

An Analysis of Strategies and Problems in English E-mail Writing of Employees Working on a Thai Commercial Bank in Bangkok, Thailand

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Abstract

This study utilized a mixed research design, integrating both quantitative and qualitative methods to investigate the challenges of English email writing among bank employees and to explore the strategies they employ to manage these difficulties. For data collection, the study analyzed 172 English emails sent and received by 63 bank employees between May 1, 2023, and July 31, 2023. The purpose was to classify email types and examine writing issues along with strategies for improvement. The data were analyzed using descriptive statistics including frequency, percentage, mean, and standard deviation, along with comparative analysis through t-tests and F-tests. The findings showed that the most frequently received email types were Informational emails (33 items, 19.19%), followed by Request emails (25 items, 14.53%), Updating emails (18 items, 10.47%), Invitation emails (17 items, 9.88%), and Attachment emails (16 items, 9.30%). An analysis of grammar, spelling, and punctuation errors revealed that the most common mistakes occurred in the use of adjectives, verbs, and spelling. No statistically significant difference ($\alpha = .05$) was found in English email writing styles between male and female employees. However, at the sub-variable level, a significant difference was identified in how employees addressed the challenges of writing emails, especially regarding the clarity of using online resources to enhance writing and make a favorable impression on recipients. This was supported by post hoc analysis using the Least Significant Difference (LSD) method. Both male and female employees, from various experience levels, often used translation tools such as Google Translate, DeepL, Wordvice AI, Alexa Translations, and Bing Microsoft Translator to reduce errors. Employees with less than five years of experience generally reported higher accessibility to these tools than those with over fifteen years of experience.

Keywords: English email writing, Bank employees, Writing challenges, Translation tools

1. Introduction

Email, short for electronic mail, involves the exchange of messages between digital computers over a network. This system enables users to share text, images, sounds, and animations with others on the same network (Mouton, D. G. 2016 & Beal, V. 2021). It's akin to sending a traditional letter by post, as the sender crafts a message containing their and the recipient's names, then triggers the command to dispatch the message. Both the sender and recipient need registered email addresses (Bletzer, K. V. 2023). The key benefit of email communication lies in its ability to replace paper-based correspondence, enabling convenient, cost-effective, and environmentally friendly transmission of information.

In today's world, effective English email communication is vital for both professional and personal interactions. Mastering the art of crafting appropriate English emails for various situations is essential for clear and efficient communication. This research focuses on exploring the differences in English email writing between male and female employees at a bank in Bangkok. It investigates the strategies employed and the challenges

encountered when sending English emails between different departments within the bank. Additionally, the study analyzes the most common types of emails sent and identifies errors related to wording and punctuation.

The literature review highlights that writing English emails is a crucial skill in business settings and for interdepartmental communication. For individuals with diverse backgrounds and experiences, writing emails in English as a second language presents challenges that must be addressed. These challenges include language errors that violate grammatical rules (Foosuan, S., Chumpavan, S., & Suksaeresup, N. 2019), employing strategies to correct these errors and overcome writing difficulties to gain confidence before sending emails (Pimthong, S., Chumpavan, S., & Suksaeresup, N. 2018), and variations in language culture observed in different regions (Elekaei, A., Faramarzi, S., & Afghari, A. 2014).

The study focuses on analyzing email communication in English across different departments within banks. It involves 63 bank employees who mainly use email as their main form of communication. These employees will be divided into two groups based on gender: male and female employees from diverse departments. The research aims to compare and contrast the patterns of email composition between these two groups to ascertain which group generates more comprehensive emails. The research outcomes aim to provide valuable insights for improving the email writing skills of bank employees.

Thus, considering these factors, the researchers decided to plan and conduct a mixed-methods study. The study aimed to compare how problems in English email writing and management strategies differ between male and female bank employees in Thailand. The data will be shared with higher-level executives to enhance employees' proficiency in English email communication and the organization's overall positive image.

Summary of the principles and justifications for the research: Employees at Thai commercial banks consider English to be a secondary language after Thai. Consequently, they face common challenges in composing emails, including language errors such as incorporating Thai words like "Sawatdee kha," "Sawatdee krub," "Khop khun kha," "Khop khun krub," "kha," "Na kha," "krub," "Na krub," and "Krun" (Sophana, S. 2015). This research identifies these challenges and aims to address them, ultimately benefiting the bank organization in the future.

1.1 Research Objectives

This research objective to investigate issues related to English email communication among bank staff, identify effective strategies to address these problems, and motivate employees to revise writing errors in their emails. The ultimate goal is to enhance communication between different departments within the organization. As such, this thesis will have four key goals:

1. To confirm if the email has been written correctly following the designated email writing style.
2. To analyze the email writing of bank employees to evaluate their compliance with standard English grammar rules.
3. To evaluate the difference in English email writing skills between male and female employees and identify which group exhibits superior writing proficiency.
4. To develop a strategy for enhancing the email writing proficiency of bank employees, enabling them to communicate more effectively in accordance with organizational standards.

