Západočeská univerzita v Plzni

Fakulta filozofická

Bakalářská práce

INTERNATIONAL E-MAIL COMMUNICATION IN A STUDENT ORGANIZATION

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Plzeň 2012

Západočeská univerzita v Plzni
Fakulta filozofická

Katedra anglického jazyka a literatury

Studijní program Filologie

Studijní obor Cizí jazyky pro komerční praxi

Kombinace angličtina – němčina

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Prohlašuji, že jsem práci vypracoval samostatně s použitím uvedené literatury a zdrojů informací.

V Plzni, 20. dubna 2012

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1. Introduction

Electronic communication is one of the tools that make the communication easier even on a long distance. It also allows the businesses to be international while maintaining everyday connection with all its parts located all around the world. This new phenomenon certainly has some rules, which are mostly referred to as business correspondence. However, with all the possibilities of modern technologies and differences between traditional correspondence and electronic communication, these rules are not necessarily always followed, especially by different generations.

The main goal of this thesis is to examine the email communication among young people and draw a comparison to the official guidelines. This thesis particularly focuses on communication within a student organization, which has an international environment. The subject of the communication is always a business matter, which allows the comparison to business correspondence as such.

The thesis itself consists of two main parts: the theoretical one and the analysis of sample emails. The theoretical part provides the reader with information about the background of the organization, used methods of communication and introduces the subjects of the analysis. 141 emails were analysed in order to come to a conclusion. This sample was collected by the author, who is also a member of the organization.

The conclusion consists of the analysis of correspondence features, layout and the language used. All these aspects are later compared to business correspondence. Also differences among regions are pointed out.

2. Student organization

The first part of this thesis is focused on defining the term "student organization" as such and then adding specific facts about AIESEC, because the case study in the second part was carried out using material from this student organization. Therefore the focus will be more on the second part about AIESEC, as many specific details need to be introduced in order to understand the specific environment.

2.1 Definition of student organization

Student organizations are organizations closely connected to the university and its students.

The role of the university may vary. Some organizations are directly connected and cooperate with the university. This case is common at student unions or organizations for alumni. Others can work independently, but the university supports them and has to approve them if they want to use the official name of the university or similar. The support can be financial, material or in any other specific mean (education, credit points etc.).

Most of the organizations are financially dependent on the university; some of them have other sponsors or even make activities, where they can earn money. Depending on the laws of given country they are obliged to do some accounting, just like any other organization. This is also influenced by the legal form as these may vary for each organization.

Almost every time the student organizations work closely with the students - either as members or as the target group for their activities. This does only include currently studying young people, but also graduates - be it soon after they leave the school and start their careers or later, when they still keep in mind the place, where they gained their degree. Depending on the organization, these rules can be set and not all organizations have to work with all the groups mentioned above.

The internal rules for each organization do not have any strict guidelines and are to be set by the leaders of the organization (local or global). It

should reflect commonly used regulations, while being adjusted to students' reality (time options, finances etc).

Student organizations are mostly based on voluntary work of students. Their motivation can range from finding new friends and having fun to getting first work experience or as the first step for their future career. This fact is very important for the whole structure and processes of each organization as the motivation of members cannot be based on money as it often happens in professional life afterwards.

3 AIESEC

The case study from the second part of this thesis is based on e-mail communication within one specific student organization - AIESEC. The following part will try to describe not only AIESEC as an organization from the outside, but also from the inside, because of its specific internal culture. This greatly affects the communication as well.

Pic 1 – Logo of AIESEC, *(internal sources)*

3.1 History

As an organization, AIESEC was founded soon after the Second World War in 1948 (AIESEC, 2008). During that time more organizations (e.g. IAESTE, IFMSA, IPSF etc.) were founded as a reaction to the war and aimed to mutual understanding of countries. Having that in mind, it is obvious that the organizations wanted to be present in more countries, which would help to increase the international environment as well as allow having bigger impact. The history of expansion can be seen in this video (AIESEC International, 2012) (link in sources). Nowadays, it is present in over 110 countries and more expansions are planned for the future.

Pic 2 – Map of AIESEC member countries,
(http://www.aiesec.org/cms/aiesec/AI/Western%20Europe%20and%20North%20 America/ITALY/AIESEC%20NAPOLI%20PARTHENOPE/IMMAGINI_xNON_CARICAR Ex/AIESEC_World_Map_v3.jpg)

3.2 Vision and values

The vision of the organization is "Peace and fulfilment of humankind's potential." (AIESEC). The member can experience this through "leadership opportunities, international internships and interacting with a global network to support their development" (ibid). AIESEC is open to all student regardless their "race, colour, gender, sexual orientation, creed, religion, national, ethnic or social origin." (ibid). As an organization, it is "a global, non-political, independent, not-for-profit organization run by students and recent graduates of institutions of higher education." (ibid).

People can join AIESEC for various reasons. However, once they are a member of the organization, they should respect certain values and attitudes. There are even special six values, which are supposed to set the direction of the organization and are also common for all members from the whole world. Namely these are: Activating Leadership, Demonstrating Integrity, Living Diversity, Enjoying Participation, Striving for Excellence and Acting Sustainably (AIESEC). All of them are in accordance with the main goals of the organization - internationality and responsible leaders.

3.3 Members and structure

As stated earlier, all students can join the organization and either become the member or go for an internship. Nowadays, AIESEC has around 60,000 members and organized 16,000 internships last year (AIESEC). Most of the members are volunteers and are working in their free time.

The only conditions for the membership are being a student of a university or college and at least basic command of English. Some positions can be also taken by recent graduates (Member Committee, AIESEC International, see next paragraph). There is no minimal or maximal time limit for the membership. However, considering the length of studies, there are some limitations. The average time spent in AIESEC differs country to country, but it is safe to say the members change very often. After finishing studies, members can still be connected with the organization and become

alumni. These people are warmly welcome at all events and AIESEC values them for their support.

Each country also has a Member Committee (MC) - a team which leads the country. There are big differences as in some countries it can be up to 15 people, while in another one it can be 4 members. The same can be said about the conditions, especially when comparing developing and developed countries (salary, professional experience etc.). However, this position is nearly all the time a full-time job. Above the Member Committee there is also AIESEC International (AI), which has around 20 members. They take care of developing programs, global partnerships, managing regions etc. AI is based in Rotterdam, but they also travel a lot. It is a full-time and well-paid job.

Most of the work is connected to the international internships with a wide range of activities. On one side, their task is to attract the students to go for an internship. This can be compared to marketing department - running surveys about favourite destinations, preparing promotional materials, running the whole campaign. Meanwhile, the other side creates either a job vacancy for them by going to companies and offering them international interns, or prepares a project, which covers contact with schools, NGOs and similar organizations. The next part for both sides is so called "matching phase" - both the student and the AIESEC members search for a suitable internship, respectively candidates. The last part of the whole exchange process is taking care of the intern - organizing special events for them, helping them with everything. There are also other departments within AIESEC - human resources taking care of motivation, interviews, job descriptions etc., corporate relations focusing on partnerships with companies and finance department, which makes accounting, issues invoices etc. In some countries or local committees this structure is adjusted based on the needs, number and interest of members and other influence.

3.4 Relations among members

Relations among members are informal, not many people think about the others as about co-workers, they treat them like friends in the first place. People in AIESEC very often have similar mindset and work in similar environments, so this makes it much easier for them to communicate with each other. All of them are also more or less the same age (depending on the school system, this usually ranges from 17 to 27). Especially young members are during the introduction encouraged not to be afraid to talk to anyone and ask about anything.

Sharing is a very big thing for all members. Inherent part of all conferences and other meetings is sharing of good case practices (GCP) and bad case practices (BCP). The goal of this is trying to help the other - either encourage them to do something new or in a different way, or warn them before doing something, which has already failed in other city or country. This does not only include sharing within one country, but also internationally. Also new ideas can be discussed and valuable feedback can be obtained. As the members change quite often, it happens that their idea has already been here and they can use data and outputs from the previous case.

3.5 Language used within AIESEC

The official language for all international communication is English. As mentioned earlier, all members need to have at least basic command of English. The goal of the communication is to understand each other and no special attention is being paid to the language or grammar. Using a foreign language can be for some individuals a good way how to improve their level or become confident at using it in everyday life. Based on this statement and other circumstances given earlier, the level of the language can range from slang to high level English. This more or less depends on each member as an individual.

The whole organization operates in the field of business; therefore many business expressions are commonly used. These are understandable for wide publicity.

Just like any other organization, AIESEC has internal names or nicknames for a lot of things; however, these are more of national thing and enrich mainly the mother tongue of member. Similar expressions do not appear in international communication very often.

Also many abbreviations are being used. Apart from common abbreviations such as btw., nr., etc. And so on, there is a special case of internal abbreviations. Because these internal abbreviations save time and whole AIESEC more or less understands them, they are being used a lot. A list of some basic abbreviations with their explanation follows this section.

Abb.	Full form	Meaning
@	AIESEC	International symbol for AIESEC
AN	Acceptance Note	Official document confirming the internship
DT	Development Traineeship	Internship with the aim of community development
EP	Exchange Participant	Person, who will be an intern and will go on exchange
ET	Educational Traineeship	Internship in the field of education
GCDP	Global Community Development Programme	Internship with the aim of community development
GIP	Global Internship Programme	Internship offering professional experience
ICX	Incoming exchange	The part of AIESEC organizing internships / projects
JD	Job Description	
LC	Local Committee	
LCP	Local Committee President	Highest representative of one local committee
MC	Member Committee	A team leading one nation
MCP	Member Committee President	Highest representative of one nation
MCVP	Member Committee Vice President	A member of the team leading one nation
MT	Management Traineeship	Internship in the field of business
NC	Non-corporate	Part of AIESEC dealing with projects
NST	National Support Team	Members working at a department on a national level
OC	Organizing Committee	Group that is organizing a certain event or project
OCP	Organizing Committee President	Highest representative of group that is organizing a certain event or project
OGX	Outgoing exchange	The part of AIESEC, which sends students abroad
RCTM	Recruitment	

TL, TML	Teamleader	
TN	Traineeship Nominee	Internship offer
TT	Technical Traineeship	Internship in the field of IT, science etc
VP	Vice President	Person responsible for a department at local committee

Table 1 – Common abbreviations within AIESEC – (internal sources)

4 Communication in AIESEC

4.1 Purposes

Communication covers a very broad range of topics. Generally, it can be divided into two big groups - informal (personal) and formal (business) communication. These two groups are different, yet there are also many cases somewhere in-between where the level is hard to distinguish. Also different rules and guidelines apply for each group. (Mayhew) This thesis focuses on business related issues in a student organization. The core work of AIESEC is mediating internships so it is not surprising that most of the communication is about it. As the organization is full of opportunities, which are available for all members, informing about these is also a vital part of internal communication.

4.1.1 Internship offers

Even though AIESEC has an internal web based on-line database of all internships called myaiesec.net, this is not the only way of finding an internship. The person responsible for the internship can always spread the information through other communication channels, so it reaches more possible candidates. It also provides the opportunity to customize the offer, pinpoint most interesting parts and make it more attractive. This message has to be adjusted to the used method of communication. Some means allow the sender to use only text, while in others also various media, such as pictures or videos, can be used. Usually it is a single message and an answer is expected but not necessary. Some senders may decide to remind the recipient either about the whole internship or only about the answer a few days later.

The most important parts of these messages are location, job description, time options and also a unique number, under which the internship can be found in the system with more information.

The recipient is very often unknown to the sender and the message can be sent to more people at once. Among recipients are mostly members of AIESEC who help the students to find the internship, Member Committee

representatives and interns looking for an internship. Of course any other members can be also involved. All of these people have previous knowledge about everything and therefore it is easy for them to understand the subject without a special introduction.

4.1.2 Matching mania

A special way of presenting the internships is so called matching mania. It is an event, mostly organized by members from one country or region and its goal is to promote the internships and get directly in touch with applicants. On the other hand the applicants get to know the offers, their questions will be answered and they can also get a glimpse of the culture. These events take place on-line, often on Skype, Facebook or another platform, which allows communication in a group. The discussion involves members from organizing country, members from invited countries and also the interns are usually invited. This event features not only members, but also other students. However the students already know the necessary basics about the organization (how everything works, abbreviations etc.). Matching mania can last a few hours as well as several days. Because of the time zones, the event can be held more times during one day.

4.1.3 Application process

Just like in the real life, the process of getting an internship goes through various phases. After searching and finding some the exchange participant is interested in, the application process starts. First phase is contacting the responsible person – internally called TN manager. Based on the requirements of the company or project leader additional documents may be required. Commonly required documents are covering letter, video with introduction of the applicant or an example of their previous work. Afterwards an interview usually follows. In most of the cases, it would be on Skype. This part is the basis for the assessment and final decision whether the applicant was accepted or not. If the answer is positive, official internal documents (Acceptance Notes) are signed and sent by both parties. As soon as this process is finished, all legal necessities such as visa and work permit are processed with help of all interested.

Even though this process involves mainly communication between an applicant, who does not have to be a member of AIESEC, and an AIESEC member, the local committee of the applicant can be involved. They can serve as a help, when the applicant needs something or there is a problem in the communication. As the exchange participant is a customer of AIESEC, there are higher requirements on the service than on everyday communication within the organization. Also, if the member tries to solve a problem, the importance is high and it should be treated like that.

4.1.4 Cooperation

Under the expression cooperation can be understood mainly two fields of cooperation. One concerns internships and the other one is about collaboration or sharing.

