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**THE USE OF WORDS FOR EFFECTIVE WRITTEN COMMUNICATION:
PITS AND PATHS OF GRADUATE LEVEL STUDENTS**

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Abstract:

The present study is conducted to find out the difficulties which are faced by the students in their written communication. This study also aims at exploring the challenges of students in written communication such as grammatical errors, structural errors and pragmatic issues. Two questionnaires were used as a research tool. By using sampling techniques, data is collected from 45 participants of graduate level and 15 teachers from government schools of Bahawalpur City, Punjab, Pakistan. The Data is analyzed through SPSS (version 23) and it is presented in tabulated or pi-graph charts. The study concludes that students make errors due to lack of vocabulary items, mother tongue interference, inter language and intra language transfer. With the help of these aspects students will be able to create an effective writing work to communicate and transform their ideas very clearly, effectively and successfully so that it may be achieved the results.

Introduction:

Every word has meanings and each person has his/her own perception or connotations about the particular word. According to Pinker (1995) word "linguistics" is a compact form of meaning or any information which is associated with phonology, morphology, lexicography, semantics,

syntax, morphosyntax, text, grammar, etymology, metaphor, discourse, pragmatics and all the other worldly knowledge is included within a single word.

Communication phenomenon varies from person to person or place to place because every situation is different and context of communication also differs from each other. Moravcsik (2001) explains that it is not important to explore all the possible meanings of a word. By identifying the meanings of words, it is observed that the productivity and significance will be affected. Language and communication vary by the variety of words. Variation of words is one of the features of language. It changes the meaning in given context. According to Leech, Francis and Xu (1994) when the words are systematically arranged then their meanings are more effective which helps to understand main concept of the individuals.

Weick (1995) says that communication is the backbone of success in the system. Communication is the only way to interact with others. Interacting with people never has been an easy task. In older times there were not so many sources which were helpful in languages and communication. But with the passage of time the world has changed. The systems are growing up but the environment is falling down due to adaptation. They are not adapting the current situation to improve their society and success rate. Every administration has its own way to run the system but at present communication has become most significant tool in every aspect of life. The importance of communication has been well known in societies, but some are still unaware of its importance that how communication always helps us in sense making.

Communication is considered as the part of our identity, we use it every time to interact. Every person uses different ways, methods and skills to communicate. The central part of communication is the verbal communication; people know that this is a communication medium by listening and speaking, but they neglect the important part of it is non-verbal communication which includes the behavior of the person and his/her paralinguistic features. Every individual communicate for specific purpose; he/she may has to achieve someone's attention, praise someone, for official work and so on. With the help of communication every individual explores the world using his/her own personal experiences and knowledge to communicate in different ways. Communication does not associated with humans only but it is also used by animals as well. As every human has different style of communication same is in case of animals; they have adopted unique styles to interact among themselves. For example insect share information through pheromones, this is used to inform other members of the same species for certain situations (Moran, 2010).

Research Objectives

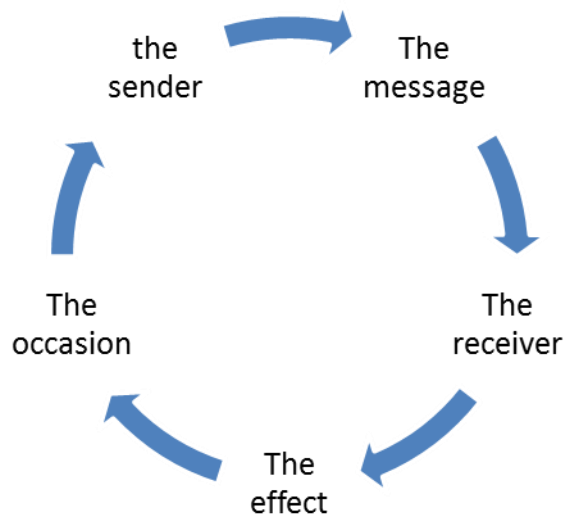
1. To evaluate the attitude of learners towards English language.
2. To investigate issues faced by students at graduate level while communicating (written communication) in English language.

Research, Questions:

1. What is the role of appropriate use of words in written communication?
2. What are the difficulties faced by students in written communication?