1.2 Theories and Literature Review

A review of related literature (RRL) is a condensed overview and synthesis of previous scholarly research on a particular topic. It serves as an academic document used to identify and analyze the insights and findings from past studies relevant to the current research topic. An RRL helps researchers in identifying gaps, limitations, and potential directions for future investigation. The literature relevant to this study encompasses the following.

Improving English Email Writing Abilities among Bank Staff: An Examination of Existing Literature.

Introduction: In the modern age of digital communication, effective email correspondence holds significant importance for professional interactions, particularly within the banking sector. This literature review investigates methods to improve the English email writing proficiency of bank employees, focusing on the critical role of grammatical accuracy in fostering successful communication.

The Significance of English Email Writing in Banking: Effective email communication is essential for fostering and sustaining relationships with clients, colleagues, and stakeholders in the banking sector. Grammatical correctness ensures clear, professional, and credible message transmission, thereby promoting trust and reliability.

Literature Review:

1. Grammar Fundamentals: Understanding the basic principles of English grammar is essential for constructing clear and coherent emails. Bank employees should be familiar with grammatical rules governing sentence structure, punctuation, verb agreement, and tense usage to minimize errors and enhance readability.

2. Writing Style and Tone: Adopting an appropriate writing style and tone is essential for conveying professionalism and building rapport with email recipients. Bank employees should aim for a formal yet friendly tone, using polite language and avoiding jargon or slang that may be misunderstood.

3. Proofreading Techniques: Developing effective proofreading techniques helps in identifying and correcting grammatical errors, typos, and inconsistencies before sending emails. Employees should review their emails carefully, paying attention to spelling, grammar, punctuation, and formatting to maintain credibility and professionalism.

4. Language Training Programs: Providing language training programs tailored to the specific needs of bank employees can significantly improve their English email writing skills. These programs may include grammar workshops, writing exercises, and feedback sessions to reinforce learning and address individual challenges.

5. Utilization of Online Resources: Access to online resources such as grammar guides, writing tutorials, and language proficiency tools can support bank employees in honing their email writing abilities independently. Encouraging the use of these resources empowers employees to enhance their skills continuously.

Sample Review of Literature:

1. Research Topics – English Writing Errors in the Written Tasks of Thai Employees Working in a Thai Bank and the Impact of Errors on the Bank's Business.

Foosuwan, S., Chumpavan, S., & Suksaeresup, N. (2019) Studies have explored English writing errors made by Thai employees in the banking sector, focusing on 15 error types and their impact on the industry. Participants included (a) bank employees and (b) bank supervisors. Data were collected using four tools: (a) demographic surveys for employees, (b) employee writing samples, (c) demographic surveys for supervisors, and (d) semi-structured interviews with supervisors. The results showed that the most common error was punctuation, with 1,193 instances, followed by errors in verbs, nouns, prepositions, articles, syntax, lexicon, pronouns, capitalization, spelling, sentence fragments, adverbs, conjunctions, subject omission, and adjectives, respectively. The most significant impact of errors, especially punctuation, was on employee professionalism and recruitment procedures. Other errors also affected the bank's operations, particularly the employees' ability to communicate professionally with customers, ultimately influencing the bank's reputation and credibility.

2. Research Topics – Email Writing Problems and Strategies Used to Solve the Problems by Thai Employees Communicating with Native and Non-Native English Speakers in an International Workplace.

Pimthong, S., Chumpavan, S., & Suksaeresup, N. (2018) The study has been conducted to investigate English email writing problems and strategies used to solve problems with Thai employees in communicating with native speakers and non-Native English speakers at work abroad in Bangkok, Thailand. It has also taken steps to see if there are significant differences between the problems found and the strategies used by both groups. The participants were 100 Thai employees working at foreign companies based in Bangkok, Thailand using a query as a data collection tool. The results showed that Thai employees who communicated with people who did not use English as their native language were more problematic than those who communicated with native speakers, but the level of strategy used varied between the two groups. This study guides Thai employees to improve their performance in terms of using email communications in a business context by reducing wasted time by writing emails that are not available.

3. Research Topics – The Development of E-mail Literacy: from Writing to Peers to Writing to Authority Figures.

Chi-Fen, E. C. (2016) This paper presents a longitudinal case study of a Taiwanese graduate student's English email use over two and a half years at a U.S. University. Using a critical discourse analysis approach, the study explores the complexity of an L2 learner's evolving email practices, especially in achieving appropriateness in communications with professors. The student's progression in email literacy was linked to her growing understanding of the email medium, shifting performance of student identity, increased familiarity with student-professor interactions, and greater awareness of culture-specific politeness norms. She also had prior experience exchanging emails by letter with friends abroad during her undergraduate studies in Taiwan, which sparked her interest in this medium. Data included 266 emails (168 to friends/classmates and 98 to professors) and three in-depth interviews at different stages of the study. The findings reveal three key aspects of email literacy development: deepened understanding of the medium, evolving student identity performance, and heightened sensitivity to academic and cultural expectations in email communication..