4.1.4.1 Internship cooperation

Firstly named one runs between two AIESEC countries or local committees. Depending on this, the scope of the cooperation is determined. The goal for the party, which offers students and wants to send them abroad, is to ensure smoother run of the application process, visa documents and also making sure that there will be some internships for them. The other party gains easier planning of projects, because responsible people already know that they will have enough applicants and also from desired countries. Both countries have to come to an agreement on the terms, which can sometimes take a longer time.

In this case the sender and recipient are selected members, in some cases there is a special person responsible for international committee (often National Support Team). It is a part of their job description to communicate in this matter.

4.1.4.2 Sharing knowledge

Sharing is a common thing for AIESEC not only within one country, but also internationally. The organization runs more or less very similar activities in all member countries, however some processes (promotion, helping students with finding an internship etc.) can be conducted differently and creativity is supported. When something works well in one AIESEC country, other AIESEC countries may consider implementing it. The subjects can go all the way from easy small processes to more complicated and complex problems, which require a lot of explanation.

There are no rules for who can write to whom, so basically any member can write to any contact he or she finds at the website or someone else provides him or her with it. Sharing is also very common during conferences and other personal meetings.

4.1.5 Invitations

AIESEC runs annually 470 conferences (AIESEC), many of them are opened to international delegates. With regard to this, the invitations are sent depending on the size of the conference. There are not that many direct invitation, as there is an initiative to send this kind of information in a global or regional newsletter.

Apart from conferences organized directly by the organization itself, AIESEC cooperates with other organizations and companies and joins their conferences and events. Depending on the focus and size of the event, the invitations can be also sent globally throughout the network.

From time to time also some informal gatherings take place. This is mostly connected with a special occasion as St. Patrick's Day in Ireland, New Year's Eve or an anniversary.

In case of emails the invitations are sent through a direct mail to the whole network or a selected part. Other communication channels, mainly social networks, are used as well.

4.1.6 Miscellaneous

There can be other reasons for communication as well. These less often appearing matters can be for example offers of request for sharing online documents, membership committee positions for internationals, birthday wishes, New Year wishes etc. Some of these can be marked as spam but some of them may have high importance (e.g. a note about security threat).

Most of these messages are sent to a big group of unknown contacts.

A special case is monthly newsletter sent by AIESEC headquarters. It is rather short and contains many links to the actual content, which is located on website. It is a mix of current reports, good case practices, recognitions and opportunities such as conferences.

4.2 Used means of communication

In today's world, there are many various technologies for communication. As an organization, which strives to be modern, AIESEC uses many of them. This part will introduce the most commonly used of them and will specify the way they are being used in AIESEC. It should be taken into consideration that the focus is mainly on international but as well on domestic communication. This whole designation is important, because the case study in this thesis focuses strictly on international e-mail communication.

4.2.1 E-mail

E-mail service is one of the very basic means of communication over the internet with a wide availability and easy access.

4.2.1.1 About

Its history dates back to the seventies, "the first e-mail message was sent in 1971 by an engineer named Ray Tomlinson" (Brain, et al., 2007). It came a long way since then and nowadays millions of emails are sent every day. With the mass spread of internet connection and shift of many information from the paper on the computers, email has become a very useful tool for everyone.

The whole principle of email is quite simple – "[an] e-mail message has always been nothing more than a simple text message -- a piece of text sent to a recipient." (Brain, et al., 2007). Modern emails can also contain other additional parts such as attachments, pictures or colourful text (more about this in the section Possibilities). The main purpose of the email is still sending a message from one computer connected to the internet to the server, where it can be accessed from any device connected to the network. It does not require the recipient to be online at the same time as the sender and unread emails can be saved for many days, even years.

Emails, as one of the basic services, can be sent from most of the devices, which have connection to the internet. In the past, it used to be just table computers, then the portable laptops came and in these days, emails can be written and sent also from tablets or mobile phones. This also had the influence on perception of the service – it is no longer necessary to sit at a desk to send a message, it can be also composed at a café, railway station or anywhere on the street.

Regarding the price, email is one of the most convenient services. There are many internet providers, which offer free email address and mailbox. To name a few of the biggest: Yahoo, Hotmail, Gmail etc. The offer of these free services may differ in the size of the mailbox, user interface, advertisements in the text, but all of them offer any username (unless it is already taken) while the domain (part of the address placed after the @ sign) cannot be chosen. Obtaining a personalized domain is not very difficult, however one has to pay for this service and the email service depends on the offer of the provider. It is considered almost a necessity for each business to have its own domain, which is also connected with the web pages.

The importance for businesses is also great. Communication with colleagues, other subsidiaries of the company or suppliers, mainly in different countries, became much faster and also cheaper than telephone or letters. Not all communication can be solved through emails, for example official forms or important letters should still be sent by mail. It also saves

time, as the email is delivered within a few moments and can be sent to more recipients at the same time.

4.2.1.2 Possibilities

At the beginning e-mail was made up of a simple text: letters, numbers and characters. This has undergone major changes and just like the whole world of computer, also the possibilities of email have changed. Email is not only the actual text, but also subject, signature block, attachments and even other aspects, such as images inserted into the text.

The subject line is what most of the people looks at first. Therefore it plays a very important role. The displayed length can vary depending on used email client or provider – some may clip it to around 40 characters. There should be only necessary information in the subject. For the internal communication, there can appear agreed abbreviations marking the importance, field or another aspect of the email.

The first part of the email itself is the salutation. Some people tend to use the salutation only for the first email and not for the answers and this part becomes omitted. The body of the email is usually the longest part and contains the information. Many email clients allow also text formatting. This includes size of the letters, different fonts, bold, underlined and italics. Another option is colours. The colour of the text as well as the background colour can be changed. It is usually used for highlighting certain fact. When combining all these options, the email can result in an art masterpiece or on the other hand also in a rather disturbing and incomprehensible mix. In case that the recipient's system does not support these features, the text is shown without this additional formatting.

Complimentary close and signature follow after the body. "Email signatures contain alternative contact details, pertinent job titles and company names, which help the recipient get in touch when emails are not responded to. [...] They are also professional: like a letterhead" (Neville, 2010). It can also be a place for recognizing partners, adding favourite quote or additional notice.

Until this point, only text was considered as a possibility of given part. However some email clients allow also more to be included. The subject line can be only text (common characters), the rest offers a wider range of options to customize it. For example emoticons (smileys) are very common in internet communication, especially for young people. They are used to express emotions, which are sometimes hard to recognize from the text. Also various additional emoticons can be seen – ranging from arrows and gestures to animals and food (e.g. Gmail offers these). There are two ways to create these – either by using characters such as colon, semi-colon and braces among others or by inserting prepared emoticon created by the email client / provider. The reception of these is not ensured when sending from one client to another, however when sent within one client, they work perfectly and exactly the same design is displayed. To other recipients, the emoticons may appear or may also be sent as pictures in attachments.

Similar principle is used while inserting pictures directly into the body of the email. The picture is then, if allowed, displayed in the text. This feature is interesting especially from the marketing point of view – one can work with the visual part as well as the informative (text). Pictures are then often connected with hyperlinks. When the user clicks on the picture, it redirects him to a certain web page. The hyperlinks can be as well used in the text. Instead of copying a part of text and later pasting it into the URL bar, just one clock on the link is enough and it opens in the web browser. The full address of the hyperlink can be substituted in the text with a different word or more words as well as a picture.

Attachments allow the sender to add a file to the email and send it over the network to the recipient. The attachment can be basically any file, regardless the extension. However, there are some limitations – usually the size of the attachment has a limit. This limit varies depending on the provider, but commonly ranges around five to twenty megabytes. This size allows sending long text documents with pictures or even short videos. It is common to send additional information, which would be too long for the body of the email, in the attachment. The file is saved at a remote server and

can be downloaded any time and if it is an editable file, it can be as well edited when saved to the computer.

4.2.1.3Email in AIESEC

In AIESEC every member has their own email address. Most of the countries uses own domain (e.g. @aiesec.cz), some countries use just public Gmail domain (@gmail.com). All the emails are based on Gmail client as a part of Google Apps for Business package. It allows using not only mail, but also other services, such as calendar or shared documents, under one username with specific functions for the group (sharing, access rights etc.). The email service covers also chat with the possibility of voice and video calls. The client for sending emails itself offers all options mentioned above, such as inserting hyperlinks, pictures or emoticons. The limit for attachments is 25MB. The whole interface provides a variety of options to choose from. Not only the theme or layout can be changed and adjusted to liking of the user. It also features automatic signature, which can use hyperlinks and pictures. All options are used often.

For AIESEC members, email is the main and also official method of communication. It is used for internal as well as external purposes. Each entity has its own rules on using, abbreviations in subjects or signature blocks. Based on the necessity of communication and the speed, there are many emails exchanged every day. Each given job title receives different shares of emails concerning the sender. People working with students are likely to receive more email from the students (external) and internship offers from abroad, while sellers get emails from external companies and from students from abroad. In addition each of them is a member of an entity and a team at a local or national level and receives that communication as well. In general, the members on higher positions and with bigger responsibility can get around 10 and more emails a day. This represents a big number and because there sometimes is not enough time to read and answer all emails properly, some people may use additional methods for estimating the importance. Gmail itself offers several tools – layouts with important emails first, marking emails where the user is the

only recipient or personal filters with many criteria such as certain words in the subject or body of the email. Occasionally also third-party applications, which manage more email accounts at once (such as Boxbe) are used. The answer time can be very different – some people prefer short and immediate answer, some take more time and create a longer message, some emails remain unanswered.

As mentioned in previous *sub-chapter* (Purposes), emails are used for many various reasons for international communication. Because it is considered the official method of communication, most of the communication happens here. It as well provides opportunity to add information in the form of attachments or hyperlinks. The sender knows, if the recipients are from AIESEC or not and based on that can decide, which expressions and language will be used. E-mail is often the first contact with another person, because an email contact is the easiest to obtain. International emails are very often sent to a group of people responsible for one functional area in given country as the first step to possible cooperation.

Just like for every other international organization, even for AIESEC email has become an essential part of communication and it is hard to imagine the same amount of communication using other methods of communication. Every member has one and there are only minor restrictions or guidelines on how to use it, so each user has flexibility in their decisions.

4.2.2 Social networks
This phenomenon of last few years is widely spread also among members of AIESEC, however, it is necessary to decide, to what extend this tool is used for personal and work related purposes. As the idea of social networks is to connect people and ease the sharing of information, it has become very popular and is also somewhat erasing the border between personal and professional communication.

Some platforms (e.g. Twitter, Facebook, Google+ etc.) are used as promotion channels for external environment, which involves creating an

account, fan page or similar for the organization. Nearly all local committees of AIESEC have one of those and use it independently. Also the approach may vary - from information only, reporting about current inside stories all the way to providing a platform for discussion. It has become a vital part of outside communication.

Most importantly for this thesis, it can also contain internal messages. However, in accordance to the goal of social network, the goal is to spread some piece of information to other AIESEC committees or member, be it from their scope or worldwide. These messages include for example invitation for conferences, internship and CEEDership opportunities and so on. It represents data, which can be somewhat understandable to the publicity, however, other AIESEC members will exactly know, what was meant.

Another use of social networks are closed groups or discussions. There are three most common purposes for creating these groups: communication within members of one committee, events and so called matching manias. The first one is very simple - it works as a complimentary channel to the e-mail. The advantages are the easier work with photos, video links, sharing and other things. For the second case, it usually concerns information or messages for all people, who take part at a certain event. It could be a conference, workshop or similar and the message would be about what to take, how to get there or anything similar, which is supposed to reach all the participants and nobody else needs to know about. The latter purpose is matching mania. Matching mania is a special kind of virtual event, where members meet and offer their available internships and interns. More about this event can be found in appropriate section. All three contents appear also in other means of communication (E-mail, Skype).

Social networks offer a wide range of usage, depending on its specification and main idea. For organizations, such as AIESEC, it represents a powerful tool not only for external, but also for internal communication.

4.2.3 Skype

Skype is "a voice call application that also provides IM [Instant Messaging] features" (Gough, et al., 2005 p. 4). It works on a peer-to-peer basis, so users on both sides only need to install the program and create an account. "It is free to start using Skype" (Skype). Skype can be used not only for communication between computers, but also on mobile devices and call can be made on a landline phone number (paid service). Communication through Skype can involve more than two persons as it features conference call. This feature is the biggest advantage for AIESEC. Skype is used for both group as well as individual communication. The use of the former has gone through a decline in past few years, because social networks offer partly the same (communication in a group). This concerns mainly instant messaging. The example of group communication would be matching manias, which usually involve only instant messaging and no voice. Another one would be preparation of a conference. It is common that some facilitators or other involved people come from abroad and preparation prior to the conference is needed. As of individual communication, issues regarding internships are the most common cases. The most important of these are internship interviews, which can be conducted by an AIESEC member or the company itself. Video call is then an optional addition.

4.2.4 Other means of communication

Apart from above mentioned means, which are all internet or computer based, various other are also used.

Telephone is one of the most effective communication tools, because the caller gets immediate response. In contrast to previously mentioned this one is a paid service, so some people tend not to use this as much, especially when there are cheaper or free alternatives. Phone calls can also be international. For internal purposes AIESEC members use these mainly when there are some troubles, which need to be solved as fast as possible or as a reminder, when some documents were supposed to be sent but were not. It is quite uncommon but it may also occur that some members will offer their internships through the phone to responsible persons in other

countries. As mentioned earlier, the main motive would be the immediate response and in general quicker solution than exchanging a number of emails.

