

CHAPTER IV

FINDINGS AND DISCUSSION

Findings collected from the data analysis were presented in this chapter. The data were collected and analyzed in order to answer the research questions: 1) *What kinds of English learning opportunities represented in the English Business Correspondence textbook;* 2) *What learning targets are expected in English Business Correspondence syllabus?* and 3) *to what extent do the learning opportunities represented in the English Business Correspondence fulfill the learning targets stated in the syllabus?* The data were analyzed qualitatively based on the data analysis procedure as stated on the third chapter.

There are total 57(fifty five) students of *Administrasi Perkantoran* major who have got a job helped by the Cooperate and Placement Department. However, there are only 18 students who got the job as the Admin staff, the rest of the students have varieties of job like HR (Human resource) staff, purchasing staff, academic staff, operator staff, marketing staff, telesales/telemarketing, finance staff, general affair staff, production staff, payroll staff, customer service/ receptionist, data entry, and teller

A. Findings

Politeknik LP3I Jakarta Kampus Depok used English Business Correspondence textbook under the title *How to Write Effective Business Letter* for the English Business Correspondence subject. This subject is given to the 2nd (second) semester of *Administrasi Perkantoran* students. The textbook was written by Redjeki Agoestyowati, one of lecturers in Politeknik LP3I Jakarta and an English Coordinator in Kampus Kramat.

The textbook is analyzed based on Cunningsworth (1995, p.18). The textbook consists of total 183 pages. It covered cover of the book, page of publisher, acknowledgement, preface, table of content, book content, bibliography and about author.

A. 1. Learning Opportunities in the Textbook

There are four language skills as listening, reading, speaking and writing. Based on the findings, the learning opportunities represented in the English Business Correspondence textbook covered 3 (three) language skills of listening, reading and speaking. In every chapter of the textbook, reading always appeared as the learning opportunities offered. And in the exercises, writing skills became the major learning opportunities

However, the learning opportunities represented in the English Business Correspondence was offered not only reading and writing but also grammar like avoid wordiness, avoid commercial jargon and avoid monotony. Listening was also given in some of the exercises offered in the English Business Correspondence textbook. But it didn't exist in every exercises.

The English Correspondence textbook consisted of 14 (fourteen) chapters with 14 (fourteen) different topics. The topics were (1) how to write business letter, (2) structure of the business letter, (3) format of the business letter, (4) enquiries and replies, (5) offering letter, (6) order and fulfillment, (7) complaints and adjustment, (8) letters promoting, (9) letters requesting payment, (10) personnel matters, (11) travel and accommodation, (12) banking, (13) miscellaneous correspondence, (14) enclosures. Beside the contents which covered 14 (fourteen) chapters, the English Business Correspondence textbook also gave reading as learning opportunities on the cover of the book, page of publishers, acknowledgement, preface, table of content, bibliography, and about author.

Figure 4.1. Table of analysis textbook Chapter 1

Topic	Content	Explanation	Learning Opportunities
How to write Business Letter	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Summary	-	Reading
	Grammar	Avoid Wordiness	-
	Grammar	Avoid Commercial Jargon	-
	Tips	-	Reading/Listening
	Grammar	Avoid Monotony	-
	Exercises	Rewrite the letters	Reading/Writing
		Correct mistakes	Reading/Writing
	Note	-	Reading/Listening

Based on the content of the textbook, the 1st (first) chapter discussed about how to write business letter which covered the title of the chapter; text of explanations; summary; grammar; tips; exercises and note. The grammar given in this chapter were avoid wordiness, avoid commercial jargon and avoid monotony. Reading and Listening can be the learning opportunities on tips and note in this chapter. And writing was the learning opportunities given on the exercises.