4. Research Topics – Lexical variation, linguistic choice and style in writing Emails of Iranian male and female.

Elekaei, A., Faramarzi, S., & Afghari, A. (2014) Studies have been carried out to language has become increasingly significant within sociolinguistics and socially oriented discourse analysis. Additionally, large communities of people now share information through social networks, which enable rapid access to many new connections. This study investigates email as a type of social network and explores how men and women use language in emails to maintain personal relationships. An analysis of 200 emails (100 from men and 100 from women) revealed that Iranian women used first-person singular pronouns, cognitive words, conjunctions, emotion words, emoticons, polite phrases such as "thank you" and "please," and social words related to society, family, and kinship more frequently than Iranian men. Conversely, Iranian men used articles, taboo words, and words related to finance and money more often than Iranian women. There were no significant differences between Iranian men and women in the use of first-person plural pronouns.

2. Research Methodology

In this section, the principal aspects of the research methodology are outlined.

2.1 Research Design

The objective of this study was to explore the errors arising from English email communication among bank employees involved in interdepartmental exchanges. To achieve this goal, a mixed-methods approach combining quantitative and qualitative research designs was employed. The strategy involves collecting English email data for three months, followed by approximately one month dedicated to data analysis, and finally, another month allocated to summarizing the findings.

2.2 Population and Sample

This study selected a portion of data that reflects the number of emails exchanged among bank employees within a three-month (1 quarter) interval from a larger dataset spanning 24 months. The decision to concentrate on this quarterly period was based on the decisions of the individual employees. Since the bank employees who write emails in English are typically the same individuals who send emails regularly, it is sufficient to analyze the errors that occur specifically in English email writing.

2.3 Research Instruments

This research focused on evaluating errors in English email communication across various departments of participating banks, as well as understanding employees' attitudes towards writing emails in English. This was accomplished by distributing quantitative and qualitative surveys to employees who were frequent users of English emails for communication purposes.

1. The initial error analysis involves examining the grammatical accuracy of English email writing, focusing on potential errors in the usage of nouns, pronouns, verbs, adjectives, adverbs, prepositions, and conjunctions. This evaluation is conducted using the researcher's expertise and tools like the Grammatically correct sentence checker. (Grammarly, 2023)

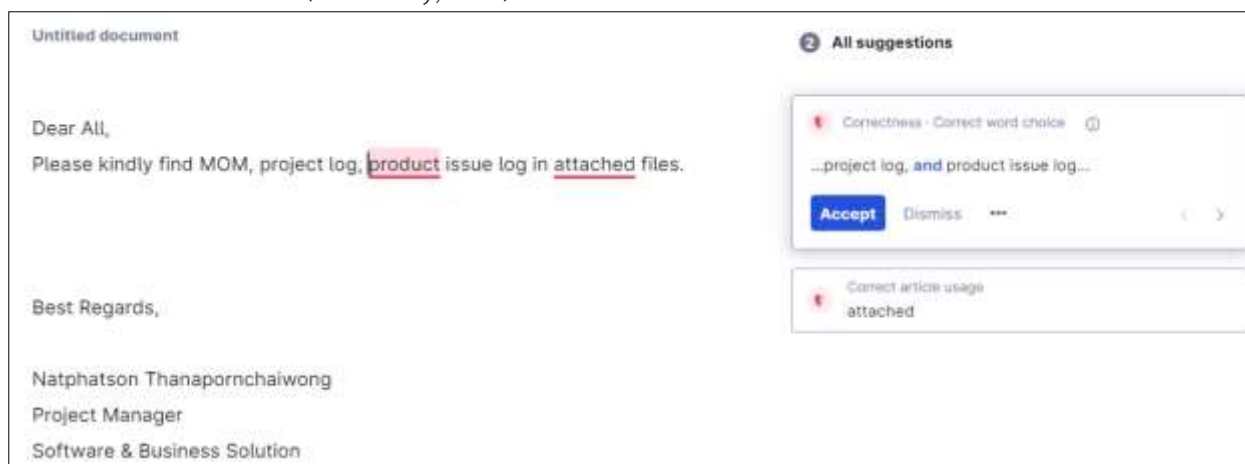


Figure 1 Sample Analyzing grammatical errors in English emails

2. Examining mistakes in the inclusion of required punctuation marks in English emails, including commas, semicolons, colons, end punctuation, parentheses, dashes, quotation marks, apostrophes, and addressing spacing issues.

2.4 Data Collection

The data were collected from both male and female employees who communicated via email in English as part of a project at the Bank, as outlined below:

1. The data were collected from English emails exchanged among employees from different departments at the primary headquarters of the bank, covering the period from May 1, 2023, to July 31, 2023. During this time frame, a total of 172 emails was sent directly to the researchers, along with carbon copies (CC). The data involve correspondence from 31 male employees and 32 female employees. The count of emails received from male employees totaled 65, while those of female employees numbered 107. In particular, the number of emails sent by female employees was twice as many as those sent by male employees.

