

## **CHAPTER I**

### **INTRODUCTION**

This chapter presents the research's introduction. It is divided into the following sections: research background, research limitations, research purpose, research importance, and important term definitions. The research background provides a general overview of the research. In a research setting, the data type and outcome interpretation can be gathered.

#### **1.1 Background of the Research**

In studying English, it's essential to recognize that there are four key skills we need to master. These skills include listening, speaking, reading, and writing. In this study, the researchers will examine students' abilities to compose business correspondence. Language represents a dynamic process of pattern creation through which humans utilize linguistic forms to create meaning in contextually appropriate ways. This indicates that language serves as the most crucial instrument for human communication. Without language, individuals cannot communicate with one another or express their ideas, thoughts, opinions, and emotions. People encounter challenges when communicating with individuals from different countries because they lack a common language to maintain communication. Through language, individuals can convey their thoughts and feelings when interacting with others.

According to Pandapotan (2022), one of the most crucial and highly regarded abilities in the business sector is writing. Written correspondence is becoming more and more necessary as technological communications have developed. It is more important than ever to make sure that the written message is effective and clear. This includes the

occurrence of correspondence activities when people wish to apply for a business that is conducted through the use of a letter between two people. Letters sent in the business sphere are referred to as business letters (Na & Hipertensiva, n.d.). According to Richards and Renandya, pupils can communicate through writing when they are unable to do so verbally. Writing is therefore one of the ways that students can communicate their thoughts and emotions through written language (Renandya, n.d.). According to Frenedo, writing plays a significant role in the daily operations of the majority of organizations and is utilized in a wide variety of contexts, much like speaking. It offers a priceless medium for storing documents and other information, and it facilitates communication across time and location (Nila, 2017).

According to Johan (2019), business English is a subset of international English that is particularly relevant to global trade. A subset of English for Specific Purposes, business English is a specialty in the study and instruction of the English language. It might concentrate on the vocabulary and abilities required for standard business communications, including meetings, presentations, negotiations, small talk, mingling, correspondence, report writing, and a methodical approach. Any type of formal letter used in business is referred to as a business letter. Every kind of business correspondence has a unique layout, style, tone, and formality level that are appropriate for the message's goal and the recipients. Formal correspondence is the norm for business letters. There are various formats for business writing, each with a distinct function. All business writing needs to use basic, uncomplicated language and be precise and succinct. Note that business letters should be written clearly, succinctly, and without slang or other unnecessary words (Gilling, 2013).

According to Adlan & Tanzili, as cited in Helmi, a letter is a written document in

parchment that is sent from one person to another and used for communication. According to the definition of a letter, it is a piece of paper or more that is used as a communication instrument to send the message or 2information in writing from one person to another (Helmi in Sarmadi et al., 2022). The types of letters can vary depending on the context in which they are used.

However, in practice, there are many other types of letters that may suit a particular need or context. Based on observations made by the researcher on several 5th-semester students, the researcher found that 5th-semester students were learning about business letters, and the researcher wanted to analyze the students ability to write letters at the 5th-semester university of Pasir Pengaraian. Therefore, the researchers are interested in doing research entitled An analysis of students ability in writing letters at the five-grade university of Pasir Pengaraian.

## **1.2 Limitation of the Research**

To maintain a clear focus on analyzing the writing skills of five-semester students in the English Language Education Study Program at Pasir Pengaraian University, particularly in writing application letters, it's essential to examine several critical aspects of their writing. This analysis will also highlight areas for improvement and provide a benchmark for further development in students' writing skills.

To preserve the focus on analyzing the writing skills of five semester students of the English language education study program at Pasir Pengaraian University in writing application letters.

## **1.3 Formulation of the Research**

Based on observations made by the author on several five-semester students, the researcher found that they had problems in writing. This may be caused by several

factors, such as laziness in practicing writing, limited mastery of written form, and there are still those who have difficulty<sup>3</sup>Determining the form determines the appropriate sentence form for their paragraphs, and students have difficulty expressing their ideas in written form in a good business letter. The formula of the research is: how is students ability in writing business letters at the 5th semester Pasir Pengaraian university?.

#### **1.4 Purpose of the Research**

The purpose of the research is to analyze how students skill in writing business letters at the five semester students at University of Pasir Pengaraian.

#### **1.5 Significance of the Research**

- 1) For English students: this research hopefully can be additional information for students skill in writing of business letters.
- 2) This study aims to provide input to English lecturers at Pasir Pengaraian University about students' problems in writing business letters.
- 3) For the next researcher, the researcher hopes that this research can be a reference for the next researcher in doing the research related to the student's writing skill in writing business letters.

#### **1.6 Definition of the Key Term**

In order to read this research, it is necessary to summarize the following points:

##### 1) Writing

According to Harmer (2004), writing is a method of producing language and expressing thoughts, feelings, and opinions. Furthermore, he believes that writing is a process in which what people write is often significantly influenced by genre limits, and that these components must be present in learning exercises.

##### 2) Business Letter

According to Carey (2002), a business letter is a professional letter made by someone to promote production, request product details, or place an order for the goods. A formal letter is one that is addressed to a certain organization or official and typically employs more formal language.

## **CHAPTER II**

### **REVIEW OF RELATED LITERATURE**

This chapter discusses the theories that might be associated with the research. The researcher explains several theories related to this research. The researcher receives the concept from other applicable resources. This chapter includes an evaluation of related theories, an overview of associated findings, and a conceptual framework.