Also so called documents in cloud (services such as Google Documents or iCloud) are often used. This special technology enables to have almost any document (text, spreadsheet, presentation etc.) saved on a distant server and provides more users with the opportunity to collaborate and make changes into it. In the international environment, these shared documents are used mainly for creating a list of internships. The creator can decide which information he or she wants to include, so this helps the visitors get the needed information faster.

Printed documents are considered traditional method of communication. Not a long time ago, nearly all international communication within AIESEC was based on paper which was either sent by post or exchanged personally on international conferences. This was very limiting, costly and time consuming. Nowadays, more or less only official documents are printed and sent to the other country. Even this is now limited as scanned documents are often sufficient. Also miscellaneous less important things, such as postcards or New Year wishes come under this category.

International conferences also provide many chances for personal approach. This limited time is often used for sharing how things are done in a different country, what works, what does not or similar topics. It often happens that this first contact transforms into further communication through other means such as emails, Skype etc.

5 Analysed sample

An analysis of emails sent within a student organization (AIESEC) was chosen as the best method of estimating certain aspects and as a ground for further comparison with business correspondence. This analysis covers a sample from various authors, regions as well as messages written for different purposes. All of the emails are real and collected by the author. All the senders agreed to use their emails in such a work; example parts or emails may appear in one of the following sections.

The total number of analyzed messages is 141, written by 78 different authors and collected over a period of more than two years – from 2010 to 2012. All messages were sent as an email and were primarily not meant to be printed or used in a different way than email. As mentioned in section E-mail, the whole AIESEC organization uses Gmail platform. In a few cases, other means of communication (Facebook, Skype) were also used for communication with the senders. However, this has no significant influence on the way emails are composed.

5.1 Country of origin

The emails come from various parts of the world, reflecting the activity in certain regions (AIESEC is present in over 110 countries in the world, however, not all of them are the same size and the numbers of interns and internships also greatly vary) as well as the location of the author and consequently also the strategies and directions of AIESEC in author's country (Czech Republic). In the analysis, there is a mix of 34 countries, ranging from small (Singapore, Lebanon) to big (Russia, China) and from the poorest (Kenya, Kyrgyzstan) to the richest (Singapore, Norway) (Central Intelligence Agency) countries. Except for North America and Antarctica, all regions are present. The biggest number of emails comes from Asia (45, including 18 from China), followed by Central and Eastern Europe (35 emails), Africa (21), Western Europe (13) and South America (6). A special group is Turkey (11) and Russia (10) as these are hard to determine whether they belong to Europe or Asia.

Percentage of emails from given region
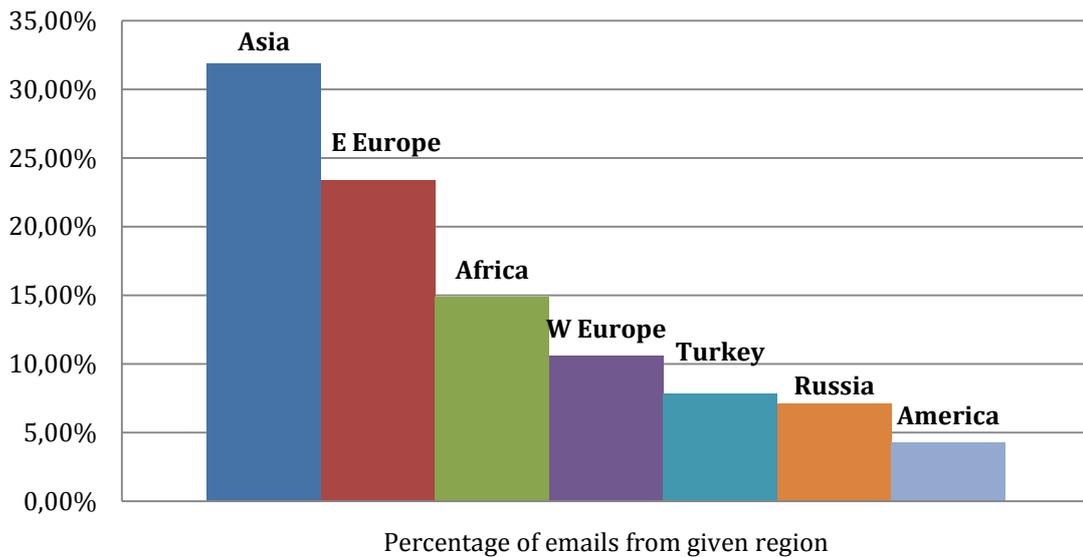
Graph 1 – Percentage of emails from given region

5.2 Topics

There is not only one topic of the emails, as mentioned in section E-mail, AIESEC members use email for various purposes. The analysis distinguishes among six following groups: Application, Internship offer, Cooperation, Intern offer, Invitation and Problem solving. All these groups, except for Problem solving, are closely described in section Purposes. Problem solving is a group of emails dealing with an arisen problem (in this analysis: problems of an intern in a foreign country and an intern, who cannot come). In general, the topic is always (with one exception – invitation to a conference) connected to internships or interns. Most of them (50) are from the application process, both of the author himself and also as assistance to other interns – not members of AIESEC. It typically is a direct mail between two persons. The second most common is internship offer (41). It is a little bit like an advertisement and both direct and group recipients occur. The third largest group is called cooperation (28 emails). It somewhat represents a long-term communication between two responsible people, however due to the timeline in AIESEC, the length can be counted in weeks. The two smallest groups (invitations with 7 and problem solving with 5 emails) have a simple purpose. The first one invites the recipient to take part

at a certain event (matching mania, conference), the latter one is solving an issue.

5.3 Recipients

The messages are not always only direct messages between two individuals. Even though this category takes the biggest share (92 emails), several others also appear. 36 emails were sent to a bigger group (approximately 10 and more people), some even to a very large group (over hundred of recipients). Many of these are internship offers sent to members responsible for appropriate area at their local committee as well as to interns in the system. The difference between these two groups is taken into account in the analysis. In between these two, there is a third group, so called small group messages (13). These are among three or four members, where each of them is somehow connected or interested in the matter. As a person responsible for interns at local committee and later for international communication of the whole country regarding interns, the author was personally involved in all of these messages.

6 Methods of analysis

The way chosen for this analysis was not extremely complicated, yet quiet deep with many criteria. All emails were processed and at each of the emails total of 37 aspects was observed and recorded. Because the email samples are written as a free text, no tools for automatic recognition could be used. Most of the criteria have a yes or no as the answers, some are examples of a certain aspect, and some represent a category.

After all this data was obtained, it was recorded into a spreadsheet. Using some basic functions of Microsoft Excel software, basic statistics were concluded. This includes mainly total counts for each category and its percentage share. This data was later used as a source for creating graphs used in this work. In addition to this exact statistical result, the work also tries to point out several interesting facts, which are based on more categories and cannot be seen from the raw result.

6.1 Observed aspects

As mentioned previously, a total of 37 aspects, including 22 yes / no criteria, 8 with examples, 4 categories and 3 number results were recorded for each from selected 141 emails. The aspects were separated into four groups, each of them having a different focus.

Not mentioned below are data, which were used for categorizing of emails. These include: the recipient (individual, group...), topic of the email, country and region of the sender and also information if it was the first contact between the two parties, a reply. It also has a mark for emails from one sender, which is used for counting percentage shares of various aspects (not all), so the result is not strongly influenced by more messages from one individual.

6.1.1 Correspondence features

The correspondence features cover a wide range of aspects, which are connected especially with the field of correspondence and writing emails. It aims to be as specific as possible. However some slight adjustment had to be made in order to create groups and make the results more understandable.

For example complimentary closes such as *Sincerely, Sincerely Yours* and *Yours sincerely* were considered as one group. Following criteria were inspected:

Subject

This part only contains various unusual things written in the field of subject. In total 18 subjects were marked as outstanding.

Salutation

This typical feature of any letter or email can have many styles. This analysis puts them in certain groups (seven groups + others), based on the words used.

Name used in salutation

This category is closely connected with the previous one – it states whether the salutation contained also the name of the recipient. Any variant of the name (first name, surname or both) was acceptable.

Introducing

This aspect checks if the sender introduces themselves at the beginning of the email. A simple introduction (at least name or position) was required, no special differences among various forms were taken into consideration.

Complimentary close

Another typical feature of letters and emails also has many variants. Again, based on used words complimentary closes were separated into 9 categories. At this point only the complimentary close in the body was considered, there is another category for case of complimentary close written in the automatic signature.

Name at the end

This regards the name of the sender stated at the end of the email, not considering the automatic signature. Any form was acceptable; a special case of initial is mentioned.

Signature block

The presence of a prepared signature block was determined. Prepared means that a united signature for the local committee or AIESEC country was used.

Position

This determines whether there was the position of the sender stated or not. It could be in the automatic signature as well as in the body of the email.

Contact

Apart from the senders address, there can also be other contact information (e.g. telephone number) of the sender. If so, it is considered as sufficient, regardless the location of this information (signature block or email body).

6.1.2 E-mail layout

This label is used for all aspects connected with the form of an email. For all categories, the possible answer was yes or no, meaning given subject either does or does not contain specified feature. More about these types of features with a brief explanation can be found in section Email: Possibilities. Following criteria were inspected:

Inserted pictures

In case that the picture was directly inserted into the body and shown when the recipient opens the email (assuming having allowed showing pictures) it was considered as containing inserted pictures. Pictures attached to the email as well as pictures in the automatic signature were not taken into consideration.

Changed fonts or size of letters

All changes to the default font and size of letters were considered. Only the body of the email was analysed, not the signature.

Colours of letters

If the email contained different colours than default (black), it was considered as a use of this feature. The signature was left out.

Smileys

While there are more types of smileys (animated, automatic, composed of certain characters), all of them were considered as sufficient to mark the email as fulfilling. In addition to this the analysis also contains examples of smileys used.

Hyperlinks

In order to be considered as containing this feature, the email had to have a working link to a webpage in the body. It could be in a picture, under a different text or simply directly in the text. Emails were not considered as hyperlinks, the signature was not taken into consideration.

Paragraphs

The count of paragraphs is not easy to estimate due to different use of style of making a new paragraph (starting on a new line, leaving one line empty etc.). If the structure was different from a normal text, for example using many pictures, creating a special effect with formatting and so on, it is labelled as different. Otherwise the number of paragraphs was counted.

Length

This number is the approximate count of lines of the email. Not only the text is considered, also pictures and other features are included and transformed into approximate count of lines.

Attachments

This typical email feature was easy to estimate – the email either had an attachment or not. All attached files were considered as an attachment.

6.1.3 Language features

Because the focus of this thesis is not only on the form of the email and correspondence features, a linguistic part of the analysis was also carried out. It covers some aspects especially typical for international and business environment and email correspondence.

Business terms

Expressions with a certain level of professionalism, which are high likely to be used in the field of business, were the criteria for this category. The minimal count was at least one such expression. This category includes as well examples of these words

Contracted forms

This criteria reflects whether contracted forms of verbs such I'm, don't or shouldn't were found in some emails.

Repeated characters

Repeated characters were considered at least two same characters next to each other, without the necessity to use them in this way.

Count of misspellings

A simple number of typological mistakes, be it a typo or a wrongly spelled word, including also the writing of capital letters.

Local expressions

The use of expressions, greetings and similar in native language of the sender was considered the criteria for this aspect.

Slang language

Written slang language does not only cover colloquial expressions, but also style of writing, such as thx standing for thank you or u instead of you. The examples are always included.

Internal expressions

The term "internal expressions" represents abbreviations, words and expression, which are not understandable to people without previous knowledge of these terms, used only within AIESEC.

Passive voice

Very often used in business correspondence, this aspect was also inspected in the sample emails.

7 Analysis of correspondence features

This part summarizes the results of all correspondence aspects mentioned above. It also comments on the results and looks for possible reasons. Also the comparison with business correspondence and its guidelines is drawn.

7.1 Subject

Subject is considered one of the very important parts of the email, as it usually is the first thing the recipient sees. It "provides a further reference, saves introducing the subject in the first paragraph [and] immediately draws attention to the topic" (Ashley, 2003).

This analysis only focused on some outstanding subjects and 18 such cases were found. Here are some examples. The urgency of some emails was visible even from the subject, which can be demonstrated by the usage of *Urgent, URGENT!!* or *>>>IMPORTANT<<<*. To draw the attention, senders also used all capital letters, *!!!!!* (exclamation marks) or *?* (question marks or a question). Even smileys could be seen in the subject – not only the classical *:-)* , but also a simplified *))))*. The most outstanding was a subject written in Chinese.

While these would very likely be unacceptable in a company, they do not represent anything extremely rare within AIESEC. Many members have overload of emails and choose which one to read based on the sender and subject. Therefore subject plays a bigger role compared to business, where the employees are usually required to read all emails. 11 of these 18 emails had internship offer as topic.

7.2 Salutation and name

In a typical business letter, the salutation to one person would be Dear Sir (Madam) in the name is unknown and Dear Mr (Ms) surname if the name is known. (Rodgers, 1998) No other forms would be acceptable unless there are different internal rules or the two individuals know each other and agree on using a certain way of salutation.

This analysis shows quite the contrary. Neither of those expressions was used. Instead, the forms offer a wide range of various greetings or even no salutation at all. The latter named is the most common – over 22% of the emails did not contain any salutation. Closest to the official one would be *Dear* with various second part – first name, position or just "*Dear*". By far the most common were informal greetings used in daily life – *Hey*, *Hi* and *Hello.* The numbers of these were nearly identical (28, 28 and 26) and they represent the majority. Again, various forms could be seen, often connected with first name or AIESEC, when the email was sent to more recipients. Apart from these, also a few special cases were spotted – greeting in native language (Norwegian: Hei and Chinese: Ni Hao), *People* and *You* to name a few.