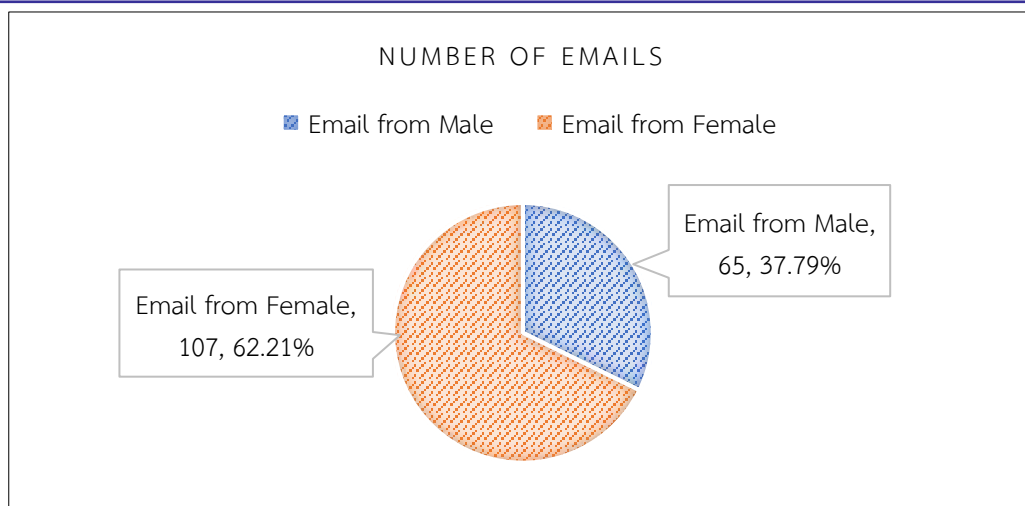


Figure 2 The quantity of emails used in the study

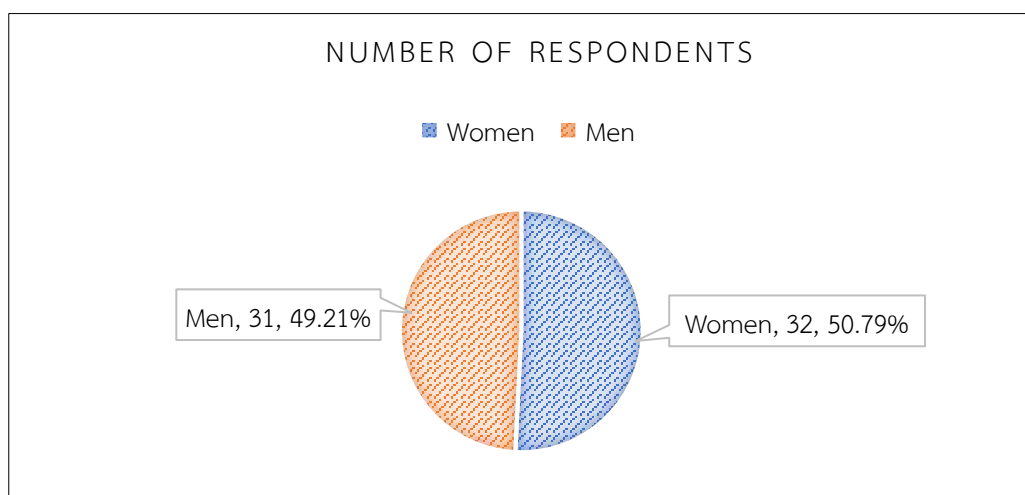


Figure 3 The number of employees who participated in the research survey

2. After gathering the data, English emails are categorized based on the criteria outlined by Dalke, M., & Shaw, A. 2023, which guidelines 14 distinct categories for classification as follow: attachment, apology, complaint, contact, disregard, informational, introduction, invitation, note, refer, request, suggestion, thankfulness, and updating email. Later on, the researcher will analyze the errors in English email writing for each of the previously identified types.

2.5 Data Analysis

The quantitative data gathered for this research were examined using descriptive statistics, such as frequencies, percentages, means, and standard deviations, as well as comparative analysis, including independent samples t-tests and f-tests to determine if the variability of two populations or samples is equal, all through a statistical software package. Moreover, interviews with bank employees provided insights that led to unexpected findings, and also observed the bank employee drafting an email in English before sending it.

2.6 Research Validity and Reliability

The validity and reliability of research concerning English email writing elements are examined as follows:

1. The research instrument suffered evaluation by five experts, all of whom have significant experience in teaching English in Thai universities. Among them were four assistant professors in Thai universities or colleges (Asst. Prof. Dr.) and one individual with a doctoral degree. Their collective agreement on the content

confirmed the test's validity, the evaluation resulted in an Objective Consistency Index more than 0.50, based on the List developed by Rovinelli, R. J., & Hambleton, R. K. 1977. The test's format and structure were evaluated for reliability based on trustworthiness, in accordance with Merriam's (2014) concept of reliability.

2. The reliability analysis conducted on questionnaires related to English email writing among employees of a Thai commercial bank, generated a Cronbach's alpha value exceeding 0.70, indicating a satisfactory level of reliability. Analysts commonly consider 0.70 as the benchmark for Cronbach's alpha at this threshold and above, suggesting sufficient consistency in the list to consider the measurement reliable. Generally, values approaching 0.70 are deemed acceptable. This measurement was devised by Lee Cronbach (1951). The mistake analysis, testing for English email writing: a case study of non-native college applicants' electronic mail communication, utilizing Kraichoke, C. (2017).