#### **2.1 Review of Related Theories**

##### **2.1.1 The Nature of Writing**

According to Nunan (2003:88), Writing can be described by a set of contrasts. It's both a physical and mental action. Writing is the physical process of committing words or ideas to a medium. Writing, on the other hand, is the mental process of coming up with ideas, deciding how to convey them, and structuring them into statements and paragraphs that a reader can understand. Writing encompasses both the process and the end result. The process involves the writer imagining, organizing, drafting, editing, reading, and rereading.

According to A.S. Hornby (1995), The ability to write ideas and information in a good logical order, to express one's thoughts clearly, and to improve one's own ideas so that the reader can more easily understand what one has read are the main goals of writing activities. Writing correctness depends on linguistic logic as well as social conventions and prejudices.

Harmer (2004), Writing is one of the abilities required to acquire English, and it has always been included in the English language curriculum. Writing was defined as writing. Students should be encouraged to write about their opinions, experiences, and feelings. By noting that when we write, we utilize graphic symbols, which are combinations of letters that correspond to the sounds we speak. It is felt when we talk, and it is represented as a collection of letters connected together to ensure that the reader

hears the writer's message. To be effective in writing, students must demand greater attention for their work.

According to Patel (2008), drawing is not a form of linguistic action, whereas writing is. It uses graphic representations to represent the sounds of language. Writing may be very important to one group of pupils but far less important to another. Writing is a crucial component of language learning since it allows you to enhance your vocabulary, spelling, and sentence structure. Writing is best mastered when practiced with other talents. It has high bonding capabilities.

Hylan (2003), Writing successfully is a significant cognitive task because it requires memory, language, and reasoning. According to Hyland, writing is viewed as an extension of grammar, a method of reinforcing language patterns through habit and measuring pupils' capacity to construct well-formed sentences. Furthermore, writing is a means of conveying personal meaning, and writing courses emphasize the capacity to establish one's own thoughts about a subject.

Coulmas (2003) contends that writing is secondary and dependent on speech, and hence should be examined only as a tool for speech analysis. Literacy is now considered an invaluable asset in our global literacy community. In truth, many students believe that writing an excellent essay is tough, despite spending time trying. Writing is widely regarded as the most hardest skill to learn in English. According to the description provided above, writing is one of the most significant aspects of language, particularly in English. Writing is one method of communication; writing is written communication. When writing, it must be taken into account that students cannot write grammar, vocabulary, etc., if students do not master grammar vocabulary, etc. When writing, students should also have an idea to do something with it, and writing is also. a tool for communication that cannot be expressed but can be written.

Based on the scientist's definition above, the researcher finds that writing is a

written work used to communicate one's sentiments, ideas, and thoughts, as well as to organize the students into a good statement and paragraph that can be easily understood by all readers of what the writer wishes to convey.

### **2.1.2 The Purpose of Writing**

According to Carol A. Binder and Susan Lopez-Nerney (2002), the purpose of writing is as follows:

- 1). To Inform: It means writing helps readers to know what they do not know before reading the text. Writing provides information in many forms, such as newspapers, articles, books, magazines, etc.
- 2). To Express an Opinion: It means the writing can express what the writer feels or thinks and express their idea or response about something.
- 3). To Convince: As well as persuasion: The author can use his writing to persuade the reader to discuss the topic. Today, some writers, in addition to editors, compose their own writings to persuade as many people to inform online. articles, newspapers, magazines, and books.
- 4). To Argue: Besides persuading, writing also has the purpose of arguing an issue that is being talked about by some people.
- 5). To Entertain: This means that the writing will distract the readers from the next writing. Examples of entertainment texts are short stories, novels, entertainment news, etc. It gives such refreshment to the mind and imagination and is contained in two types of texts.

### **2.1.3 The Assessment in Writing**

The University of Tasmania's Centre for Advancement of Learning and Teaching (2011) states that assessment is a crucial component of language teaching and learning. It is a procedure of evaluating pupils' learning achievements over a specific period. It includes evaluation actions such as drafting the rubric, assessing students'

achievement based on those tasks, offering feedback to students, and determining grades.

According to Brown (2004), assessment is an ongoing process that encompasses many different components. He mentions that there are two forms of assessments: formal and informal. Formal assessment is a planned and established process for determining the success of students' learning. Informal evaluation, on the other hand, is a spontaneous response to pupils that includes unplanned criticism and suggestions.

Assessment is a major component influencing writing instruction and learning; it is typically used to determine how far students have progressed toward the course aim, as well as to identify student progress in terms of both strengths and shortcomings. and assess students' talents.

#### **2.1.4 Components in Writing Skill**

Writing successfully is a significant cognitive task because it requires memory, language, and critical thinking skills. Writing skill is also dependent on the ability to think clearly about what we wish to write in written form. According to Hyland (2003), writing is considered an extension of grammar, a method of reinforcing language patterns through habit development and measuring learners' capacity to write well-formed sentences. Writing ability is significant since it is one of the most important ways to convey information using a language that both the reader and the writer understand. If we can write, we can do so in an effective manner.

According to Brown (2001), writing is a transaction with words that allows you to break free from what you are now thinking, feeling, and receiving. It means that the writer makes herself more accessible than she would be if he succeeded in making her ideas apparent in writing. Writing is a challenging talent in English. Students can arrange and write well if they have a decent vocabulary and correct sentence structure.

