A CRITICAL GENRE STUDY OF WRITTEN PROFESSIONAL DISCOURSE

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A Critical Genre Study of Written Professional Discourse

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CERTIFICATE OF ORIGINALITY

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ABSTRACT

Quantity surveyors are experts in the management of construction costs and contracts in the real estate and construction industry. They belong to a professional discourse community and use language as a form of discursive and social practice to manifest their professional knowledge and relationships with others in the context of their profession legitimized by their professional institutions, as well as the consumerism and managerialism inherent in their work organizations. These institutional forces shape the forms and meanings of their language use. The present study aims to investigate the discursive behavior and competence of quantity surveyors in Hong Kong by means of a critical genre analysis of a corpus of English workplace letters (the Hong Kong Quantity Surveying (QS) Corpus) produced by a group of eight quantity surveyors working in a government office. These professional letters are written and read during the project life that involved consultancy agreements and building contracts, and are mainly addressed to quantity surveying consultancy firms, tenderers and contractors.

While quantity surveyors are usually considered to be concerned more with their disciplinary and professional practices than discursive practices, and linguistic analysts are inclined to focus on textual characteristics, this study pays equal attention to both the professional and linguistic resources and practices. This study also discusses the use of a range of communicative and linguistic strategies adopted by quantity surveyors to achieve both context-dependent communicative goals and the transformation of professional and organizational ideologies. This research goal is achieved by using Bhatia's (2004) multidimensional and multi-perspective

framework to analyze the genre of Quantity Surveying letters from “textual”, “socio-cognitive”, “ethnographic” and “socio-critical” perspectives, while Biber’s (1988 and 1995) multidimensional analyzes of variation in English, a corpus-based empirical approach, is complementarily employed in this study to retrieve linguistic data from the QS Corpus for analysis, interpretation and explanation.

Analysis of the QS Corpus shows that the communicative purposes in the quantity surveying discourses are primarily directive, procedural, checking and monitoring. The directive and procedural discourses are related to the delivery of prerogatives and guidelines which are routine in nature, and many of their communicative letters are standardized, whereas the checking and monitoring discourses are concerned with expressing evaluations and comments which are spontaneous. The QS letters are found to be highly informative, interactive, and written in formal, firm and direct language to encode messages, and their move patterns are formulaic. Each move has its own content and style to fulfill specific communicative functions with characteristic language use. However, the lexico-grammar and textualization of the moves vary across communicative purposes. The QS letters also have a dense level of intertextual and interdiscursive resources which are strategically employed by the letter writers to accomplish specific communicative goals. This study finds that the quantity surveyors intimate the norms and beliefs of the government office in their language use and gradually cultivate the expectations of conventionalized genres. The quantity surveyors understand the role they play in societal discourse, and strategically transform their professional and organizational ideologies through linguistic manipulations.

This research contributes to studying professional communication in real-life contexts, particularly in the quantity surveying profession which has not yet been researched. It has successfully integrated the study of register-specific linguistic features (Biber, 1988 and 1995) and critical genre analysis (Bhatia, 2004). The findings will inform novice and expert professionals' and students' understanding of "the conventionalized patterns of knowledge, beliefs and experiences" (Bhatia, 1993: 183) of the quantity surveying community in genre construction and comprehension, offer them an agenda for continued development, and most importantly, raise their awareness of the importance of "discursive competence" (Bhatia, 2004: 144) in workplace communication.

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INTRODUCTION

This chapter introduces the present study by describing the discursive background of the quantity surveying profession to set the scene for the study (1.1), the rationale for this study to foreground the research questions to be addressed (1.2), the purposes and scope of the study (1.3), and finally the structure of the thesis (1.4).

1.1 Background of the Research Study

Financial services, trading and logistics, tourism, and producer and professional services are the four key industries in the Hong Kong Economy. According to the Census and Statistics Department (2009) of the Hong Kong Special Administrative Region (HKSAR), the number employed in Hong Kong was 3.49 million in 2007, of which 1.64 million were involved in the four key industries. Their percentage distribution included about 6% for financial services, 6% for trading and logistics, 23% for tourism, and 12% for producer and professional services, while the remaining 53% was for the other non-key industries. Producer services refer to services for use by companies participating in the four key industries, and professional services cover legal, accounting, auditing, information technology, advertising and related services, engineering and related technical services, design and surveying services. The architectural, surveying, engineering, and business management consultancy services constituted about 15% of the producer and professional services. This research study is concerned with the professional services with a focus on a particular field of surveying, namely quantity surveying.

The Hong Kong Institute of Surveyors (HKIS), established in 1984, is the professional organization representing the surveying profession in Hong Kong. The

Institute was statutorily incorporated by the Hong Kong Institute of Surveyors Ordinance in January 1990 (Cap. 1148), and was empowered by the Surveyors Registration Ordinance in July 1991 (Cap. 417) to set up a Registration Board to administer the registration of surveyors. As at December 2008, the number of members was 7,326, of which 4,614 were corporate members, 62 were technical associates and 2,650 were training grade members (HKIS, 2009a: 3). The work of the HKIS includes setting standards for professional services and performance, establishing codes of ethics, determining requirements for admission as professional surveyors, and encouraging members to upgrade their skills through continuing professional development. The HKIS has six Divisions and one Young Surveyors Group. These Divisions are Quantity Surveying, Building Surveying, General Practice, Land Surveying, Planning and Development, Property and Facility Management (HKIS, 2009b).

The quantity surveying profession in the real estate and construction industry is primarily concerned with development projects that begin when a private developer or a public corporation acquires a piece of land and then engages professionals from various disciplines to manage the project from inception through design and construction to completion. The architect looks after the architectural matters and in general is the overall administrator of the project. The structural and building services engineers are responsible for the sustained loadings and services for the buildings, while the quantity surveyor deals with the construction contracts and cost control. These professionals, in collaboration with each other, supervise and monitor the contractor to construct the buildings in the development project.

Quantity surveyors are professionals who have been trained as construction contract and cost management experts. The number of corporate members in the Quantity Surveying Division was 2,057 as at December 2008 (HKIS, 2009a: 89). To become a corporate member of the HKIS and be granted the designation of "professional (or qualified) quantity surveyors", the practitioners should first study in universities or institutes to obtain an academic qualification that is recognized by the HKIS and then pass the Assessment of Professional Competence conducted by the HKIS. This assessment consists of three years of approved professional training, a written presentation and a professional interview. The HKIS lists out the core services of quantity surveying as "cost planning, life cycle costing, value management, facilities management, project management, preliminary cost advice, procurement methods, contractual advice, tendering, valuation of construction work, cost control and financial management, financial claims and programme analysis, dispute resolution, and insurance advice" (HKIS, 2009b).

Quantity surveyors work in different organizations. They include the developers or investment companies which develop projects to speculate on the returns, the consultancy firms which deliver professional services to earn consultant fees, the construction companies which earn profits through carrying out the building works, and the government or public corporations which provide civil servants and are subject to public accountability. In complementary ways, these organizations participate in the real estate and construction industry; however, they have different visions and business aims. The different functions and roles of such organizations in the industry or in the community as a whole assign them various social statuses. The developer or the government is the employer who appoints both the consultancy firm and the contractor to complete a project, and in return the consultancy firm represents the developer or the government to deal with the contractor. Quantity surveyors, when playing such different roles as a developer or a civil servant or a consultant or a contractor, should be aware of their inherent power in the workplace and recognize their social situations.

