

Research article

Errors Found in Ayuna Silver's Emails

Kadek Bunga Savira¹, I Gusti Ayu Agung Dian Susanthi², Ni Made Susini³

Master of Linguistics, Universitas Warmadewa

ORCID

Gusti Ayu Agung Dian Susanthi: <https://orcid.org/0000-0003-0779-3907>

Abstract.

This paper discussed an analysis of correspondence especially about the kinds of error made by the staff in replying to emails from the customer. All the data were mostly analyzed based on the theory applied by Dulay, Heidi C, and Marina Burt in their book entitled *Language Two* (1982) and it was also supported by other theories. They were *Error Analysis and Interlanguage* written by S. P. Corder (1981), *Error Analysis Perspective on Second Language Acquisition* written by Richard (1974) and beside the other references about, several supporting references that were considered relevant to the topic were also used in this paper. In conducting this research, the library research was applied and there were three steps for the methodology. They were data collection, data analysis, and data source. The information for this paper came from emails written by Ayuna Silver employees. The data was then gathered by reading carefully and then classified based on the types of errors according to the theory used in this qualitative paper. Based on the findings of the study, it can be concluded that Ayuna Silver's staff made some mistakes, and the factor that caused the errors. There were omissions, additions, misformations, and misordering errors. Overgeneralization, incomplete application of rules, ignorance of rule restrictions, and false concept hypothesized were the factors that caused errors.

Keywords: syntax, error analysis, e-mail

1. INTRODUCTION

Communication is a prerequisite of human life. Human life will seem empty without communication. The communication process is defined as the transmittal of intended meaning to others. Generally, it may come in the form of letters, memos, and electronic mail. Communication activities can be done verbally and in writing. Correspondence is one of the language activities carried out with written interactions. Thus the correspondence activities have a role as communication which is taken more important in today's social life and also correspondence is an integral part of human activity in the modern era. Correspondence, whether it is by letter, fax, or email is a key aspect of the world of commerce and business. Therefore, without a business transaction correspondence will run slowly or it could even be stuck. It reflects on the competence and professionalism of the person who has written it and the company he or she works for. Clear, effective

Corresponding Author: Kadek
 Bunga Savira; email:
gungdian@gmail.com

Dates Published 04 July 2022

Publishing services provided by
Knowledge E

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Selection and Peer-review under
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correspondence is an important part of running an efficient business and can promote good relations.

In other hand, when we are sending an electronic mail or e-mail to one or many recipients, it's more secure, paperless, low cost, friendly user and very quick response either the receiver or the sender. So, the application of email is used to support business activities for some companies or an organization. One of the problems, the employees ignore using good structure and correct grammar in creating correspondence exactly to foreign companies. Correspondence is written communication in digital which is exchanged by two or more parties. It may come in the form of text messages, emails, voice mails, letters, notes, or postcard (Business dictionary). Correspondence is not only used in trade business even the international trade business. In engineering and science, correspondence is appropriate media to make requests, submit changes to a job, and deliver specific information. In this research, the correspondence which the writer means is correspondence that is sent by email. As we know that correspondence consists of memos, letters, and electronic mail.

Otherwise (Robert, 199: 21). Letter-writing is an essential part of business. The letter is often evidence of an arrangement or a contract. Therefore, it must be written with care. Business letter is usually a letter from one company to another, or between such organizations and their customers, clients and other external parties

According to Dulay (1982: 139) states that the lack of the knowledge of the language that is being studied can be defined as an error, Errors are sometimes classified according to vocabulary (lexical error), pronunciation (phonological error), grammar (syntactic error), misunderstanding of a speaker's intention or meaning (interpretive error), production of the wrong communicative effect through the faculty use of a speech act or one of the rules of speaking (pragmatic error). Sometimes the employee reply email to customer there is some of words error, so why English correspondence as one of business activities and focusing on the errors found in Ayuna Silver emails. Hopefully by doing this research can get more information about it and to make our mind understand more about correspondence in English.

The first previous study of this research is Lulu Meilina Alfiyani 2013 An Analysis of Grammatical Errors in Writing Among the Second Semester Students of English Department of Yogyakarta State University in the Academic Year Of 2011/2012, from Yogyakarta State University, the different between this research is the object. And the second of previous study is Silvia Nur Agustiani 2019, Morphosyntactic Errors in the Students' Written Descriptive Texts from Universitas Negeri Semarang, this research is have the different the object. And for the las previous study is Eka Hathi Manurung 2015,

An Analysis Of The Lexical Errors In Translating English Text Into Bahasa Indonesia from University Of HKBP Nommensen Medan, the different this research is the object.

This paper has two research questions which are what kinds of errors are found in the correspondence of Ayuna Silver's emails and What are the causes of error?