Connected with the salutation is also the usage of the name of the recipient in the salutation. The name (any form) was used only in less than 30% of analyzed emails (31 out of these 42 were replies). Also the vice majority used only the first name.
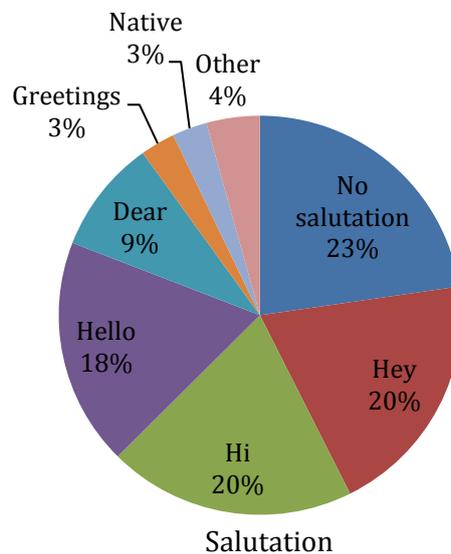
Graph 2 - Salutation

The reasons for this could possibly be the way how young people perceive online communication – they are used to sending many messages

every day, most of them to their friends. And because AIESEC is full of young people who consider each other as a friend, there is no clear or big difference between these two communications for them. Young people would not likely call someone their age "Mister".

7.3 First emails

A special category is first email, meaning the first contact. Out of 54 cases when the sender was initiating the contact they introduced themselves 30 times. In case of first reply, it happened only 4 times in 32 emails. Comparing the other criteria, no further significant differences were found.

7.4 Complimentary close

The rules for complimentary close in business are quite strict and similar to salutation. According to Rodgers, there are two degrees: "1. Less formal: Sincerely, Sincerely yours, Yours sincerely." and "2. More formal: Respectfully yours, Yours respectfully, Yours truly." (Rodgers, 1998). Ashley uses a different system – "if the letter begins with [a salutation to an unknown person], it will close with *Yours faithfully*, if it begins with a personal name, it will close with *Yours sincerely*." (Ashley, 2003).

Even though these closes appear in the analysis (*Sincerely yours*, in total 4 times), they were by far not the most used. Just like in the salutation category, the first place is taken by no close at all, used almost in half of the cases. The second most common is a form of *Thank you* (16), the third *Best regards* (10), *Regards* (8) finished fourth. A big share (14%) is marked as *Others,* because there were special and original expressions such as *Happy holidays!*, *Hugs :)* or *AIESECly yours*.
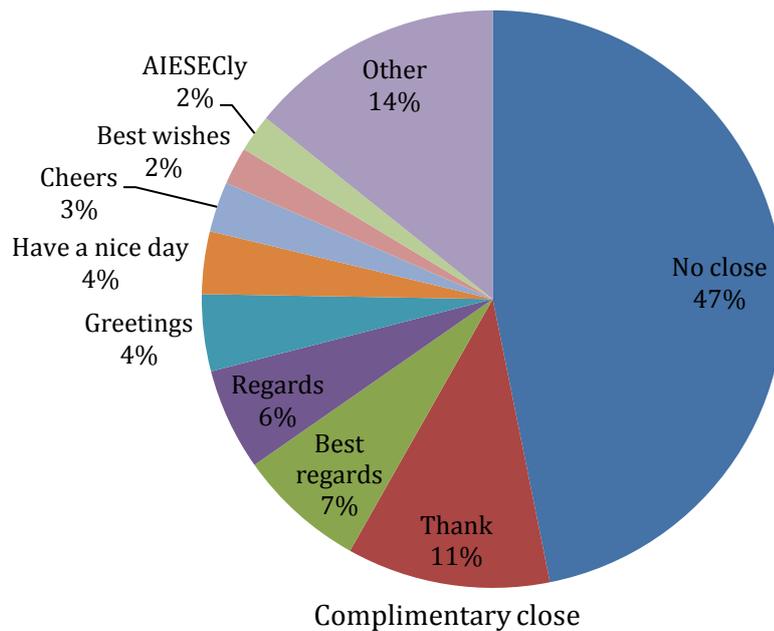
Graph 3 –Complimentary close

37 emails included also the name of the sender after the complimentary close. Often, the name was included in the signature block, but 14 emails did not have the name stated at the end neither in the body nor in the signature block.

The reasons are likely very similar to those mentioned at salutation – it is not very common to write any kind of complimentary close to messages among friends. The fact that the second most common is *Thank you*, can be perceived very positively and demonstrates mutual respect and good manners. The high number of different formulation shows on the other hand the creativity and free thinking of the senders.

7.5 Signature block

The signature block is used very often instead of a letterhead in emails. "The printed letterhead gives us a great deal of information about [the company]" (Ashley, 2003). And the same does the signature block in emails. The main difference would be that the letterhead is usually the same for all people from one company, while email signature has also personal details.

Over 77% of the emails had this signature block. It usually contained the name, position and additional contacts or webpage links. Some had a logo of AIESEC inserted.

Apart from this typical information, the signature block was used as well for other purposes. One of them is complimentary close – 37 signature blocks had it, 22 emails had the complimentary close only in the signature block. The majority of them were formulations with *Regards.* Some also had the close in both native language and English. A few times also a quotation appeared in the signature block.

The use of the signature block is very similar to the use in the world of business. From the nature of analyzed signature block, it can be said that they are almost every time prepared by an AIESEC country and the member only changes his personal data while the rest remains the same.

8 Analysis of layout

Email is no longer a text-only method of communication. It offers a wide range of possibilities to customize the message and also add visual features. Several such features were analyzed and here are the results.

8.1 Visual features

8.1.1 Font and colours

Visual side of the email is important, because of the attention given to the email and certain parts. For this purpose, different colours and size of the letters can be used.

The final number for both features is the same – 37 appearances in the analysis. However they were not always used together, this happened in 30 cases. Mostly, the changes were used to highlight an important or interesting fact e.g. dates of the internship or country.

This feature was most commonly used while offering an internship. It is understandable, because there are many offers sent everyday and each responsible person wants to have as many applicants as possible, in order to choose the best or most suitable one.

8.1.2 Inserted pictures

Inserting a picture in the body of the email adds a whole new visual impression. The recipient does not have to click on a link and load a webpage or download and open the attachment.

In the analyzed emails, there were mainly three kinds of pictures: photos from given country, photos of happy interns during their internship and project proposals. The first one (photos of the country's sights) was used to illustrate how beautiful the country is and that the interns should go there and see it. The second one (happy interns) were used as a demonstration of what can the intern await, when he comes to the local committee and that they will for sure enjoy the internship. The last one (project proposal) were not photos, but kind of an advertisement for the project, including all important information such as dates, job description etc. Three proposals were also for an event – conference and matching mania.

Pictures were used in 22 cases, expectedly the majority (15 of them) being internship offers.

The purpose these inserted pictures are used for is somewhat different from a usual letter. It is closer to an advertisement and therefore the goal of the email is to catch the attention. A reason for choosing this method over attaching the files can be, apart from above named easier access for the recipient, also the technical part of thing. Gmail interface is very simple and it is easy to insert a picture in a few clicks.

8.2 Length and paragraphs

The communication in business should be in general not too long and with a focus on the information. There is no need for creating extra long sentences or focus on the impression too much.

The average length was 17 lines and 2.3 paragraphs. The number of the lines is higher than the real number lines of the text, because some emails contained inserted pictures, which make the email longer. Three emails had over 100 lines because of the pictures. 19 emails had a different structure, mostly also due to the pictures, and were not included into the average.

As the graphs demonstrate, the highest number was recorded for emails with one paragraph and less than 5 lines. Some emails even had just one or two lines – these were emails just simply acknowledging something or thank you notes.
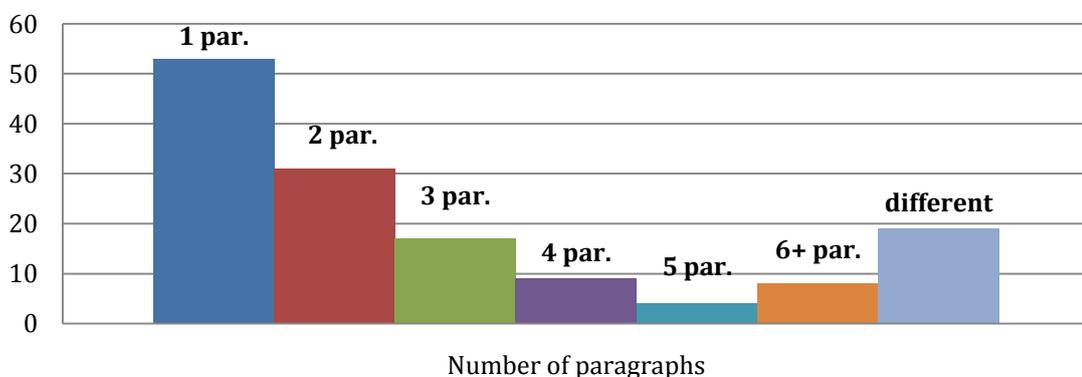
Graph 4 – Number of paragraphs
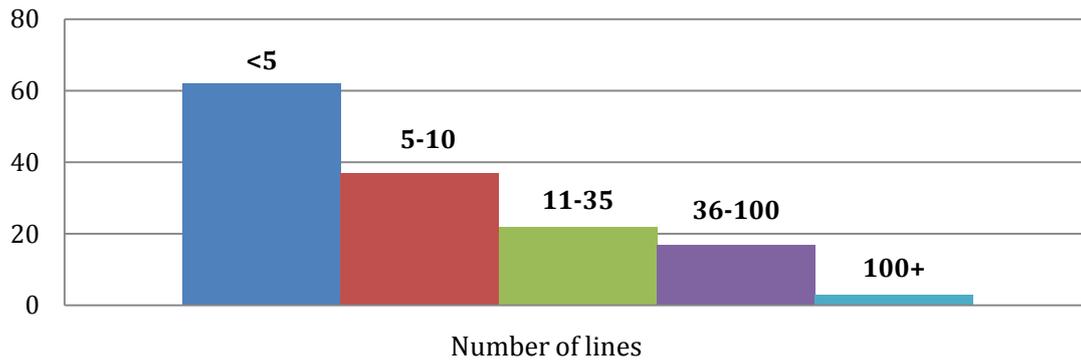
Graph 5 – Number of lines

These rather low numbers are a result of the whole attitude to the structure from the sender, which was described earlier. Often being omitted parts, such as salutation or complimentary close is the reason why the text is shorter, while the inserted pictures raise this number a little bit. Also the language choice had an influence on this – as it can be read further in the text, no complicated or long sentences were usually used.

8.3 Links and attachments

As internet is one big place full of information, there is no need to send everything in the body of the email and also other methods can be used. Two typical for email communication are attachments and hyperlinks.

Attachment is a feature available to all users, with certain limitations of the size. However, it is still big enough to send a few photos, text documents or similar files. 23 of analysed emails used this feature.

In business correspondence, the attachments are mostly official or important documents. In this analysis, the attachments varied – some were official documents (confirmation about the internship), some attached pictures and some proposals for projects.

A few more senders (30) used links to another webpage in their email. The webpage usually contained further information about the subject of the email.

8.4 Comparison with business correspondence

Business correspondence letters usually consist of pure text with all additional data being added as an attachment or enclosure. Only basic features, such as bold or underline, are used to highlight certain words.

This analysis shows that emails sent within a student organization also use additional layout features. The goal of the communication was many times not only to inform someone, but mainly to attract the reader (especially by internship offers). Also the possibilities connected with emails play a big role in this case.

9 Analysis of language

The third part of the analysis focuses on the linguistic aspects of analysed emails.

The style of writing any kind of text in a foreign language is limited mainly by two things. The first one is author's knowledge of the language, the other one is convention or norms for given kind of text. Both of these aspects influenced analysed emails. Speaking about the knowledge, as it was mentioned earlier AIESEC member come from various countries and backgrounds, so their level of command of English is also not the same. However, it has to be on a communicative level, especially for the needs of international communication within AIESEC. As of the norms, there are no strict norms for language used in email communication within the network. So the members stick to the conventions, which usually base on a mixture of their judgement and influence from more experienced members.

9.1 Level of language

The overall level of language is always based on more components. For this thesis, following were considered as the most important or significant ones: business correspondence vocabulary, slang expressions, smileys, contracted forms, passive voice, repeated characters, count of misspellings and local expressions.

9.1.1 Vocabulary

The analysis focused on two aspects of vocabulary, which are as well connected with the field of business correspondence. The first one is the usage of business expressions or other terms, which are commonly used in the field of business. The second one is connected with communication within an organization – internal expressions. Both the abbreviated and full forms of these were acceptable. As internal expression was considered anything that would not be understandable to wide public with the same meaning as for members of AIESEC.

A slightly bigger share (51%) of the emails contained at least one business expression. Because a big part of the communication was related to

internships and selection process, it is no surprise that most common expressions were connected to this topic. *CV*, *Internship* and *Interview* were among the most often used. Longer phrases also occurred, e.g. *Settle the amount*, *Due to unforeseen circumstances* and *Propose a meeting*.

The selection of such words shows that the communication is about the business matter.

The internal expressions were more common – they appeared in over 60% of analysed case. The expressions were most of the time in the abbreviated form, which is very well known to all members.