This research study is related to the written English language used by quantity surveyors in the real estate and construction industry. In a series of studies, Evans (1999, 2003 (with Green) and 2009) critically examines the impact of Hong Kong's transition from British colony to Chinese Special Administrative Region on patterns of language choice and use in the professional workplace. He (1999) explores the use of English, Cantonese and written Chinese of 150 engineers working in Hong Kong's construction industry in 1997, and finds that English is the principal language used for "record and formal written communication in the workplace" while written Chinese is "restricted to informal interpersonal communication and bilingual documents such as notices and newsletters" (ibid.: 57). He (1999) also finds that Cantonese is "the usual medium of everyday spoken communication", while spoken English is restricted to "more formal workplace communication", particularly in situations where expatriates are present (ibid.: 57). Evans and Green (2003) then investigate the use of English by Chinese professionals post-1997, in the fields of engineering, real estate and construction, manufacturing, business services, and community/social services in Hong Kong. They find that professionals in the first three fields have a greater need to communicate in English for various purposes than the other two, and writing and reading in English play an important role in the subjects' professional lives, but spoken English appears to have a more limited role in the professional workplace (ibid.: 386). More recently, Evans (2009) conducts a large-scale investigation into patterns of language use, namely the role of written and spoken English vis-à-vis written Chinese, Cantonese and Putonghua, through a questionnaire survey of over 2,000 professionals working at different levels in a range of occupational fields in the four key industries in Hong Kong. The survey results show that written English continues to play a fundamentally important role in written professional communication whereas Cantonese remains the usual language of oral communication; the importance of written and spoken English has increased after 1997; and the frequency with which Hong Kong professionals need to read, write, speak and listen in English increases with rank and experience (ibid.: 13).

The importance of English in written professional communication in Hong Kong is attributed to the "continued institutional role" of language and the "current phase of economic globalization" (Evans, 2009: 8). The above studies find that English is the principal language of written communication in the construction industry (Evans, 1999: 69). In addition, among the five fields under the study, the professionals in the real estate and construction industry write memos and letters with greater frequency than practitioners in the other professional areas (Evans and Green, 2003: 396). These studies also reveal that professional writing in the workplace comprises various text types, namely e-mail messages, letters, memos, faxes, minutes, reports, agendas, manuals, instructions, newsletters, circulars and notices (Evans, 1999: 67; Evans and Green, 2003: 392; Evans, 2009: 7). Reading in the workplace consists of the text types of e-mail messages, letters, reports, memos, legal documents, websites, journals, instructions, faxes, minutes, circulars, manuals, notices, newsletters, brochures and magazines (ibid.: 69; ibid.: 398; ibid.: 7). They also find that oral communication in the workplace involves the text types of meetings, conferences, seminars, presentations, telephoning, staff training/ development, job interviews, work-related discussions, and socializing with colleagues (ibid.: 71; ibid.: 399; ibid.: 8). Quantity surveyors who take part in the real estate and construction industry experience similar text types in writing, reading and oral communication in the workplace and mainly use English in their written communication.

Communication is achieved through the use of language (Wood, 2004: 98) and linguistic abilities to interact between people and share knowledge, skills and information (Yule, 1996: 6). The three meta-functions of language (Halliday, 2002: 90-93) are interconnected: the ideational function through which language lends structure to experience; the interpersonal function which constitutes relationships between the participants; and the textual function which constitutes coherence and cohesion in texts. Correspondingly, quantity surveyors in the administration and supervision of construction projects use language to convey their professional knowledge and experiences to perform the ideational function, to interact with other professionals and relevant parties to perform the interpersonal function, and to organize messages to achieve effective communication to perform the textual function. Within these processes, novice quantity surveyors borrow the language from the well-experienced ones and, over time, a dominant style of writing emerges in this social group, and language structure and language use are established in the quantity surveying profession. Quantity surveyors belong to a professional discourse community and use language as a form of discursive and social practice (Fairclough and Wodak, 1997: 279) to deliver professional services in the workplace. In other words, their "discursive competence" is as important as "disciplinary knowledge" and "professional practice" (Bhatia, 2004: 146). On the basis that the forms and meanings of language are shaped and determined by institutional forces, the interaction of linguistic, discursive and pragmatic systems of quantity surveyors' practices constitutes a unique "semiotic situation" (Halliday, 1978: 108) for institutional communication in the profession, and can be studied through investigating the written texts produced by quantity surveyors in the workplace.

The various socio-cultural situations, including professional and organizational contexts, are the major variables interacting with each other to exert an influence on quantity surveyors' workplace communication. Discourse analysts and professionals analyze "how genre functions in social life" to understand the “maintenance of ideology”, “language socialization”, and “communication in institutions” (Johnstone, 2002: 157). A genre represents “a class of communicative events” with particular communicative purposes commonly recognized in the discourse community, which “shapes the schematic structure of the discourse and influences and constrains choice of content and style” (Swales, 1990: 58). Genre studies usually focus on socio-cultural actions and are related to ideology and social power (Biber, 2006: 11). Under the same token, quantity surveyors function in the same occupation, constitute a social group in the community, use language to externalize their professional views and advice in the delivery of services, and maintain their ideology and institutionalise their professionalism. An institution is “a pattern of behaviour in any particular setting that has become established over time as the ways things are done” (Jenkins, 2004: 133).

Quantity surveyors gain experience in particular situations, and such cognitive experience helps them to realize and expect the appropriacy of the communication when the particular situations re-occur. These realizations and expectations enable quantity surveyors to interpret the language use in the way they “have interpreted them before in similar contexts” (Brown and Yule, 1983: 63). In other words, quantity surveyors are trained to recognize the norms of expectations of the linguistic features specific to genres in particular contexts of situation and culture (ibid.: 63). Linguistic features can be “either a word or grammatical construction” (Biber et al., 1998: 5) and “reflect differences in purposes” (ibid.: 123). The more constrained and ritualized the genre, the more likely one is able to identify norms (Brown and Yule, 1983: 63). Rituals are “organizational dramas that are repeated at regular intervals”, and these dramas mark important changes in roles and statuses of the employees (Johnson, 2007: 242); while norms are “standards of appropriate and proper (or normal) behaviour”, establishing guidelines or standards for determining what a group of people should do (Hartman and DesJardins, 2008: 11). Norms exert "more influence over individual behaviour than formal rules and policies", and thus an "organization's stated rules, mission, and values" are better modified to suit the norms conceived by the employees (Johnson, 2007: 241-242).

This research project is a critical genre study of written professional discourse in the discipline of quantity surveying. The word "critical" means that the genre study is extended from the textualization of lexico-grammar and organization of discourse to embracing social contexts, identities, ideologies, social processes, social structures and social relations in the contextualization of the discourses (Bhatia, 2004: 11).

1.2 Rationale for the Research Study

The present study of quantity surveyors' written communication in the workplace seeks to explore the generic integrity in their professional practices. Genre is recognizable and sufficiently standardized, based on "a set of mutually accessible conventions" which most members of the profession share, and thus "most successful constructions of professional genre have recognizable generic integrity" (Bhatia, 2004: 115). Such genre constructions are manifested in workplaces where "resources are produced and regulated, problems are solved, identification are played out and professional knowledge is constituted" (Sarangi and Roberts, 1999: 1). On the one hand, professional knowledge and ethics pre-determine the communicative behaviour of quantity surveyors, where ethics is the set of principles people "choose to live by within communities", affecting many disciplines of study such as "writing, communication, business, medicine, engineering, criminology, law, and science" (Dobrin et al. 2010: 76). The concepts of "right or wrong" are "defined, presented, defended, justified, systematized, taught, learned and controlled" in the study of ethics (ibid.: 76), while the HKIS provides codes of ethics to help quantity surveyors to make ethical decisions. On the other hand, organizational beliefs and values dictate the criteria used to measure the organizational effectiveness and success, which in turn help quantity surveyors to predict and evaluate the most appropriate types of communication strategies that could be deployed to accomplish task objectives within the organization. Profession and institution are two entities: a profession "stems from the idea of a vocation in which professional knowledge is used", whereas an institution is "an orderly arrangement of things" which involves different kinds of knowledge from the professionals (Sarangi and Roberts, 1999: 14). Correspondingly, professional discourse and institutional discourse describe these two notions.