This paper purposing to to analyze the types of errors and the causes of error in correspondence of Ayuna Silver's emails as one of handicraft business in Bali, Indonesia And build up or improve the knowledge and ability in English especially in writing a good correspondence that has been studied at English Departement, Faculty of Letter, Warmadewa University

2. METHODS

This study makes use of qualitative descriptive research and all the data, according to Moleong (1995, p:2) states that descriptive qualitative research is defined as the qualitative research, a type of research which does not include any calculation or enumerating, where descriptive qualitative research seeks to provide this picture or the sentence using data in the form of words or pictures rather than numbers of this research were taken from the object of the research that was the emails by the staff of Ayuna Silver. This email was written by the staff of Ayuna Silver and the emails were chosen because, there were many different kinds of grammatical error found in the email after that to collect the data first step read the email and found the sentences of the email that has relation to the scope of discussion. After that, the sentence from before was marked out and classified them referring to the types of the error. Also an interview was used as instrument for collecting the data of sources of error, and processing to analysis data is organizing and sorting the data into patterns, categories, and basic description unit so that it can be found and can be formulated into the working hypothesis as suggested by data. All data were analyzed based on the theories that adopted. In this part, the qualitative data was used. The reference of this data analysis taken from library research. The note has been made which sentences related to the problem, then described and analyzed the types of errors and the causes of errors in writing emails.

3. RESULT AND DISCUSSION

3.1. Omission Error

The omission errors are characterized by the absence of an item that must appear in well-formed utterance (Dulay, 1982: 138).

3.1.1. Omission of Article

1.) I am in still in__ USA now (data 11)

In the sentence (1) above, it can be found the omission of article “the”. The names of most countries should not be preceded by *the*. However, *the* is used with countries whose names are plural in form (e.g., the Netherland) or contain the words *states*, *republic*, or *kingdom* (e.g., the United Kingdom). To make this sentence grammatical, the first *in* should be omitted. The correct sentence is *I am still in the USA now*.

3.1.2. Omission of Auxiliary

1.) your order __ready, It__ ready to ship (data 6)

In the sentence (2) above is also incorrect because the sentence also does not contain a verb. It should be added with be “is”. And the word “ship” should be changed to “deliver” so there is no misinterpretation. The grammatical one of the sentence is *Your order is ready, it is ready to deliver*.

3.1.3. Omission of Singular Plural Marker

He really need__ time for the production (data 3)

In the sentence (1) above, belongs to an error in the distribution of verb stem for verb + s. It is an error in which the staff produce the wrong verb when the subject is third-person singular. This sentence is in the use of simple present tense. The verb should be added by suffix –s. So the correct sentence is *He really needs time for the production*.

3.1.4. Omission of Preposition

1.) We start __ make the sample (data 7)

In the sentence (1) above, preposition “to” is omitted. It appears that the verb “make” should be in the to-infinitive form. Consider adding the word “to”. The to-infinitive form of a verb can be used in several ways. For example, it often follows an adjective to provide a reason for the adjective (I am happy to see you). It can be used as an adverb to explain why someone performs an action (Tom run to catch the bus). So the correct sentence is *We start to make the sample*.

3.1.5. Omission of Verb Sten

1. Please tell me what stamp will be use (data 4)

In the sentence (1) above, it can be found the omission of suffix “-ed”. Be + past participle is passive. The correct form depends on the context. When we combine a verb with a form of *to be*, we typically need an –ed or –ing form. When we combine a verb with modal like can or should, we typically need the base form. So the correct sentence must be: *Please tell me what stamp will be used*.

3.1.6. Omission of Subject

1. _will sent the picture soon

In the sentence above, this sentence needs a subject pronoun; pronoun is an important item in a sentence. By appearing pronouns, it will be effective sentence. Pronoun can be in the form of subject pronoun (I, you, they, we, he/she, it) and object pronoun (me, you, them, us, him/her, it). This tense in this sentence is ungrammatical, this sentence uses simple future tense. The verb that appears after auxiliary verb should in the form of present tense. So the correct sentence is: *We start to make the sample and I will send the picture soon*

3.2. Addition Error

Addition errors are the opposite of the omission. They are characterized by the presence of an item which must not appear in a well form utterance. (Dulay, 1982: 156).

3.2.1. Double Marking

- I am *in* still in US now (data 11)

This sentence called double marking, because the word *in* is used twice in the same sentence. Once after “I am” and before “US”, this construction is not needed for such kind of sentence. The use of the word *in* that appears twice in this sentence called double marking addition error. Removing the first word *in* will make the sentence of the data above is *I am still in US now*. But, the sentence is still ungrammatical. To make the sentence grammatical, we must add article *the* before “US”. So, it will be *I am still in the US now*.