As explained earlier, internal expressions are used to save time and because everybody understands them, there is no problem to use them in international communication.

9.1.2 Slang expressions

Slang expressions are considered unacceptable in formal ways of communication. However, for someone internal communication does not have to be considered formal and would use slang expressions.

Slang expressions were used in a little less than a quarter of cases, 24.1% to be exact. Most common were shortened expressions, such as *pls* instead of *please*, *u* instead of *you* or *thanks*. The longer ones include colloquial expressions e.g. *check out*, *keep in touch* or *what a pity*.

Especially the shortened words are often used in online communication such as chats. Using those saves some time and they are mostly not difficult to understand. Because of the whole nature of relations and communication within AIESEC, it is no big surprise that these forms appeared.

9.1.3 Smileys

Smileys are another feature very often used in online communication. In the analysed sample, they appeared in 61 emails (43.3%).

As it was mentioned while describing smileys, there are more kinds of them. The most common in this sample were the simplest - *)* and *:)*. The others (animated or Asian) did not appear very often.

The usage of smileys in the email communication shows that for some members, there is no big difference between writing a message and email communication.

9.1.4 Contracted forms

Contracted forms can be formed only from several verbs. However these are some of the very basic and often used verbs.

Contracted forms were used in exactly one third of the emails. Some forms were not contracted (e.g. have or are), majority of contracted forms were negative, where *not* changes to *-n't (don't, doesn't).*

9.1.5 Passive voice

The usage of passive voice is one of the typical features of business correspondence and formal style in general.

However passive form is not very popular in emails within AIESEC. Only 12.1% of senders decided to use them. The rest used the active forms.

This low number can point to the fact that passive constructions are understood as something very formal. As the members consider each other as a friend, by sending message with many passive formulations, it may appear that the sender feels distant from the recipient.

9.1.6 Repeated characters

Repeated characters are not used in Standard English, yet they may appear in informal communication. The reason is to add the power to the word or character.

34 cases of this feature were found in the analysis. By far the most common was doubling, tripling or simply multiplying the exclamation mark (*!*). Other repeated characters were also punctuation marks – the question mark (*?*) and period (*.*).

The function of these multiplied characters is obvious. Had they been written in the formal correspondence, the recipient would possibly feel offended.

9.1.7 Count of misspellings

Even though the count of misspelled words is not directly related to the level of language, it reflects the overall precision and attention given to the process of writing.

85 emails were written without any spelling mistake. The average count of misspellings for one email was 0.84; the highest number of misspellings in one single email was 7.

Considering the average number and the count of emails without any problems, this value does not seem to be extremely high.

9.1.8 Local expressions.

Because of the international environment in the organization and members being open to other cultures, some expressions in native language of the sender may appear. They would not replace any important words, most likely just the greeting or thank you or another expression like that.

This very specific feature appeared only in four cases. As expected, all of them were understandable greetings (*Hei* and *Ni Hao*).

Using such features is good for intercultural understanding and the recipient can learn some new words. On the other hand, due to the fact that the whole communication is in English, it does not make much of sense to put such expressions to the text.

9.2 Comparison with business correspondence

When it comes to language, the business correspondence uses formal English on a rather high level with many phrases and special terms. The overall level of analysed sample was not as high. However, the communication still maintained a decent level.

The main proofs for this could be the count of slang expressions used, contracted forms or another typical feature of formal style of writing – passive constructions.

A big difference can also be found in usage of smileys and repeated characters. These are considered not acceptable in official written form of communication.

10 Regions

Sample emails origin from different countries and regions. This part of the analysis looks at certain aspects while distinguishing among the regions and looking for differences among them. The structure reflects the structure of the whole analysis – it is divided into three parts: correspondence features, layout and language analysis. The result is pure comparing among the regions and pointing out interesting numbers.

10.1 Correspondence features

The correspondence features part focuses on various aspect. However, for this part, some of them will be omitted, because there were no significant differences. The comparison only focuses on the salutation and complimentary close.

10.1.1 Salutation

Just like in the other part of the analysis, also this part has two categories connected to the salutation – the first one is the salutation itself, the other one is the usage of the name of the recipient.

Speaking about the salutation, each region had an expression, which is used the most of the time. In Africa, Asia and Western Europe only the name of the recipient was the most common one. AIESEC members from Eastern Europe and Russia prefer *Hello*, from Turkey *Hey*. The last region, America, had no salutation at the beginning the most often. All winning expressions are always at least by 10% more common than the second most common one.

When comparing the salutations among the regions, no big differences were spotted. Only that some regions did not use certain expressions: America, Eastern Europe, Russia and Turkey did not use *Dear*, Western Europe and Turkey *Hello*.

A significant difference appears when it comes to the usage of the name of the recipient. While the others average around 20%, Western Europe raises to 73.3%.

Salutation	Africa	America	Asia	E Europe	W Europe	Russia	Turkey
Name	**52,4%**	16,7%	**35,6%**	15,2%	**46,7%**	10,0%	9,1%
Dear	9,5%	0,0%	17,8%	0,0%	13,3%	0,0%	0,0%
Hello	23,8%	16,7%	11,1%	**36,4%**	0,0%	**40,0%**	0,0%
Hey	19,0%	16,7%	17,8%	12,1%	20,0%	30,0%	**45,5%**
Hi	23,8%	0,0%	17,8%	18,2%	33,3%	20,0%	18,2%
No salutation	23,8%	**33,3%**	24,4%	24,2%	13,3%	10,0%	27,3%
Other	0,0%	33,3%	11,1%	9,1%	20,0%	0,0%	9,1%
Name used	19,0%	33,3%	15,6%	24,2%	**73,3%**	10,0%	18,2%

Table 2 – Salutations used in regions

10.1.2 Complimentary close

Likewise in the salutation part, also in the complimentary part two aspects were inspected – the complimentary close itself and the usage of the name of the sender at the end. The latter one does not include the name from the signature.

With one exception, the most common complimentary close for all regions is no close at all. The exception is Western Europe, where no close was used only once - 6.7% of the time.

Three regions also have a significantly higher rate of usage of the name than the rest. These are Africa, Asia and Western Europe, ranging 35% to 52%, while the rest is below 20%.

Closing	Africa	America	Asia	E Europe	W Europe	Russia	Turkey
Regards	23,8%	0,0%	17,8%	9,1%	13,3%	0,0%	18,2%
Thank	4,8%	16,7%	24,4%	3,0%	0,0%	10,0%	9,1%
No	57,1%	66,7%	40,0%	48,5%	**6,7%**	70,0%	72,7%
Others	19,0%	16,7%	17,8%	39,4%	80,0%	20,0%	0,0%
Name used	**52,4%**	16,7%	**35,6%**	15,2%	**46,7%**	10,0%	9,1%

Table 3 – Complimentary closes used in regions

10.2 Language

The language categories were the ones with biggest differences in the results among the regions.

The first category, business expressions, recorded 5 regions around the average of 46%, while there were two outstanding regions. The first and top one was Africa, with 85.7% of the emails containing business terms. On the other end of the list was Turkey with only 9.1%.

Regarding the contracted forms, two regions had significantly lower result compared to the others. It was again Africa and this time also Western Europe. Their result was around 20%, while the share of emails with contracted forms from other regions was from 33% to 50%.

The results of usage of repeated characters were very various. Starting at 5% for Africa ranging to 47% for Western Europe and 67% for America. This category represents biggest differences.

Slang expressions were most common for emails from Russia (60% of them contained such expression). The lowest result recorded is from Western Europe (6.7%). The rest of the regions is listed around the average of 25%.

The last category of smileys also brought a wide range of results. While AIESEC members from America did not use any smileys at all, their colleagues from Eastern Europe used them in almost 73% of all cases. Turkey came second with 64%.

Language	Africa	America	Asia	E Europe	W Europe	Russia	Turkey
Business terms	**85,7%**	50,0%	53,3%	48,5%	40,0%	40,0%	**9,1%**
Contr. forms	**19,0%**	33,3%	33,3%	39,4%	**20,0%**	50,0%	45,5%
Repetition	**4,8%**	**66,7%**	24,4%	24,2%	**46,7%**	10,0%	18,2%
Slang	28,6%	16,7%	20,0%	24,2%	**6,7%**	**60,0%**	18,2%
Smileys	14,3%	**0,0%**	42,2%	**72,7%**	20,0%	40,0%	63,6%

Table 4 –Language aspects in regions

10.3 Layout

All aspect considered as layout features were analysed in this part. The result numbers for each category and region were very different – ranging from 0% to 50%.

Regarding the changes in font, size and colour of the text, Russia had the biggest share of these with 50% in both categories. On the other hand, these features were least used in Turkey (colour change – 9.1%) and Western Europe (font and size changes – 13.3%). The rest of the regions were roughly between 25% and 35% in all categories.

Inserted pictures were used mostly by people from Russia and America – 40%, respectively 50%. The rest was significantly lower, three regions ended up under the 10% line.

The interesting fact about the attachments is that people from Turkey and America did not use them, yet they used other features, such as inserted pictures or links.

Apart from these outstanding and above mentioned differences, there were no other special cases.

Layout	Africa	America	Asia	E Europe	W Europe	Russia	Turkey
Attachment	4,8%	**0,0%**	17,8%	24,2%	6,7%	40,0%	**0,0%**
Colors	38,1%	33,3%	22,2%	27,3%	26,7%	**50,0%**	**9,1%**
Fonts/Size	23,8%	33,3%	22,2%	27,3%	**13,3%**	**50,0%**	18,2%
Links	14,3%	33,3%	28,9%	24,2%	6,7%	10,0%	18,2%
Pictures	9,5%	50,0%	11,1%	18,2%	6,7%	40,0%	9,1%

Table 5 –Layout aspects in regions

11 Conclusion

The environment of a student organization is definitely something very specific and needs to be closer introduced in order to understand it. The foundation of AIESEC and its internal environment is certainly different from an average international business or organization. This fact also greatly influences the internal communication.

As the results of the analysis show, there are differences between business correspondence and communication in a student organization. A part of these is in the usage of visual features which are offered by email technologies, another part is the correspondence form and the last one is language. The communication in a student organization is on a lower language level and uses more visual features. Most significant are the differences in the salutation and complimentary close. It can be also said that the communication does not stick to any rules and there is always variety of options.

This topic as a whole brought new information, which can be possibly used for further work. The biggest importance could be for the development of business correspondence as in a few years or decades this generation will probably take over the business world. Consequently to that, new rules for business correspondence may be set and these new rules might reflect some of the aspects mentioned in this work.

12 Abstract

The main goal of this thesis was to describe the international communication in a student organization and make a comparison to regular business correspondence. After describing the very specific environment of a student organization, partly based on personal experience of the author, the work moves to an analysis of emails sent within the organization. It focuses on various aspects and briefly comments on each of them. Also a comparison to business correspondence is drawn.

The results are then summed up and it shows that in general the level of language in email communication in a student organization is lower than business norms. Even bigger differences can be seen at some features typical for correspondence – salutation and complimentary close. On the other hand, analyzed emails use more visual features, which can be sometimes helpful. Because of the special nature of student organization, there is no right or wrong and there are basically no rules. This is likely also the reason for diversity of these emails.

13 Resumé - Czech

Hlavním cílem této práce je popsat mezinárodní komunikaci ve studentské organizaci a porovnat ji s běžnou obchodní korespondencí. Po popsání velmi specifického prostředí studentské organizace, částečně založeno na vlastní zkušenosti autora, se práce přesouvá k analýze emailů poslaných ve studentské organizaci. Analýza nezaměřuje na různé aspekty a krátce dodává ke všem komentář. Také se zde objevuje porovnání s obchodní korespondencí.

Výsledky jsou poté shrnuty a ukazuje se, že celková úroveň jazyka použitého v emailech je nižší, než normy obchodní korespondence. Ještě větší rozdíly mohou být zaznamenány u znaků, typických pro korespondenci – oslovení a rozloučení. Na druhé straně analyzované emaily využívají vice vizuálních prostředků, které někdy mohou být nápomocné. Kvůli speciální povaze studentských organizací nelze říci, co je dobře a co je špatně a nejsou zde víceméně žádná pravidla. Toto je pravděpodobně také důvod pro velkou různorodost těchto emailů.