In language and communication research in business and professions, studies have been conducted in the language use in a range of professional, institutional and workplace discourses, including law (e.g. Bhatia, 1993 and 1994; Bhatia et al., 2004; Eagleson, 1998; Gibbons, 1994; Gunnarsson, 2009; Harris, 1994; Labov, 1998; Lentine and Shuy, 1998; Loftus, 1998; Lung, 2008; Maley, 1994 and 2000; Shuy, 1998), medical and health care (e.g. Adelsward and Sachs, 1998; Atkinson, 1999; Berkenkotter, 2001; Candlin, 2000; Cicourel, 1999; Cook-Gumperz and Messerman, 1999; Coupland and Coupland, 1998 and 2000; Erickson, 1999; Gunnarsson, 2006; Li and Ge, 2009; Mungra and Webber, 2010; Ravotas and Berkenkotter, 1998; Wang et al., 2008), academy (e.g. Diani, 2009; Faber, 2007; Flottum et al., 2006; Groom, 2009; Hyland, 2004 and 2005; Jones and Freeman, 2003; Reppen, 2004; Simpson, 2004; Tse and Hyland, 2009; Wu and Badger, 2009), social work (e.g. Anders et al, 2009; Bredmar and Linell, 1999; Devaraj and Goodman-Delahunty, 2009; Hall et al., 1999; Holmes et al., 1999; Martin et al., 2009; Rubino, 2009; Sarangi and Slembrouck, 1996; Sarangi, 1998) and business (e.g. Du-Babcock, 2000, 2005 and

2006; Babcock and Du-Babcock, 2001 and 2006; Bargiela-Chiappini, 2009a; Bargiela-Chiappini and Harris 1997; Candlin et al., 1999; Cheng, 2004; Fox and Fox, 2004; Koester, 2006; Jones, 2009; Louhiala-Salminen, 2009; McCarthy and Handford, 2004; Parker and Grimes, 2009; Piekkari, 2009; Piller, 2009; Schmisseur et al., 2009). Geluykens and Pelsmaekers (1999: 11) make a rough classification of the discourse-oriented literature on professional communication, over 600 bibliographic items pertaining to the period from 1987 to 1999, into business, medical, legal, media, political, classroom, and scientific/academic.

As further examples, in a book edited by Di Pietro (1982), regarding linguistics and the professions, the collection of papers are divided into parts according to the disciplines of medical profession (e.g. Phoenix and Lindeman, 1982; Fisher, 1982), law (e.g. Walker, 1982; Finegan, 1982), commercial and official uses (e.g. Campbell and Holland, 1982; Charrow, 1982), and public services (e.g. Antwerp and Maxwell, 1982; Eichman, 1982). In another book edited by Gunnarsson et al. (1997), the construction of professional spoken and written discourses are studied by scholars and researchers using various approaches in the fields of law (e.g. Bazerman, 1997; Candlin and Maley, 1997; Trosborg, 1997), health care (e.g. Mishler, 1997; Wodak, 1997), science (e.g. Gunnarsson, 1997; Valle, 1997), and social work (e.g. Hall et al., 1997). In the book entitled “Research and Practice in Professional Discourse” edited by Candlin (2002), the discourse and practices are classified into health and social care (e.g. Askehave, 2002; Candlin, 2002; Firkins and Smith, 2002; Zhang and Shang, 2002), academy (e.g. Barron, 2002; Cheung, 2002; Gotti, 2002; Hewings, 2002; Jensen, 2002; Woodward-Kron, 2002), literature and creativity (e.g. Burton and Mahoney, 2002; Hermes, 2002), media (e.g. Burger and Filliettaz, 2002; Lu, 2002; McKenne, 2002) and business communication (e.g. Nickerson, 2002; Zhu, 2002).

In her book related to professional discourse, Gunnarrson (2009) explores scientific discourse, legislative discourse, workplace discourse (in a local government, a hospital and a large international company), and discourse in large business organizations. Included in the last category is a comparison of the professional discourses in European banks and structural engineering companies (ibid.: 195-219). Structural engineers are professionals in the real estate and construction industry. In the bank, writing skills were taken into account during recruitment, internal training in writing was provided, huge resources were devoted to writing, and professionalism was attached to writing; however, in the engineering companies no resources and support were deployed to writing (ibid.: 201). This dichotomy is due to the larger size of the banks, lower level of awareness of the role of language by the engineers than economists and social scientists, and the establishment of credibility and trustworthiness through language in the business activities of the banks. In addition, structural engineers' discourse is largely related to drawings, diagrams, photos and other visual instruments, and thus the engineers have less interest in the verbal elements of texts (ibid.: 202).

Although there are numerous studies on professional communication, it is extremely difficult to find books and papers with regard to the language use by the professionals in the field of surveying or in the real estate and construction industry. One of the few examples is the study of professional communication pertaining to land surveying project management in Hong Kong (Cheng and Mok, 2008), which is an analysis of workplace discourse processes and products. Both land surveying and quantity surveying are divisions in the HKIS. Similar to the studies of language use in the workplace described above (Evans, 1999; Evans and Green, 2003; Evans, 2009), written discourses in the land surveying profession are primarily in English, and spoken discourse in Chinese (Cheng and Mok, 2008: 69-70). The written discourses in land surveying are divided into “specialized” and “generic”. Specialized written discourses include “Design Plan, Tender Invitation and Proposals, Project Works, Phase Division of Project Works, Request for Inspection Pro-forma, Request for Information Pro-forma, and Contractor Submission Report”; whereas generic written discourses are “business letters, internal and external e-mails” which can be found in different workplace communication situations (ibid.: 64). In the discourse chain, oral interaction is primarily in Cantonese, supplemented with English intertextual references of related texts and technical terms, for instance, in a phone discussion, which is then formally recorded in English written form for formal distribution (ibid.: 64). In order to study profession-specific discourse, Cheng and Mok (2008: 70) suggest the need “to capture all the discourses in the discourse flow” to enable an integrating analysis, “elicit different parties’ or stakeholders’ input to fully understand the discourse and their inter-relationships”, and explore “the ways in which language use evolves within the discourse flow”. They also suggest that novice land surveyors need to acquire “the ability to refer to and accurately reference prior discourses”, summarize “prior discourses and then succinctly revise specific aspects of them”, acknowledge “the parties involved in a particular discourse flow”, and handle “multimodal texts and communication” (ibid.: 70). Their study has important implications in English for Specific Purposes (ESP) for the training of future members of the land surveying profession. But, only one study is far from adequate to achieve the pedagogical and training purposes.

One of the reasons why the study of quantity surveyors’ language use is much fewer than other disciplines is the remoteness of quantity surveying services to most people’s everyday lives. The legal, medical and business discourses, for instance, are much more directly related to the public. Although residential buildings, offices, commercial centers, hospitals, roads, bridges, railways and other buildings and infrastructure are also closely related to humans' lives, quantity surveying discourse is conducted during the construction of such buildings and infrastructure, and only the construction professionals, not the users, are involved in the discourses. Nevertheless, this attitude must be changed since Hong Kong is at the centre of the Asia-Pacific Rim and its economic activities drastically demand facilities for operation. The real estate and construction industry not only plays a significant role in the Hong Kong economy (Hills, 1993: 2), but also has become more important in the contemporary world in the sense of its utility functions and economic impacts.