Literature,Review:

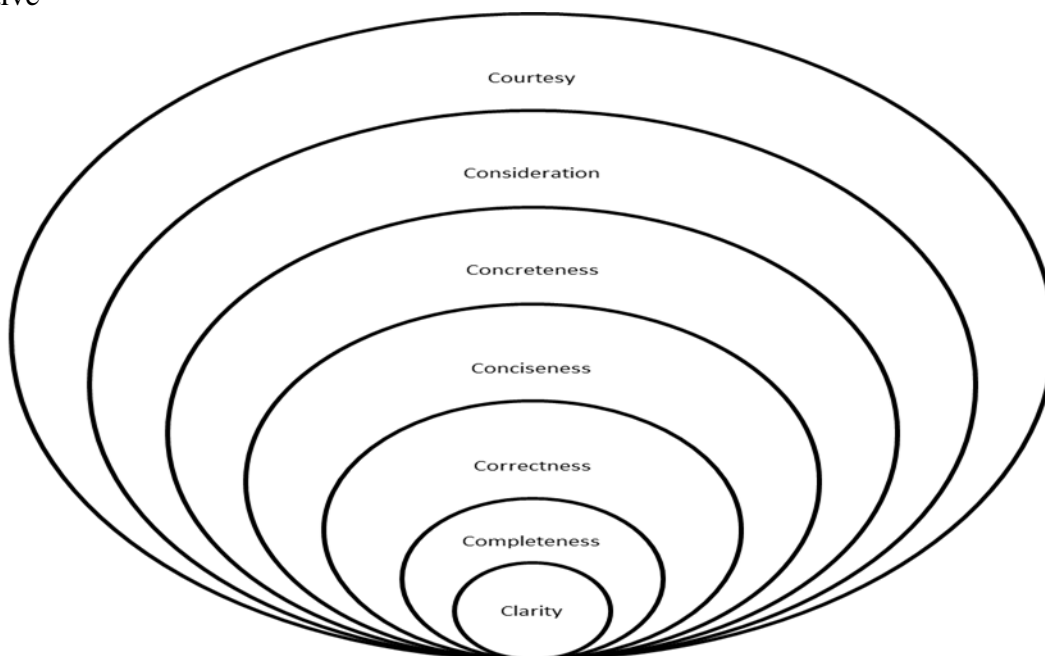
Pragmatics is basically a linguistics discipline which is used to infer contextual meanings. Adams (2002) has defined pragmatics as it is the use of language that how an individual conveys message. In other words pragmatics is an ability of language user to use language to level up with what he/she means and wants to convey. Selinker’s (1972) explains that pragmatics is a scientific study to understand the acts and context to convey the intended meaning to other person effortlessly. Many researchers as McDaniel, Cairn & Hsu (1990); Austin & Searle (1992) have said that when a child learns native language he/she learns grammar rules, but he/she does not know how to utilize these rules of grammar effectively and appropriately according to the situational context..Faerch & Kasper (1983) and Lin (2009) have also explained that strategic competence is the ability how to use a strategy of communication to convey message in an effective manners. Canale and Swain (1980) have proposed three parts of communicative competence as (a) grammatical competence which involves the use of words and their rules; (b) sociolinguistic competence deals with correctness of the text or of speech; (c) strategic competence which deals with correct use of communicative strategies. Canale has restated later that discourse competence is also a part of communicative competence which deals with cohesion and coherence. Language is a way for humans to communicate through written or spoken form with the help of words in a well-organized structure. Chomsky (1957) has explained that language is set of unlimited sentences, in which every sentence is constructed in a way that they can have finite elements (Syntactic Structures 1957: 13). One of the important features of speech making is that it can be learned. According to Aristotle (344 BC), there are three methods through which speakers easily transmit ideas to its audience. These are (a) Through Logos (b) Through Pathos and (c) Through Ethos. With the help of these methods a speaker can transmit his/her message to others but which method should be use to convey message, it depends on environment around them. Because is also one of the main feature of good, comprehensible, organized and effective communication. Aristotle has presented a communication model in which he described about the importance of environment and its audience to whom speaker is going to talk. Because for any communication process audience and environment are as important as speaker and receiver are. Aristotle’s model was established 2000 years ago, in which he demonstrated five major components which were helpful in transmitting a successful message to the listeners and readers.