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Appendices

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Appendix 1: Information about analysed sample

nr	Unique	Reply	1st contact	Recepient	Topic	Country	Region
1	Yes	No	Yes	4+ persons	TN offer	Malaysia	Asia
2	Yes	Yes	Yes	1 person	Application	Switzerland	W Europe
3	Yes	No	Yes	4+ persons	TN offer	Nigeria	Africa
4	Yes	Yes	Yes	1 person	Application	Serbia	E Europe
5	Yes	Yes	Yes	1 person	Cooperation	Indonesia	Asia
6	No	Yes	No	1 person	Cooperation	Indonesia	Asia
7	Yes	No	Yes	4+ persons	TN offer	Vietnam	Asia
8	Yes	No	Yes	1 person	EP offer	Malaysia	Asia
9	No	Yes	Yes	1 person	EP offer	Malaysia	Asia
10	Yes	No	Yes	1 person	TN offer	Turkey	Turkey
11	No	Yes	No	1 person	TN offer	Turkey	Turkey
12	Yes	Yes	Yes	3 persons	Problem	Norway	W Europe
13	No	Yes	No	3 persons	Problem	Norway	W Europe
14	No	Yes	No	3 persons	Problem	Norway	W Europe
15	Yes	No	Yes	1 person	TN offer	Hungary	E Europe
16	Yes	No	Yes	4+ persons	TN offer	Croatia	E Europe
17	Yes	Yes	Yes	2 persons	Cooperation	Slovakia	E Europe
18	No	Yes	No	2 persons	Cooperation	Slovakia	E Europe
19	No	Yes	No	2 persons	Cooperation	Slovakia	E Europe
20	Yes	Yes	Yes	1 person	Application	China	Asia
21	No	Yes	No	1 person	Application	China	Asia
22	No	Yes	No	1 person	Application	China	Asia
23	No	Yes	No	1 person	Application	China	Asia
24	Yes	No	Yes	4+ persons	TN offer	Poland	E Europe
25	Yes	No	Yes	1 person	EP offer	China	Asia
26	Yes	No	Yes	1 person	TN offer	Romania	E Europe
27	Yes	Yes	Yes	1 person	Cooperation	Moldova	E Europe
28	Yes	No	Yes	4+ persons	TN offer	Colombia	America
29	Yes	No	Yes	4+ persons	Cooperation	India	Asia
30	Yes	No	Yes	1 person	TN offer	Indonesia	Asia
31	Yes	No	Yes	1 person	TN offer	Ukraine	E Europe
32	Yes	No	Yes	4+ persons	TN offer	Lithuania	E Europe
33	No	Yes	Yes	1 person	Application	Lithuania	E Europe
34	Yes	No	Yes	4+ persons	TN offer	Russia	Russia
35	Yes	Yes	Yes	1 person	Application	Ukraine	E Europe
36	No	Yes	No	1 person	Application	Ukraine	E Europe
37	No	Yes	No	1 person	Application	Ukraine	E Europe
38	Yes	Yes	Yes	1 person	Cooperation	Nigeria	Africa
39	No	Yes	No	1 person	Cooperation	Nigeria	Africa
40	No	Yes	No	1 person	Cooperation	Nigeria	Africa
41	No	Yes	No	1 person	Cooperation	Nigeria	Africa
42	No	No	Yes	1 person	Cooperation	Nigeria	Africa
43	Yes	No	Yes	1 person	EP offer	Turkey	Turkey
44	No	No	No	1 person	EP offer	Turkey	Turkey
45	No	Yes	No	1 person	EP offer	Turkey	Turkey
46	Yes	Yes	Yes	2 persons	Application	India	Asia
47	Yes	Yes	Yes	1 person	Application	Kenya	Africa
48	No	Yes	No	1 person	Application	Kenya	Africa
49	No	Yes	No	1 person	Application	Kenya	Africa
50	No	Yes	No	1 person	Cooperation	Kenya	Africa

nr	Unique	Reply	1st contact	Recepient	Topic	Country	Region
51	No	Yes	No	1 person	Cooperation	Kenya	Africa
52	No	Yes	No	2 persons	Cooperation	Kenya	Africa
53	Yes	No	Yes	4+ persons	Invitation	Greece	W Europe
54	No	No	Yes	4+ persons	Invitation	Greece	W Europe
55	Yes	Yes	Yes	1 person	Application	Egypt	Africa
56	No	Yes	No	1 person	Application	Egypt	Africa
57	Yes	No	Yes	4+ persons	TN offer	Hungary	E Europe
58	Yes	No	Yes	4+ persons	TN offer	Germany	W Europe
59	Yes	No	Yes	4+ persons	TN offer	Ukraine	E Europe
60	No	No	Yes	4+ persons	TN offer	Ukraine	E Europe
61	Yes	No	Yes	1 person	TN offer	India	Asia
62	Yes	No	Yes	4+ persons	TN offer	China	Asia
63	No	Yes	No	1 person	Cooperation	China	Asia
64	No	Yes	Yes	1 person	Application	China	Asia
65	Yes	Yes	Yes	1 person	Application	Turkey	Turkey
66	Yes	No	Yes	4+ persons	TN offer	Russia	Russia
67	No	Yes	No	1 person	TN offer	Russia	Russia
68	Yes	Yes	Yes	1 person	Application	China	Asia
69	Yes	No	Yes	4+ persons	TN offer	Poland	E Europe
70	No	Yes	No	1 person	TN offer	Poland	E Europe
71	No	Yes	No	1 person	TN offer	Poland	E Europe
72	Yes	No	Yes	1 person	TN offer	India	Asia
73	Yes	No	Yes	4+ persons	TN offer	Austria	W Europe
74	Yes	Yes	Yes	1 person	Application	Brazil	America
75	No	Yes	No	1 person	Application	Brazil	America
76	No	No	Yes	4+ persons	TN offer	Brazil	America
77	Yes	No	Yes	4+ persons	TN offer	Italy	W Europe
78	Yes	Yes	Yes	1 person	Application	Austria	W Europe
79	No	Yes	No	1 person	Application	Austria	W Europe
80	No	Yes	No	1 person	Application	Austria	W Europe
81	Yes	No	Yes	2 persons	Application	Egypt	Africa
82	Yes	No	Yes	4+ persons	TN offer	Serbia	E Europe
83	No	No	No	4+ persons	TN offer	Serbia	E Europe
84	Yes	No	Yes	4+ persons	Invitation	Indonesia	Asia
85	No	Yes	Yes	1 person	Application	Indonesia	Asia
86	Yes	No	Yes	4+ persons	TN offer	Serbia	E Europe
87	No	Yes	No	1 person	TN offer	Serbia	E Europe
88	Yes	No	Yes	4+ persons	TN offer	Russia	Russia
89	No	No	Yes	4+ persons	TN offer	Russia	Russia
90	No	Yes	No	2 persons	Application	Russia	Russia
91	No	Yes	No	1 person	Application	Russia	Russia
92	Yes	Yes	Yes	1 person	Cooperation	Indonesia	Asia
93	No	Yes	No	1 person	Cooperation	Indonesia	Asia
94	Yes	No	Yes	1 person	EP offer	Ukraine	E Europe
95	No	Yes	No	1 person	EP offer	Ukraine	E Europe
96	No	Yes	No	1 person	EP offer	Ukraine	E Europe
97	Yes	No	Yes	1 person	Cooperation	China	Asia
98	No	Yes	No	1 person	Cooperation	China	Asia
99	Yes	No	Yes	4+ persons	Invitation	Brazil	America
100	No	No	No	4+ persons	Invitation	Brazil	America

nr	Unique	Reply	1st contact	Recepient	Topic	Country	Region
101	Yes	Yes	Yes	2 persons	Problem	Sri Lanka	Asia
102	Yes	Yes	Yes	1 person	Application	China	Asia
103	No	Yes	No	1 person	Application	China	Asia
104	No	Yes	No	1 person	Application	China	Asia
105	No	Yes	No	1 person	Application	China	Asia
106	No	Yes	No	1 person	Application	China	Asia
107	Yes	Yes	Yes	1 person	Application	Kazakhstan	Asia
108	No	Yes	No	1 person	Application	Kazakhstan	Asia
109	Yes	Yes	Yes	1 person	Problem	Germany	W Europe
110	Yes	No	Yes	1 person	TN offer	Tunisia	Africa
111	Yes	No	Yes	4+ persons	Cooperation	Malaysia	Asia
112	Yes	Yes	Yes	1 person	Application	Turkey	Turkey
113	No	Yes	No	1 person	Application	Turkey	Turkey
114	No	Yes	No	1 person	Application	Turkey	Turkey
115	No	Yes	No	1 person	Application	Turkey	Turkey
116	Yes	No	Yes	4+ persons	Invitation	Lebanon	Africa
117	Yes	No	Yes	4+ persons	Invitation	Turkey	Turkey
118	Yes	No	Yes	1 person	Cooperation	Germany	W Europe
119	No	No	No	1 person	Cooperation	Germany	W Europe
120	Yes	Yes	Yes	1 person	Application	Vietnam	Asia
121	Yes	No	Yes	4+ persons	Cooperation	Kenya	Africa
122	No	Yes	No	1 person	Cooperation	Kenya	Africa
123	Yes	No	Yes	1 person	Cooperation	Russia	Russia
124	Yes	No	Yes	1 person	EP offer	Ukraine	E Europe
125	Yes	No	Yes	4+ persons	TN offer	Russia	Russia
126	Yes	Yes	Yes	1 person	Application	China	Asia
127	No	Yes	No	1 person	Application	China	Asia
128	Yes	Yes	Yes	1 person	Application	Singapore	Asia
129	Yes	Yes	Yes	1 person	Cooperation	Kenya	Africa
130	No	Yes	No	1 person	Cooperation	Kenya	Africa
131	Yes	Yes	Yes	1 person	Application	Lithuania	E Europe
132	No	Yes	No	1 person	Application	Lithuania	E Europe
133	Yes	No	Yes	1 person	Application	Kyrgyzstan	Asia
134	No	Yes	No	1 person	Application	Kyrgyzstan	Asia
135	Yes	Yes	No	1 person	Application	Kyrgyzstan	Asia
136	No	No	No	3 persons	Application	Kyrgyzstan	Asia
137	Yes	No	Yes	4+ persons	TN offer	Russia	Russia
138	Yes	Yes	Yes	2 persons	Application	India	Asia
139	Yes	No	Yes	4+ persons	TN offer	Bulgaria	E Europe
140	No	Yes	No	1 person	TN offer	Bulgaria	E Europe
141	Yes	No	Yes	1 person	TN offer	Indonesia	Asia

	Total:	Total:	Total:	Total:	Total:		Total:
	78 Yes	82 Yes	86 Yes	92 1 person	50 Application		45 Asia
	63 No	59 No	55 No	36 4+ persons	41 TN Offer		33 E Europe
				9 2 persons	28 Cooperation		21 Africa
				4 3 persons	10 EP Offer		15 W Europe
					7 Invitation		11 Turkey
					5 Problem		10 Russia
							6 America

Appendix 2: Analysis of correspondence features (part 1)

nr	Subject	Salutation	Name	Intr.
1		Greetings from AIESEC in country	No	No
2		Dear Name	Yes	No
3		No	No	No
4		Hello	No	No
5		Hello	No	No
6		No	No	No
7		Dear position	No	No
8		Dear Name	Yes	No
9		Hey name	Yes	No
10	smiley, !	Hey	No	Yes
11		No	No	No
12		Hei	No	No
13		Hei name	Yes	No
14		Hei names	Yes	No
15		Hello	No	Yes
16	URGENT!!!	Dear AIESECers	No	No
17		Hi name	Yes	Yes
18		Name	Yes	No
19		No	No	No
20		Hey	No	No
21		No	No	No
22		Hi	No	No
23		No	No	No
24	>>>IMPORTANT<<<	No	No	No
25		Dears	No	Yes
26		Hello name	Yes	No
27		Hi name	Yes	No
28		People!	No	No
29		Hello	No	No
30		Greetings from country	No	Yes
31	LVIV))))))))))))))))	Hello	No	Yes
32		Hello	No	Yes
33		Hello	No	No
34	no subject	Hello	No	Yes
35		Hello, dear	No	No
36		No	No	No
37		No	No	No
38		Hello AIESEC Czech	No	No
39		Hello name	Yes	No
40		Hello name	Yes	No
41		No	No	No
42		Hi	No	Yes
43		Hi	No	Yes
44		Hi =)	No	No
45		No	No	No
46		Hey!	No	Yes
47		Hi name	Yes	No
48		Hi name	Yes	No
49		Hi name	Yes	No
50		Hey name	Yes	No

nr	Subject	Salutation	Name	Intr.
51		Hey name	Yes	No
52		Hey name	Yes	No
53		Hey AIESEC country !!	No	No
54	caps	No	No	No
55		No	No	No
56		No	No	No
57	? and !	Hey Dear!	No	Yes
58		Hey country AIESECers	No	No
59		Hello country AIESECers	No	Yes
60		Hey AIESEC in country !	No	Yes
61	no subject	Greetings name	Yes	No
62		This is greeting from AIESEC LC country	No	No
63		Hey name	Yes	No
64		Hey name	Yes	No
65		Hey name	Yes	Yes
66	Urgent	Hey AIESEC country !	No	Yes
67		Hey	No	No
68		No	No	No
69		Hi !	No	Yes
70		Hey!	No	No
71		No	No	No
72		Hi there name	Yes	Yes
73		Hi country	No	Yes
74		Hello !	No	No
75		Hey name	Yes	No
76		You	No	No
77	Stage!!!	Hi AIESECers	No	No
78		Hi name	Yes	No
79		Hi name	Yes	No
80		Hi name	Yes	No
81		Dear Name	Yes	Yes
82	Fwd	Hello	No	Yes
83		Hello AIESEC-er	No	Yes
84		No	No	No
85		Dear Name	Yes	No
86		Hi! :)	No	Yes
87		No	No	No
88		Hello	No	No
89		Hello	No	Yes
90		No	No	No
91		Hi!	No	No
92		No	No	No
93		No	No	No
94	Question	Hey AIESEC	No	Yes
95		No	No	No
96		No	No	No
97	[Chinese]	Hi name	Yes	Yes
98	[Chinese]	Ni hao, dear	No	No
99	!!!!!	No	No	No
100	!!!!!	No	No	No

nr	Subject	Salutation	Name	Intr.
101		Hi name	Yes	No
102		Hi!	No	No
103		Hi	No	No
104		Hey	No	No
105		No	No	No
106		No	No	No
107		Name hello!	Yes	No
108		No	No	No
109		Hey	No	No
110		Hello	No	Yes
111		Hey AIESEC	No	No
112		Hey	No	No
113		Hey my friend	No	No
114		Hey	No	No
115		No	No	No
116		Dear AIESECers	No	No
117		Greetings from place	No	No
118		Dear Name	Yes	Yes
119		No	No	No
120		Dear Name	Yes	No
121	URGENT	Hi AIESEC	No	Yes
122		No	No	No
123		Hi name	Yes	Yes
124		Hello)	No	No
125		Hey AIESEC	No	No
126		Dear	No	Yes
127		Dear	No	No
128		Dear Name	Yes	No
129		Hey name	Yes	No
130		Hello name	Yes	No
131		Hi	No	No
132		Hi	No	No
133		Hello name	Yes	Yes
134		No	No	No
135		Hi name	Yes	No
136		Hi name	Yes	No
137		Hello everyone	No	Yes
138		Hey	No	No
139	Re	Hello position in country	No	Yes
140		Thank you name	Yes	No
141		Hello name	Yes	Yes