3. Results and Discussion

3.1 Results

A t-test assesses the difference between group means in relation to the pooled standard error of those means, producing a t-value that indicates the size of the difference between the groups. Moreover, the t-test determines the probability (alpha level, significance level, p-value) that this difference is due to chance. The key findings of the study are thoroughly detailed and structured based on the research objectives.

1. Results related to the first research objective.

To confirm if the email has been written correctly following the designated email writing style. The researcher classified 14 email categories, identified by the Dalke, M., & Shaw, A. (2023), including attachment, apology, complaint, contact, disregard, information, invitation, introduction, note, refer, request, suggestion, thankfulness, and updating emails. And analyzed 172 emails written by bank employees to categorize them according to previously established email types.

The data from the figure 4 indicates that bank employees predominantly send informational emails, totaling 33 (19.19%). They also send 25 request emails (14.53%), 18 updating emails (10.47%), 17 invitation emails (9.88%), and 16 attaching emails (9.30%). The majority of emails are sent by female employees, except in the case of request emails where male employees send more (M: 14, F: 11).



Figure 4 Classification of emails according to their specific types

2. Findings related to the second research objective.

To evaluate if bank employees' email writing conforms to standard English grammar guidelines.

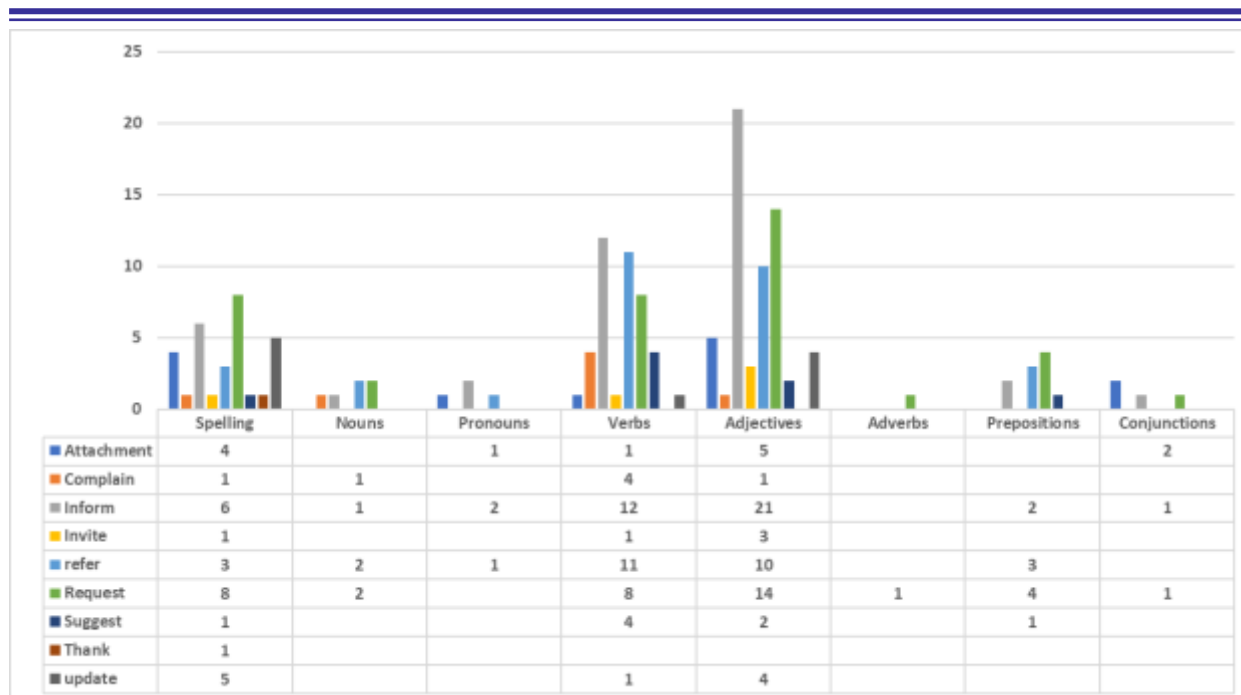


Figure 5 Analysis of English email writing errors committed by male employees

Figure 5 shows that male employees sent 65 emails with grammatical errors. The most common errors were with adjectives, followed by verbs and spelling respectively. And, figure 6 shows that female employees sent 107 emails with grammatical errors. The most frequent errors were with adjectives, followed by spelling and verbs respectively. The errors indicate that male and female employees make similar mistakes when writing English emails. The primary categories of errors include the use of adjectives, verbs, and spelling.

