

A STUDY ON THE WRITING ENGLISH BUSINESS LETTER DIFFICULTIES AT THE FIRST YEAR STUDENTS ACCOUNTING DEPARTMENT OF SMKN 1 BANDAR SEIKIJANG

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Abstract

Students at the first year students accounting department of SMKN 1 Bandar Seikijang had problems in writing English business letter. They were facing difficulties type of English business letter. The Purpose of this research was to find out what kind of difficulties in writing the English business letter faced by the first year students accounting department of SMKN 1 Bandar Seikijang. The design of this research was survey. Sample of the research was 23 students at the first year students accounting department of SMKN 1 Bandar Seikijang. Instrument used was questionnaire. The questionnaire was about the students' difficulties in writing the English business letter. The questionnaire was analyzed by using percentage formulation. The result of analyzing data that the students' response toward their difficulties in writing the English business letter was making up negative response with 71.73%. In conclusion, the students at the first year students accounting department of SMKN 1 Bandar Seikijang had trouble in studying style of letter in English business letter.

Keyword : *Business Letter Writing, Difficulties*

1. Introduction

English is an international language. It is used widely in international communication. As international language English has important role in several affairs, such as for commerce, education, politic, business, and cultural affairs. Nowadays, people communicate in English to make their business successful in international commerce and trade. We have possessed a great deal of sophisticated instruments such as telephone, telex, telegraph, internet and many others that can help them in communication. In business world, these kinds of instruments are very useful. Most of the directions in these instruments are written in English, as international language and it plays an important role in daily activities. Mavor. W. Ferrier (1988:1) says that since it is international language, many factories and institutions use English

business letter as media of communication.

English business letter is one of businesses' focused where everyone should master it. It is taught at school level, especially at business aim in order to perfect of many business letters, and to prepare the young generation to be able to follow developing of business world.

Based on the writer's first observation, the students have difficulties in writing English business letter. Some of students cannot write English business letter correctly. Some of the students don't know about English business letter so far. As a result they cannot make it and only copy it from English business book, some students cannot each the idea of the English business letter, some still confuse in choosing the appropriate, type, style and word choice.

Regarding on the explanation above, it was an interesting field for the

researcher to investigate on the students difficulties in writing English business letter under the titled : **A study on the writing English business letter difficulties at the first year students accounting department of SMKN 1 Bandar Seikijang.**

The purpose of the research was to find out what kind of difficulties in writing the English business letter faced by the first year students accounting department of SMKN 1 Bandar Seikijang.

2. Literature Review

a. The Nature of Writing

The term writing is different from other terms of language skills such as: listening, speaking, reading and writing. It is kind of process where the writer always considers the choice of words, and ideas to be expressed. When sentences have been arranged closely related with each other, it is expected that idea on writing can be understood by the reader. It is related to what Lyons (1987: 5) says that writing is clearly complex process and competence. He also states that writing is frequently accepted as the last long skill to be acquired (for native speakers of language as well as for foreign / second language learners). A writer must be able to write a series of sentences that grammatically and logically connected, this is made order that the writer can convey and express his ideas to the reader clearly, meaningfully and intelligently.

Writing is an instrument of both communication and self-expression. Pincas (1989: 10) states that in doing writing, there are few initial principles to note. Firstly, writing should be as close as possible to genuine functional uses of language. Secondly, since ways of communicating information are very varied there is a single way of writing correct English. It is therefore important for students to read as widely as possible in order

to be familiar with different variation of written English. They cannot be expected to write a letter in a style that they have never seen. Thirdly, good writing depends on a set of specific skills. Writing does not follow automatically good grammar and adequate vocabulary.

b. Characteristics of English Business Letter

Everyone has characteristic ways of writing but we know how to write a good letter. Because the aim if the letter is to secure the interest of the reader and his cooperation. King and Cree (1962: 1) states that the characteristics of good letter are as follows:

1. The letter should begin with sentence that introduces the matter without undue delay and polite forms.
2. The letter should have necessary information and arguments.
3. The letter should have suitable ending-one that is not long but make the reader fell that his point of view is being considered. This is especially necessary when the sellers are writing to buyers.
4. The letter should avoid something that can waste of time.
5. A good vocabulary in writing a letter.

c. Purposes of Writing Business Letter

The business letter is more economical form of communication for long distance. It's cheaper than fax, telegraph, and telephone. Gartside (1981: 8) says that business letter as three main purpose. Firstly, a letter conveys a message, seeks of give information, places or knowledge and order, to make an appointments, forwards document. Secondly, a letter provides a permanent record for future reference and also valuable evidence in the event of legal disputes. Finally, a letter provides opportunities to increase goodwill

by creating a good impression of the writer's firm and recipient.

3. Method of the Research

a. Kinds of the Research

The design of this research was survey quantitative. According to Creswell (2005:354). Survey designs are procedures in quantitative research in which investigators administer a survey a sample or to the entire population of people in order to describe the attitudes, opinion, behaviors, or characteristics of the population. The survey design has two kinds; the first is "at one point in time" (Cross sectional), and the second "Study over time" (longitudinal).

In this case researcher conducted one point in time (Cross-sectional). Creswell (2005:355) state that cross-sectional designs consist of particularly type that matches to this research is related to program evaluation. Program evaluation is a survey that provides useful information to decision makers. In this study, the performance of a study on the student's ability in

distinguishing of in writing business letterat the SMKN 1 Bandar Seikijang. With regard to the finding of the research it was an input for the English teacher make such as evaluation in teaching specially.

b. Sample

With regard to the population number, researcher took sample because the total of population to large number. According to Arikunto (1996:120) if population is more than 100 person, the sample can be take between 10-15% or 20-25%, but if he population is less than 100 person, the sample can be take all of the population. The technique to take the sample total sampling, which means, every member of population has an equal and independent change of being for the sample. So by using the technique, it is expected to able to get the objective and representative data. Further explanation of the sample of the research can be seen in the following table:

Table 3.2:

The Sample of the Research

Classroom of the first year		Total
XAK1	XAK1	
Tryout	23	23

c. Instrument of the Research

Instrument was the tool use to collect the data from the respondent of the research. In this research, the researcher used questionnaire.

d. Technique of Collecting Data

To collect the data, the researcher asked the students for giving their response by filling the questionnaire. The questionnaire

was based on the indicator of direct strategies concept above.

To get the data from the questionnaire, the answer provided was the multiple choices. It is refracted into a, b, c, d, and e. the design of the answer is Likert-Scale that is drawn as Strongly Agree to Strongly disagree. The answers provided of the questionnaires are presented below:

Table 3.3
Questionnaire answer

Questionnaires' answer	Score indication
a. Strongly Agree	5
b. Agree	4
c. Neutral	3
d. Disagree	2
e. Strongly Agree	1

Likert Scale

e. Technique of Analyzing the Data

After the data was collected from the participants by using questionnaire, the data was analyzed and become a percentage. According to Arikunto (2006:235), the data analysis technique consisted of three steps, as follows:

1. Preparation

In this step, the activities are including checking the completeness of the data, examined the contents of the filling instrument, and checked the data form.

2. Tabulation

The tabulation is an activity to combine the data into a frequency table for ease in analysis.

3. Implementation of the data

The implementation of the data used percentage to classify the response, by presenting the results of the research of frequency distribution tables with percentage for each items.

4. Finding and Discussion

a. Finding

In this chapter, the researcher presents the description of data analysis for findings and discussion. To answer the research

question, "What kind of difficulties in writing the English business letter faced by the first year students accounting department of SMKN 1 Bandar Seikijang?" The research question was answered based on the data that had gotten from questionnaires.