Figure 4.2. Table of analysis textbook Chapter 2

Topic	Content	Explanation	Learning Opportunities
Structure of the Business Letter	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Exercises	Create a letterhead	Writing
		Print out name, address in envelope	Writing
	Note	-	Reading/Listening

On the 2nd (second) chapter discussed about structure of the business letter with the sub topics about parts of letter, miscellaneous matters, addressing envelope and exercises. The content on this chapter started from the title of the chapter, text of explanations, exercises and note. Reading and writing were the learning opportunities offered on the textbook.

Figure 4.3. Table of analysis textbook Chapter 3

Topic	Content	Learning Opportunities
Format of the Business Letter	Title of the Chapter	Reading
	Explanations deals with the topic	Reading
	Examples of the format letters	Reading

On chapter 3 (three) on the content of the textbook, it discussed about the format of the business letter with the sub topic as full block, modified block, modified semi block, simplified letter, intended letter style, hanging intended letter style, and memo. Reading was the only learning opportunities offered on this chapter. There is no exercises given on this chapter.

Figure 4.4. Table of analysis textbook Chapter 4

Topic	Content	Explanation	Learning Opportunities
Enquiries and Replies	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Note	-	Reading/Listening
	Examples of Inquiry letters and it replies	-	Reading
	Exercises	Matching	Writing
		Translate	Writing
	Tips	-	Reading/Listening
	Exercises	Writing letters	Writing
	Dictation (Listening and Writing)	Listening and Writing	

Chapter 4 (four) discussed about enquiries and replies. It covered the title of the chapter, text of explanation, note, examples of inquiry letters and it replies, tips and exercises. The exercises given matching, translating and writing letters by using writing as the learning opportunity. The learning opportunities offered in this chapter are reading, writing and listening.

Figure 4.5. Table of analysis textbook Chapter 5

Topic	Content	Explanation	Learning Opportunities
Offering Letter	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Examples of Offering Letters	-	Reading
	Exercises	Matching	Writing
		Translate	Writing
		Completing	Writing
		Writing letters	Writing
	Listen and Write	Listening and Writing	

Offering letter which is discussed on chapter 5 (five) covered title of chapter, text of explanation, examples of offering letter and some exercises. There were 2 (two) learning opportunities offered in the exercises. They were listening and writing that got from matching, translating, completing, writing letters, listening and writing.

Figure 4.6. Table of analysis textbook Chapter 6

Topic	Content	Explanation	Learning Opportunities
Order and Fulfillment (Acknowledging the Order)	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Examples of Order Letters	-	Reading
	Exercises	Matching	Writing
		Translate	Writing
		Completing	Writing
		Writing letters	Writing
		Dictation (Listening and Writing)	Listening and Writing

Based on the textbook, chapter 6 (six) discussed about order and fulfillment which covered title of the chapter, text of explanations, examples of complaint and adjustment letters and exercises. The text of explanations are orders placed by letters and acknowledging the order. And for this chapter offered kinds of exercises like matching, translating, completing, writing letters and dictating (listening and writing).

Figure 4.7. Table of analysis textbook Chapter 7

Topic	Content	Explanation	Learning Opportunities	
Complaints and Adjustment	Title of the Chapter	-	Reading	
	Text of explanations	-	Reading	
	Examples of Complaint and Adjustment Letters	-	Reading	
	Exercises	Matching		Writing
		Translate		Writing
		Completing		Writing
		Writing letters		Writing
		Dictation (Listening and Writing)		Listening and Writing

Chapter 7 (seven) on the textbook discussed about complaints and adjustments with the sub topics of a complaint letter concerning wrong goods, an adjustment letter of a complaint letter concerning wrong goods, a complaint letter concerning late delivery, a reply to a complaint letter concerning late delivery with the assign offered as matching, translating (the language of complaints and adjustment) and listening. On this chapter, there are title of the chapter, text of explanations, examples of complaint and adjustment letters, and exercises.

