

Workplace Communication Technology Focusing on Implementing Accurate Language in Emails

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ABSTRACT

Information and communication technology has evolved rapidly which allows the users to share the information online smoothly. The speed of sending the information via technology is extraordinary and offers loads of benefits to the users. There are many types of communication that can be opted by the users. Email is one of the essential communication medium that can be used to convey the message and information. It works speedily in transmitting the message and information to the users in a formal setting or to the workers especially in the organization. In using email, language plays the main role in order to ensure the recipients comprehend the message clearly. Hence, the users need to use the proper language in order to enhance the communication with others successfully. Nevertheless, the language utilized in the email sometimes is not employed precisely which can cause the users confused and unable to comprehend the message easily. The sender neglects to use the accurate language in the email as they concern more on the message to the target recipients. If this scenario keeps on continuing without any solution, it will give the negative impact to the other email users. Hence, the main aim of this study is to discover the effect of using the accurate language in email. This study focuses on two aspects of language; lexical and morphology. The methodology employed in this study was qualitative method. The researchers had carried out the content analysis by interpreting and analyzing the data thoroughly.

Keywords: *Technology, language, emails, communication, message.*

INTRODUCTION

To date, language errors in Bahasa Melayu have been spotted a lot especially in the workplace. It is a serious matter that we need to ponder upon. Interpersonal communication pattern is such a huge influence on individual and organizational performance. Communication via electronic mail (email) becomes a very popular tool to deliver the message and information in the workplace. Electronic mail (henceforth email) is a method which allows the people to exchange digital messages between computer users in the workplace on the web. Email first entered substantial use in the 1960s and by the mid-1970s had taken the form now recognized as email (Derks, 2010).

The email system operates by accepting, forwarding, delivering, and storing the messages. Hence, if the usage of accurate language in Bahasa Melayu via email is not well addressed, the greater language error will occur and eventually will become a trustworthy language (Nik Safiah Karim, 2003). In fact, the utilization of accurate language should commence in the workplace as it can increase the prestige of Bahasa Melayu. Yahya Othman et al., (2009) claimed that the struggle to uphold the Bahasa Melayu cannot come to a stop. Since Bahasa Melayu is the Malaysia's national language, it is a must to put an effort to increase the prestige of it with a purposeful planning.

LITERATURE REVIEW

The evolvement of information technology such as computer-aided and emails give a positive effect to the users especially staff in a workplace. It plays an essential role in the imparting of information and dealing with everyday administrative at work (Waldvogel, 2005). The emergence of the internet has become the platform for disseminating information in strengthening knowledge and increasing knowledge to the community (Jauhariatul Akmal and Jamilah Ahmad, 2011). It can help the users to communicate effectively in sending the message and information quickly. Mohd Amirul Akhbar (2011) and Mohd Yusof et al. (2009) claimed that the technology enables in enhancing the excellence in factor education, health, politics and democratic practice. Plus, the Internet, will bring the world to the democratization of information and knowledge. In addition, the study conducted by Derks (2010) indicated that communication via email can be considered as vital in the workplaces because the users utilize it daily. Using email can also save the costs and the receiver can save the time to convey the message to the third party. The guidelines have been set in several workplaces to the staff pertaining to the usage of email. Aguilar-Roca et al. (2009) asserted that there are sessions organized by the university in guiding the users to compose an email, opening greetings, style, and sign-offs and advising students about the nature of email communications.

Internet is one of the alternative ways for the staff to refer to regarding on the guidelines for the correct and accurate language usage in the email. The guidelines on the Internet also can assist and guide them in reducing the language errors when composing the email. *Pusat Rujukan Persuratan Melayu (PRPM), Dewan Bahasa dan Pustaka* (henceforth DBP) is an established and well known website which to assist the users to check spelling errors or refer the accurate usage of Bahasa Melayu.

Email can be classified as a primary communication medium amongst employees, hence, the content of e-mail should be checked in detail in terms of language facet in order to ensure the message is conveyed clearly and accurately. It has been clearly outlined by the Malaysian Administrative Modernization and Management Planning Unit (MAMPU) (2010), which is one of the aspects that need to be addressed clearly while using the emails is by using the language and sentences that are clear, accurate and comprehensible by the recipient. In addition, there is another option that users can refer in website namely *Institut Tanah dan Ukur Negara (INSTUN)* or National Land and Survey Institute. On this website, it provides the guidelines on the language usage, such as the words, phrases and sentences that can be applied in the Internet and email.

As far as we concerned, loads of benefits that we can obtain by using the email at the workplace. Email offers the effective way to communicate easily especially at the workplace. Ducheneaut (2002) stated that email has the ability to transform communication networks by offering anyone with the capacity to communicate with everyone. Email can be an effective way to communicate. However, some of the emails that the users sent are badly written (Lewin-Jones & Mason (2014). The organization and format of the email are being usually formal to convey the meaningful and rich information to the staff. In addition, using email needs a low cost only yet very effective in the workplace. The need for efficient and low cost communication mechanisms, to share information and knowledge in the workplace (Figallo & Rhine, 2002; Weick, 1995).