Similar to the linguistic analysts, the surveyors in all the Divisions of the HKIS have rarely conducted research studies on linguistics or language use in their own surveying profession. Reviewing the HKIS journals "Surveying & Built Environment" in the past ten years reveals that the surveying professionals focus on the practice, including management and communication, in their field, and no articles on linguistics or language use in the professional community can be found. It is surprising to find that although language is important for quantity surveyors to express their professional views and advice, there have been very few, if any, studies on the language use or discourse of quantity surveyors. Indeed, the quantity surveying profession emphasizes specialized disciplinary knowledge and professional practice, since professionals recognize their practice as the prime means to deliver professional services, and language and discourse are usually regarded as peripheral.

Scholars and researchers have raised their concerns regarding the importance of communicative competence of professionals in the workplace. Communicative competence is "a social evaluation of behaviour", including appropriateness and effectiveness (Spitzberg, 2009: 381). Appropriateness means that the behaviour is "legitimate for (or fitting to) the context", and effectiveness is viewed as "the accomplishment of valued goals" (ibid.: 381). Bhatia (2004: 146) stresses the importance of the integration of "discursive competence", "disciplinary knowledge", and "professional practice" to acquire professional expertise. Discursive competence in well-defined professional and general socio-cultural contexts can operate in the levels of "textual competence", "generic competence" and "social competence" (ibid.: 144). "Textual competence" represents "an ability to use textual, contextual and pragmatic knowledge to construct and interpret contextually appropriate texts" (ibid.: 144). "Generic competence" is "the ability to identify, construct, interpret and successfully exploit a specific repertoire of professional, disciplinary or workplace genres" (ibid.: 145). "Social competence" incorporates "an ability to use language more widely to participate effectively in a variety of social and institutional contexts to give expression to one's social identity, in the context of constraining social structures and social processes" (ibid.: 144).

In assessing the communication needs of civil engineering students in Thailand, Kaewpet (2009: 276-277) suggests adding more professional English courses to engineering programmes. Ravesteijn et al. (2006: 70) reinforce this concern by claiming that engineering education has almost entirely focused on "the basics of engineering work", and "developing future engineers' communicative competence is the weak spot in traditional engineering curriculum". They suggest that communicative competence is to be elaborated on "project-based learning" or, in other words, in workplace discourse. Utilizing a survey questionnaire to identify the English language skills used by engineering employees in Malaysia, Kassim and Ali (2010: 13) suggest the incorporation of workplace scenarios into pedagogical module design and development for engineering students, with more emphasis given to speaking skills, including "teleconferencing", "networking for contacts and advice", and "presenting new ideas and alternative strategies", in order to advance towards becoming a "global engineer". Cheng (2009:a 32) notes that although research studies have been conducted to analyze different business discourses in Hong Kong, there are no studies to "ascertain the nature and components of communicative competences in professional and business contexts in Hong Kong". Cheng (2009a: 36) has investigated the websites of 264 organizations operating in the four key industries in Hong Kong, and finds that only 52 of them contain information about (professional) communicative competences, primarily in "the code of ethics", "guidelines for practice", and "continuing professional development (CPD)".

In order to bridge language use and professional practice in the real estate and construction industry, the present study makes a unique contribution to inform novice and expert professionals' understanding of "the conventionalized patterns of knowledge, beliefs and experiences" (Bhatia, 1993: 183) of the quantity surveying community in genre construction and comprehension, and raise their awareness of the importance of "discursive competence" (Bhatia, 2004: 144) in the delivery of professional work in their workplace communication.

1.3 Purpose and Scope of the Research Study

The present study investigates the written discourse in the quantity surveying profession. Discourse is a "mode of action" or representation regarding spoken and written language use, while language use is a "form of social practice" (Fairclough, 1992: 63). This study aims to find out the language use in workplace letters specific to the quantity surveying profession under the influence of the socio-cultural situation of professional and organizational contexts in quantity surveyors' written communication in Hong Kong. This aim is achieved through investigating quantity surveyors' practices, their work organizations and written English discourses.

The ethnography of quantity surveyors and their professional and institutional discourses are accounted for in the study. The participants are a group of eight qualified quantity surveyors working in a government office and their work organization is the research site in this study. This research is a genre-based study focusing on the letter genres produced by the eight participants in the workplace. Bhatia's (2004: 163) multi-dimensional and multi-perspective framework for the critical genre-based analysis of written discourse is the analytical framework adopted to study the quantity surveying profession. These perspectives are "textual", "socio-cognitive", "ethnographic" and "socio-critical" (Bhatia, 2004: 163). The professional letters collected in the workplace constitute a corpus of discursive events in the quantity surveying profession, which offer authentic data for analysis to make possible historical and structural accounts of the conditions for genre construction, interpretation, use and exploitation (ibid.: 145). An analysis of the corpus identifies the textual features of genres, including lexico-grammar, textualization, discourse structure, intertextuality and interdiscursivity that are specific to the quantity surveying profession ("textual perspective"), various aspects of the integrity of systems of genres ("socio-cognitive perspective"), the typical sites of engagement or moments of interaction in the context of the historical development of the genre through studying the narrated practices and experiences of quantity surveyors ("ethnographic perspective"), and the relation between language, ideology and power, and interaction of language and social structures relating to the quantity surveying profession ("socio-critical perspective") (ibid.: 163). The workplace letters are studied for their communicative purposes, situation-types, contents, participants and channels, and accounted for in terms of the cognitive aspects of language, while the genres of the letters is analyzed, interpreted and explained on the basis of both the ethnographic analysis and institutional contexts.

Discursive practices involve “processes of text production, distribution, and consumption”, and “texts are produced in specific ways in specific social contexts” (Fairclough, 1992: 78). As discussed above, quantity surveyors tend to be concerned more with their disciplinary and professional practices than discursive practices. The present study aims to raise the awareness of quantity surveyors of these asymmetric orientations. In contrast, linguists are inclined to focus on textual characteristics and pay less attention to the professional practice which underpins the context of text production. This study pays equal attention to both the professional and linguistic resources and practices to reveal a fuller picture. The professionalism of quantity surveyors comes from the set of behaviours, conduct and ethics prescribed by their professional institute, as well as the social contract with the public they serve (Sullivan, 2005: 2). Very often, the professionalism of quantity surveyors interacts with the culture of the organizations in which they work. This research is to study the effects and outcomes of this kind of interaction between professionalism and organizational culture on the language use, while the textual features of the quantity surveying profession explored in this study can provide authentic linguistic data to help students in the disciplines of surveying, engineering and architecture in the real estate and construction industry to understand the patterns of language use in their future profession and have a sense of professional communication in real workplace contexts. In addition, this study helps professionals-in-training to understand and internalize “both a typical communicative structure and the conventionalized patterns of knowledge, beliefs and experience” (Bhatia, 1993: 183) of the quantity surveying community in genre construction and comprehension. This understanding better portrays a professional quantity surveyor’s writing. This study provides real samples, critically analyzed, for professionals- in-training in order to raise their awareness of the rationale for professional discursive practices, and the importance of discursive competence in the delivery of professional work in their future workplaces.

1.4 Outline of the Research Study

Following this introductory chapter is Chapter 2 which reviews the literature. The review focuses on communication, language use, discourse, genre, and other linguistic constructs such as corpus linguistics, linguistic features, moves, intertextuality, interdiscursivity, and registers which are relevant to this study. It also examines the influence of professional and organizational contexts on the professional and institutional discourses, and such influences constitute the language variation and identity of the quantity surveyors' English written texts. Chapter 3 describes the research methodology adopted in this study. Chapters 4 to 7 provide in-depth discussion and analyses of the findings regarding language use in the quantity surveying profession, organized in the four perspectives of "ethnographic" (Chapter 4), "textual" (Chapter 5), "socio-cognitive" (Chapter 6) and "socio-critical" (Chapter 7) (Bhatia, 2004: 163). Finally, Chapter 8 gives the conclusions of the study and suggests areas for future research.

