

## English Writing Activities at Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Prov. Sulawesi Selatan

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### Abstract

*This study aims to identify employee activities in working out the English document. This study used a qualitative method with descriptive design and conducted at Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Prov. Sulawesi Selatan. The data of this research were collected through interviews and documents. The data were analyzed in four steps: data collection, data condensation, data display, drawing, and verifying conclusion. The results revealed that English working activities have the basis of writing components that are conceptualizing and writing the content of the documents, arranging and confirming the idea of organization, looking for the meaning and matching appropriate vocabulary, correcting and re-checking English grammar, and correcting the document's mechanism. Based on these results, the English working activities in the office are dominant in a writing activity. The biggest challenge faced by the employee is that there are a lot of Economic topics and terms unfamiliar to the employee and the use of structure. The suggestion is that the employee emphasizes self-study about writing and its components and learns more about the investment field. Moreover, the office provided English training for employees to increase employees' skills and motivation in working.*

**Keywords:** English in the workplace, Writing component, Difficulty in writing

### INTRODUCTION

In conducting cooperation in business, communication is the key to maintain relationship with partners. Language is positioned as an important pillar of communication. As an international language, the English language is not only used for educational purposes but also business. Fitria (2019) business English is largely used in international trade by many whose primary spoken or written language is not English.

Business English is becoming more crucial in today's interconnected world as more companies need bilingual employees. Any business English program's ultimate purpose is to enable its users to interact with others professionally through written letters, in-person meetings, or other means. Countries worldwide collaborate on practically every aspect of life, including business.

One of the collaborations is domestic and foreign investment which can increase a higher economy in the region. Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Prov. Sulawesi Selatan (DPMPTS) always cooperates with domestic and foreign investors. Law Number 25 of 2007 concerning investment, Article 1 Paragraph 1, stated that investments are a form of investment activities undertaken by domestic and foreign investors to conduct business in the

territory of the Republic of Indonesia. Since the DPMPTS office cooperates with a foreign investor, an employee is responsible in English, especially in translating and writing English documents. Those documents are a Letter, Book Presentation, and Proposal.

Besides face-to-face communication, the department used written communication to communicate with investors. Letter in DPMPTSP is an agreement offered from foreign companies and domestic companies to South Sulawesi, visitation, and business meeting adjuration. The presentation book is explaining about detailed Investment in South Sulawesi. A *proposal* is a document used in proposing investment projects. In writing the document, English is used to transfer meanings and understand business communication points.

Undeniably, English is an international language spoken and written by many international people, especially businesspeople. Hence, staff who deal with administration work, particularly in writing, have to understand and master the use of English in order to write meaningfully and accurately. In English writing activities, the use of English must be considered more wisely in writing components. Brown (2010) listed five components of writing, such as organization, content, grammar, punctuation, spelling, and mechanics, style and quality of expression. Lee and Schmidgall (2020) assert that the ability to write effectively is a crucial workplace skill across professions and business sectors.

Some studies have been investigated to find out the use of English in writing document, and the difficulties faced by the writer in writing an English letter. Al Qudsy (2017) found that the content of the correspondences was about offering, requesting, and responding, the use of English grammar was good enough because there were just six sentence errors, and many specific words which were related to export import furniture business, and the difficulties experienced in writing their business letters were the lack of understanding of the new English words and there was no standard format in writing the business letter.

Meanwhile, Nila (2017) found there are four classifications of error: morphological, lexical, syntactic, and mechanical error. These four classifications of errors are divided into eight types: verb, noun, article, word choice, sentence structure, spelling, punctuation, and capitalization. Also, Fadilah and Nusantara (2019) found that the most of the respondent agree that difficulties of the writing business English correspondence are the use of wide range vocabulary, appropriate words or business words in business letter, making business letter clear, concise and communicate, their body of letter, cannot making second paragraph or main part of the letters states the main idea or the reason for writing. The similarities of the three studies above with the present study are the research method used in the study is qualitative design, and all the studies investigate the English writing. On the other hand, the differences of the previous studies with the present study are the research site and the data sources. However, in the present study, the researcher will use English documents such as Book Presentation, Letters, and Proposal. The data source will be samples of the documents and the staff's responses of her activity in writing English. Thus, based on the illustration of this background, the researcher attempts to investigate the English working activities at Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Prov. Sulawesi Selatan in this study.