According to the guidelines set by DBP, users are urged to use the accurate and polite language in emails. The content in the emails must be concise and precise. In addition, the Prime Minister of Malaysia (2003) claimed that the usage of capitalization in email content is not recommended and considered unethical for the government agency. Preferably, a combination of uppercase

and lowercase letters is employed and practiced in the email. Also, the language must be precise, brief and courteous since it is formal and symbolizes the nation and identity.

Nik Safiah Karim et al. (2004) defined morphology is the field of linguistics that studies the structure, forms of words and word categorization. The structure refers to a set of speech sound or symbols that carries a unit of language. According to *Kamus Dewan* (2007), lexical is not a word or vocabulary. It means that there is a meaning in the word itself where the folks should be aware when employ it in the sentence. If not, redundancy of word will be occurred in a sentence that leads to the incorrect one. Therefore, the writing that meets morphological and lexical aspects makes the writing more quality, meaningful and clearly comprehended by readers.

Siti Norsyahida et al. (2015), demonstrated in her research pertaining to errors in Bahasa Melayu utilized on the blog in morphological aspect. Blog is also a medium of communication in the Internet. The study found that there are lots of language errors in morphological aspect such as the use of single word, derived word, and plural. Hence, it is a difficult to prevent the language errors because the accurate language used in sentence is not emphasized among the writers and authors.

OBJECTIVES OF THE STUDY

Generally, this study is conducted to:

- i) identify the effects of using the technology in transmitting the message and information in the workplace.
- ii) identify the language inaccuracy in lexical and morphological aspects in the emails.
- iii) analyze the language inaccuracy in lexical and morphological aspects in the emails.

METHODOLOGY

The researchers conducted the qualitative content analysis method in this study. The findings were interpreted using the summative content analysis. This type of analysis commenced with identifying and quantifying certain words or content in the text in order to comprehend the contextual use of the words or content (Sarah & Shannon, 2005). This method had been opted by the researchers as it's flexible and suitable to be employed especially when it comes to the language base. The findings were obtained from the formal emails in one of the Technical universities at Malaysia namely University Malaysia Perlis (UniMAP). The emails had been analyzed from January until June, which the total numbers were 720 emails in year 2015. The analysis began by sorting them out according to the respected categories and codes. There are two categories have been identified namely lexical and morphology. In addition, four types of errors made by the users have been discovered from the data. The coding codes have been set namely spelling, word choice, redundancy and code mixing.

FINDINGS

In data analysis, the researchers have reviewed, analyzed and organized them based on the research questions and objectives of the study as below:

a. Identifying the Effects of Using the Technology in Transmitting the Message and Information in the Workplace.

Based on the analysis, it indicated that emails regularly used by workers as a medium of communication in the workplace. The emails that have been studied can be divided into these following categories:

Table 1: Categories of emails

MONTH/ CATEGORY	JAN	FEB	MARCH	APR	MAY	JUNE	TOTAL
INVITATION	6	3	21	18	20	15	83
ANNOUNCEMENT	73	88	104	96	114	129	604
SPEECH	6	3	4	4	5	11	33
TOTAL							720

Based on the email fraction in table 1, the most frequent email used by the users are announcement email, which is 83.89%, followed by the invitation email which is 11.53% category of and 4.59% of the speech email category. The email contains language weaknesses will only be used as a sample of the study, which is by using the purposeful sampling.