3.2.2. Regularization

I *putted* in attachment with tracking number 8150 2746 8638 (data 10)

In this sentence, the word *putted* is the example of regularization in which the regular past tense –ed has been added to the items. The word put does not become putted. For the irregular verb of put is put (present), put (past), put (past participle). So, the past tense of put also put. It should be *I put in attachment with tracking number 8150 2746 8638*.

3.2.3. Simple Addition

please check agains the payment balance (data 14)

The sentence (3) above is incorrect, we find the addition error of suffix “-s”. The appearance of the suffix “-s” is not necessary to be added in this sentence. To make the sentence correct, we just omit the suffix “-s”. Suffix “-s” usually appears to indicate of plural form (-s or -es) and in the third person singular, -s or-es is added after the root form in the simple present tense. So the correct must be *please check again the payment balance*.

3.3. Misformation

While in omission error the items are not supplied at all, in misformation errors, the learner supplies something although it is incorrect (Dulay, 1982: 158). And after analyzing the data one by one, I found some misformation errors.

3.3.1. Misspelling

Here are the *reviced performa* invoice in attachment (data 19)

In the sentence (3) above, it has misformation error of words “reviced and performa”. It has the same error as example number 1) and 3), which showed that the word does not have meaning. To make the sentence right, the word “reviced” should be replaced with “revised” and the word “performa” should be replaced with “pro forma”, to be should change to “is” because it refers to singular noun. The correct sentence is: *Here is the revised pro forma invoice in attachment.*

3.3.2. Misformation of Verb

I *open* the document already (data 17)

In the sentence (2) above, it shows the misformation error of verb “open”. This sentence should be used present perfect tense. Present perfect tense is a pattern that states an activity has been carried out. Information of time “already” emphasizes that something has been done earlier. We can use *already* at the end of the sentence for greater emphasis. To make the positive present perfect tense, use “*have/has + the past participle*”. The correct one of this sentence is: *I have opened the document already.*

3.3.3. Incorrect Word Selection

Your order ready, It ready to *ship* (data 6)

In the sentence (1) above, it can be found the misformation error of word “ship”. It should be changed to “deliver”. So there is no misinterpretation. To make the sentence grammatical to be “is” add before the word “ready”. So the correct sentence is *Your order is ready, it is ready to deliver.*

3.4. Misordering

Misordering errors are characterized by the incorrect placement of a morpheme or group of morphemes in the utterance (Dulay, 1982: 162).

But pearl the price is \$8,00 (data 21)

In the sentence (3) above, it can be found the misordering error. The error is almost similar with the items number 2). “pearl the price” is misplaced each other so it makes

the reader confused. So the correct grammatically order of those words should be *But the price of pearl is \$8,00.*

3.5. Case of Error

The most of errors from the written email made by the staff of Ayuna Silver are caused by the interference of L1 but intra-lingual factor was even more prominent. This is natural phenomenon that their native language always influences a learner. This influence causes in making errors in learning. This process is named as “language transfer”.

Ignorance of rule restrictions happen when the learners do not apply the rules appropriately because the learners fail to observe the restriction of existing structures. Based on the analysis, the researcher found that the ignorance of rule restriction happened because the learners did not understand the structure of the tenses.

Example:

1. He really need__ time for the production
2. we __ send in the next shipment
3. I will *sent* the price while the order ready to ship
4. We *are confirm* you payment

False concept hypothesized are merely produced by learners who fail to comprehend and distinguish the use between tenses. It is due to faulty comprehension of distinction in the target language.

Example:

1. I will *do* follow your instruction
2. *office government* work only half day *for* saturday.

However, there are also some errors which cannot be categorized either as intralingual or interlingual errors. Those errors are mainly because of less knowledge on constructing the correct forms of sentence.

4. CONCLUSION

Based on the result of data analysis shown in the previous chapter, researcher would like to present some points as the conclusion. It can be concluded that some errors are found in the emails of Ayuna Silver, which has been used as data source.

The use of language in some letters are mostly good and understandable. However, some errors have occurred After analyzing the data, the kinds of errors that are found in the emails are error of preposition, error of word order, error of word choice, omission of verb, preposition, and be. Besides errors of omission, it can be found based on simple addition, regularization, double marking. Some error of simple additions that are found such as: to be, preposition, article, auxiliary, and suffix. It also can be found misformation and misordering. In this research also discussed about the factor that caused the error.

As the result, the researcher concludes that the staff of Ayuna Silver made the errors because of lack of knowledge. incomplete application of rule, ignore of rule restriction, over generalization, false concept hypothesized, and interferences of their mother tongue (interlingual transfer) influenced to English.

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