## METHOD

This study employed a qualitative method with a descriptive design. This research will be used in semi structured interview which is the researcher will focus on opinions or ideas of the employee. The implementation of this interview will be freer, thus the researcher can ask questions outside the questioner list. To anticipate something missing in transferring the data, the researcher

will use a recorder application on phone to record. And the researcher will use English documents in DPMPTSP that contain about investment in South Sulawesi, and the researcher will analysis the documents

### **Data Analysis**

The data analysis of this research will be based on the theory of Miles et al., (2014) explain that activities in qualitative data analysis as three concurrent flows of activity, such as data condensation, data display, and drawing & verifying conclusions. The data display in this study is in the form of analysis results of the writing activity of English documents, and in the form of interviews which include employee difficulties in compiling English documents. The indicators that will be studied will arrange into transcripts of each interview result and field notes. For drawing and verifying conclusion, it should support with some data in the English documents in DPMPTSP and the employee' interviews. After doing this research, the researcher hoped that it can build knowledge, especially in the study of literature, and it can be beneficial for people who are related to this topic, and also for the readers.

### **RESULTS**

The researcher finds out that the employee's activities in working out English documents are conceptualizing and writing the content of the documents, to understanding and develop the content, the employee uses the internet, books and journals as a source of information and ideas. Arranging and confirming the idea of organization, in this context, the employee is directly directed and organized because has material guidelines for making the documents when several documents are made independently of the employee's ideas, she seeks information to support his ideas through journals, books, and newspapers. Looking for the meaning and matching the appropriate vocabulary, the way employee uses vocabulary is more often to use simple words, but it depends on the document type. To find out some unfamiliar words, she prefers to open the internet, CAT tools. Correcting and re-checking English grammar, the employee still uses correct grammar application, Grammarly. Correcting the document Mechanism, the way she hindered errors in the mechanism was to re-check the document about 2 until 3 times to make sure there were no errors.

### **DISCUSSION**

This part would like to discuss the result. Based on the results, to conceptualize and write the documents' content, the employee in DPMPTS has guidelines to follow and compile them. The study by Tasky (2018) found that using outlines impacts student essays' development. As the present study and previous study, both have directions to follow.

While in arranging and confirming the idea of organization, the employee has material guidelines for making documents, such as presentation books and proposals, so they are directed and organized. When several documents are made independently of the employee's ideas, she seeks information to support his ideas through journals, books, and newspapers. Although the employee has guidelines, the employee still lacking in arranging organization in documents, such as the use of cohesion, and clarity. Mustafa et al. (2022) found that this area does not seem challenging for organization, cohesion, and coherence, as all the responses, results show that providing supporting sentences and establishing a connection between the paragraphs in an essay is the most challenging and the least complicated, respectively, is writing the introduction and conclusion. Comparing the previous and present study, cohesion or the way to link between the paragraph are the most difficult

for a writer to face in organizations. In organization, the way the idea is expressed should be supported by coherent, cohesive and appropriate word expression to make the paragraph clear and well organized.

Next, using vocabulary in the document, the employee often uses simple words. She prefers to open the Internet to find unfamiliar words because it is easier than a dictionary, but she does not translate English into Indonesian. Instead, she is looking for English to English because it is an effective way to understand. A study by Muliastuti (2010) found that the use of Internet technologies to the student's writing skills significantly improved in that they achieved the target genre. As a result of the previous and present study, the Internet helps support people in writing activities.

The employee's views about grammar are that she agrees that improper grammar affects English documents. Hence, the employee uses the correct grammar application, Grammarly, to make English documents. However, the difficulty in grammar has been proven by previous research conducted by Fareed et al. (2016) found that the highest number of errors was made in grammar. Grammatical errors included errors in different word classes, subject-verb agreement, and singular and plural forms.

For mechanics, writing mechanics are spelling, punctuation, capitalization, paragraph indentation, et cetera. According to the employee, using a mechanism affects how people see the document. Employee deal with mechanism activity is re-checking the documents 2-3 times. Fareed et al. (2016) found that spelling and punctuation errors were also found in abundance that punctuation errors included capitalization use of commas and apostrophes, et cetera.

## CONCLUSION

The English working activities in DPMPTSP are dominant in a writing activity. The English working activities of the employee at *Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Prov. Sulawesi Selatan* falls into the matters of writing components, such as content, organization, mechanics, style and quality of expression. The employee activities are conceptualizing and writing the content of the documents, arranging and confirming the idea of organization, looking for the meaning and matching appropriate vocabulary, correcting and re-checking English grammar, and correcting the document mechanism. The suggestion is that the employee emphasizes self-study about writing and its components and learns more about the investment field. Moreover, the office provided English training for employees to increase employees' skills and motivation in working.

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