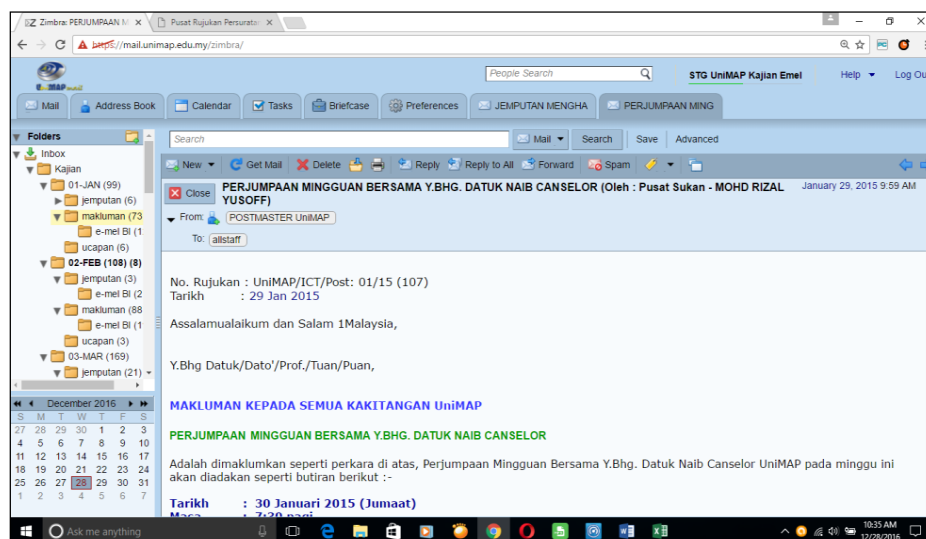


Figure 1: Invitation email

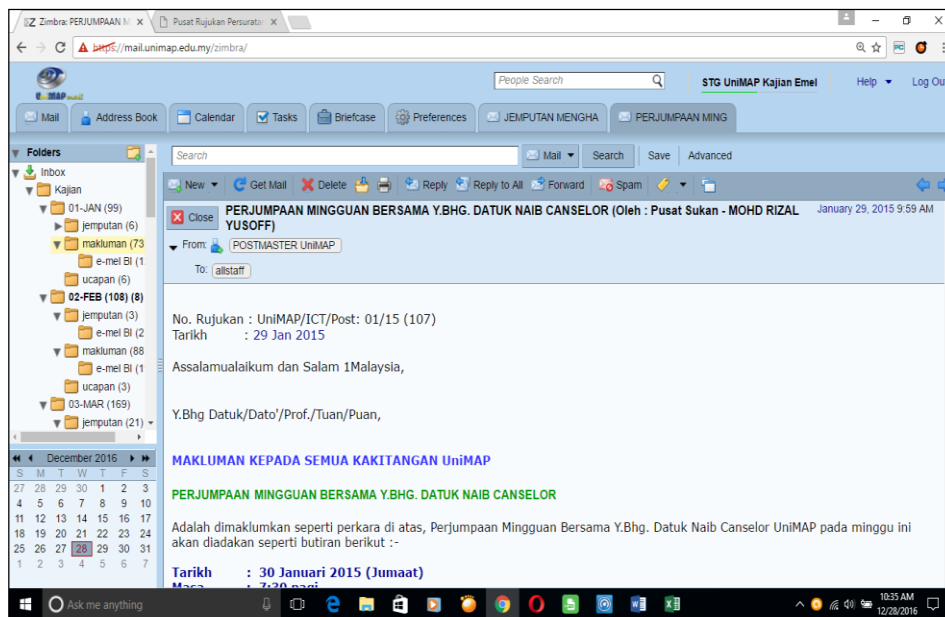


Figure 2: Announcement email

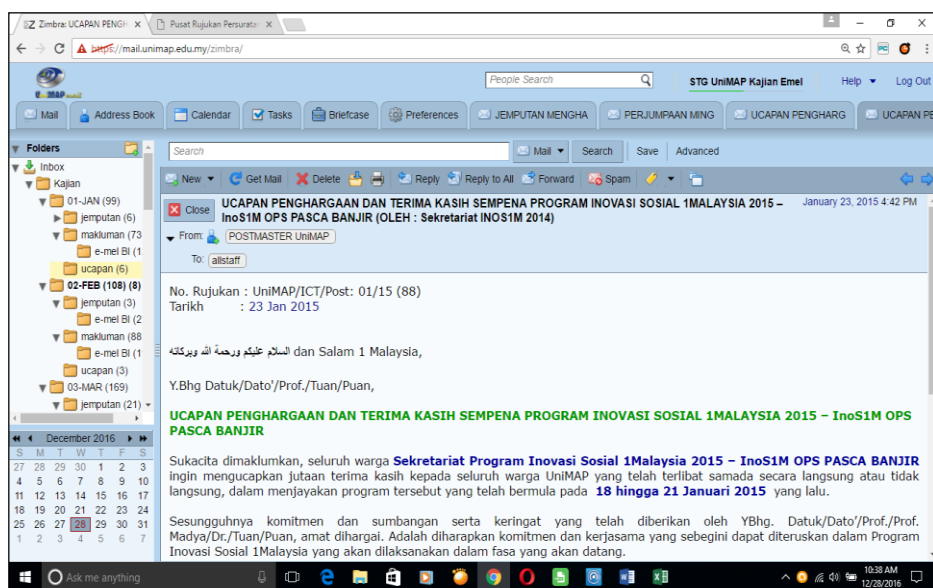


Figure 3: Speech email

Announcement email contain of the variety of content such as announcement of performance rating system opening, grant application and weekly meeting with the top management. Meanwhile, the invitation email consists of an email invitation to a program or seminar. Email speeches are expressing congratulations or appreciative of attendance to an event and condolences upon the death of a staff member or staff member of the family.

Moreover, the researchers figured out that emails were widely used by the staff yet they tended to ignore on the proper and correct use of language. Their language proficiency is apparently is threshold or intermediate according to the data that have been analyzed. The language aspects that have been identified as a problematic were on the lexical and morphology. Further discussions will elucidate more on the language inaccuracy in these two aspects; lexical and morphology in four categories of emails mentioned above.