## **2.2 The Definition of Writing Business Letter**

Meanwhile, L. Gartside (1981) claimed that a job application letter is really a

sales letter. It is a letter in which a candidate seeks to sell his or her qualifications, skills, and expertise. An applicant must generate interest in his or her qualifications. Then, an applicant's previous record and testimonials, conviction, and ultimately, the action he or she want his or her prospective company to perform in order to grant an interview and subsequently hire you. A business letter is a formal communication between individuals or businesses that is intended to conduct some type of business. Every employee, manager, and business owner is involved in client relations, thus writing an efficient business letter is a valuable skill.

According to Drucker (2011), the father of the science of office management, as soon as you advance one step in your profession, your success is determined by your capacity to express your ideas in writing and speaking. Business letters can be difficult to write since you must consider how to capture your reader's attention. Getting the reader's attention is a difficult task. If your letter is lengthy, pompous, or has nothing of interest, you will lose the reader.

When compared to other types of letters, a business letter has a distinct shape and uses a variety of idioms. The letter form and language chosen should undoubtedly leave a pleasant impression and make reading enjoyable. This is a key component that must not be overlooked in order to achieve successful export-import activities.

According to Carey (2002), a business letter is a professional letter made by someone to promote production, request product details, or place an order for a product. A formal letter is one that is written to an organization or official and typically employs more formal language. An application letter is one of the most common types of letters that individuals use to communicate with one another in writing. An application letter is one of the more official letters.

### **2.2.1 General Format of Application Letter**

George and Julia (1980) define a letter as a communication instrument that uses

written language on a piece of paper shaped like a previous period letter. Writing, material, or way transfers are also quite simple, but correspondence progresses despite having a lot, but letter individuality as the communication device was appealed by another immanent communication device, following this general style of application letters:

#### 1) Letterhead

The letterhead reflects a company's individuality. It contributes to one's perception of the writer's firm. As a result, many companies hire experts to create appealing notepaper headlines. Styles vary greatly, but they all provide similar information, including telephone numbers, telegraphic addresses, and, if applicable, telegraphic codes, as well as the type of business carried on if this is not obvious from the firm's name. The letterhead indicates that it is an official letter. As a result, do not use a letter blank on duty for your favorite individual. Letters on duty that contain more than one sheet should be paged first to obtain letterhead; otherwise, sheets that use notes paper will receive letterhead. In this regard, cut letters should be done by the best so that page texting accomplishes more than just load the shell.

#### 2) . Place Name and Date of Place

The name indicates that the letter place is written. This location name has not been written if the letter blank used is a blank official letter that loads letterhead. Typed letter dated on the left (full straight form), right (semi-form straight and Indonesian), or near the bottom. The letter dated indicates that it has been transferred, rather than being an inscriptive date letter. This date is included immediately after the letter is signed by the official or party in responsibility. This date of functioning to determine the deadline and whether or not things will work out is questioned in the letter. The date of the recommended

writing is not abbreviated, but rather in a comprehensive typeface and does not terminate with a dot sign.

Example:

8th Mei 2000    8 - 5 2000

1st January 2002 NOT Jan 1. 2002

31st February 2001 31st February' 01

## 1. Number Official

Letters are ever given:

- a. Letter ordinal for outgoing letters.
- b. Codes: and
- c. Years Example: No. 200 / diklat1 / 2002. Letter numbers are typed on one line, along with the date, moon, and year. Letter numbers are used to facilitate storage management.
- b. Make it easy to find the rear.
- b. Determine how many letters are poking out.
- d. Speed up correspondence and work outs.
- g. Make it easy for the officer.

Number and letter dated indicate when the letter was sent, not when it was typed.

## 2. Attachment

Attachment indicates that anything is attached to the letter, for example, a decree or a doctor's health bank statement. The writing "Number" and "Attachment" may be reduced, but it is done faithfully. If — Number || is shortened to — No..||, — Attachment || will likewise be abbreviated to —Lamp.||. If one want to be written fledged, both must be written fledged. Writing foots up attachment should be done by typeface if the number is

just one or two words, but not if it is more than two.

### 3. Thing/ Matter

Thing/matter refers to a full or short basic letter. As a result, the letter reader can understand the situation that is outlined in the letter. If "Attachment" is included, it may not have been laid down.

### 4. Mailing address

There are two types of mailing addresses: address in (on a page letter) and outer address (on an envelope). This address is written without a sign at the end, so read anything.

Address in their respective names.

- a. Person's name and position;
- b. Name of location, including house number and building.
- c. City Names

### 5. Regards opener

Regards The opener represents the consigner, and the letter must be signed before it —speaking in writing. The typical opening greeting for an official letter is "Courtly." Its writing concluded with a comma and it was not truncated.

### 6. Letter content (body)

In general, letter content consists of three components: unveiling, content that is most verily, and shell. Beneficial way for introducing and informing the reader about the letter subject. Examples: "As subjective as with date your letter ... ||" and "We here with passes on ||".

### 7. Regards shell

Regards shell consists of:

- a. Names of responsible positions:

b. Signatures:

b. Names a moon.

d. Officer numbers.