According to Aristotle there is no hard and fast rule to communicate or not but, important point to be remembered is that it's use of tools of communication in different circumstances for particular purposes. If a person is capable enough to use different tools easily then he/she can made effective communication impact upon audience. Lasswell model is presented in 1948 and it shares the same elements for communication as Aristotle's model. In this model Lasswell demonstrates the work of channels which they do when a communication is going on. As compared to Aristotle he explains about public speaking; while Lasswell explained his model 2000 years later then Aristotle so far Lasswell is living in the society or era of technology in which communication is very easy and it has many varieties and variations. When talk about communication the speaker is the one who has responsibilities to achieve effective results. Every process of communication demonstrates that speaker is the one who should have power to guide anyone, or he has authority to construct any nation. Smircich and Morgan (1982) explain three aspects which should be present in a speaker.

1. He/she should be able to invade communicating situation.
2. Use appropriate interpretative tools for understanding of audience.
3. Use such language of discourse in which such symbols or forms used for whole message so it is easily understandable for the listener's. (Smircich & Morgan, 1982, p.269).

Another theory of communication has been illustrated by Cutlip and Center (1952), which mainly focuses on the 'message'. This theory focuses on the formation or construction of the message. It should be well organized and understandable. A perfect or well-constructed message may be formed by using the seven C's of the author's theory. While describing the theory of C's major function of it is that it helps in effective communication by Cutlip and Center as they described in the book 'Effective Public Relations' (1952, p. 52), which helps in forming an effective message.



Charles Osgood (1954) presented a theory of communication which has similarities like double interaction. According to Charles Osgood's theory of communication process is considered as the energetic or vigorous because of continuous interaction between the sender and the receiver,

which is one of the major parts of communication for being effective and fair. He further explains three different tasks which are being carried out by each participant involving in the communication process.

The first participant have to compose a message which is being transferred to other member and he have to decode it in the light of situation and circumstances. The next step is to interpret the encoded message according to the speaker's intention. Last step of communication is that the receiver had to respond according to the encoded message, and he should transmit the encoded response to the first participant; therefore he has to decode the encoded response and interpret it in the light of situation. This process is considered as the open ended process because other participants are responding to the speaker and this process may be continued actively and regularly. In 1996, Watzlawick a great scientist of communication became famous in middle European region due to his communication theory. In his theory he presents five different prototypes to explain the relationship between people, characteristics and communication. The important feature of his theory is to illustrate the relationship between the communicating participants. Sarwar, M. B. (2010-11) states that the scope of English language in Pakistan has become the part of our lives because due the English Language world has specifically become our family. In whole world many countries facing many problems like energy crisis, industrial issues and one of the main problems is language barrier in all over the world. So English is expanding its speakers day by day and trying to bridge over the gap. It is achieving a place of international reputation. We solve our problems commonly due to language communication and make it easily understandable all around. He further stated that English language is the richest language among all other languages of world. Because it has lot of stock of vocabulary and expressions, while most of the work are produced or translated into English language. According to Bajwa (2010-11) Pakistan is the best example to show the importance of second language and need of second language in it. In Pakistan Urdu is official language so lack of English language concentration is observed in this country. English language is the most influential language among all languages in world. With the passage of time in Pakistan English language will be developing in future due to the various purposes. It is official language in Pakistan and it is used in every government institute for spoken purpose along with Urdu. It is enjoying the prestigious status and reputation in the world as well as in Pakistan. At present English language is growing rapidly in educational institutes of Pakistan. In Pakistan the importance of English language is in better situation as compared to the previous years. English language is the language of science, technology and education. In Pakistan its scope is also growing due to certain reasons that it will become the language of future. It is also considered as the language of commerce, mathematics, medicine, science, herbal medicine, technology and law..

The main problem with students in writing is that they think English in their native language. As the native language of Pakistani student is Urdu so they think in it. The influence of first language also becomes one of the main difficulties of students in writing. Goma (2010) states that learner's mother tongue affects the second language learning so errors making phenomenon is very common in SLA domain due to L1 influence. So students make mistakes in writing. Negari (2011) states that writing in second language is difficult for students. Myles (2002) describes that there are various social and cognitive factors that affect the writing of students. These are known as motivation and attitude which affects students writing skills. Schmitt (2000) has said that students need 2000 words to manage their conversation, 3000 word