DISCUSSION

b. Identifying the Language Inaccuracy in Lexical and Morphological Aspects in the Emails
From the observations and analysis of the data, it had been identified that staff has made lots of errors in lexical and morphological aspects. In lexical aspect, the frequency of errors made by the staff can be summarized in Figure 4 below:

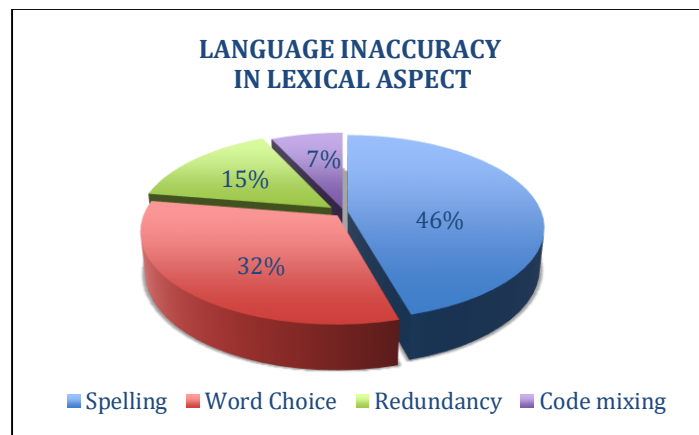


Figure 4: Percentage of inaccuracy in lexical aspect

In the pie chart above, Spelling indicated a prominent lexical category with 46%, followed by the Word Choice namely 32%, Word Redundancy, 15% and Code Mixing, 7%. For morphology aspect, the frequency of inaccuracy can be seen in Figure 5 below:

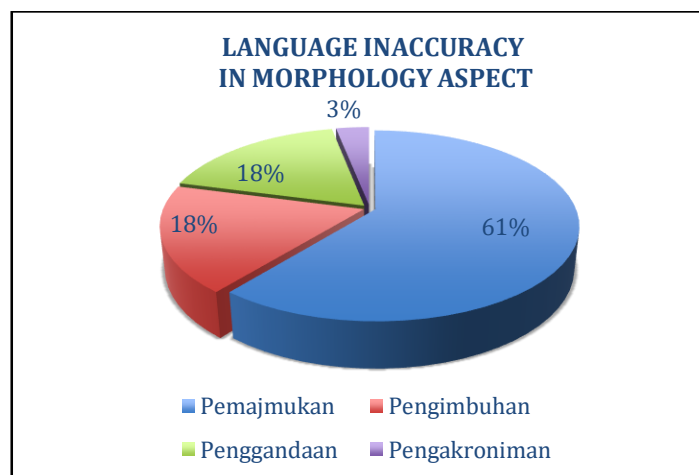


Figure 5: Percentage of inaccuracy in morphology aspect

In terms of morphology aspect namely formation of words, the prominent errors made by the staff were 'Pemajmukan' which was 61%, followed by 'Penggandaan' and 'Pengimbuhan' with 18% for both. The less error made by the staff was 'Pengakroniman' aspect which was 3% only.

c. Analyzing Language Inaccuracy in Lexical and Morphology Aspects

This section will analyze the language weaknesses in terms of lexical and morphological aspects in email usage in detail according to the words.

Mastering the Lexical Aspect

To analyze the language inaccuracy in lexical aspect, the researchers concluded that in Table 2 below:

Table 2: Examples of language inaccuracy in lexical aspect

No.	Category	Example	Frequency
1	Spelling	<i>email</i>	103
		<i>emel</i>	62
		<i>kata sendi</i>	43
2	Word choice	<i>pohon</i>	33
		<i>kata sendi</i>	64
3	Redundancy	<i>merujuk kepada</i>	75
4	Code mixing	attachment	6

The details of the frequency of weaknesses in the lexical aspects can be seen in the following table:

Table 3: Examples of language inaccuracy in lexical aspect

No.	Category	Example	Frequency						Total
			Jan	Feb	Mac	April	May	June	
1	Spelling	<i>email</i>	17	13	14	13	26	20	103
		<i>emel</i>	5	7	5	7	17	21	62
		<i>kata sendi</i>	-	6	8	10	13	6	43
2	Word choice	<i>pohon</i>	5	5	4	10	5	4	33
		<i>bersama</i>	4	-	-	1	1	6	12
		<i>kata sendi</i>	7	7	9	11	17	13	64
3	Redundancy	<i>merujuk kepada</i>	3	11	12	15	18	16	75
4	Code mixing	attachment	1	1	1	2	1	-	6

The table 2 above revealed that language inaccuracy in lexical aspect was the most prominent for spelling category where 214 spelling errors spotted in the emails. The staff often spelt the 'email' and 'emel' constantly, which the frequency of it was 165 times. In fact, the word 'email' supposedly fell under the code-mixing category, yet the researcher found that the staff was confused on how to spell it accurately. In addition, the staff also confused to spell the preposition correctly, which frequency of it was 43 times in the email.