	Total:	Total:	Total:
	32 No salutation	99 No	106 No
	28 Hey	42 Yes	35 Yes
	28 Hi		
	26 Hello		
	13 Dear		
	4 Greeting		
	4 Native		
	6 Other		

Appendix 2: Analysis of correspondence features (part 2)

nr	Complimentary Close	Name	Sign.	Special Signature	Pos.	Cont.
1	Have a nice day	Yes	Yes	Close + quote	Yes	Yes
2	Regards	Yes	No	-Student-	No	No
3	No	No	Yes		Yes	Yes
4	Good luck!	No	Yes		Yes	Yes
5	Thanks	No	No		No	No
6	Thanks :)	No	No		No	No
7	Best regards	No	Yes		Yes	Yes
8	Thank you	No	Yes	Close + quote	Yes	Yes
9	No	No	Yes	Close + quote	Yes	Yes
10	Best regards	No	Yes		Yes	Yes
11	No	No	Yes		Yes	Yes
12	Have a nice day	No	Yes	close	Yes	Yes
13	Have a nice day	No	Yes	close	Yes	Yes
14	Have a nice day	No	Yes	close	Yes	Yes
15	No	No	Yes		Yes	Yes
16	No	No	Yes		Yes	Yes
17	Greetings from place	Yes	No		No	No
18	No	Yes	No		No	No
19	No	Yes	No		No	No
20	Best regards	Yes	Yes	quote	Yes	Yes
21	No	Yes	Yes	quote	Yes	Yes
22	Best regards	Yes	Yes	quote	Yes	Yes
23	No	No	Yes	quote	Yes	Yes
24	No	No	Yes		Yes	No
25	Yours AIESECly	Yes	Yes	close	Yes	Yes
26	Waiting your response	Yes	Yes	quote	Yes	Yes
27	No	No	Yes		Yes	Yes
28	No	No	No		No	Yes
29	Thanks	No	Yes		Yes	Yes
30	AIESECly yours,	No	Yes		Yes	Yes
31	with love)	No	No		No	No
32	No	No	Yes	Best regards/native	Yes	Yes
33	No	No	Yes		Yes	Yes
34	No	No	Yes	Cheers	No	Yes
35	No	No	No		No	No
36	best wishes from country	No	No		No	No
37	thnx	No	No		No	No
38	No	Yes	No		No	No
39	Regards	Yes	No		No	No
40	No	Yes	No		No	No
41	Regards	Yes	No		No	No
42	Regards	No	No		No	No
43	No	Yes	No		No	No
44	Thanks in advance	Yes	No		No	No
45	No	No	No		No	No
46	Regards	No	Yes		Yes	Yes
47	Cheers	No	Yes	regards	Yes	Yes
48	Talk to you soon	No	Yes	regards	Yes	Yes
49	Cheers	No	Yes	regards	Yes	Yes
50	No	No	Yes	regards	Yes	Yes

nr	Complimentary Close	Name	Sign.	Special Signature	Pos.	Cont.
51	No	No	Yes	regards	Yes	Yes
52	No	No	Yes	regards	Yes	Yes
53	Best regards	Yes	Yes		Yes	Yes
54	No	No	Yes		Yes	Yes
55	No	No	Yes		Yes	Yes
56	No	No	Yes		Yes	Yes
57	No	No	Yes		Yes	Yes
58	Greetings from place	Yes	Yes	no name	Yes	Yes
59	AIESECly :)	No	Yes	Best regards	Yes	Yes
60	Sincerely yours	Yes	No		Yes	Yes
61	Thank you	No	Yes		Yes	Yes
62	No	No	Yes	Best regards	Yes	Yes
63	Hugs :)	No	Yes	Best regards	Yes	Yes
64	No	Yes	Yes		Yes	Yes
65	Kind regards	No	Yes		Yes	Yes
66	Sincerely yours	Yes	Yes		Yes	Yes
67	No	No	Yes		Yes	Yes
68	No	No	Yes	Thanks and regards	Yes	Yes
69	Take care	initial	Yes		Yes	Yes
70	Regards	initial	Yes		Yes	Yes
71	No	No	Yes		Yes	Yes
72	Thanks !! :D	No	Yes		Yes	Yes
73	Waiting for your response	Yes	No		No	No
74	Greetings from country	Yes	No		No	No
75	Thank you	Yes	No		No	No
76	No	No	Yes		Yes	Yes
77	Greetings	Yes	Yes		Yes	No
78	Cheers	Yes	Yes		Yes	Yes
79	Cheers	Yes	Yes		Yes	Yes
80	Keeping my fingers crossed	Yes	Yes		Yes	Yes
81	Best regards	No	Yes		Yes	Yes
82	Best regards	No	Yes		Yes	Yes
83	Best regards	No	Yes		Yes	Yes
84	Thank you and have a great day	No	Yes	Warm regards,	Yes	Yes
85	Best	No	Yes	Sincerely	Yes	Yes
86	Greetings from place	Yes	Yes		Yes	Yes
87	Happy holidays!	No	Yes		Yes	Yes
88	Thanking you !!!	No	Yes		Yes	Yes
89	Have a nice day	No	Yes	Best regards	Yes	Yes
90	No	No	Yes	Best regards	Yes	Yes
91	No	No	Yes	Best regards	Yes	Yes
92	Thanks	Yes	Yes		Yes	Yes
93	Thanks for your attention :)	No	Yes		Yes	Yes
94	Good wishes))	No	No		No	No
95	No	No	No		No	No
96	No	No	No		No	No
97	No	No	Yes	Bests	Yes	Yes
98	Nice day	No	Yes	Bests	Yes	Yes
99	No	No	Yes		No	Yes
100	No	No	No		No	Yes
101	Regards	No	Yes		Yes	Yes

nr	Complimentary Close	Name	Sign.	Special Signature	Pos.	Cont.
102	Best regards	No	Yes		Yes	Yes
103	Best regards	No	Yes		Yes	Yes
104	No	No	Yes		Yes	Yes
105	Good luck	No	Yes		Yes	Yes
106	No	No	Yes		Yes	Yes
107	No	No	Yes	Kind regards	Yes	Yes
108	No	No	Yes	Kind regards	Yes	Yes
109	Greetings	Yes	No		No	No
110	Kind regards	No	No		No	No
111	No	No	Yes	Best regards	Yes	Yes
112	No	No	Yes		Yes	Yes
113	No	No	Yes		Yes	Yes
114	No	No	Yes		Yes	Yes
115	No	No	Yes		Yes	Yes
116	No	No	Yes		Yes	No
117	No	No	Yes		Yes	Yes
118	best wishes from country	Yes	Yes		Yes	Yes
119	AIESECly yours,	Yes	Yes		Yes	Yes
120	Regards	No	Yes		Yes	Yes
121	No	No	Yes	Regards	Yes	Yes
122	No	No	Yes	Regards	Yes	Yes
123	No	No	Yes	Sincerely yours (both lang)	Yes	Yes
124	No	No	No		No	No
125	No	No	Yes		Yes	Yes
126	Thank you	No	Yes		Yes	Yes
127	Best wishes	No	Yes		Yes	Yes
128	No	No	Yes	Warmest regards,	No	No
129	No	No	Yes		Yes	Yes
130	Thanks	No	Yes		Yes	Yes
131	No	No	Yes	Best regards, both languages	Yes	Yes
132	No	No	Yes	Best regards, both languages	Yes	Yes
133	No	No	Yes		Yes	Yes
134	No	No	Yes		Yes	Yes
135	No	No	Yes		Yes	Yes
136	No	No	Yes		Yes	Yes
137	No	No	Yes	Warm regards,	Yes	Yes
138	No	No	Yes	Regards	Yes	Yes
139	Looking forward to hear from you	Yes	No		Yes	No
140	Enjoy your day	Yes	No		No	No
141	Thank you	No	Yes		Yes	Yes

Total:		Total:	Total:	Total:	Total:	Total:
66 No close		104 No	109 Yes	37 closes	108 Yes	108 Y
16 Thank		35 Yes	32 No		33 No	33 No
10 Best regards		2 Initials				
8 Regards						
6 Greetings						
5 Have a nice day						
4 Cheers						
3 Best wishes						
3 AIESECly						
20 Other						

Appendix 3: Analysis of layout

nr	Pictures	Fonts/size	Colours	Paragraphs	Length	Links	Attachments
1	No	Yes	Yes	5	30	Yes	Yes
2	No	No	No	1	5	No	Yes
3	Yes	Yes	Yes	diff	80	Yes	No
4	No	No	No	4	10	No	No
5	No	No	No	1	2	No	No
6	No	No	No	1	1	No	No
7	No	No	No	1	5	Yes	No
8	No	No	No	1	5	No	No
9	No	No	No	1	1	No	No
10	No	Yes	Yes	diff	30	Yes	No
11	No	No	No	1	1	No	No
12	No	No	No	1	5	No	No
13	No	No	No	2	10	No	No
14	No	No	No	3	10	No	No
15	No	No	Yes	3	10	No	Yes
16	No	Yes	Yes	diff	20	Yes	No
17	No	No	No	4	10	No	No
18	No	No	No	1	5	No	No
19	No	No	No	2	5	No	No
20	No	No	No	1	5	No	No
21	No	No	No	1	3	No	Yes
22	No	No	No	1	5	No	No
23	No	No	No	1	5	No	No
24	No	Yes	Yes	diff	20	Yes	No
25	Yes	Yes	Yes	diff	50	No	Yes
26	No	No	No	1	5	No	No
27	Yes	Yes	No	diff	60	Yes	No
28	Yes	Yes	Yes	diff	70	Yes	No
29	No	No	No	1	3	No	No
30	Yes	Yes	Yes	diff	160	Yes	No
31	No	No	No	diff	10	Yes	No
32	Yes	Yes	No	4	30	No	Yes
33	No	No	No	1	1	No	No
34	Yes	No	No	diff	20	No	Yes
35	no	No	No	2	5	No	No
36	No	No	No	1	5	No	No
37	No	No	No	2	3	No	No
38	No	No	No	11	60	No	No
39	No	No	No	2	5	No	No
40	No	No	No	1	4	No	No
41	No	No	No	1	4	No	No
42	No	No	No	1	5	No	No
43	No	No	No	1	5	No	No
44	No	No	No	3	10	No	No
45	No	No	No	2	2	No	No
46	No	No	No	2	5	No	No
47	No	No	No	1	3	No	No
48	No	No	No	2	10	No	No
49	No	No	No	1	5	no	No
50	No	No	No	1	5	No	No

nr	Pictures	Fonts/size	Colours	Paragraphs	Length	Links	Attachments
51	No	No	No	1	2	No	No
52	No	No	Yes	6	15	No	No
53	No	Yes	No	3	10	Yes	No
54	Yes	Yes	No	3	20	No	No
55	No	Yes	Yes	1	1	No	No
56	No	Yes	Yes	2	4	No	No
57	Yes	Yes	Yes	diff	55	Yes	Yes
58	No	Yes	Yes	7	20	No	No
59	Yes	Yes	Yes	3	20	Yes	Yes
60	No	Yes	Yes	2	10	No	Yes
61	Yes	Yes	Yes	diff	240	Yes	Yes
62	Yes	Yes	Yes	7	40	Yes	Yes
63	No	No	No	3	5	No	No
64	No	no	Yes	3	10	No	No
65	No	no	No	1	5	No	No
66	No	Yes	Yes	6	15	No	Yes
67	No	Yes	Yes	1	1	No	No
68	No	No	No	1	1	No	No
69	No	No	No	9	20	No	No
70	No	No	No	2	12	No	Yes
71	No	No	No	1	1	No	Yes
72	No	Yes	Yes	diff	60	Yes	No
73	No	Yes	Yes	3	10	No	No
74	No	No	No	3	12	No	No
75	No	No	No	3	10	No	No
76	Yes	Yes	Yes	diff	50	No	No
77	No	No	No	4	12	No	No
78	No	No	No	2	5	No	No
79	No	No	No	1	4	No	No
80	No	No	No	1	4	No	No
81	No	No	Yes	3	10	No	No
82	Yes	No	Yes	4	40	No	No
83	Yes	Yes	Yes	diff	120	No	Yes
84	No	Yes	Yes	6	35	Yes	Yes
85	No	No	No	2	7	No	No
86	No	No	No	5	25	Yes	No
87	No	No	No	2	3	No	No
88	No	No	No	3	20	No	No
89	Yes	Yes	Yes	diff	40	Yes	No
90	Yes	Yes	Yes	diff	40	No	Yes
91	No	No	No	2	5	No	No
92	No	No	No	3	8	No	No
93	No	Yes	Yes	4	60	Yes	No
94	No	No	No	1	2	No	No
95	No	No	No	1	1	No	No
96	No	No	No	1	1	No	No
97	No	Yes	Yes	4	10	No	No
98	No	Yes	No	2	13	No	No
99	Yes	No	No	diff	40	Yes	No
100	No	No	No	2	4	No	No