CHAPTER 2

LITERATURE REVIEW

The present study is concerned with written communication and language use in the quantity surveying profession. The literature review in this chapter focuses on the linguistic constructs as well as the variables which have impacts on the discursive practices of quantity surveyors in the workplace, namely professionalism, organizational goals and culture, social distance, social power, social identity, social role, and social status. This review also describes the linguistic tools and theoretical frameworks adopted for the analysis of data in this study.

These linguistic constructs, tools and theoretical frameworks are discussed in seven sections: communication and language use in the workplace (2.1); the study of language use which includes text analysis, discourse analysis and genre analysis (2.2); Bhatia’s (2004) four multi-dimensional analytical perspectives in genre analysis, namely textual perspective (2.3), socio-cognitive perspective (2.4), ethnographic perspective (2.5), and socio-critical perspective (2.6); and an integrated summary of the above (2.7).

2.1 Communication and Language

Communication and language are indispensably related. The definitions, functions and models of communication are described (2.1.1), followed by definitions and functions of language, the ways of studying language, and the social theories that are related to the factors on variation in language use (2.1.2).

2.1.1 Communication

Quantity surveyors communicate to accomplish their goals in the workplace. They exchange messages and share events with the participants in the communication. Communication is defined as “a systemic process in which people interact with and through symbols to create and interpret meanings” (Wood, 2004: 28). Communication helps people make sense of what happens in their everyday lives. People can build connections with others by revealing their “private identities, asking questions and listening to the answers, working out problems, remembering shared history, and planning a future” (ibid.: 18). Wood (2004: 19) emphasizes the importance of communication skills to “success in professional life” (ibid: 19).

In the real estate and construction industry, written materials serve as the only formal channel for communication in discharging professional work, for example, a spoken instruction given by an architect or engineer on site is required to be retrospectively recorded in written site instructions pertinent to the construction contract, and discussion in a project meeting (spoken) is required to be properly recorded in a meeting minute (written). If contractual disputes arise, the written materials are used as tangible evidence for accusation or defense in the argument, mediation or legal proceedings. Owing to this hierarchy of importance, the present study focuses on the written mode of quantity surveyors’ verbal communication. Verbal communication, or language, is “symbols in the form of spoken or written words” (Wood, 2004: 98).

Three models of verbal communication have been developed by scholars over the years, namely the linear, interactive and transactional models. The linear model is a “one-way process in which one person acts on another person”, which consists of five questions: “who”, “says what”, “in what channel”, “to whom”, and “with what effect” (Wood, 2004: 30). This model is considered inaccurate since communication processes are bi-directional and dialogic rather than unidirectional and monologic. A further criterion, the feedback, is therefore added to address the response to a message in the framework of shared meanings. This interactive model is built up by a flow of messages from the source (encoder) to the receiver (decoder), the receiver then responds with feedback to the source who becomes the decoder in turn, and the message-feedback flows along this loop in the communication interaction (ibid: 31-32). The interactive model, however, cannot capture “the dynamism of human communication”, which means “the changing over time as a result of what happens between people” (ibid.: 32). The transactional model fills this gap by suggesting that people communicate “in response to their history of relating”. The context affects what and how people communicate and what meanings they create. The transactional model “portrays each person’s field of experience and his or her shared fields of experience as changing over time” (ibid: 32-33).

Wood (2004: 33-41) classifies the communication field into ten areas: intrapersonal communication, interpersonal communication, performance studies (personal, professional and social identities), group and team communication, public communication, organizational communication, mass communication, technologies of communication, intercultural communication, and ethics and communication. The sixth area, organizational communication, deals with “the communication skills that enhance professional success”, as well as “the effects of various kinds of communication on morale, productivity and commitment” (ibid.: 37). Communication in organizations is distinguished into intra- and inter-organizational communication. Intra-organizational communication carries out “the normal practices of individual organizations”, and helps to maintain “the internal management information system, planning and control system, and decision-making processes” (Cheng et al., 2001: 67). Inter-organizational communication, on the other hand, involves “sending and receiving of meanings, as well as the generation and interpretation of meanings”, through face-to-face (e.g. meetings and workshops) and electronic means (e.g. e-mails and telephones) with the alliance parties (ibid.: 67).

A lot of communication media or channels are commonly used in the real estate and construction industry. Oral communication in the workplace, among others, involves formal meetings, negotiations, conferences, seminars, presentations, telephoning, staff training/development, informal meeting/discussions, and socializing with colleagues (Evans, 2009: 8). With regard to written communication, there are e-mail messages, reports, letters, memos, faxes and minutes (ibid.: 7). The choice of channels depends on the frequency and amount of the information required, as well as the demand for effectiveness and efficiency of the communication (Cheng et al., 2001: 67), and most importantly, the communicative purposes. This study discusses the inter-organizational communication conducted by a group of professional quantity surveyors working in a government office, and the organizations with which they communicate involve quantity surveying consultancy firms, tenderers, contractors, nominated sub-contractors, and other organizations related to the administration of the tendering process.

Written communication is the subject of investigation in this study. Veech (2002: 21) suggests six sample questions for a writer to consider in managerial communication strategies for the sake of achieving effective communication. These questions are “what is my purpose?”, “who will read this?”, “when do I want something done?”, “where are the locations, offices, groups or people involved?”, “why should the readers care?”, and “how do I format the document to maximize the readers’ willingness to read?”. Veech (2002: 22) then suggests another way to perceive these six sample questions by organizing a writing plan in four stages: “identify your purpose for writing the document (what do you want to inform, persuade, describe and entertain?)"; "given your audience, select the appropriate document design, writing style and tone"; "write a draft of the document (visualize your purpose, the addressees and the reaction you desire from those addressees, including what, who, when, where, why and how)"; and "imagine the readers' reactions (edit the document to ensure the message is clear and to eliminate potential tone issues that may cause negative reactions)". Finally, Veech (2002: 24) proposes five elements of writing standards: "document design", "overall coherence", "style and tone (as measured against purpose and context)", "paragraph structure", and "sentence structure", as evaluative tools to judge the documents.

To set up an activity in communication, there should be the entailment of communicative setting (sender, receiver, time and place), communicative event, communicative channel, and communicative purpose, which are similar to "what, who, when, where, why and how" as described by Veech (2002: 21). These communicative constructs are the centre of genre theory. A genre is "a class of communicative events", and the principal feature that turns a collection of communicative events into a genre is some "shared sets of communicative purposes" as perceived by the members of the discourse community (Swales, 1990: 45-46; Bhatia, 1993: 13). Genre analysis is therefore a suitable analytical approach to explore the communication strategies of quantity surveyors in the workplace. The notion of genre will be discussed in 2.2.3.

2.1.2 Language Use

Language is "a set of permissible combinations of items from some vocabulary", which is generated by a grammar; or is "a set of semantically interpreted well-formed formulas" (Sperber and Wilson, 1995: 172-173). Language is arbitrary, ambiguous and abstract, while interpretation of the language creates meanings (Wood: 2004:

98-103). Language defines and evaluates phenomena (ibid.: 109-110); language allows quantity surveyors to organize experiences and think hypothetically (ibid.: 112-113); and language defines relationships and interactions (ibid.: 116). Quantity surveyors use language as one of the media to communicate among themselves and with other related professionals in the real estate and construction industry in the delivery of professional services and accomplishment of task objectives.