families for authenticate texts and they need 10000 words to comprehend their academic texts. A word has some parts which creates problems for students. Learners should have the proper knowledge how to use a noun, verb, adjective and adverb in a sentence. Ellis and Beaton (1993) and Atkinson (1975), have explained that while learning new words noun is considered as the most simplest part to learn which is being followed by others (verb, adjective and adverbs). Mackey (1965) has stated that to learn noun words easier than concrete nouns. Schmitt and Zimmerman (2002) explained that only few students know about the parts of speech and can make their communication comprehensible, meaningful, understandable and effective. Ouma (2005) says that writing in second language is another problem due lack of vocabulary which effects written communication of the students. Rabab'ah (2003) explains that limited vocabulary can not help individuals to write in second language effectively. Vocabulary is the main part of communication in reading, writing, and thinking and in learning. Vocabulary learning process starts with the birth of a child and it continues throughout the age. It starts from home and makes its way through education and other situations. Anglin (1993), Biemiller (2005, 2006), Biemiller & Slonim (2001) have highlighted that children acquire almost 860 English root words and their meanings every year. Students continue their study, the growth of vocabulary increases eventually. Nagy and Anderson (1984) have said that from school texts students become familiar with approximately 88500 word families. For the improvement of second language learners, there should have concrete knowledge of vocabulary. If they have basic knowledge of vocabulary then they can generate ideas and communicate effectively. When learners have accomplished enough knowledge then they will be able to improve their skills like speaking, listening, reading and writing. Students do not know about other words which effect their communication, eventually a lexical lapse will break the communication. Green and Meara (1995); James (1996) have said for second language learners that lack of enough vocabulary stock is the biggest problem for them.

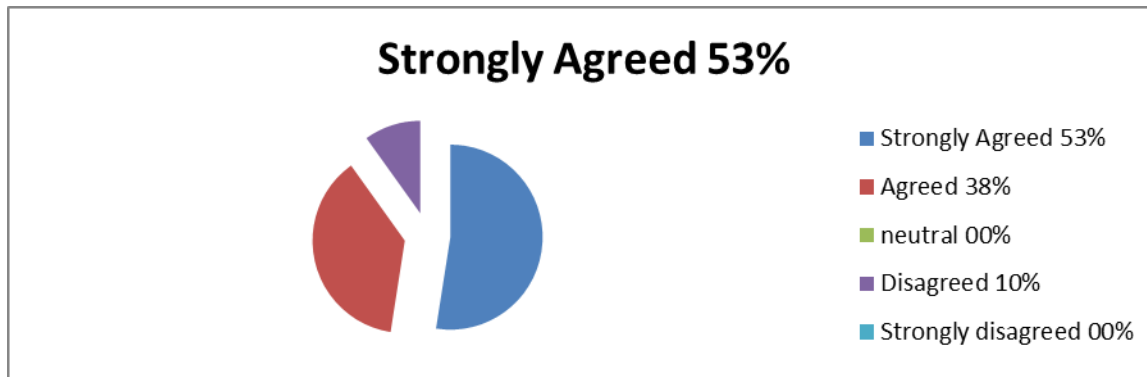
Research Methodology:

The present study is conducted under quantitative research approach in which the data is presented in numeric form and analysis has been done with the use of statistics. As the name indicates quantitative research deals with the quantity of data. The present study deals with questionnaire research design. Questionnaire design is a way to carefully plan items in advance so that your results can come out objectively and valid. A survey is conducted to collect data of questionnaires. Participants of The Government Sadiq College Women University Bahawalpur were involved in this survey. Sample was selected by taking female students of graduate level from The Government Sadiq College Women University. Questionnaires were generated to collect data. It is the easier method as compared to others i.e., experimental, interviews and so on. As Robson (1994) stated that it is the most feasible tool for the collection of data which take less time and effort of the researcher. In terms of validity and reliability, serious efforts were made to keep the test complementary to age, class and cognitive abilities of the students. The process of data collection carried out through tests and it was thoroughly objective. Quantitative data was tabulated, coded and processed by using Statistical Package for Social Science (SPSS) version 23.