Figure 4.8. Table of analysis textbook Chapter 8

Topic	Content	Explanation	Learning Opportunities
Letters Promoting	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Examples of Letters Promoting	-	Reading
	Exercises	Matching	Writing
		Translate	Writing
		Completing	Writing
		Writing letters	Writing
		Listen and fill in the blanks	Listening and Writing

On chapter 8 (eight), it discussed about letters promoting which covered about good will, letters of thanks, letters of congratulaions, letters of sympathy and condolence. In complete, this chapter covered the title of the chapter, text of explanations as described previously, examples of letters promoting and some of the exercises. There is a different of exercises offered on this chapter, unlike the previous chapter which offered matching, translating, completing, writing letters and dictating, this chapter offered matching, translating, completing, writing letters, listening and filling the blanks for the exercises.

Figure 4.9. Table of analysis textbook Chapter 9

Topic	Content	Explanation	Learning Opportunities
Letters Requesting Payments (Collections Letter)	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Examples of Requesting Payment Letters	-	Reading
	Exercises	Matching	Writing
		Translate	Writing
		Completing	Writing
		Writing letters	Writing
		Listen and Write	Listening and Writing

Letters of requesting is the topic given on chapter 9 (nine). On this chapter it covered the title of chapter, text of explanation, examples of requesting payment letters and exercises. It gave several examples of letters of requesting like first application for payment, second application for payment, final collection letters, customer explains inability to pay, and customer explains late payment. But for the exercises, it was similar to the previous exercises such as matching, translating, completing, writing letters, listening and writing.

Figure 4.10. Table of analysis textbook Chapter 10

Topic	Content	Explanation	Learning Opportunities
Personnel Matters	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Examples of Personnel Matter Letters	-	Reading
	Exercises	Matching	Writing
		Translate	Writing
		Completing	Writing
		Writing letters	Writing
	Dictation (Listening and Writing)	Listening and Writing	

On chapter 10 (ten) of the textbook, it covered title of the chapter, text of explanations, examples of personnel matter letters and exercises. On this chapter, the topic discussed about personnel matters with the sub topic letters of application, references and testimonials. The examples of personnel matter letters given on the textbook are an application for the post of an assistant secretary, an application for the post of a sales manager, curriculum vitae, favorable testimonial-linguist, favorable testimonial-manager, and favorable testimonial-marketing. And the exercises offered on this chapter are matching, translating, completing, writing letters, and dictating (listening and writing).

Figure 4.11. Table of analysis textbook Chapter 11

Topic	Content	Explanation	Learning Opportunities
Travel and Accomodation	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Examples of Formal Application for Passport and Visa, Letters of Reservation for Flight and Hotel	-	Reading
	Exercises	Matching	Writing
		Translate	Writing
		Writing letters	Writing
		Listen and Write	Listening and Writing

Based on the textbook, chapter 11 (eleven) discussed about travel and accomodation with the sub topic covered about passport and visa, travel by air, and hotel accomodation. This chapter started from the title of the chapter, text of explanatios, examples of formal application, and some exercises. There are some examples of format application letter like formal application for passport, request for visa application form, asking for flights information and it replies, reservation of seat on plane, hotel reservation and it replies. On this chapter, there are some exercises that quite different from the previous chapter. The exercises offered on this chapter are matching, translating, writing letters and listening and writing.

Figure 4.12. Table of analysis textbook Chapter 12

Topic	Content	Explanation	Learning Opportunities	
Banking	Title of the Chapter	-	Reading	
	Text of explanations	-	Reading	
	Letters of Request examples	-	Reading	
	Exercises		Matching	Writing
			Translate	Writing
			Completing	Writing
			Writing letters	Writing
			Listen and Write	Listening and Writing

Banking is the topic discussed on chapter 12 (twelve). On this chapter, it covered title of the chapter, text of explanations, examples of letters of requests, and some exercises. For the examples of letter of request, they gave examples of request to open an account, request to open credit facilities, request to overdrafts facilities, and request to extension of loan. Matching, translating, completing, writing letters, listening and writing are the exercises offered on this chapter.