In the table 3, the weakness of the email spelling appears to occur every month and the frequency is very noticeable. The examples of its use in email samples are:

- S1: *Mohon sedia maklum bahawa jadual telah dikeluarkan melalui e-mail pelajar dan Portal (January, 30; Invitation email).*
- S2: *Bagi peserta yang berjaya, mereka akan dihubungi melalui emel (February, 24; Announcement email).*

S3: *Sebarang komen dan cadangan untuk penambahbaikan siaran sila **emelkan** ke radio@unimap.edu.my (March, 16; Announcement email).*

The examples of prepositions spelt incorrectly were '*di atas*' and '*di bawah*'. Apart from that, the prepositions that they confused to spell were either it had to be spelt as secured or spaced. Researchers also found that the staff were unable to distinguish between preposition and the prefix '*di ...*'. In fact, the formula is simple; all the preposition words are spelled apart while the prefix should be spelt together in one word. Although it does not hinder the communication process, yet if the spellings are spelt wrongly constantly, it can reflect the staff's level of language proficiency. The examples of its use in email samples are:

S4: *Dengan segala hormatnya perkara **diatas** adalah dirujuk (March, 31; Announcement email).*

S5: *Bagi PTJ dan individu yang berhasrat untuk membeli dan mendapatkan produk MeeGo UniMAP boleh menghubungi dan mendapatkan maklumat lebih lanjut seperti butiran **dibawah** (March, 5; Announcement email).*

S6: *Adalah dimaklumkan bahawa perjumpaan mingguan bersama Y. Bhg. Datuk Naib Canselor pada minggu ini yang dijadualkan pada seperti ketetapan **dibawah** adalah DIBATALKAN (April, 21; Announcement email).*

Apart from spelling errors, incorrect word choice also occurs for lexical aspect. The staff constructed the sentences without thinking of the proper and accurate words while composing the emails. The weakness of word selection of '*kata sendi*' word is the most obvious, which is 64 times throughout the study. One of the wrong words used in the email is '*kepada*', '*pada*', '*di*' and '*dari*'. The examples are as follows:

S7: *Tarikh pembukaan permohonan secara atas talian melalui Sistem MyGRANTS telah dijanjikan **kepada**: 13 Februari 2015. (Jumaat) (Feb, 27; Announcement email)*

S8: *Semoga komitmen dan kerjasama ini akan dapat dikekalkan dan diteruskan melalui penganjuran program-program lain **di** masa akan datang. (April, 2; Speech email)*

S9: *Segala kerjasama dan perhatian **dari** YBhg. Datuk/Dato'/Prof./Tuan/Puan amatlah dihargai dan didahului ucapan terima kasih. (June, 25; Invitation email)*

The usage of the word '*pada*' must be used in S7, S8 and the word '*daripada*' must be used in S9. The users are confused to choose the correct word of '*kata sendi*' in the sentence. Even in the same category, however, every word of '*kata sendi*' should be used correctly in terms of grammatical rules. It has been emphasized by Nik Safiah Karim, Farid M. Onn, Hashim Haji Musa and Abdul Hamid Mahmood (2014) that although the '*kata sendi*' is present before a noun or phrase, but each of them has different tasks or functions and its use is determined by a specific rule. The users are confused to use the words such as '*dari*' and '*di*' when writing an email. The examples are as follows:

S10: *Permohonan perlu mendapat pengesahan dan kelulusan **dari** Ketua Jabatan terlebih dahulu. (April 16; Announcement email)*

S11: *Segala perhatian dan kerjasama **dari** pihak tuan/puan diakhiri dengan ucapan jutaan terima kasih. (June 18; Announcement email)*

S12: *Diharapkan kerjasama dan komitmen sebegini dapat diteruskan dalam menjayakan program anjuran Unit Kebudayaan dan Rekreasi (UKR) UniMAP di masa akan datang.* (June 4; Speech email)

The use of the word '*daripada*' should be used in S10 and S11 because the word '*dari*' is utilized for place and time while the word '*daripada*' refers to people or comparison. The next example which is S12 should be replaced with the word '*pada*' because it is actually refers to time, not a place.

The stand out word that used incorrectly by the staff was '*pohon*' with the frequency of it was 33 times. As following are the weaknesses of the usage of *pohon* word in the study:

S13: *Dipohon kepada yang belum mendapat polisi ini agar datang ke Pejabat UKKP untuk mengambilnya.* (April, 24; Announcement email)

S14: *Dipohon setiap PTJ menghantar 5 orang wakil untuk menghadiri Majlis Perasmian Pembukaan dan Penutup.* (May 6; Invitation email)

S15: *Sehubungan itu, semua pelajar UniMAP yang telah mendaftar untuk menduduki ujian ini adalah dipohon untuk mengambil perhatian tentang lokasi dan masa ujian dijalankan seperti mana yang dinyatakan di atas.* (June, 10; Announcement email)

Supposedly, they must not overlook on how to spell accurately between '*pohon*' and '*mohon*'. As a consequence, it will result the different meanings and interpretation in the email sent to the receiver. The correct meaning of '*pohon*' is '*pokok*' meanwhile '*mohon*' word means '*minta*' (*Pusat Rujukan Persuratan Melayu*). The use of the word '*pohon*' is used extensively among the staff. In addition, it is also frequently used in official forms and letters. The use of the word '*pohon*' is used extensively and becomes the norm among the staff. In addition to being used in email, the word '*pohon*' is also used in official forms and letters.