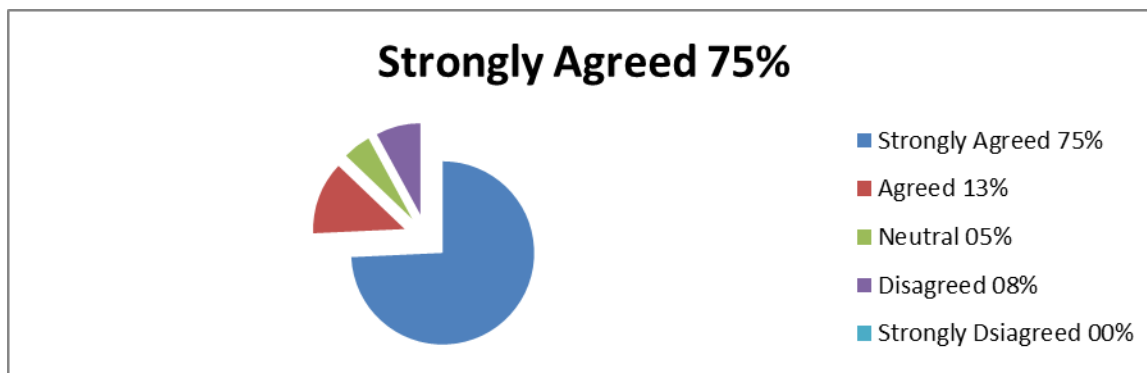
Data Analysis

Sr.	Statement	Response	f	%	Mean
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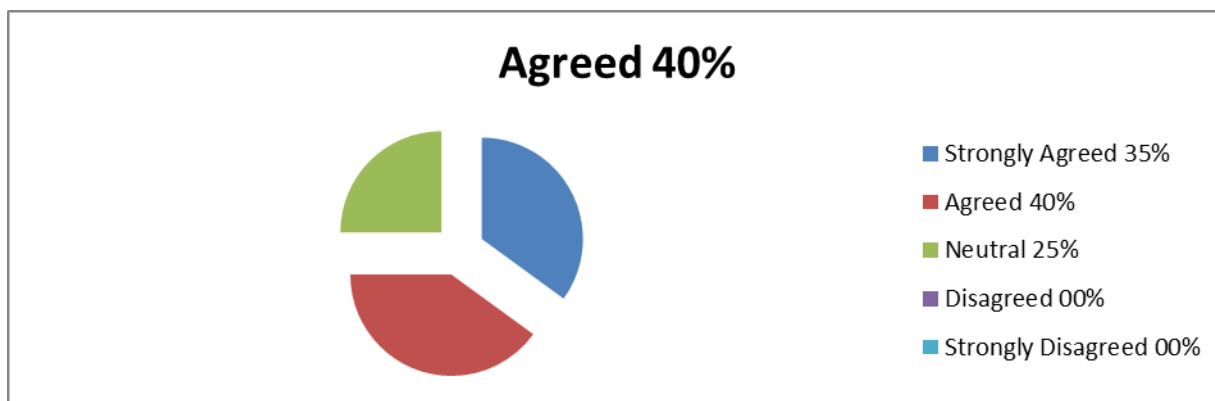
01	I think English language is worth learning.	Strongly agreed	21	53	4.4
		Agreed	15	38	
		Neutral	00	00	
		Disagreed	04	10	
		Strongly disagreed	00	00	
		Total	40	100	



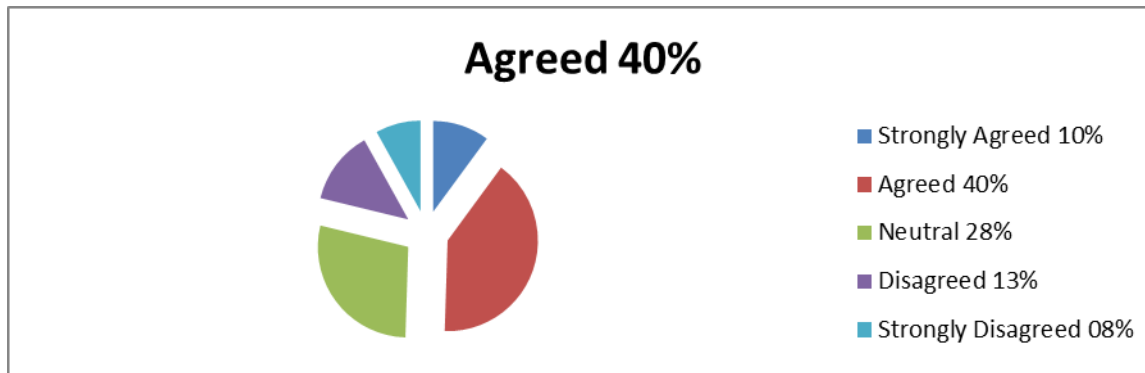
Sr.	Statement	Response	f	%	Mean
02	Written communication helps you get good grades.	Strongly agreed	30	75	2.5
		Agreed	05	13	
		Neutral	02	05	
		Disagreed	03	08	
		Strongly disagreed	00	00	
		Total	40	100	