Communication is interactional for the exchange of messages among people involved in the communication process, as well as transactional for a simultaneous sharing of events between people, including “encoding (creating) and decoding (interpreting) of messages” (Seiler et al., 1982: 4). Similar to the description of communication, the functions of language are described as interactional and transactional. The interactional function is concerned with how humans use language socially or emotionally to interact with each other, indicating “friendliness, co-operation, hostility, annoyance, pain or pleasure” (Yule, 1996: 6). As regards the transactional function, “humans use their linguistic abilities to communicate knowledge, skills and information” (ibid.: 6). Communication and language are inextricably linked (Sperber and Wilson, 1995: 173); communication is an activity between people and language is the medium used by people to achieve the communicative goals.

Studies of language can be divided into the areas of structure and use (Biber et al., 1998: 1). Language structure is concerned with “identifying the structural units and classes of a language” (e.g. morphemes, words, phrases, grammatical classes, clausal, and discoursal) and “describing how smaller units can be combined to form larger grammatical units”, whereas language use focuses on “how speakers and writers exploit the resources of their language” (ibid.: 1). The system of grammatical rules in language, or the set of syntagmatic and paradigmatic relations between the elements of the language system, underpin language use. In the Saussurean semiotic framework (1913), any string of words has two axes: along the horizontal (syntagmatic) axis "words combine with other words" and along the vertical (paradigmatic) axis "words interchange with others"; "any word in a string is at the point of intersection of these two axes" (Finch, 2003: 94-95). This semiotic framework is comparable to Halliday's suggestion of formal and functional grammars: syntagmatic is formal and is rooted in "logic and philosophy" (e.g. syntax), whereas paradigmatic is functional and is rooted in "rhetoric and ethnography" (e.g. genre) (Beaugrande, 1991: 224). Quantity surveyors use language variously in different situations to achieve their communicative purposes, where such language variations are related to their specific professional and organizational contexts at the moment of interaction.

This study is underpinned by social theories to explain quantity surveyors' communication behaviours in the workplace. These theories include social order, social identity (Jenkins, 2004), social needs, homophily and hereophily, social power (Seiler at al., 1982), and conflict-handling styles (Thomas and Kilman, 1978) which are discussed below, while the theories of discourse, discursive events and social practice (Fairclough, 1992) are discussed in 2.2. Social theories relate the social functions of language with the unique linguistic system in the quantity surveying profession.

The knowledge, power and identity of quantity surveyors are manifested in language, representations and practices in workplace communication. The field of quantity surveying knowledge is a professional site, in which the language and practices enable its presence to be distinguishable and visible, and through which "dominant knowledges about the world come into play" (Dent and Whitehead, 2002: 9). The world, as constructed and experienced by humans, can be best understood in terms of three distinct social orders: “the individual order is the human world as made up of embodied individuals (what-goes-on-in-their-heads); the interaction order is the human order as constituted in relationships between individuals (what-goes-on-between-people); and the institutional order is the human world of pattern and organization (established-ways-of-doing-things)” (Jenkins, 2004: 17). These three orders construct social identity which involves individual and collective identifications. “Individuals negotiate their identities within the interaction order”, mobilize “interactional competences within situational routines”, and present their self-images for acceptance by others (ibid.: 71). Collective identification, on the other hand, “evokes powerful imagery of people who are in some respects apparently similar to each other”, and thus creates a boundary to define the “criteria for membership of any set of objects” (ibid.: 79).

The notion of institutions provides a useful way to grasp the sense of individual and collective identifications. An institution is “a pattern of behaviour in any particular setting that has become established over time as the ways things are done”, while individuals make decisions and orient their behaviour in terms of the institution (Jenkins, 2004: 133). Institutions are “sources and sites of identifications” for individuals (ibid.: 139), and enable collective identifications to be institutionalized. A status is an abstract institutionalized identification in terms of rights and duties, and the occupant of the status acts in the role attached to and specified by the practical element of that status (ibid.: 140). There are many types of social identities and roles, such as “categories” (e.g. gender and age), “ethnicity” (e.g. Asian and European), “nationality”, “profession/occupation” (e.g. quantity surveying and journalist), “social positions” (e.g. boss and employee), “ideological identities” (e.g. socialist and feminist), “social roles/relations” (e.g. mother and friend), and “communicative roles” (e.g. speakers and listeners) (van Dijk, 2009: 76). Quantity surveyors gain their professional and social identities through interactional order, and their professional and social statuses through institutional order.

The identities, roles and statuses are manifested in the language use in organizational communication. The primary roles of organizational communication are "to ensure consistency between different management messages and between management rhetoric and behaviour", and to maintain relationships (Tourish and Hargie, 2004: 34). Communication strategies refer to the techniques of coping with difficulties in communicating in an imperfectly known second language (Stern, 1983: 411). But, in this study, communication strategies are how quantity surveyors use their resources to achieve their communicative aims in the workplace, and this term is interchangeably used with communicative strategies or discursive strategies. Clampitt and Williams (2004: 49), for example, regard communication strategies as what the practitioners adopt to communicate organizational uncertainties to manage organizational change and to convey information, opinions, values, attitudes and interpersonal relations. In her study of a discriminatory discourse, Wodak (2001: 72-73) establishes the discursive strategies of "referential/nomination" to construct in-groups and out-groups, "prediction" to label social actors positively or negatively, or deprecatorily or appreciatively, "argumentation" to justify positive or negative attributions, "perspectivation, framing or discourse representation" to express involvement and position speaker's point of view, and "intensification, mitigation" to modify the epistemic status of a proposition. Under these discursive strategies, "the linguistic means and the specific, context-dependent linguistic realizations of the discriminatory stereotypes are examined" (ibid.: 72). In addition, Hodge and Kress (1993: 157) contend that "solidarity" and "power" are the "two components that contribute to the contradictory character of ideological complexes" and reflect "rhetorical performances". Solidarity "blurs differences, antagonism and conflicts of interests”, whereas power “exacerbates difference, hostility and superiority” in expressing the interests of the group against others (ibid.: 157).

Communication strategies and language use are inextricably linked. After studying the linguistic practices in two multinational workplaces, Briguglio (2005: 341) raises concerns about education for business communication in English, emphasizing that good English communicative competence is extremely important at work since linguistic skills can enable companies’ success and are pre-requisites for employees’ advancement and promotion in the global workplace. Flowerdew (2010) designs a business proposal module for university students, focusing on socio-pragmatic competence, persuasiveness, client awareness, glocalisation (i.e. globalization and localization), communication with impression, genre conventions and interdisciplinary aspects. Through observing e-mail communication between companies in the Netherlands and Taiwan over a period of three months, Jensen (2009) finds that the interpersonal strategies are more frequently used when personal trust is established and power relations are structured within the legal framework of the business contract. Such personal strategies are based on Hyland’s (2005) interactional dimensions concerning the ways writers conduct interaction, including hedges (e.g. possible, might and perhaps), boosters (e.g. clearly, obviously and highly), attitude markers (e.g. interested, welcome and glad), self-mention (e.g. first person pronouns and possessive adjectives) and engaging markers (e.g. second person pronouns, imperatives and question forms).

