GAUGING THE ABILITIES AND DIFFICULTIES OF EMPLOYEES IN WRITING BUSINESS LETTER

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ABSTRACT –*This study was about the Business writing skills of employees contextualized and tested on Fil-Am Estate Employees, the degree of ability of the Company Employees, the reliability of their Business writing skills, and the congruency of their degree of ability to how much their business writing skills are reliable in accordance to established letter writing system of the BBC. The Quantitative design, specifically analysis and standardized rubric test approach was utilized in the study to analyze the quantitative data through the document analysis from the administered test to 19 Fil-Am Estate Employees. The results revealed that the employees are proficient in writing business letters with regards to the BBC grading system, and prove their competence; reliability and ability in Letter writing. Recommendations were offered to the companies in focusing on training their workforce through workshops to improve the skills of their current and future employees to also improve business transactions and performance.*

Keywords –*Business Letters, Writing Competency*

I. INTRODUCTION

Business letters is a formal mechanism for communication within the business community. Which is why despite the eminence of e-mail and other forms of online messaging, the importance of signed letters still carries a weighty authority. It is a credible document that is endowed with the professional status of the consignee (Brown 2006). Furthermore, business letters are even more important in this age of industrialization and globalization. They serve as a formal method of communication between people, businesses and companies, provide valuable information on business-related matters, serve a legal purpose, and are reference materials for any upcoming transactions made in the business industry (Butt, 2018).

This study may serve as a reference for business corporations to gauge the levels of competency of company employees in the Philippines. Should companies take action on the proficiency of their employees in writing business letters? Whether or not there are difficulties to be addressed or if their jobholders need seminars or training workshops about writing for them to have more encouraging business transactions.

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II.   OBJECTIVES OF THE STUDY

This study centers to perceive the level of competencies of the majority of company employees in writing Business Letters specifically the degree of ability and reliable are the company's employees in writing business letters.

III.   MATERIALS AND METHODS

The researchers used quantitative method to determine the level of competency of the employees in writing a business letter. The population sample of the study is 19. There were 17 females and 2 males and they are grouped heterogeneously. The researchers made use of document analysis and standardized rubric in gathering the necessary data for the study. The following steps were undertaken during data gathering. The administration of document analysis was done during their vacant time and the time of their teacher's own time period. And, the answers from the questionnaires were then analyzed and interpreted.

IV.   RESULTS AND DISCUSSION

Table 1: Degree of Ability of Employees

Respondents	Rubric Score	Percentage	Grade Equivalence
1	78	97.5	A+
2	74	92.5	A
3	76	95	A
4	78	97.5	A+
5	78	97.5	A+
6	66	82.5	B-
7	64	80	B-
8	72	90	A-
9	69	86.3	B
10	66	82.5	B-
11	64	80	B-
12	74	92.5	A-
13	75	93.8	A-
14	72	90	A-
15	64	80	A-
16	72	90	B-
17	76	95	A
18	62	77.5	C+

19	66	82.5	B-

The degree of ability of Fil-estate employees in accordance with the letter grading system used by the BETTER BUSINESS BUREAU on the letter response from business writing, as seen above is arranged from just three letters grading namely A's, B's and C's, implying that the degree of capabilities of the said employees are categorized in the highest trend of the BBC's grading system. It indicates the level of skilfulness and the employees' capacity in writing business letters. However, the notable difference in one of the results of an employee - C+, far from the common A's and B's is surely visible. With the unbiased system, it only shows that skill or competency of a Fil-Estate employee still varies and may be caused or affected by different factors in their writing skills.

Table 2: Results of Skewness and Reliability of Employees

Mean	70.66
Standard Deviation	5.4
Median	70.74
Skewness	25.77
Mode	75

The results of 25.77 in the reliability of the company employees on their letter writing skill, hypothetically if mapped in a graph will be in a positively skewed perspective, which signifies and summarizes the extent of their skill yielding almost the same results all together. This is indeed a good baseline in deducing the skill of the population as a whole of the company. The researchers found out that assuming the reliability of the said population, it can help other employees that is in the front line in dealing with business letters to improve or maintain the already existing impression and practice of the employees.

Table 3: Degree of ability of Employees

Mean Score	Percentage	Equivalence
70.66	88.33	B+

Data suggest that the result of 88.33 from the rubric deducted from the standard 7C's grading system, which if transcribed in congruent with the BBC's grading system is a B+, meaning is that if the better Business Bureau's grading system used in measuring the Degree of Ability will also be used in an employee's degree of reliability, it highly shows it is in the top scores of the system

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V.   CONCLUSION AND RECOMMENDATION

Most of the company employees are placed in the highest trend of the BBC's grading system, hence indicating that the company employees are proficient in writing business letters.

The result of 25.22 in reliability of the company employees with regards to their business letter writing skills hypothetically illustrates a positive skewness. This indicates that the company employees are reliable in writing business letters. The company employees' rating with regards to the BBC grading system are mostly placed in the highest trend ranging from several A+ and B+ to B- and one C+. Moreover, in testing their reliability the results exhibited a positive skewness indicating that the employees are reliable when it comes to writing business letters, hence they are competent and reliable when it comes to writing business letters.

Based on the given gathered data the company employees are competent and reliable. Thus, the company should offer a change or a room for improvements in their employees' aptitude in business letter writing, especially if the employees as shown in the degree of reliability of their skills have different levels of mastery in composing formal letters.

The researchers also suggest to the companies to invest on training their workforce through training workshops for business letter writing and seminars to better the skills of their current and future employees, broaden their horizons not only in business letter writing but also with other formal transactions in the company and help them have improved transactions and performance.

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