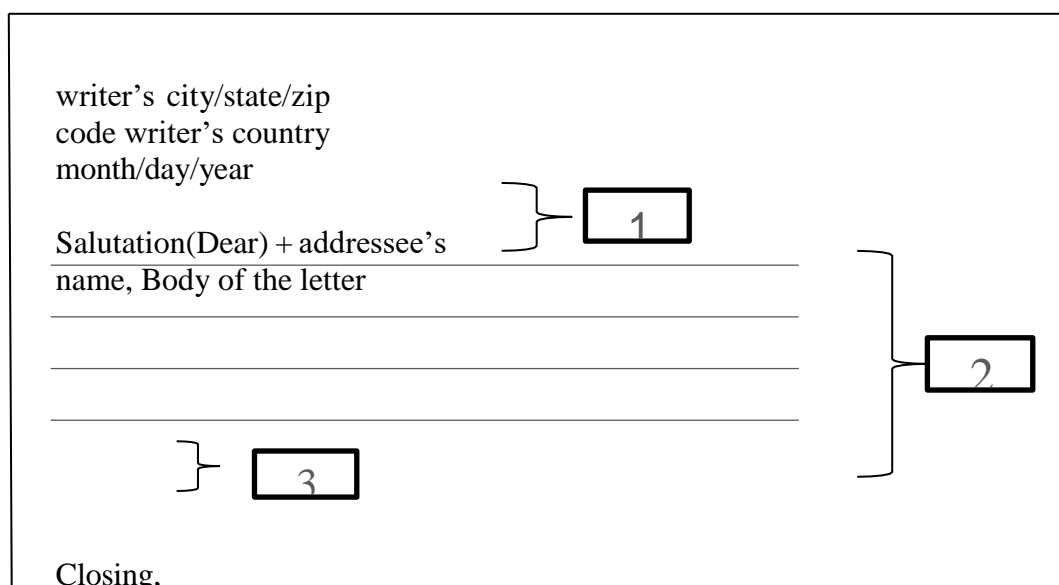
Regarding two rows of written shell phrases with space between them.

Closing greetings can be used in informal official letters. Examples of greetings are "Yours affectionately," "Yours sincerely," and "Was regards." Example: Your sincere Candra Sakti, M.M. Director of Marketing

8. C.c.

C.c. (c.c.=carbon copy) is used when the content of a letter addressed to a recipient (original) has to be recognized by other parties in connection to that letter. C.c. is written at the bottom left, out of the wind, with a number, object, and attachment, one row with an NIP or another number..c. is written message corresponds to, to raise the relevant institution's responsible position. On c.c., it is not always written with Yth.'s emotion or greeting phrase such as Sdr., Father, or Mother.

Example of a general format for an application letter:



## 2.3 The Definition of Business Letter

According to Suratno (2020, 2), communicate important information, both internally and externally, regarding business conditions and behavior is very important to ensure that these valuable documents are written down in a clear and concise manner. Poorly written business documents can produce undesirable outcomes and potentially harmful consequences for the company. Good-quality writing can help reduce or avoid potential bad things that might be encountered. Well-chosen, well-organized, and well-written words will increase the likelihood of effective business communication. A letter that is concise, clear, and interests the recipient is easier to read because their contents are persuasive and have appeal. In other words, business letters emphasize the importance of specificity in terms of being concise, persuasive, and effective. These characteristics do not make the writing style of business letters superior to other writings created for different purposes. What is certain is that when one writes business letters, the content of the letter one writes must reflect unique goals and considerations that other types of writing do not. Below is a brief explanation of these 3 characteristics: concise, persuasive and effective.

### 2.3.1 Business Letter Session

According to Suratno (2020, 20), formal business letters have a more formal character than other business communications, such as emails, memos, and text messages. There are ten parts of a business letter you need to know, which will be explained in the following section. This book will discuss headings, recipient addresses, and greetings in the opening section, then it will discuss the message and body parts and then other parts such as the closing, signature, and attachments at the end. Ten Parts of a Business Letter

General Parts of a Business Letter in General:

- 1) Letter Head: Letterhead contains the name and address of a person or business and often contains a company logo, personal logo, or other

graphic, such as an image of the sending institution. Letterhead is used to give a professional impression to the appearance of formal correspondence.

- 2) Sender's address : The sender's address is normally provided on the letterhead, but if there is none, it can be typed at the top right or top left corner of the letter.
- 3) Date: The date is put beneath the return address. The month is generally or should not be expressed as a number since it might be misleading (the order differs between the British and American models), like December 2004, not 4/12/2004.

Format	British English	American English
A	22nd March 2010	March 22nd, 2010
B	22 March 2010	March 22, 2010
C	22/03/2010	03/22/2010

4) Insides address

The inner address begins with the name of the firm, or if you know the name of the person you are addressing, start with their name. Greetings or titles of respect are used before names: Mr, Mrs, Miss, Ms, Messrs, Dr, Prof., Capt., Maj., Col., Gen. etc Even for certain positions, for example in the British Empire, there are honorary titles such as the following:

- a. His/Her Royal Highness: HRH
- b. His/Her Majesty: HM
- c. The Most Noble: TN
- d. His/Her Grace: HG

- e. The Honourable: The Hon (The Honble)
- f. The Most Honourable: The Most Hon (The Most Honble)
- g. The Right Honourable: The Rt Hon (The Rt Honble)
- h. The Honourable: The Hon (The Honble)
- i. The Much Honoured: The Much Hon (The Much Hon'd)
- j. The Very Reverend: The Very Rev (The Very Revd or The Very Rev'd)
- k. The Most Reverend: The Most Rev (The Most Revd or The Most Rev'd)
- l. The Right Reverend: The Rt Rev (The Rt Revd or The Rt Rev'd)
- m. The Reverend: The Rev (The Revd or The Rev'd)
- n. The Venerable: The Ven (The Venble)

A number of the following abbreviations are also used in writing formal letters. The following is a list of abbreviations that you must know because the following abbreviations are widely used in writing business letters

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*a s a p* = as soon as possible

*c c* = carbon copy (when you send a copy of a letter to more than one person, you use this shorthand to alert the receiver that the letter was sent to another recipient.)