nr	Pictures	Fonts/size	Colours	Paragraphs	Length	Links	Attachments
101	No	No	No	4	10	No	No
102	No	No	No	1	6	No	No
103	No	No	No	2	5	Yes	No
104	No	No	No	1	7	Yes	No
105	No	No	No	1	4	Yes	No
106	No	No	No	1	3	No	No
107	No	No	No	2	8	No	No
108	No	No	No	2	3	No	Yes
109	No	No	No	2	8	No	No
110	Yes	Yes	Yes	5	15	No	No
111	No	No	No	2	8	Yes	No
112	No	No	No	1	3	No	No
113	No	No	No	2	6	No	No
114	No	No	No	1	3	No	No
115	No	No	No	1	1	No	No
116	No	Yes	Yes	1	10	No	Yes
117	Yes	Yes	No	1	15	Yes	No
118	No	No	No	4	10	No	No
119	No	No	No	2	6	No	No
120	No	No	No	3	10	No	No
121	No	No	Yes	9	25	Yes	No
122	No	No	No	1	1	No	No
123	No	No	No	2	5	No	No
124	No	No	No	1	2	No	No
125	Yes	Yes	Yes	2	20	No	Yes
126	Yes	No	No	2	40	No	No
127	No	No	No	1	7	No	No
128	No	No	No	1	8	No	No
129	No	No	No	3	9	No	No
130	No	No	No	3	8	Yes	No
131	No	No	No	1	3	No	No
132	No	No	No	1	4	No	No
133	No	No	No	1	2	no	No
134	No	No	No	1	2	Yes	No
135	no	No	No	5	10	No	No
136	no	No	No	2	9	No	Yes
137	No	No	No	2	4	No	No
138	No	No	No	2	6	No	No
139	No	Yes	Yes	diff	60	Yes	No
140	No	No	No	1	6	No	No
141	No	No	No	2	9	No	No

	Total:	Total:	Total:	Total:	Total:	Total:	Total:
	119 No	104 No	104 No	53 1	62 <5	111 No	119 No
	22 Yes	37 Yes	37 Yes	31 2	37 5-10	30 Yes	22 Yes
				19 Different	22 11-35		
				17 3	17 36-100		
				9 4-5	3 101+		
				8 6+			
				4 5			

Appendix 4: Analysis of Language (part 1)

nr	Bus.	Bussiness lang. examples	Local	Slang	Slang examples	Int.
1	Yes	inquiry	No	No		Yes
2	Yes	cover letter	No	No		Yes
3	Yes	Motivation letter	No	No		Yes
4	Yes	intern, salary	No	No		Yes
5	No		No	Yes	u	Yes
6	No		No	No		No
7	No		No	No		Yes
8	No		No	No		Yes
9	No		No	No		No
10	No		No	Yes	check out	Yes
11	No		No	Yes	kk, ty	No
12	No		Yes	No		Yes
13	Yes	partnership management	Yes	No		No
14	No		Yes	No		Yes
15	No		No	No		Yes
16	No		No	No		No
17	No		No	No		Yes
18	Yes	analysis, current state	No	No		Yes
19	No		No	Yes	what a pitty	No
20	No		No	No		No
21	No		No	No		No
22	No		No	No		No
23	No		No	Yes	Let's make it	Yes
24	Yes	candidate	No	No		Yes
25	Yes	cover letter, resume	No	No		No
26	No		No	No		Yes
27	Yes	promo message	No	No		No
28	Yes	appointment	No	No		Yes
29	No		No	No		Yes
30	Yes	intern, facilitator, workshop	No	Yes	come and match with us	Yes
31	Yes	interns	No	No		Yes
32	Yes	internship	Yes	No		No
33	No		No	No		No
34	No		No	Yes	take a look	Yes
35	No		No	Yes	u	Yes
36	No		No	No		No
37	No		No	Yes	u, thnx	No
38	Yes	response	No	No		Yes
39	Yes	awaiting reply	No	No		No
40	Yes	expecting reply	No	Yes	keepin touch	No
41	No		No	No		No
42	Yes	Kindly request, acknowledge	No	No		Yes
43	No		No	No		Yes
44	No		No	No		No
45	No		No	No		No
46	Yes	selection process	No	No		No
47	Yes	CV	No	Yes	Ave	No
48	Yes	CV, engagement	No	No	Ad	No
49	Yes	CV	No	No		No
50	Yes	cases concerned	No	Yes	Ok?	Yes

nr	Bus.	Bussiness lang. examples	Local	Slang	Slang examples	Int.
51	Yes	issue	No	Yes	Al	No
52	Yes	concerns, pleasure, partnership	No	Yes	al	Yes
53	No		No	No		Yes
54	No		No	No		Yes
55	No		No	No		No
56	Yes	background	No	No		Yes
57	Yes	salary, CV,, motivation letter	No	Yes	u, check it out	Yes
58	Yes	suppliers, internship	No	No		Yes
59	Yes	project management, preparatio	No	Yes	pls,	Yes
60	No		No	No		No
61	Yes	delivering ssession, intern, outcc	No	No		Yes
62	No		No	No		Yes
63	No		No	No		Yes
64	Yes		No	No		Yes
65	No		No	No		Yes
66	Yes	internship	No	No		Yes
67	No		No	Yes	Thanks	No
68	No		No	No		Yes
69	Yes	internship, department	No	No		Yes
70	Yes	internship	No	No		Yes
71	No		No	No		Yes
72	Yes	internship	No	Yes	loads	Yes
73	Yes	application, CV, cover letter	No	No		Yes
74	Yes	professional and personal goals	No	No		Yes
75	Yes	CV	No	Yes	ok?	Yes
76	No		No	No		Yes
77	Yes	department, marketing and sale:	No	No		Yes
78	No		No	Yes	yeah	No
79	No		No	No		No
80	No		No	No		No
81	Yes	CV, interview	No	No		Yes
82	Yes	arrange interview	No	No		Yes
83	Yes	intern, workshops, conferences	No	No		Yes
84	Yes	candidates, application process,	No	No		Yes
85	Yes	cooperation	No	No		No
86	No		No	No		Yes
87	No		No	Yes	Thanks	No
88	Yes	workshops, participants, confere	No	No		No
89	No		No	Yes	u	Yes
90	Yes	invitation letter	No	No		No
91	No		No	No		No
92	Yes	CV	No	No		No
93	Yes	promotional video, intern, intern	No	Yes	take a look	Yes
94	No		No	No		Yes
95	No		No	No		No
96	Yes	internship	No	No		No
97	Yes	establish a partnership, coopera	No	No		Yes
98	No		Yes	No		Yes
99	No		No	No		Yes
100	No		No	No		No

nr	Bus.	Bussiness lang. examples	Local	Slang	Slang examples	Int.
101	Yes	internship, residence visa, settle	No	No		No
102	Yes	resume, application	No	No		No
103	Yes	company	No	Yes	check it	No
104	No		No	No		No
105	No		No	No		Yes
106	Yes	negotiation	No	No		Yes
107	Yes	interview	No	No		No
108	No		No	No		No
109	No		No	No		No
110	Yes	interview, capacities, cooperate,	No	No		Yes
111	No		No	No		Yes
112	No		No	No		No
113	No		No	No		Yes
114	Yes	marketing, background	No	No		Yes
115	No		No	No		No
116	Yes	conference	No	No		No
117	No		No	No		No
118	Yes	cooperation, pool, companies, fie	No	No		Yes
119	No		No	No		No
120	Yes	CV, interview	No	No		Yes
121	Yes	partnership	No	No		Yes
122	No		No	No		No
123	Yes	recruit	No	Yes	smb	Yes
124	No		No	No		Yes
125	No		No	Yes	catch the opportunity	No
126	Yes	CV, interview, internship, projec	No	Yes	pls	Yes
127	No		No	No		Yes
128	Yes	communication problem, unfors	No	No		Yes
129	Yes	cooperation, partner	No	No		No
130	Yes	propose a meeeting, partnership	No	No		Yes
131	Yes	interview	No	No		Yes
132	Yes	conference	No	Yes	cause	No
133	Yes	internship, coordinator	No	Yes	u	Yes
134	No		No	Yes	u, yep, What about	Yes
135	Yes	workload	No	Yes	smth	Yes
136	Yes	CV, internship, credentials	No	No		Yes
137	No		No	Yes	check out	Yes
138	No		No	Yes	get in touch	Yes
139	Yes	strategic importance, internatio	No	Yes	u, r, gonna	Yes
140	No		No	No		No
141	Yes	CV	No	No		Yes

			Total:	Total:		Total:
			136 No	107 No		84 Yes
			5 Yes	34 Yes		57 No

Appendix 4: Analysis of Language (part 2)

nr	Contracted	Repeated	Rep. example	Misspelling	Passive
1	No	Yes	??	0	Yes
2	No	No		0	No
3	No	No		0	Yes
4	No	No		0	No
5	No	No		0	No
6	No	No		0	No
7	No	No		0	Yes
8	No	No		0	Yes
9	No	No		0	No
10	Yes	No		4	No
11	No	No		0	No
12	No	No		1	No
13	No	No		0	No
14	No	No		0	No
15	Yes	No		0	No
16	Yes	Yes	???	0	No
17	No	No		0	No
18	No	Yes	..	0	Yes
19	Yes	Yes	..	1	No
20	No	Yes	!!!	0	No
21	No	No		0	No
22	No	Yes	!!	0	No
23	No	No		0	No
24	No	No		0	No
25	Yes	No		0	No
26	No	No		4	No
27	No	No		0	No
28	No	Yes	???, !!!	0	No
29	No	No		0	No
30	No	Yes	!!	0	No
31	No	Yes	!!!!!!!!!!,))))))))))	1	Yes
32	Yes	No		0	No
33	No	No		0	No
34	Yes	No		0	No
35	Yes	Yes	)) ..	1	No
36	No	No		3	No
37	Yes	No		0	No
38	No	No		4	Yes
39	No	No		1	No
40	No	No		0	No
41	No	No		0	No
42	No	No		1	No
43	Yes	No		0	No
44	Yes	No		0	No
45	Yes	No		0	No
46	No	No		0	No
47	No	No		1	No
48	Yes	No		2	No
49	No	No		0	No
50	No	No		0	No

nr	Contracted	Repeated	Rep. example	Misspelling	Passive
51	No	No		1	No
52	No	No		1	No
53	No	Yes	!!	0	No
54	No	Yes	!!!	0	No
55	No	No		2	No
56	No	No		6	No
57	Yes	Yes	!!!!	0	No
58	Yes	No		0	No
59	No	No		2	Yes
60	No	No		0	No
61	No	No		1	Yes
62	Yes	Yes	--- ???	2	No
63	Yes	No		5	No
64	Yes	No		1	No
65	Yes	Yes	..	4	No
66	Yes	No		0	No
67	No	No		0	No
68	No	No		0	No
69	Yes	No		3	No
70	No	No		1	No
71	Yes	No		0	No
72	No	Yes	!!	0	No
73	Yes	No		1	No
74	No	No		0	No
75	No	Yes	!!	0	No
76	Yes	Yes	!! ...	0	No
77	No	Yes	!!!! !!	0	Yes
78	No	Yes	...	0	No
79	Yes	No		0	No
80	No	Yes	...	0	No
81	Yes	No		2	No
82	No	No		1	No
83	No	Yes	...	0	No
84	No	Yes	!!	0	No
85	Yes	No		1	No
86	No	No		0	No
87	No	No		0	No
88	No	Yes	!!!	0	No
89	Yes	No		0	No
90	No	No		1	No
91	No	No		0	No
92	No	Yes	!!	2	No
93	Yes	Yes	!!!	2	No
94	Yes	No		1	No
95	No	No		0	No
96	No	No		0	No
97	Yes	No		1	Yes
98	No	Yes	smileys	2	No
99	No	No		0	No
100	Yes	Yes	!!!!!	0	No

nr	Contracted	Repeated	Rep. example	Misspelling	Passive
101	No	No		0	Yes
102	No	No		2	Yes
103	No	No		1	No
104	No	No		2	Yes
105	No	No		1	No
106	Yes	No		3	No
107	No	No		2	No
108	No	No		0	No
109	No	Yes	...	3	Yes
110	Yes	No		2	No
111	No	Yes	!!!!	0	No
112	No	No		0	No
113	No	No		0	No
114	No	No		1	No
115	No	No		0	No
116	No	Yes	!!!!	0	No
117	No	Yes	!!!	0	No
118	No	No		3	No
119	No	Yes	!!!!	0	No
120	Yes	No		1	No
121	Yes	No		5	No
122	No	No		1	No
123	Yes	No		2	No
124	Yes	Yes	...	6	No
125	Yes	No		0	No
126	Yes	No		0	No
127	No	No		0	Yes
128	No	No		0	Yes
129	No	No		2	No
130	No	No		1	No
131	No	No		0	No
132	Yes	No		1	No
133	Yes	No		0	No
134	Yes	No		0	No
135	Yes	No		0	No
136	Yes	No		1	No
137	No	No		1	No
138	No	No		0	No
139	Yes	No		4	No
140	No	No		0	No
141	Yes	No		7	No

Total:	Total:		Total:	Total:
94 No	107 No		85 0	134 No
47 Yes	34 Yes		27 1	17 Yes
			14 2	
			5 3	
			5 4	
			2 5	
			2 6	
			1 7	