Figure 4.13. Table of analysis textbook Chapter 13

Topic	Content	Explanation	Learning Opportunities	
Miscellaneous Correspondence	Title of the Chapter	-	Reading	
	Text of explanations	-	Reading	
	Examples of Invitation, memorandum, Fax Letters, Announcement and Advertisement		Reading	
	Exercises		Translate	Writing
			Writing letters	Writing
			Listen and Write	Listening and Writing

Based on the textbook, chapter 13 (thirteen) discussed about miscellaneous correspondence. Appointment letters and its replies, sales letters, invitation letters, invitation to a game society, memorandum, fax, announcement, and advertisement are the sub topic given on chapter 13 (thirteen). On this chapter, it covered title of the chapter, text of explanations, examples of miscellaneous correspondence, and exercises. There were some exercises offered on this chapter, they were translating, writing letters, listening and writing.

Figure 4.14. Table of analysis textbook Chapter 14

Topic	Content	Explanation	Learning Opportunities
Enclosures	Title of the Chapter	-	Reading
	Text of explanations	-	Reading
	Figures of Folding Letter	-	Reading
	Examples of Envelope Formats	-	Reading
	Exercises	Punctuation Correction	Writing
		Listen and Write	Listening and Writing

Chapter 14 (fourteen) was the last chapter on the textbook with topic about enclosures. On this chapter, it covered title of the chapter, text of explanations, figures of folding letter, examples of envelope formats and exercises. The sub topic on this chapter, started from the punctuation, methods of folding letters, and kinds of envelopes. There

were only two kinds of exercises offered on this chapter. They were punctuation correction, listening and writing.

Beside content, *how to write effective business letters*, this textbook also covered cover of the book, page of publishers, acknowledgement, preface, table of content, bibliography and about author. Those content also have important role so that reading became the learning opportunity given.

A. 2. Learning Targets

In order to answer the research question number 2 about the learning targets expected in English Business Correspondence subject. Based on the syllabus of English Business Correspondence it was stated that the general objectives of this subject, to make the students able to write business correspondence. Whereas, the learning targets based on the syllabus are explained as table below:

Figure 4.15. Table of analysis the learning targets

Session	Learning targets based on the Syllabus
1 st (first)	Students know parts of the business letter
2 nd (second)	Students know the format of business letter
3 rd (third)	Students are able to write letters of inquiries
4 th (fourth)	Students are able to write offering letter
5 th (fifth)	Students are able to measure their skills/knowledge from the previous given materials
6 th and 7 th (sixth & seventh)	Students are able to write order letters
8 th and 9 th (eighth & ninth)	Students are able to letters of complaint and adjustment
10 th and 11 th (tenth & eleventh)	Students are able to write letters of collection
12 th (twelfth)	Students are able to measure their skills/knowledge from the previous given materials
13 th (thirteenth)	Students are able to write Electronic Mails
14 th (fourteenth)	Students are able to write Electronic Mails

Furthermore, by learning this subject it was also expected that the students will be able to know parts of the business letter, the format of business letters; to write letters of inquiry, offering letters, order letters, complaint and adjustment letters, letters of collection and electronic mails. In one semester this subject will be given in 14 (fourteen) session with 9 (nine) different topics as stated on the syllabus.

On the 1st (first) session the specific objectives stated on the syllabus, is to make the students know parts of the business letter under the topic parts of the business letter with the sub topic letter of heading, date, file number. On the syllabus, it is stated that the

teaching and learning activities proposed for the first session is explanation and discussion with finding and collecting some examples of business letter as the assignments given to the students.

As stated on the syllabus, format of the business letter is the topic given and to make the students know the format of the business letter is the specific objective on the 2nd (second) session. The sub topic of this session covered about block, modified block, and modified semi block. Similar to the 1st (first) session, on the 2nd (second) session has the same activities for the teaching and learning, they are explanation and discussion. Rewrite a letter into some formats of business letter is the assignment offered on this session.