*e n c.* = attachment (when you include other documents along with your letter)

*p p* = per procuracionem (Latin phrase meaning you sign a letter on behalf of someone else; if they are not there to sign it

*p s* = postscript (when you want to add something after you have finished with the main message and signed it. NB is the Indonesian equivalent)

*p t o* = please turn over (to ensure that others know that the letter continues on the other side or the following page)

*RSVP* = Répondez s'il vous plaît means please reply (to ask the recipient of the letter to confirm their presence or ability. This is important for arranging seating availability and number of portions ordered, etc., which is common in western culture but is still often underestimated or ignored in context Indonesia.

*attn* = attention / attention - attention: to show that the letter is intended to get attention.

*att* = attached/attached- what comes with the letter

*BYOB* = bring your own bottle: used when inviting to indicate that you must bring your own drink to a party or gathering

*c / o or c /* = care of/through: used in the address on a letter or package that you send to someone via someone else's hand or address.

*encl.* = enclosed/attached is the same as enc above: placed at the top or bottom of a letter to indicate that an attachment was included.

*FAO* = for the attention of/for attention: placed in front of someone's name on a document, letter, or envelope to indicate that it is intended to be read by the person in question. In Indonesian

communication, it is commonly abbreviated as U.P.

*RE* = regarding/subject: used in business letters to introduce the main content of the letter being sent

*ref.* = reference/reference: used in business letters when you give numbers and letters that indicate the exact identity of the letter or document you are writing, usually apart from being an archive it is also a reference when you have to reply to a letter, especially in important transactions such as ordering goods

#### 5) Attention line

The attention line (attn./ UP=For Attention) is an alternative to including the recipient's name in the address

#### 6) Salutation

Greetings in letters or greetings generally follow the following rules

##### a. Formal greeting in business letters

To Whom It May Concern: Dear Sir/Madam, used when writing to a position without having a named contact.

Dear Sir/Madam: Dear Sir/Madam, is used when writing to someone in a position without knowing the person's name

Dear Mr Adam: Dear Mr. Adam, used when you have a contact name of a man with that name.

Dear Ms Adam: Dear. Ms Adam, used when you have a contact name of a woman with that name; better not to use Mrs. because

it is considered ancient.

Dear Dr. Walsh: Dr. Dear Walsh, used when writing to a doctor with that name.

Dear Prof Walsh: Dear Professor Walsh, used when writing to a professor with that name.

Dear Zu Bian: Dear Zu Bian, write out the entire name when you are unsure of the recipient's gender. Less formal but still professional

b. Greeting in letters that are less official in business but still professional

Dear colleagues: Dear Colleagues, used when writing to a group of work colleagues.

Dear Mary: Dear Mary, is used when writing to a woman with that name.

Dear John: Dear John, used when writing to a man with that name but in the context of informal communication. A very informal greeting for personal letter

This greeting should be used specifically for people close to you, as otherwise it could potentially offend others.

Hello guys: Hello friends, used when writing to a group of people you know well. Hi: Hi, is used when writing to one or more than one person you know well.

7) Body of letter

The body of the letter is usually written in block style where each paragraph is separated by one line of distance from the next paragraph

#### 8) Complementary close

Marks the end of writing a letter. The following sentence expression is often used as a sign that the letter's message is sufficient and the writer will soon end the letter

#### 9) Signature

This is the letter sender's signature, which is commonly written in black or blue ink.

#### 10) Enclosure

If there are documents attached to the letter, even if they are referenced in the body of the letter, you normally need to put Enc. or Encl. below the signature block.

### **2.3.2 Types of Business Letter**

According to Suratno (2020, 21), business letters can be written by the head of the company to the management or officials of the company, other companies, or from leaders or officials at certain levels in a company to its employees in the context of internal or inter-company communication. departments within the same cocompanyan also be written for suppliers or papartners,ther businesses, anand,f course t,ustomers. Due to the wide scope of business letters,

General types of business letters can have very diverse types as seen in the list the following:

1. Letter of Receipt: This type of letter is also known as a Letter of Receipt and does not mean just a confirmation letter. This type of letter is usually written to inform and is valid proof, although it does not always mean that an action has been taken when the letter is written and then sent, but at least the recipient has informed them that they have received the letter and understand the situation that occurred.

2. Letter of Apology: Apology letters are generally written to express regret and guilt for what has happened previously as well as stating what action will be taken to resolve the problem or expressing regret for mistakes or mistakes that have caused discomfort.
3. Letter of Appreciation: These letters are written by someone from the top of the company to a subordinate to motivate or express gratitude. This is also called a Letter of Praise for good work or achievements or a Letter of Thank You for the service and dedication shown by a subordinate.
4. Letter of Circular: This letter is sent to a limited group in the work or office environment and is written for the purpose of informing you of important things, interesting things, and urgent things to be done immediately or obeyed together. Circular letters can be used to inform about improvement efforts made by the company; important information that must be followed up can also be in the form of advertising and promotions or to show whether new products or services are being offered.
5. Letter of Complaint: This type of letter is seen as a reaction to an actual problem that must be addressed immediately to correct the error. This letter was written with the aim and intention to improve the situation and should be written in such a way as not to sound like someone is angry and grumbling, but rather as an expression of request to convey bad events that were unexpected but occurred and to find solutions to existing problems on the basis of mutual understanding. on both sides, although sometimes it ends with the need to provide compensation or compensation if the error has resulted in financial loss for the other party.
6. Letter For Payment Collection: The purpose of a collection letter is to

encourage the customer to send payment or at least call and discuss the problem. An effective collection letter is a letter written politely but firmly, giving instructions on how to pay a debt that must be paid immediately. This type of letter is intended to encourage payment of company bills and ensure that transactions run smoothly.

