company-wide, cross-office connectivity matrix, language distribution analysis.
Report	2 days	Report writing, visualization, recommendations, executive summary.
TOTAL	3 weeks	From kickoff to final report delivery.

8.2 Investment

Item	Cost
L-MAS Level 3 assessment design and instrument	\$4,200
Survey translation (5 languages)	\$3,800
Online survey platform setup and management	\$1,500
Data analysis (ALPS + LGCI, per-office and cross-office)	\$6,200
Report preparation and presentation	\$3,800
LGCI add-on (connectivity analysis)	\$3,300
TOTAL INVESTMENT	\$22,800

Per-employee cost: \$6.00. Assessment valid for 3 years (next scheduled: 2029).

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A Home for Global Multilingualism Research

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