In reviewing the communication strategies used in the accomplishment of the communicators’ intentions and goals, it is worth recalling the three elements which dictate interactional communication: interpersonal social needs, similarities (homophily) and dissimilarities (hereophily) of communicators, and power (Seiler et al., 1982: 66-70). The interpersonal social needs, which include affection, inclusion and control, constitute a set of interpersonal behaviours for the prediction and explanation of interpersonal phenomena, and thus help to determine communication behaviours with others. Affection is the need for considering oneself likable or lovable; inclusion is the need to feel significant and worthwhile; and control is the need for responsibility and leadership (ibid.: 66-68). The concepts of homophily and hereophily are related to achieving effective and efficient communication within and outside an organization, depending on the sender's intentions and the receiver's responses (ibid.: 70). Homophily is the degree of similarity in such attributes as "values, attitudes, beliefs, language, social status, occupational status, education, aspirations, expectations, cultural background, communication ability, and level of social sensitivity" (ibid.: 70-71) among individuals in a communication interaction, whereas heterophily refers to their dissimilarities in these attributes (ibid.: 70). A higher degree of homophily means a greater potential for effective and efficient communication (ibid.: 70-71). Quantity surveyors are educated and trained to comply with their proclaimed professional attributes, and they have a high degree of homophily among themselves.

Social power is defined as the "control of one group over other groups and their members", where control is considered a social practice in discourse and is applied to the minds of people who are being controlled, including their "knowledge, opinions, attitudes, ideologies" and other "personal and social representations" (van Dijk, 2008a: 9). Power therefore has an impact on discourse and its structure, and the dimensions of power include "the various institutions of power, the internal power structures of these institutions, power relations between different social groups, and the scope of the exercise of power by (members of) these institutions or groups" (ibid.: 39). While "power is diversified and changes from person to person, from situation to situation, and from topic to topic" (Seiler at al., 1982: 83) in an organization, the communicators bring into the communication situation a number of personal resources that may be perceived of as power. Five different types of power are identified, namely, reward, coercive, legitimate, referent, and expert (ibid. 80). Reward power involves the ability to reward others who comply with a request, whereas coercive power is the ability to administer punishment for the non-compliance. Legitimate power stems from some “internalized norms or values” to prescribe behaviour; referent power comes from the subordinate’s wish to identify with the superior; and expert power is raised from the possession of “superior knowledge or expertise in a given area”, or “truthful and trustworthy in order to have influence” (ibid: 79-82).

Yukl and Tracy (1992) conduct a field study to investigate the consequence of influence tactics used by subordinates, peers and the boss. The influence tactics adopted by them include “rational persuasion”, “inspirational appeal”, “consultation”, “ingratiation”, “exchange”, “personal appeal”, “coalition”, “legitimating”, and “pressure” (ibid.: 526). These nine tactics to a large extent overlap with the interpersonal communication as described by Seiler et al. (1982), since they appear to be grounded on the social needs, homophily and hereophily, and power (ibid.: 66-70). Similar to Yukl and Tracy (1992), Fox and Fox (2004) use the above five types of power, among others, to assess the perspectives of language, ideology and power in their study of organizational discourse.

Quantity surveyors experience conflicts in the workplace, which are mainly attributed to differences in perceptions, limited organizational resources, departmentalization and specialization, the nature of work activities, role conflict, inequitable treatment, and violation of territory (Mullins, 2002: 815-816). Conflicts originate from imbalance and disparities of relationships, attitudes, data, aims and restrictions amongst people within an organization. Conflict resolution has been a subject of study by numerous practitioners since the 1960s. Thomas and Kilmann (1978) suggest a set of conflict-handling styles termed as “competition”, “collaboration”, “accommodation”, “avoiding” and “compromise”, which are the results of different levels and mixtures of assertiveness and cooperation. Rahim (1983) suggests a similar model based on different apportionment of concern for self and concern for others to produce “dominating”, “integrating”, “obliging”, “avoiding” and “compromising” respectively. These models show the ways in which people attempt to resolve conflicts in the workplace and are useful tools to dissect conflict resolution within an organization.

Different conflict-handling styles coexist in an organization. Although there is not a direct relation between organizational culture and types of conflicts, it is reasonable to suggest that a particular type of organizational culture tends to opt for certain types of conflict-handling strategies. People are unable to avoid all conflicts within an organization, yet they are able to mitigate the adverse impacts through a keen maneuvering of conflict resolution styles. Kirkbride et al. (1991) apply the set of conflict-handling styles (Thomas and Kilman, 1978) to study Chinese conflict preferences and negotiating behaviour. Competition is “a power-oriented mode in which one pursues one’s own concerns at the other person’s expense in a manner which is both assertive and uncooperative”, while collaboration is “an assertive and cooperative approach, where one party attempts to work with the other party in an effort to find an integrative and mutually satisfying solution”. Accommodation represents “a mix of cooperativeness and unassertiveness”, and avoiding occurs when “one is unassertive and yet uncooperative”. Compromising represents “an intermediate position in terms of both assertiveness and cooperation” (Kirkbride et al., 1991: 371). Their study shows that Chinese people are less openly assertive and emotional in conflict situations, leading to a higher adoption of compromising and avoiding behaviours and a relatively low preference for competing and assertive posture (ibid.: 376-378).

The manifestations of interactional and transactional actions, including those mentioned above, rely on how the language is used. Such uses shape the linguistic system characteristic of the quantity surveying profession which can be investigated by analyzing the texts produced by quantity surveyors in the workplace. Meaning, however, is not grounded in linguistic structure (Segerdahl, 2000: 73). Communicators may attach meanings, explicitly and implicitly, to the discourses when exchanging their sense of the subjects. So, in order to grasp a full account of the conveyed messages, both semantics and pragmatics are areas to be investigated in the study of language use. Semantics is the study of "language dealing with the conventional (or literal) meanings of words and sentences and the relations between those meanings, and between linguistic expressions and their denotations". Pragmatics, by contrast, is the study of how writers or speakers "use context and shared information to convey information that is supplementary to the semantic content", and how readers and hearers "make inferences on the basis of this information" (Bianchi, 2004: 1). Semantics "explores the meaning of linguistic units" (Verschueren, 1999: 2), whereas pragmatics, in "a general cognitive, social and cultural perspective on linguistic phenomenon", is "the study of language use" as a form of behaviour or social action (Verschueren, 1999: 1 and 7).

Eminent scholars and researchers provide insightful theoretical links between language and social action, and implant paramount influence on the study of pragmatics (e.g. Austin's speech act theory, 1962; Searle's indirect speech act theory, 1979; Grice's theory of co-operative principle, 1975; Grice's theory of presupposition and conversational implicature, 1981; Sperber's and Wilson's relevant theory, 1995; and van Dijk's context theory, 2008b). These theories work jointly to provide a systemic link between actors' intention, language used, and observed actions (Woodilla, 1998: 37). Brown and Levinson (1987) contribute a distinct area of studying politeness in pragmatics. Face threatening acts (FTA) according to Brown and Levinson (1987) often require the adoption of linguistic politeness strategies, namely "bald on record" (e.g. direct imperatives), "positive politeness" (e.g. claim common ground and co-operation), "negative politeness" (e.g. be direct, don't presume, coerce and impinge, impersonalize, and go on record as incurring a debt), and "off record" (e.g. invite conversational implicatures, and be vague or ambiguous). The present research study is a genre-based study of quantity surveyors' written discourse, focusing on their communication strategies in the workplace. Semantics and pragmatics are not the main foci in this study.

2.2 Study of Language Use

In a broader sense, the present thesis is a study of language use in the quantity surveying profession. This study is sharpened to a critical genre study of written professional discourse, and thus discourse and genre are the main linguistic notions to be reviewed in this section. These two notions are interwoven together to give a rigorous framework for studying quantity surveyors' written workplace communication. Language use can be studied by conducting text analysis (2.2.1), in which the notions of discourse and discourse analysis (2.2.2), genre analysis (2.2.3), and Bhatia's (2004) critical genre analysis (2.2.4) are discussed and comparatively reviewed.