7. Letter of Contract Agreement: An agreement letter is a sort of letter that explains the terms and circumstances of an employment relationship between the firm and the employee, or the employer and the employee. Before the letter is signed by the parties, they must negotiate their respective rights and obligations before agreeing to legally bind the agreement.

8. Cover Letter: A cover letter usually accompanies something else. This type of letter is written to outline what is being sent along with the cover letter, what should be done with it, and so on. This type of letter is generally not too long. This letter can also be written as the main part of a letter of application or intention to participate in a project tender, which contains a resume explaining the job applicant's credentials or a request for participation in a project tender.

9. Tender-up Letter: This follow-up letter is sent after some initial communication has been made by the author. The content of the letter can be a thank you for the order requested by the customer, a review of the decisions taken in the meeting, a reply to the applicant asking about the status of his application, the status of delivery of goods, etc.

10. Setc. Letter: This type of letter starts with an interesting topic sentence to impress potential customers. This includes the benefits the customer will

gain from the sale, and the sale includes product features offered to attract potential buyers. This kind of letter is often accompanied by brochures or illustrations and explanations about the products being offered.

11. Offered. Letter: This form of letter includes direct and thorough queries concerning a list of products requested or planned to be purchased. Letter of order, often known as a purchase order or PO (purchase order), refers to products. The purpose is to give vendors clear instructions for completing orders. It also acts as proof of the transaction, thus it must be written with care and meticulousness.

12. Invitation Letter: This letter is written to request someone's attendance at a meeting or other formal event. This kind of letter is usually sent in advance so that the recipient can be prepared or at least notify his presence or absence. Invitation letters that involve more meticulous preparation are often accompanied by the requirement to confirm attendance if the letter falls into the RSVP (*répondez s'il vous plait*) category.

13. Category on Letter: A resignation letter is used to tell your superior that you want to quit from your current job with the organization. Your resignation letter should be concise but include the following information: your name, position at the time of resignation, and the reasons for your departure.

### **2.3.3 The Form of Business Letter**

Business letters should always adhere to a specific format and structure to guarantee that the letter is perceived as professional and up to standards. Although there are other sorts of business letters, this tutorial will go over extensive samples of the most common business letter styles. Format (layout) refers to the visual structuring of a

business letter.

According to Farneste and Fasinska (2019), the evaluation scale for a business letter is modified from Cambridge English Language evaluation (2016). A well-written cover letter follows a conventional style and often contains three major components: content and communication achievement, organization, and language.

### 1. Content and communicative achievement

Content and communicative achievement are two of the criteria used to assess writing in Cambridge English exams. Content writers utilize strategic planning to produce and edit pieces that promote a company's brand. Content writers execute their responsibilities efficiently by combining hard and soft talents such as research, adaptation, and time management. How effectively the writer responds to the challenge and supports their ideas: Communicative accomplishment is concerned with how appropriate the writing is for the purpose and if the applicant employed the right register. How appropriate the writing is for the task and how well the writer uses the correct register, tone, and conventions for the task type.

### 2. Organization

Organization refers to how well a writer arranges their ideas in a logical manner, employing paragraphs and linking words. Organization is the capacity to arrange concepts in an easy-to-understand and logical sequence, which is accomplished via outlining. Outlining is the process of planning out the structure and flow of a piece of writing. Good writing must have a logical framework in order to make sense to the reader.

### 3. Language

Language skills are those that allow you to express yourself coherently and

communicate with others. These abilities offer structure and relevancy to the information you want to express to the receiver. Language refers to how well a writer employs language, vocabulary, and collocations.

#### 2.3.4 The Indicator of Business Letter

According to Farneste and Fasinska (2019), the evaluation scale for a business letter (adapted from Cambridge English Language evaluation, 2016: 96).

**Table 2.1**

#### **Business letter assessment scale**

Aspect	Description	Points
Content and communicative achievement	All of the information is related to the assignment. The target reader is completely informed. Every structural element of a certain type of letter is present. The tone and style of a letter are suitable. They enhance a writer's ability to capture the reader's attention and communicate effectively.	3
	Minor inconsistencies and/or omissions are present. The target reader is generally well-informed. Almost all of the structural components of a specific type of letter are present. The tone and style of a letter are suitable and effective. They assist a writer in holding the intended reader's attention.	2
	There are many irrelevances. The target reader is not well-informed. Many structural parts of a certain type of letter are missing. A letter's tone and style are suitable, but not throughout all portions of the letter.	1
Organisation	The text is properly structured. A wide range of coherent devices and organizing patterns are employed.	3
	The text is neatly structured. The letter is generally cohesive and coherent.	2
	Text is not properly arranged. Few connecting words and organizational patterns are employed.	1

Language	A variety of language, including uncommon lexis, is employed efficiently and accurately. A broad variety of basic and complicated grammatical forms are employed with complete control, flexibility, and sophistication. Only a few mistakes are present.	3
	A variety of daily words and common lexicon are employed suitably. Grammatical forms range from simple to sophisticated. Occasional faults occur, but they do not inhibit conversation.	2
	Everyday terminology is utilized, with the odd improper usage of less common lexicon. Only basic grammatical forms are utilized. Several grammatical faults are found.	1

#### 2.4 Review of Related Findings

Similar research was conducted to explain the examination of students' fundamental components in micro-teaching abilities. First, Fitriani Nasution (2020) conducted study at the State Institute of Islamic Studies (STAIN) Padang Sidimpuan with the title *An Analysis of Students' Ability to Write Application Letters at Grade XI Secretary Class SMK Negeri 1 Sipirok*. After reviewing the data, she concluded that the analysis of students' capacity to write application letters at grade XI secretary class SMK Negeri 1 Sipirok was sufficient. The calculation revealed that the student's capacity to write an application letter in the grade XI secretarial class at SMK Negeri 1 Sipirok was 52.63%.