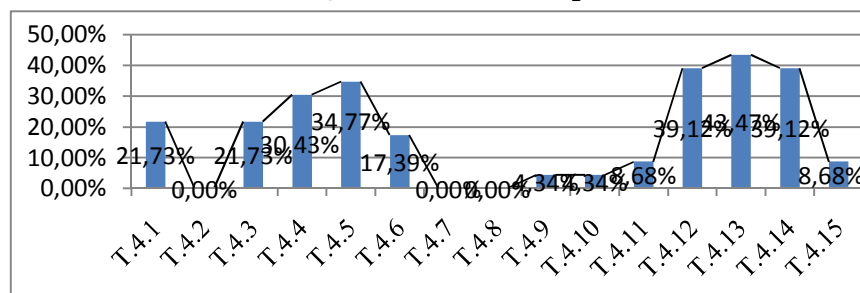
1. The Reliability of Instruments

Here, the researcher was used Cronbach Alpha to calculate the reliability of the instruments. Based on the result of calculating the instrument by Using SPSS version 16.00, the value of Cronbach Alpha was 0.794. it was higher than the significant 0.05.

2. The Data Presentation of the Students' Questionnaires

The data of the students' difficulties in writing the English business letter in the first year students accounting department at SMKN 1 Bandar Seikijang was presented in each indicator used.

Diagram 4.1
Students' Questionnaires Recapitulation



Referring to 4.1 above, students not really like English language, it can be reported that there was a significant number of the students who perceived themselves focused on they not really like English language. There were 4 students gave the always answer with the percentage 17.39%, 1 student answered often with the percentage 4.34%, 14 students answered sometime with the percentage 60.86%, and 4 students answered rarely with the percentages 17.39% . It can be concluded that almost all of the students (60.86%) had a neutral perception of students not really like English language.

b. Discussion

During the process of taking the data. The students got some hindrances in writing a business letter. Naturally, writing a business letter the writer should takes attention to every single components. Based on the identification that researcher compiled. First, the students did not familiar with the style of writing in English Business letter. It proved that the students could not placed every components in business letter in right place. For example, the students did not know the place to write the Letter Head, The letter Line, and The Receive well.

Second, the students were difficulties of type in English business letter. In business letter, it divides into some of types. a) Letter of Inquiry, b) Answer Inquiries, c) Purchase Order Letters, d) Sales Letter, e) Letter of Complain, f) Replies of complain, and g) Request for Payment. However, the problem of the students were they could not choose wether it was a Letter of Inquiry of Purchase order letter and so on. Also, they did not know the body letter of the business letter itself.

The last, the students lack of grammar. Grammar is so important especially in writing case. In writing, the writer should write in good grammar especially for business letter that it used in formal situation. This was one of the big problem of the students in writing a business letter. They could not comprehend the text well because they had less of grammar knowledge. So, the content of the problem that should they understood they did not. Also less of vocabulary was the problem the students to get the meaning well. Based on the result, the negative comment was the most high percentage that gotten by the students. it proved that, the students had problem in writing business letter.

Referring to the result of this research that students will understand the business letter if the teacher gives the materials by using something that can be liked such as picture, it can be occurred because the picture has several functions that help students to interact with the teachers' explanation of business letter. It supported by Gartside (1981: 15) the business letter is the chief instrument of external communication. It is enough for the firm to contact the customers and make relationship to other companies through letters. In conclusion, the students had trouble the studying style of letter in English business letter

5. Conclusion

Based on the purpose of this research waste find out the students' difficulties in writing the English business letter at the first year students accounting department of SMKN 1 Bandar Seikijang and the formulation: "What kind of difficulties in writing the English business letter faced by the first year students accounting department of SMKN 1 Bandar Seikijang?". I has been successfully

answered that the kind of difficulties in writing the English business letter faced by the first year students accounting department of SMKN 1

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Bandar Seikijang was trouble the studying style of letter in English business letter with percentage 43.47%.

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