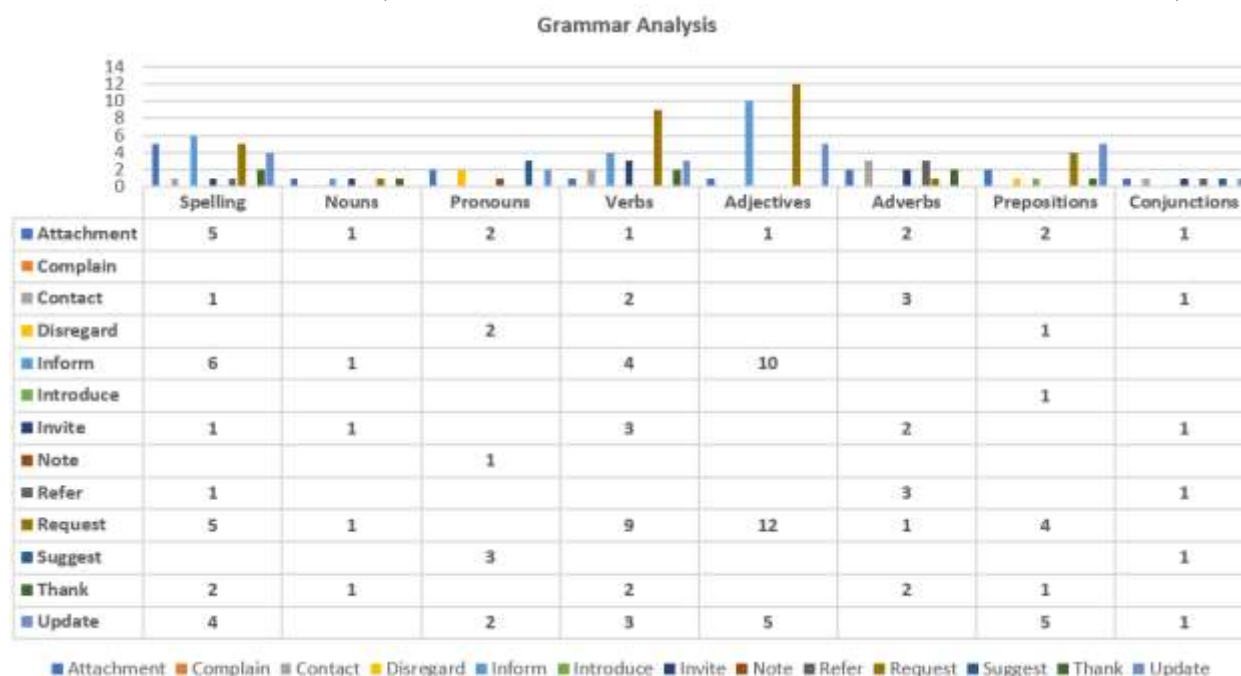


Figure 6 Analysis of English email writing errors committed by female employees

3. Outcomes related to the third research objective.

Offers essential main descriptive statistics to analyze variations in English email writing proficiency among male and female employees, determining which group demonstrates stronger writing skills. The conducting data analysis utilizing t-test statistics.

Table 1 The resulting significant or *P* value is .507 and more than 0.05 ($p < .05$ is a common value that is used)

	N	Mean	Std. Deviation	t	Sig. (p)
Male	32	3.5813	.68835	-.668	.507
Female	31	3.6871	.56020		

Note: If $p < 0.05$ means significant or statistically significant (different, relative), if $p > 0.05$ means non-significant or statistically significant (not different, not correlated)

Data from Table 1, when analyzed statistically for significance (sig.), revealed a p-value of .507, which is greater than 0.05. This indicates that there is no significant difference in writing style and writing errors between male and female employees when composing English emails.

4. Outcomes related to the fourth research objective.

Offers essential main descriptive statistics to develop strategies aimed at improving the email writing proficiency of bank employees, ensuring more effective communication in accordance with corporate standards. The performing data analysis through the utilization of F-test and Post Hoc tests statistics.

Data from Table 2 presents an F-test analysis of the strategies used by bank employees to improve their English email writing before sending emails. With a significant value of .037 (p-value less than 0.05), it indicates a significant difference in writing English emails between male and female employees. Consequently, further analysis using Post Hoc test statistics is necessary on table 3.

Table 2 Searching online for recommendations to enhance email components that are concise, compelling, and leave a favorable impression on recipients

	Sum of Squares	df	Mean Square	F	Sig. (p)
Between Groups	4.499	3	1.500	3.025	.037
Within Groups	29.247	59	.496		
Total	33.746	62			

Table 3 Multiple Comparisons, Dependent Variable, Least significant difference (LSD)

(I) Experience	(J) Experience	Mean Difference (I-J)	Std. Error	Sig. (p)	95% Confidence Interval	
					Lower Bound	Upper Bound
1. < 5 years	2. 5-9 years	.556	.316	.084	-.08	1.19
	3. 10-15 years	.698*	.301	.024	.10	1.30
	4. > 15 years	.797*	.269	.004	.26	1.33
2. 5-9 years	1. < 5 years	-.556	.316	.084	-1.19	.08
	3. 10-15 years	.143	.284	.616	-.42	.71
	4. > 15 years	.241	.249	.337	-.26	.74
3. 10-15 years	1. < 5 years	-.698*	.301	.024	-1.30	-.10
	2. 5-9 years	-.143	.284	.616	-.71	.42
	4. > 15 years	.099	.229	.669	-.36	.56
4. > 15 years	1. < 5 years	-.797*	.269	.004	-1.33	-.26
	2. 5-9 years	-.241	.249	.337	-.74	.26
	3. 10-15 years	-.099	.229	.669	-.56	.36

Note: *. The mean difference is significant at the 0.05 level

Data from Table 3 shows that employees with less than 5 years of work experience use significantly different email improvement strategies compared to employees with 10-15 years and more than 15 years of work experience, with significant values of .024 and .004, respectively. Additionally, employees with 5-9 years of work experience have different email improvement strategies than those with less than 5 years of work experience, with a significant value of .024.