The 3rd (third) session of the syllabus discussed about making inquiry letter, with the sub topic making and repying inquiries. the assignment task required on the syllabus is making an inquiry letter with explanation, exercise and discussion as the teaching and learning activities. The specific objective on this session, students able to write letters of inquiries.

Session 5 (five) on the syllabus would be review and/or formative test with specific objective to measure the students skills/knowledge from the previous given materials. The teaching and learning activities offered oral and/or written test. Because this session

is about to review/formative test so the specific objectives based on the syllabus to measure the students skill/knowledge from the previous given materials.

Based on the syllabus, the topic and the specific objectives on the session 6 (six) and 7 (seven) are about ordering letters and students are able to write order letters with the sub topics of ordering supplies and acknowledging an order. Explanation, exercises, and discussion are the teaching and learning activities offered on this session. Assignment given to the students making an offering letter as the topic stated on the syllabus.

On session 8 (eight) and 9 (nine) on the syllabus, the specific objectives to make the students able to letters of complaint and adjustment. The topic and the sub topic are complaint letter and adjustment letter. Teaching and learning activities offered are explanation, exercise, discussion. Assignment that can be given to the students is making a complaint letter.

On the 10th (tenth) and 11th (eleventh) session, the syllabus showed that the specific objectives of the session is to make the students able to write letters of collection. The topic and the sub topic covered are collection letters and replying to collection letter. The activities for the teaching and learning activities offered are

explanation, exercise and discussion. Making a collection letter is the assignment that can be given to the students.

On this session the students have a review/formative test with the specific objective to measure the students skill/knowledge from the previous given materials. The same as session 5 (five) on session 12 (twelve) the teaching and learning activities given, can be in the form of oral or written test. The formative given, covered all previous sub topics.

On session 13 (thirteen) and 14 (fourteen), the students are expected to be able to write Electronic Mails. But the topic and sub topic given are different. On session 13 (thirteen), the topic and sub topic given, is about conditional sale agreement and session 14 (fourteen) the topic and sub topic given, is telex and facsimile. Not only topic and sub topic are different but also the assignment given are different. On session 13 (thirteen), the assignment given, is making a concept of an agreement. And session 14 (fourteen), the assignment that can be given, is practice making telex and fax. For the teaching and learning activities, both on session 13 (thirteen) and 14 (fourteen) offered the same teaching and learning activities, they are explanation, exercise, and discussion.

A. 3. Learning Opportunities and Learning Targets

To answer the research questions number 3 (three) “*to what extent do the learning opportunities represented in the English Business Correspondence fulfill the learning targets stated in the syllabus*”, as stated on the procedure of analyzing the data, the learning opportunities from the textbook and the learning targets based on the syllabus were analyzed in order to find out what extent of the learning opportunities fulfill the learning targets. The analysis can be seen from the appendix table of analysis the learning opportunities and learning targets.

Left side columns were based on the textbook and right side columns were based on the syllabus. The first column showed the chapter, 2nd (second) column is topic, 3rd (third) column is content and the 5th (fifth) column is the learning opportunities. The 6th (sixth) columns showed the session, the 7th (seventh) objectives/goals, 8th (eighth) teaching & learning activities, 9 (ninth) assignments.

The 1st (first) chapter of the textbook discussed about how to write business letter and 2nd (second) chapter discussed about structure of the business letter which were related to the syllabus session 1. Students know parts of the business letter was the objective of the 1st (first) session as stated on the syllabus. The exercises given

on the textbook were rewrite, correct mistake, create letterhead and printing name and address in envelope. But the assignment offered based on the syllabus was find or collect some examples of business letter, and rewrite a letter into some formats of business letter.