The second research, titled "An Analysis of Students' Error in Writing Application Letters at XII Grade in SMK 1 Ranah Batahan," was undertaken by Anisa Silvia, Arif Miboy, Meylanmelani, and Veni Roza. The purpose of this study was to see how frequently SMAN 1 Ranah Batahan students committed mistakes when writing their application letters. It is clear from the findings and analysis above that the researcher discovered several errors in application letter writing. The percentage of mistakes committed by the pupils was 41% for misformation, 34% for omission, 18% for addition, and 7% for misordering. As a result, the students' biggest mistake was an omission error,

in which they neglected to provide a particular detail or use the correct spelling when composing their application letter.

The third Budi Parlindungan (2010) is titled *The Correlation Between Punctuation Mastery and Writing Letter Mastery among Grade IX Students at SMP Negeri 1 Lembah Sorik Marapi in the 2010-2011 Academic Year*. In this situation, he stated that the grade IX students of SMP Negeri 1 Lembah Sorik Marapi in the 2010-2011 academic year had sufficient writing letter competence, since their total score was 650 and their mean score was 60.83.

Mulyani (2020) conducted an analysis of students' ability to write business letters in the second semester of the eleventh grade at SMKN 1 Malang. She observed that pupils' ability to write business letters is low, with scores in class 11 TKJ A of 42.5% and 16 students receiving bad scores. 8 It indicates that Mulyani's study included a large number of pupils with poor results.

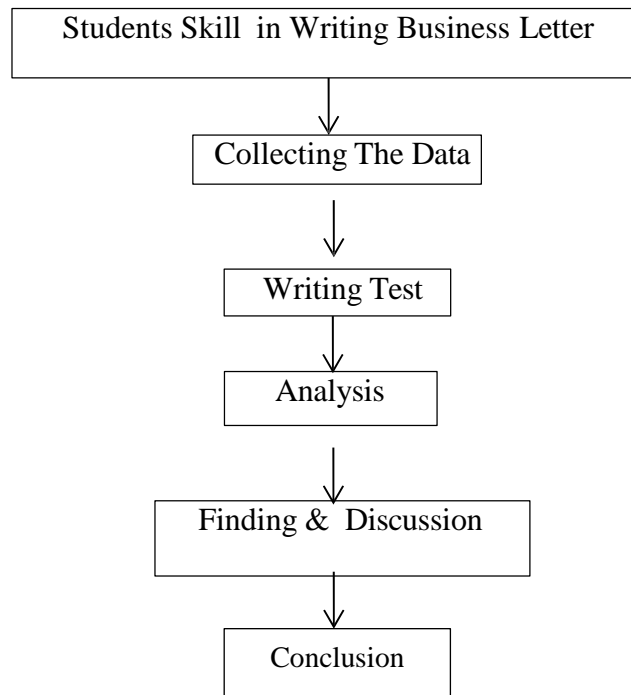
Ramadhani and Siregar (2020). *The Effect of Project-Based Learning on Writing Business Letters*. This study looked into how the usage of PBL may help students improve their writing. The goal of this study was to determine whether employing PBL has a substantial influence on writing abilities. The writer used a quasi-experimental design. This study allocated one group of twenty students. According to the findings of the study, the mean score of the post-test (79.80) was greater than the pre-test (69.50). The paired t-test (0.00) ( $< 00.05$ ) indicates a significant change between pre-test and post-test scores following therapy. Furthermore, the findings imply that PBL-based instruction improves students' capacity to write business letters.

Based on the previous research, this researcher examined the same topic: pupils' capacity to compose letters. The distinction between the three researchers mentioned before and this researcher is that they wish to know the student's talents. in drafting letters to Pasir Pengaraian University's English programs.

### 2.3 Conceptual Framework

A conceptual framework is a schematic of the definition of this study; the researcher defines the way of the studies in a diagram to help the reader understand the outline of the research undertaken using the following diagram:

**Figure 1. Conceptual Framework**



Based on the figure of the conceptual framework above, the researcher wishes to ascertain the student's writing abilities in composing business letters. The researcher examines students' capacity to compose letters in the five-semester English program at the University of Pasir Pengaraian. Chapter 4 describes the test results, and Chapter 5 summarizes the research findings and debate.

## **CHAPTER III**

### **RESEARCH METHODOLOGY**

This chapter explains the layout of the research, which includes the area that can be used for the research, as well as the technique for gathering and analyzing the data. It is a good way to be taken on by sixth semester college students of the English examine program at the University Pasir Pengaraian.

#### **3.1 Research Design**

This study employs a descriptive qualitative approach and includes only one variable. Descriptive study is employed when just one variable is used to describe students' capacity to write letters in the English Study Program at the University of Pasir Pengaraian. Meanwhile, it is said that qualitative research is primarily interpretative since it takes place in a natural setting. According to Widoyoko (2012), qualitative investigations describe how things are by using data and stating them in% statement or phrase form. Furthermore, qualitative study considers the proximity of the herbal placement of the basic additives of microteaching capacity.