Moreover, the selection of word '*bersama*' in the email should also be replaced with '*bersama-sama*' in the context of its use. The examples are as follows:

S16: *Mohon untuk setiap Jabatan menghantar 10 orang wakil ke program dan (dikira sebagai 1 hari kursus) serta **bersama** ini disertakan aturcara program tersebut.* (April, 23; Invitation email)

S17: ***Bersama** ini dilampirkan talian telefon dan faks Kolej-kolej Kediaman UniMAP untuk makluman.* (May, 12; Announcement email)

S18: ***Bersama** ini dilampirkan Notis Tawaran Perkhidmatan Kafeteria dan Premis Perniagaan di Universiti Malaysia Perlis untuk tindakan dan makluman.* (June, 24; Announcement email)

Word redundancy in this study was associated with the use of words or excessive lexical in describing something or things. The frequency of Word Redundancy, which is '*merujuk kepada*' in this study, was recorded for 75 times. The correct word that the staff should employ in writing is '*merujuk*' because it refers to something and unnecessary to include the word '*kepada*'. Writing the emails should be short, concise and precise. The examples are as follows:

- S19: Dengan segala hormatnya saya **merujuk kepada** perkara tersebut di atas. (April, 28; Announcement email)
- S20: Sukacita **merujuk kepada** perkara di atas, dimaklumkan Jadual Waktu Kuliah Diploma UniMAP bagi Semester Pertama Sidang Akademik 2015/2016 telah di muat naik ke portal staf/pelajar di bahagian 'Timetables'. (May, 28; Announcement email)
- S21: Dengan segala hormatnya, saya **merujuk kepada** perkara tersebut di atas. (June, 4; Announcement email)

Code mixing was also discovered used by the staff in the official email even though the frequency is fewer. The most lexical word spotted in the emails was 'attachment' which the staff supposedly use 'lampiran' word. The examples are as follows:

- S22: Brosur program yang memuatkan borang penyertaan disertakan dalam **attachment**. (February, 25; Announcement email)
- S23: Bersama-sama ini saya sertakan borang penyertaan beserta tentatif program untuk perhatian/tindakan semua (Rujuk **Attachment**). (April, 9; Announcement email)
- S24: Diharap pihak Y.Bhg Datuk/Dato'/Prof./Tuan/Puan dapat mengambil peluang ini bagi mempromosi program ini terutamanya dari segi pemberian sumbangan keperluan asas kepada masyarakat orang asli seperti maklumat yang tertera dalam poster **attachment** bersama-sama emel ini. (May, 6; Announcement email)

Apart from the word 'attachment', there are other English words such as 'online', 'booth' and 'link' which similar to the Bahasa Melayu words namely *dalam talian*, *reruai* and *pautan*. Even though the weaknesses of code mixing is not prominent compared to others in the lexical aspect, they should opt for the appropriate word in Bahasa Melayu and did not mix with the foreign language in the formal emails. From the analysis in the email, it is revealed that the users are quite weak in the lexical aspect. Lexical is vital to be utilized when the users are communicating either verbally or in writing. The users should not choose wrong lexical, word redundancy, code mixing or wrong spelling.

Mastering the Morphology Aspect

The morphological aspect in this study focuses on 'pengimbuhan', 'pemajmukan', 'penggandaan' and 'pengakroniman'. There are a few repeated words which are wrongly used that have been identified by the researchers. The details of the frequency of prominent words errors in the morphology aspects can be seen in the following table:

Table 4: Frequency of Prominent Words Errors

No	Errors	Amendment	Frequency						Total
			Jan	Feb	March	April	May	June	
1.	<i>seluruh/ semua warga</i>	<i>warga</i>	4	3	5	4	7	5	28
2.	<i>tengahari</i>	<i>tengah hari</i>	3	2	4	5	4	7	25
3.	<i>urusetia</i>	<i>urus setia</i>	3	4	3	3	3	-	16
4.	<i>aturcara</i>	<i>atur cara</i>	2	-	3	5	7	4	21
5.	<i>temubual</i>	<i>temu bual</i>	-	-	3	-	-	-	3
6.	<i>tindakbalas</i>	<i>tindak balas</i>	-	-	3	-	-	-	3
7.	<i>berkuatkuasa</i>	<i>berkuat kuasa</i>	-	-	-	3	3	-	6
8.	<i>didahulukan</i>	<i>didahului</i>	-	-	-	-	3	-	3

The table 4 above revealed the frequency of most prominent word errors for the first six months of data collected. These prominent word errors are repeated over the first six months. For instance, the word '*semua warga UniMAP*' is technically incorrect in terms of multiplication because the words '*semua*' and '*warga*' indicate a repetition for a group. Therefore, the users need to compose the e-mail by using '*warga UniMAP*'. In addition, the words such as '*tengahari*', '*aturcara*' and '*urusetia*' have also been repeated every month in the formal email. Hence, this repetition is frequently made by the users in composing the email. The repetition of errors proved that the staff in UniMAP lack of awareness in using a correct word in the email. The examples are as follows:

- S25: *Semua permohonan perlu mendapat perakuan PPPI sebelum dihantar kepada urusetia di Jabatan Pendidikan Tinggi (JPT).* (February, 17; Announcement email)
- S26: *Bersama-sama ini dilampirkan aturcara program untuk perhatian YBhg. Datuk/ Dato'/ Prof./ Prof. Madya/ Dr./ Ir./ Tuan/ Puan/ Encik/ Cik.* (March, 11; Invitation email)
- S27: *Untuk makluman YBhg. Datuk / Dato' / Prof. / Tuan / Puan, setelah perbincangan di adakan Jawatankuasa Pengurusan Surau memberi peluang kepada semua staf dan warga UniMAP untuk membuat jariah wakaf mimbar.* (April, 3; Announcement email)

As follows is the frequency of the most prominent process in morphological aspect from January to June:

Table 5: Frequency of Process

Frequency of Process				
Month	<i>Pemajmukan</i>	<i>Pengimbuhan</i>	<i>Penggandaan</i>	<i>Pengakroniman</i>
January	14	10	5	1
February	8	7	3	3
March	27	7	9	3
April	28	6	5	0
May	25	6	11	0
June	35	5	7	0
	137	41	40	7

The table above demonstrates the frequency of errors according to the process for six months data obtained. From this table, it is clear that the process in '*pemajmukan*' is the most prominent errors made by the users and followed by the process of '*pengimbuhan*', '*penggandaan*' and '*pengakroniman*'.

Pemajmukan

For instance, the frequent words spelt wrongly were '*tengahari*' for 25 times and '*aturcara*', 21 times. Apart from that, the other words spelt incorrectly were '*berkuatkuasa*', '*urusetia*', '*temubual*' and '*maklumbalas*'. The guidelines that have been set by *Dewan Bahasa dan Pustaka* (DBP) explained that all the phraseology, which is a combination of two basic words or more which carry a particular meaning in Malay, which was formed after 1972, should be spelt out separately (Pedoman Umum Ejaan Bahasa Malaysia, 1975). However, there are only 14 words are excluded, namely cooperation, indigenous, personnel, commission, voluntary,

commissioners, sun, signatures, secretary, responsibility, citizenship, committees, international, sports, and inform because the form of the words are already decent. Based on this data, it is clearly shown that the users are still confused to use the 'pemajmukan' words effectively. Hence, the staff should not dismiss these guidelines while composing the formal email in the workplace. As follows are the examples of weaknesses in the 'proses pemajmukan':

- S28: *Adalah dimaklumkan bahawa Unit Multimedia tidak lagi menyediakan perkhimatan jurufoto **berkuatkuasa** 13 April 2015.* (April, 13; Invitation email)
- S29: *Masa bertolak ialah pada jam 12.30 **tengahari** (ke Surau UniMAP) dan pulang pada jam 5.15 ptg / selepas solat Asar (dari Surau UniMAP).* (June, 29; Announcement email)
- S30: ***Temubual** secara langsung di rancangan analisis awani Sempena International Engineering Invention and Innovation Exhibition (i-Envex 2015)* (March, 30; Announcement email).

Pengimbuhan

The second prominent frequency of errors was *pengimbuhan*. The staff faced the difficulties in using the prefixes and suffixes. They confused with the suffix '-kan' and '-i'. For instance, they used the word 'didahulukan' instead of 'didahului'. Utilization of the correct prefixes and suffixes should be employed carefully as it related in constructing of sentence or syntax. The usage of prefixes 'di...' also becomes a problem to the staff when constructing a sentence. The confusion occurred because they are uncertain to spell the word either in secured or spaced. For example, 'di lampirkan' and 'di mohon' should be spelled together in one word. It happened because they confused whether it is a prefix or preposition. As follows are the examples of the sentences used in the emails:

- S31: *Semoga dengan kehadiran tuan/puan dapat **memperolehi** maklumat mengenai peluang melanjutkan pengajian di UK amnya dan University of Sheffield khususnya* (February, 6; Announcement email)
- S32: *Kehadiran Y.bhg. Datuk/Prof/Prof. Madya/Dr./Tuan/Puan adalah amat dialukan dan **didahulukan** dengan ucapan terima kasih.* (May, 15; Invitation email)
- S33: *Sekiranya Y.Bhg. Dato'/Prof./Prof. Madya/Dr./Tuan/Puan berminat untuk menyertai program ini, sila **isikan** Borang Pendaftaran (seperti di Lampiran) dan emelkan ke snizamothman@unimap.edu.my.* (May, 29; Invitation email)

Penggandaan

The language inaccuracy for 'proses penggandaan' also discovered frequently in the different emails, which the frequency of it is 40 times. There are three types of 'kata ganda' in Bahasa Melayu namely 'kata ganda penuh', 'kata ganda separa' and 'kata ganda berentak'. For instance, the staff were uncertain with the usage of the words such as 'antara sukansukan', 'semua warga' and 'beberapa buah badan-badan'. It is also can be placed under the category of 'Word redundancy'. The errors made by the users in using 'penggandaan' word lead to the inaccurate meaning. The examples are as follows:

- S34: *Sehubungan itu, saya bagi pihak Y.Bhg Naib Canselor UniMAP merayu dan memohon agar **semua warga** kerja UniMAP dapat memberi sumbangan seperti yang dinyatakan ini.* (January, 5; Announcement email)

- S35: *Sukacita dimaklumkan bahawa Kerajaan Negeri Perlis yang diselaraskan oleh Jabatan Mufti Negeri Perlis dengan kerjasama **beberapa buah badan-badan** bukan kerajaan seluruh Malaysia akan mengadakan Program Perkampungan Sunnah 2015.* (May, 6; Invitation email)
- S36: ***Antara sukan-sukan** yang akan dipertandingkan adalah seperti berikut:-* (March, 2; Announcement email)

Pengakroniman

For the acronym used in the sentence, it revealed that the staff did not write in full in the first place. They directly used the acronyms in the sentence. For instance, the use of the acronym words such as 'InoS1M' and 'USM'. Supposedly, 'InoS1M' should be written in full as the 'Inovasi Sosial 1Malaysia' and 'USM' should be written as 'Universiti Sains Malaysia' for the first time use. Nevertheless, fewer staff were discovered made this error in the formal email which can result the miscommunication as not all acronyms are acknowledged by the receiver. The examples of sentences using the acronyms are as follows:

- S37: *Adalah dimaklumkan bahawa Jabatan Hal Ehwal Pelajar dan Alumni UniMAP menanggungkan Program **INOS1M** 2014 di Negeri Perlis pada 4 hingga 6 Februari 2015 ke satu tarikh yang akan dimaklumkan kemudian.* (January, 27; Announcement email)
- S38: *Sukacita dimaklumkan bahawa **UMK** & UniMAP akan mengadakan Program Jalinan Budaya UMK-UniMAP pada 6 Mac 2015 (Jumaat).* (March, 5; Invitation email).
- S39: *Sukacita dimaklumkan bahawa **USM** telah menjadi tuan rumah Zon Utara bagi Sesi Pendengaran Awam 2015 Pelan Pembangunan Pendidikan Malaysia (Pengajian Tinggi) yang telah berlangsung pada 8 Februari 2015 di Dewan Budaya USM.* (February, 9; Invitation email)

From the analysis, the researchers found out that the users were lack of knowledge in the morphology aspect. They are supposed to know the usage of morphology aspect to form the correct sentences in writing the email. The users who always use email as medium must have the understanding of language aspects such as 'kata majmuk', 'imbuhan', 'kata ganda' and 'akronim'.

Based on the analysis, the researchers discovered that language weaknesses in both lexical and morphological aspects in the official email were so prominent and sometimes occurred in every month. Most of the users tend to utilize the wrong content email repeatedly, which it is lead to the factors of this weakness. Hence, to minimize this issue, various alternatives need to be taken so that the official email no longer contains the language weaknesses. Taking this into account, the researchers have provided general guidance on language errors in lexical and morphological aspects as an initiative to email users. This general language error guide contains the words that are often misleading to email users. This guide will help email users to use and implement the correct words in the email. Here is an example of a general guide draft provided by researchers based on the weaknesses of the analysis:

Table 6: Panduan Umum kesalahan bahasa

A: KATA/ISTILAH			
No.	Kesalahan	Pembetulan	Catatan

1	Analisa	analisis	-
2	attachment	lampiran	-
4	Bersama	bersama-sama	-
4	Beserta	berserta	-
5	Booth	reruai	-
6	di masa	pada masa	-
7	dikalangan	dalam kalangan	-
8	merujuk kepada	merujuk	-
9	Pohon	mohon	-
10	tentatif	atur cara	-

B: PEMBENTUKAN KATA/ISTILAH

No.	Kesalahan	Pembetulan	Catatan
1	KPT	Kementerian Pengajian Tinggi	Setiap perkataan yang boleh diakronim, perlu diletakkan maksud akronim tersebut untuk kali pertama digunakan
2	mengenalpasti	mengenal pasti	-
3	pra-pendaftaran	prapendaftaran	-
4	semua para	para	-
5	semua/seluruh warga	warga unimap	tidak perlu menggunakan perkataan 'semua' untuk digabungkan bersama perkataan 'warga'
6	suaikenal	suai kenal	-
7	temubual	temu bual	-
8	tengahari	tengah hari	-
9	urusetia	urus setia	-
10	walaubagaimanapun	walau bagaimanapun	-

CONCLUSION

Generally, the results revealed that language proficiency in Bahasa Melayu among UniMAP staff in email is intermediate. Although the process of transmitting the message via emails is successful, yet the language used in the email can reflect the level of language. This research

has its own limitation since it covers the formal email merely for six months. The result will be different if the study was extended to more emails in other years and communication medium. The administration of each department in the public institution should take the initiative in order to improve the communication process in using the proper Malay language among the staff. General guidelines should be set and distributed to all departments as a guide before using the email medium for communication. The third party, such as language department should constantly monitor the language used in the email so that errors in language can be reduced gradually and finally becomes error-free. Action must be taken to the staff who do not comply with the guidelines in using the correct usage of the Malay language which can help to make the language perfect and faultless.

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