3.2 Discussion

In this section, the study outcomes are discussed and arranged according to the research objectives.

1. In connection with the first research objective, the research findings indicated that within a three-month span, bank employees primarily sent information emails, totaling 33, followed by 25 requests, updating emails, and updates to their email addresses, each comprising 18. Additionally, there were 17 invitations, 16 copies, and attachments, respectively. The most commonly sent email types are informational and request emails, which involve sharing project details and asking for further information.

1.1 An informational email is designed to deliver information or updates to the recipient. This type of email is frequently used in various contexts, including business communication. (Watch, O. H. 2020).

1.2 A request email is written to ask for something, such as information, a favor, or a service. It can be used to seek help, authorization, advice, support, and more. (Park, J. Y. 2023)

1.3 An update email is a regularly sent message to team members, managers, stakeholders, or clients, providing information about the current status of a project. (Kholina, A. S. 2023).

1.4 An invitation email is a written message that explains the purpose of a meeting and requests recipients to attend on a specified date and at a particular location. (Tran, A. 2023).

1.5 An email attachment is a computer file included with an email message. Multiple files can be attached to a single email and sent to the recipient. This is commonly used as a straightforward way to share documents and images. (Herrity, J. 2023).

When managing a team on a project, it's crucial to keep your professional network informed about the project's progress and ensure everyone is aligned. Update emails are essential for maintaining regular communication with your network, including teams and stakeholders. The five most frequently sent email types out of a total of 14 for the bank's project work involve contacting various departments. These emails are used to provide project-related information, request cooperation from coworkers, ask relevant individuals for updates on various situations, invite key people to meetings for better understanding, and share necessary data files and images.

2. Regarding the second research objective, the study results indicated that male and female employees commonly make grammar errors in English emails, particularly with adjectives, verbs, and spelling. Therefore, training in these areas is necessary to improve the effectiveness of English email writing.

2.1 Mistakes in using adjectives can include using the wrong form, confusing adjectives with adverbs, and errors in comparative or superlative forms. (Agarwal, P. 2016).

2.2 Mistakes in verb usage can involve issues such as incorrect tenses, subject-verb agreement errors, problems with auxiliary verbs, and instances where verbs are omitted. (Kittelstad, K. 2022)

2.3 Spelling errors primarily involve misspelling words. This error type concerns using words that are spelled incorrectly within sentences. (Kathy, & Petras, R. 2021).

The findings of this study align with Foosuwan, S., Chumpavan, S., & Suksaeresup, N. 2019, who observed that many email writers make errors in using adjectives, verbs, and spelling. These errors can hinder effective communication in English emails, potentially leading to misunderstandings among readers. Additionally, Ponvarin, S. 2007, argues that individuals who do not regularly use English in their daily lives and

lack practice may continue to make writing errors. Even those who use English in their professional settings may make mistakes due to overlooking their own writing errors and not understanding how to correct them. Thus, ongoing learning and awareness of these errors are crucial for improving email writing skills. Additionally, the study revealed that Thai employees struggle with using verbs correctly. They often have difficulty with subject-verb agreement, as well as using the correct verbs and tenses. According to Rungwaraphong (2014), the Thai language lacks verb agreement, which means that Thais who are not familiar with adjusting verbs to match the subject will continue to make mistakes. Moreover, the grammatical structure of English is challenging for Thais learning it as a foreign or second language.

3. In regards to the third research objective, the t-test results (p-value of 0.507, which is greater than 0.05) indicated no significant difference in English email writing skills between male and female employees. In other words, both male and female employees possess similar skills and exhibit similar types of common errors. This is despite female employees being 1.7 times more likely than male employees to send emails in English (M: 65, F: 107). Ponvarin, S. 2007, asserts that while most Thais have opportunities to use English in their daily lives, they do not focus on grammatical structure. As a result, their writing often contains errors. The third most common error involved the use of nouns, with 131 errors (12.15%). These noun errors, like verb errors, stem from interference with the native language. In Thai, there are no singular or plural forms; instead, words are used to classify numbers or nouns.