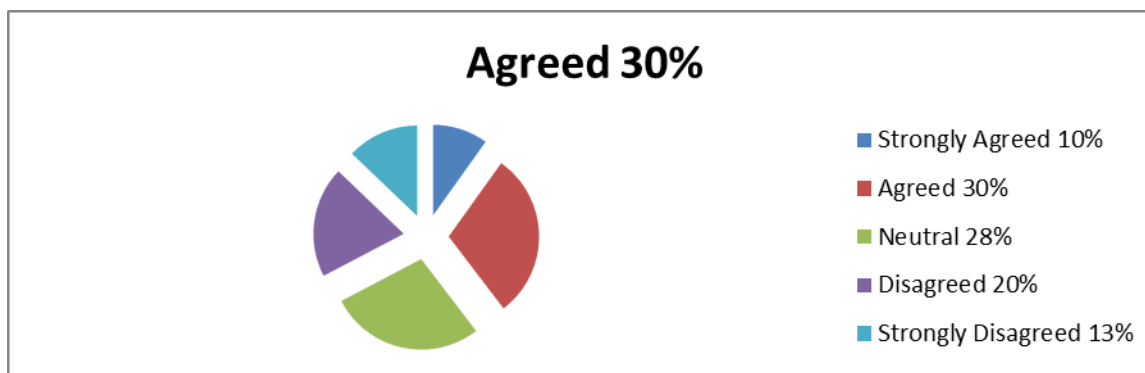
Sr.	Statement	Response	<i>f</i>	%	Mean
03	Writing helps you to learn more about English language.	Strongly agreed	14	35	4.4
		Agreed	16	40	
		Neutral	10	25	
		Disagreed	00	00	
		Strongly disagreed	00	00	
		Total	40	100	



Sr.	Statement	Response	<i>f</i>	%	Mean
04	I usually extend the sentences when don't know about exact words.	Strongly agreed	05	10	1.6
		Agreed	16	40	
		Neutral	11	28	
		Disagreed	05	13	
		Strongly disagreed	03	08	
		Total	40	100	



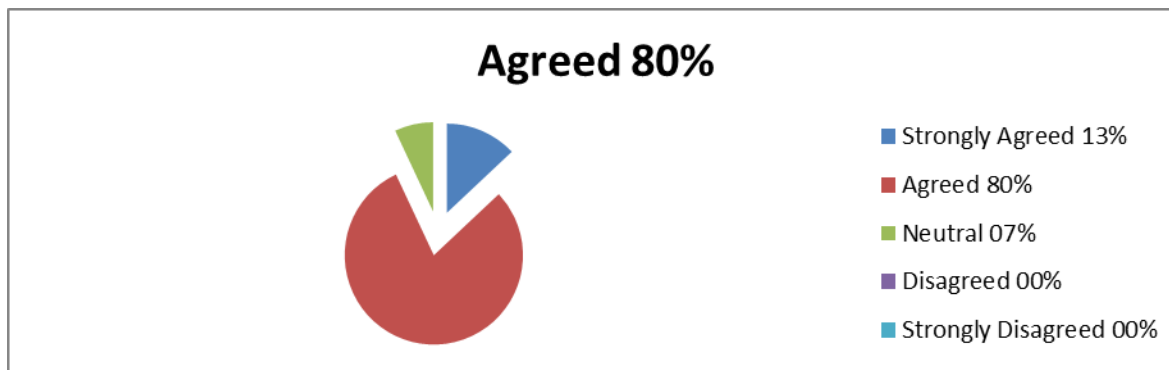
Sr.	Statement	Response	f	%	Mean
05	Writing is difficult for me because I have lack of vocabulary.	Strongly agreed	04	10	1.7
		Agreed	12	30	
		Neutral	11	28	
		Disagreed	08	20	
		Strongly disagreed	05	13	
		Total	40	100	