#### **3.2 Setting of the Research**

The placing of this research in the class of five semester students English department at the University of Pasir Pengaraian.

#### **3.3 Population and Sample**

Arikunto (2010, page 173) A population is a fixed set of all items that process one or more characteristics of interest. The population of the study in this case is 5th-semester English examination application college students, which the researcher finds appealing. In the academic year 2024/2025. There were 21 college students in 5th

semester scholar.

## **1. Sample**

In this study, the researcher used complete sampling to identify a trend. According to Sugiyono (2009, p. 124), complete sampling is a method for selecting a sample that includes the whole population.

According to Arikunto (2010, p. 112), if the issue is less than 100 individuals, it is recommended to take on all of the problem. However, if the difficulty is greater than one hundred persons, it may take 10-15% and 20-25% or more. The researcher employed total sampling in this study since there were less than 100 5th-semester English students who applied to Universitas Pasir Pengaraian. The sample for this study consisted of 21 students.

### **3.4 Instrumentation of the Research**

Arikunto (2002, p. 136) states that the tool is a device or a research facility utilized by researchers to acquire information in an effort to paint more without problems, the instrument in this research is :

#### **3.4.1 Observation**

Observation to examine the happenings related to the phenomena under investigation directly. The researcher can immediately gather data and participate in the natural world by observing. The researcher requested approval from 5<sup>th</sup>-semester students in English to have a look at application at the University of Pasir Pengaraian.

#### **3.4.2 Writing Letter Test**

In this study, students were given a written test in the form of an essay.

For this test, the researcher was provided instructions on how to write an application letter to obtain a job for the pupils. The researcher then offered students 30 minutes to complete a written exam to compose an application letter for a job, which the researcher closely monitored. After the exam, the researcher will review and provide a score; the score will also be aided by three rater professors to the students based on their work.

**Table 3.1**

**Business letter assessment scale**

Aspect	Description	Points
Content and communicative achievement	All of the information is related to the assignment. The target reader is completely informed. Every structural element of a certain type of letter is present. The tone and style of a letter are suitable. They enhance a writer's ability to capture the reader's attention and communicate effectively.	3
	Minor inconsistencies and/or omissions are present. The target reader is generally well-informed. Almost all of the structural components of a specific type of letter are present. The tone and style of a letter are suitable and effective. They assist a writer in holding the intended reader's attention.	2
	There are many irrelevances. The target reader is not well-informed. Many structural parts of a certain type of letter are missing. A letter's tone and style are suitable, but not throughout all portions of the letter.	1
Organisation	The text is properly structured. A wide range of coherent devices and organizing patterns are employed.	3
	The text is neatly structured. The letter is generally cohesive and coherent.	2
	Text is not properly arranged. Few connecting words and organizational patterns are employed.	1

Language	A variety of language, including uncommon lexis, is employed efficiently and accurately. A broad variety of basic and complicated grammatical forms are employed with complete control, flexibility, and sophistication. Only a few mistakes are present.	3
	A variety of daily words and common lexicon are employed suitably. Grammatical forms range from simple to sophisticated. Occasional faults occur, but they do not inhibit conversation.	2
	Everyday terminology is utilized, with the odd improper usage of less common lexicon. Only basic grammatical forms are utilized. Several grammatical faults are found.	1

### 3.4 Technique of Collecting the Data

According to Widoyoko (2012, p. 33), gathering study data is aimed to get records, clarity, and correct records. It is the process of gathering facts in order to locate and document information about the research. This study was undertaken at Universitas Pasir Pengaraian during the sixth semester of the English observe program at the Faculty of Teacher Education and Training. The researcher asked the participant to compose a letter to assess the student's letter-writing abilities. The researcher collected the data on a letter sheet. The researcher then evaluated the entire document.

### 3.5 Technique of Analyzing the Data

This study utilized descriptive analysis. This article examines descriptive assessment techniques. According to Riduwan and Sunarto (2012), descriptive analysis is the appraisal of information about a person or entity. The goal of descriptive assessment is to produce accurate and reliable systematic data on the problem under investigation. Following data collection, the researcher examined the statistics using a micro-teaching assessment scheme. The method of

examining facts is carried out in a few phases. First, collect data and information by looking at the writing test sheet that is being used to assess the student's letter-writing abilities. Second, the researcher selected three writing lecturers to assist with data analysis. Third, the researcher gives the interview record to the writing lecturer; fourth, the writing lecturer receives an indication of the essential components of writing. Fifth, the researcher and the writing professor examine the basic components of writing using the indicator of basic components of writing. Sixth, the researcher gathered the writing lecturer's outcomes. Finally, the researcher assessed the data collected by the writing instructor based on the assessment of students' competence to write letters. Following that, the researcher presented the findings to determine students' capacity to write letters in the English Study program at the University of Pasir Pengaraian.

A descriptive appraisal. Data assessment techniques might include statistical evaluation, often known as descriptive analysis. The variety rating may be found as follows:

**Table 3.2**

**The Score For Business letter assessment Skill**

No	Range Score	Average
1	1.00 – 1.66	Low
2	1.67 – 2.33	Moderate
3	2.34 – 3.00	High

According to the able above, the researcher found the score of the students in writing application letters by using the method presented by Arikunto (2006:235).

$$P = \frac{F}{N} \times 100\%$$

Note:

P: Percentage of students

F: Frequency of students

N: The number of students