Lesson on chapter 3 (three) of the textbook related to the session 2 (two) of the syllabus. The topic given based on the textbook was format of the business letter and the objective/goals based on the syllabus was the students know the format of business letter. On the textbook there was no exercises given but it offered reading as the learning opportunities. Based on the syllabus, the assignment that can be given to the students was rewrite a letter into some formats of business letter. In this case, the textbook didn't fulfill the target of assignment proposed on the syllabus.

Based on the textbook and syllabus, chapter 4 (four) is related to the session 3 (three). The topic given, fulfilled the objective/goals on the syllabus. From the table of analysis, it showed that the topic given, is about enquiries and replies, and the students able to write letters of inquiries as the objective. And so with the exercises and assignment, the exercises offered writing letter and the assignment given making an inquiry letter. From the table, it can be seen that chapter 5 (five) related to the session 4 (four). As showed on the table of analysis (see

table of analysis), offering letter and students able to write offering letters, were the topic and session. The textbook offered kind of exercises so that it fulfilled the assignments that should be given based on the syllabus. As it was stated that the assignment was making and offering letter.

6th (sixth) chapter's topic was order and fulfillment (acknowledging the order), this chapter fulfilled the syllabus session 6 (six) and 7 (seven). On these sessions, the students were hoped to be able to write order letter with making an order letter as the assignment. The textbook offered kinds of exercises such as matching, translating, completing, writing letters and dictating. Similar to chapter 6 (six), chapter 7 (seven) fulfilled session 8 (eight) and 9 (nine) of the syllabus. Complaints and adjustment as the topic from the textbook and students able to letters of complaint and adjustment letter as the objective/goal based on the syllabus. And so with the exercises and assignment offered, the exercises offered matching, translating, completing, writing letters, and dictating. Making a complaint letter was the assignment offered based on the syllabus.

Letters requesting payment (collection letter) was the topic given on chapter 9 (nine). It fulfilled the objective/goal on session 10 (ten) and 11 (eleven) that students able to write letters of collection. The

exercises given based on the textbook were similar to the previous chapter, matching, translating, completing, writing letters, listening and writing. Making a collection letter was the assignment offered on the syllabus.

On the objective/goal of session 13th (thirteenth), it was stated that students able to write Electronic Mails (conditional sale agreement). And on chapter 10 (ten), it showed that the topic discussed about personnel matters. The conditional sale agreement was discussed implicitly on the textbook. Chapter 13 (thirteen) has the same objective with chapter 10 (ten) but on this chapter related to the session 14 (fourteen). Chapter 10 (ten) discussed about miscellaneous correspondence and session 14 (fourteen) has the objective to make the students able to write Electronic Mails (telex and facsimile). The objective discussed implicitly on the textbook as well. The exercises given, covered translating, writing letters, listening and writing. Practice making telex and fax was the assignment offered on the syllabus.

B. Discussion

As Crabbe (2003, p.22) stated that learning opportunities might be available outside and inside the classroom, as in the English Business Correspondence textbook based on the instruction given and the learning

targets the learning opportunities drove to be done inside the classroom. Moreover, the instruction on the English Business Correspondence textbook do not expose the opportunity of having mini conference, whereas Tipka (2005, p. 35) stated that mini conference is cost effective for the participants, speakers, and institution. However, supporting Byrd (2009, p. 18) that cooperative learning could increase student interest due to the quick pace of cooperative tasks, improve critical thinking ability, and the opportunity to practice both productive and receptive skills in a natural context, the exercises offered the similar opportunity as on the 13th (thirteenth) session about writing a testimonial to colleagues. Furthermore, the opportunities communicated using one or more media as stated Boraros and Nagy (2000, p. 27) that the opportunities for achieving goals in a distance learning situation, in which teacher and student are separated and communicated using one or more media like CD-ROM, telephone, e-mail, web of the English Business Correspondence textbook based on the instruction provided the instruction of learning using one or more media as the activities on some of the sessions.