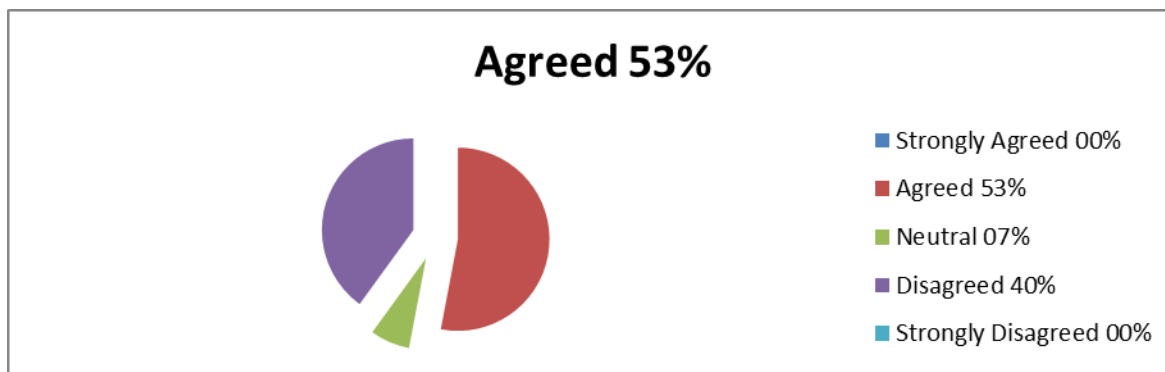
Teacher’s analysis

Sr.	Statement	Response	F	%	Mean
01	Do you think that multiple meaning of a single word affects the written	Strongly agreed	02	13	1.7
		Agreed	12	80	
		Neutral	01	07	

	communication of the students?	Disagreed	00	00	
		Strongly disagreed	00	00	
		Total	15	100	

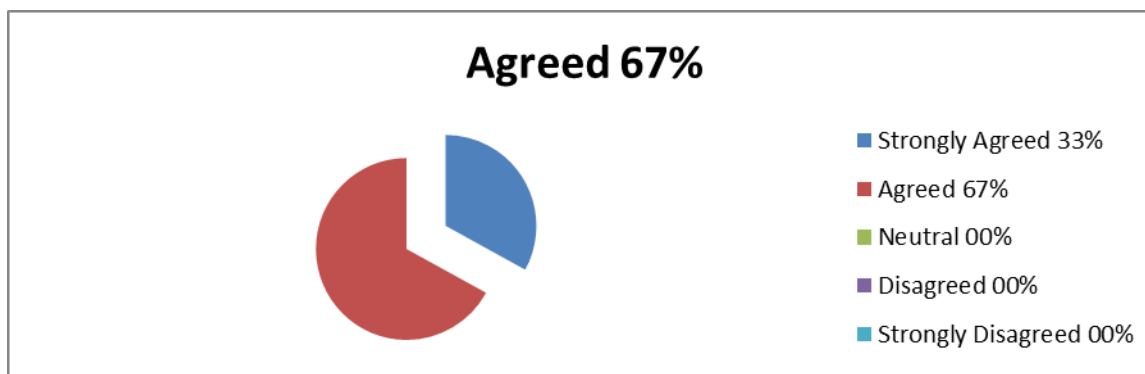


Sr.	Statement	Response	F	%	Mean
02	Do you think punctuation marks are one of the main problems of students for writing?	Strongly agreed	00	00	1.6
		Agreed	08	53	
		Neutral	01	07	
		Disagreed	06	40	
		Strongly disagreed	00	00	
		Total	15	100	