4. In concerning the fourth research objective, The study results of the F-test and Post Hoc test indicates that bank employees with less than 5 years of experience employ distinct strategies when composing emails in English compared to employees who have worked for 10-15 years (Sig. = .024 < 0.05) and those who have worked for over 15 years, (Sig. = .004 < 0.05) respectively. In other words, employees from different backgrounds in the banking sector use internet sources to find information that helps them write emails effectively, ensuring clarity, engagement, and appeal to a wide range of recipients. Based on interviews with male and female employees with varying work experiences, it was found that both groups predominantly used language translation tools such as Google Translate, DeepL, Wordvice AI, Alexa Translations, and Bing Microsoft Translation to minimize errors in writing English emails. This aligns with the research by Pimthong, S., Chumpavan, S., & Suksaeresup, N. 2018), which identified the most common strategies for improving English email writing as (1) practicing writing more, (2) using a spelling checker to reduce errors, (3) consulting a dictionary for unfamiliar words, (4) using online tools, (5) asking colleagues about unknown words, (6) using email templates, (7) taking business email writing training courses, (8) making lists of words, (9) keeping emails short and simple to reduce errors, and (10) creating lists of commonly used phrases and sentences. Interview data showed that employees with less than 5 years of experience are more likely to use English translation tools than those with 10-15 years or more than 15 years of experience. It was also found that employees with 10 or more years of experience tend to use Thai words in their English emails. For example, female employees use "Sawatdee kha" instead of "Hello," and male employees use "Sawatdee krub" instead of "Hello." Similarly, female employees say "Khop khun kha" instead of "Thank you," and male employees say "Khop khun krub" instead of "Thank you." Additionally, they use "kha," "Na kha," "krub," and "Na krub" as sentence endings, and "Krun" instead of titles like Mr., Miss, Mrs., and Ms., etc. According to feedback from email recipients, incorporating Thai words into English emails is not significantly problematic. This practice does not have a serious impact on the English sentences, as these Thai words are typically used at the beginning or end of a sentence. Most importantly, it still allows readers to interpret and understand the message.

4. Conclusions and Recommendation

4.1 Conclusion

There are nine types of emails that are less frequently used for interdepartmental communication within the bank's project. These include apology, complaint, contact, disregard, introduction, notes, referral, suggestion, and thankfulness emails. The other five types of emails—informational, request, update, invitation, and attachment—are regularly sent between departments. This is because the project requires consistent updates to report progress to bank executives. Therefore, it is essential to request various pieces of information and schedule meetings to obtain those updates.

Common errors in English emails made by both male and female employees involve adjectives, verbs, and spelling. Additionally, minor errors can occur with nouns, pronouns, adverbs, prepositions, and conjunctions. These errors have the potential to distort the intended meaning of email communications. Therefore, senders must be mindful of these mistakes and take steps to correct them before sending emails to ensure effective communication with the reader.

Email writing skills are crucial for meeting the sender's needs effectively. Consequently, individuals who are not accustomed to writing in English may struggle with business communications. Furthermore, various personal factors such as education level or work experience can contribute to writing errors that lead to misunderstandings or miscommunication. Such issues can result in problems during written English communication, including misunderstandings between readers and writers. In severe cases, these misunderstandings can even lead to business failures. Despite male and female employees having similar English email writing skills, the bank emphasizes the importance of these skills to maintain a positive organizational image.

To reduce errors in writing English emails, bank employees often use online tools like Google Translate, DeepL, Wordvice AI, Alexa Translations, and Bing Microsoft Translation to translate between Thai and English. While the resulting sentences may not be perfect, they are sufficient for communication and understanding between departments. If the email content is still unclear, employees can use other methods, such as office telephones or mobile phones, to request additional information. Additionally, upon reviewing English emails, it is apparent that male and female employees frequently integrate Thai-English phrases such as "Sawatdee kha," "Sawatdee krub," "Khop khun kha," "Khop khun krub," "kha," "Na kha," "krub," "Na krub," and "Krun" when communicating with Thai colleagues. The integration of Thai-infused English has grown increasingly common, reflecting the evolving Thai culture's usage of the English language. This form of communication facilitates mutual understanding between both senders and recipients. Writing and sending emails should be a straightforward process. For many individuals, email serves as the primary mode of communication in various contexts, including business-related exchanges. While email communication remains integral to workplace interactions, its effectiveness hinges on employees' ability to navigate writing challenges. By acknowledging and addressing these challenges through strategic measures, organizations can enhance their overall communication effectiveness and productivity. Proficiency in effective email writing is a valuable skill for employees across all workplaces. The strategies outlined in this paper, when implemented diligently, can empower employees to overcome obstacles and elevate the standard of their email communication. Improving the writing of English emails for intra-bank communication during projects is crucial, as both male and female employees often make grammatical and spelling errors that can change sentence meanings. Consequently, the researcher plans to draft a proposal highlighting these issues to present to management.

4.2 Recommendation

Suggestions for effectively applying research results.

This study identified the most common types of errors found in written tasks produced by Thai employees within the banking sector, and also explored the impact of these errors. The hope is that these findings will offer valuable insights to organizations seeking to assess the English skills of their employees. Additionally, it is anticipated that these results will serve as a guideline for companies aiming to enhance employee writing skills through English classes or language programs, benefiting both employees and the organization. Ultimately, the study aims for companies to gain a better understanding of their employees' proficiency in written English and to improve their writing abilities by implementing tailored courses or programs. This, in turn, could mitigate potential damage to the banking industry caused by misunderstandings or communication errors arising from English writing mistakes.

Suggestions for further investigation in future research.

While this study focused solely on identifying errors in English email writing within a single project and surveyed specific departments within the bank, it could serve as a model for expanding research to encompass other projects and departments within the organization. This expansion could contribute to enhancing the organization's positive image in the future. Prior to sending an email, it is essential for the writer to thoroughly review the entire document and meticulously examine the grammar and spelling. If the writer encounters difficulties with spelling, or if English is not their primary language, they should consider having the email reviewed by a peer. By implementing these measures, in conjunction with those outlined earlier in the paper, the email can be confidently submitted without any lingering concerns.

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