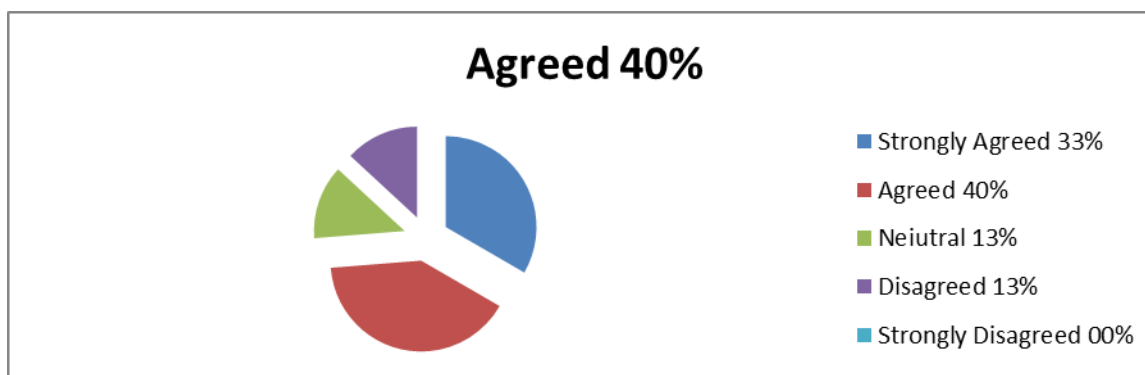


Sr.	Statement	Response	F	%	Mean
		Strongly agreed	05	33	

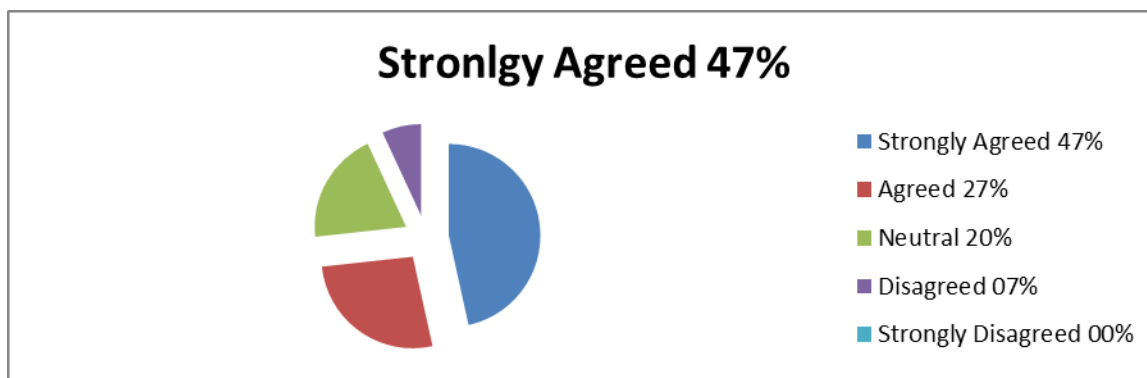
03	One of the difficulties of students in written communication is the use of tenses.	Agreed	10	67	3.9
		Neutral	00	00	
		Disagreed	00	00	
		Strongly disagreed	00	00	
		Total	15	100	



Sr.	Statement	Response	F	%	Mean
04	Do you think that students make mistakes in passive voice sentences?	Strongly agreed	05	33	1.3
		Agreed	06	40	
		Neutral	02	13	
		Disagreed	02	13	
		Strongly disagreed	00	00	
		Total	15	100	



Sr.	Statement	Response	<i>f</i>	%	Mean
05	Do you think that lack of vocabulary is the main issue of students in writing?	Strongly agreed	07	47	1.1
		Agreed	04	27	
		Neutral	03	20	
		Disagreed	01	07	
		Strongly disagreed	00	00	
		Total	15	100	



Findings:

It has been observed that majority of the students of graduate level have problems in the use of words and in the understandings of their meanings. They are often confused with the meanings of the words which they have to use in language structure. A structural error is the main problems which are seen in their writing. They are thinking a little knowledge is enough to understand any language. As far as, in Pakistani context L1 is Urdu and majority of students prefer their first language for speaking purpose. But when they starts learning second language they use the structures of their native language in the understanding of second language. Another problem is observed that students commit mistakes in grammar. The rules of grammar, lack of vocabulary and spelling errors are the mistakes committed in their written communication. The main purpose of this research study is to find the challenges of students in written communication such as grammatical errors, structural errors and pragmatics issues. Students use words without knowing the exact meaning of the words. Their lack of vocabulary affects their communication in writing. The majority of 33% agreed that they use Urdu language to convey their meaning in English language (see item # 13).They first think in their native language and then translate it into English.

The academic writings of students are also affected by their writing due to problems in spellings. Use of poor spellings affects their written communication. Students could not make well organized sentences which affects the relationship of sentences with one another and creates an ambiguity in written communication. Teachers should focuses on the learning of students on every aspects of writing whether it is of grammar, spellings, and meanings of words or syntactic

issues of language. With the help of these aspects students would be able to create an effective work to communicate.

Conclusion:

In the light of above mentioned study it can be concluded that students are facing problems due to the L1 interference and they commit mistakes having lack of knowledge and minimum exposure of English language in Pakistan and it is recommended that the students should try their best for more exposure in English language .

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