2.2.1 Text Analysis

Hoey (2001: 11) defines text as "the visible evidence of a reasonably self-contained purposeful interaction" between writer(s) and reader(s), in which the writer(s) "control the interaction and produce most of the language". He (ibid.: 52) proposes the concept of hierarchical organization of a text and suggests some patterns of organization, namely "problem-solution" (ibid.: 123), "goal-achievement" (ibid.: 145), "opportunity-taking" (ibid.: 150), "desire arousal-fulfillment" (ibid.: 155), "knowledge-filling" (ibid.: 161), and "question-answer" (ibid.: 170) patterns. In McKee's (2003: 1) view, textual analysis is "a way for researchers to gather information about how humans make sense of the world". It is a methodology and a data-gathering process, by which the analysts make interpretations of a text through an examination of "other texts in the series", "the genre of the text", "intertexts about the text itself", and "the wider public context in which the text is circulated" (ibid.: 93).

Titscher et al. (2000), for example, outline twelve methods of text analysis, of which the "texts" means both written and spoken. These methods are content analysis, grounded theory, ethnographic text analysis, ethnomethodological membership categorization device analysis, ethnomethodological conversation analysis, narrative semiotics, system for the multiple level observation of groups (SYMLOG), functional pragmatics, differential text analysis (DTA), objective hermeneutics, critical discourse analysis (CDA) based on the work of Norman Fairclough, and critical discourse analysis (CDA) based on the work of Ruth Wodak (the discourse-historical method). Titscher et al. (2000: 230-231) suggest that only two of the three possible criteria of simplicity, accuracy and generality can be fulfilled simultaneously in these methods. The following paragraphs highlight such methods and their criteria of use.

Content analysis is an empirical method concentrating on "directly and clearly quantifiable aspects of text content", such as syntactic, semantic or pragmatic categories which are quantified by a frequency survey of classifications (Titscher et al., 2000: 55). This method is comparatively simple, yet “its accuracy is dependent on the choice of the unit of analysis and the preciseness of the schema of categories”, and its use is limited to pursuing rather precise and narrow research questions (ibid.: 231).

Grounded theory is used to “conceptualize data-based assumptions” in the study of a phenomenon, and its focus is on exploration and the generation of hypotheses (Titscher et al., 2000: 76). Grounded theory is simple and accurate, yet the breadth of results and conclusions (i.e. generality) is restricted since this method is “set up for the precise purpose of providing a counter-position to ‘general’ theories” (ibid.: 231).

Ethnographic methods are based on the concept that communicative patterns are part of cultural knowledge and behaviour. Their application in linguistic studies of communication is concerned with the analysis of language use in its socio-cultural setting, such as values, actions and norms (Titscher et al., 2000: 90-91). Ethnography of communication aims to reach statements about “cultural patterns of social entities”, and requires very demanding theoretical concepts such as communicative events, communicative competence and so on. Its use is therefore at the cost of accuracy and simplicity (ibid.: 232).

Ethnomethodology is related to “the investigation of everyday rationality, colloquial language and everyday events,” on the basis that “participants in an interaction create social order in any current situation” (Titscher et al., 2000: 104). Ethnomethodological membership categorization device analysis “attempts to construct the tools used by participants for description and categorization” (ibid.: 106), which is simple and accurate in text analysis. The accuracy comes from the “micro-analysis units” and “differentiated modes of systematization that include multiple variables” in the analysis, yet the generality is dampened by “the narrow theoretical range, the restricted area of application and the limited empirical generalizability” (ibid.: 232).

Conversation analysis also falls within ethnomethodology. It attempts to discover how particular aspects of conversation are viewed by the speakers themselves, through analyzing from natural rather than experimental situations (Titscher et al., 2000: 107). Its selection criteria are the same as the previously discussed ethnomethodological approach (ibid.: 232).

Narrative semiotics is concerned with “reconstructing the narrative structure and the meaning-bearing deep structure of texts” (Titscher et. al., 2000: 127). The typology of narrative texts includes stories, fairy tales, and literary types of text, for examples. While the accuracy of this method is built from its detailed analytical framework, the complicated semiotic theories make this method far from simple, and the generalizability of results is strongly dependent on the analytical text (ibid.: 232).

A system for the multiple level observations of groups (SYMLOG) provides “a coding procedure that incorporates behaviour, content and values in the form of ‘messages’ in a coding-form” (Titscher et. al, 2000: 139). SYMLOG as a specific content analysis procedure is characterized by simplicity and accuracy, and is highly suitable to “a precise operationalization of variables” at the cost of generality (ibid.: 232).

Functional pragmatics analysis refers to linguistic action within institutions, which leads to an analytical instrument of the pattern for the mediation of language and society, including “the language-external purposes of the society and language-internal purposes of the linguistic structure” (Titscher et. al., 2000: 176). This method is not simple, but accurate and general, although it has some limitations due to the restrictions in its applications (ibid.: 232).

Differential text analysis (DTA) seeks to find out “what information can be extracted from the messages of a text”, “what perceptual framework may be deducted from a text”, and “what blind spots do speakers have in their current observations” (Titscher et. al., 2000: 188). DTA is accurate and general, but not simple since the unit of analysis (phrases), varying textual dimensions (manifest/latent), and an understanding of the communication theory background of the method are essential (ibid.: 233).

Objective hermeneutics understands meanings as an objective social structure that emerge interactively (Titscher et al., 2000: 201), based on sequential analysis (i.e. breaking the text into smaller units and interpreting them in sequence) and detailed analysis (i.e. extensive interpretative procedure) to explore the “latent meaning-structures” and concrete conditions of the action in context variation (Titscher et al., 2000: 201-203). This method is testified to have a high degree of accuracy due to the need for detailed procedures and choice of analytical units, and also a high degree of generality due to “the unrestricted area of application and the postulated generalizability of results”, but it is not simple (ibid.: 232).

Titscher at al. (2000) distinguish critical discourse analysis (CDA) into those based on the work of Norman Fairclough and Ruth Wodak respectively. CDA, which is concerned with the relations between language, power and ideology in order to give a thorough account of the discursive activities and meanings, is discussed in 2.2.2. CDA has its strength in text analysis, since its variants are “accurate and general in character”, “several textual dimensions are analyzed”, and “the units of analysis range from individual words to complete arguments”, from which conclusions can be drawn about social structures if the theoretical guidelines in the particular operationalization of the research questions are acceptable (Titscher et. al., 2000: 232).

Among the three criteria for conducting a research study, it is observed that accuracy and generality are considered more important than simplicity. Of the twelve outlined methods, the two CDA methods, ethnography of communication, functional pragmatics, differential text analysis and objective hermeneutics can satisfy the criteria of accuracy and generality, while the others lack either one (Titscher et al., 2000: 233). Furthermore, the two CDA versions and functional pragmatics are linguistic methods which "analyze coherence and cohesion as well as the relationships between these two textual criteria", while the other nine methods are either non-linguistic methods (i.e. only analyze coherence) or lack a "systemic analysis of the cohesion-coherence relationship" (ibid.: 227). Coherence or textual semantics "constitutes the meaning of the text", while cohesion refers to the "components of the textual surface" or "textual-syntactic connectedness" (ibid.: 227) which can be linguistically manifested in terms of "reference, substitution, ellipse, conjunction and lexical cohesion" (Halliday and Hasan, 1976: 29). In addition, CDA and functional pragmatics "offer predominantly external/stable patterns of explanation", since the texts are explained through "social structures and socio-historic contexts" (Titscher et al., 2000: 235). These two methods endeavor to uncover the hidden power relationships and from that to derive results which have practical relevance, but in functional pragmatics, the analysis of power relations is "less important than insight into the conditions of day-to-day activity", leading to a situation that the power relations are no longer to be taken for granted (ibid.: 165-166). CDA takes both contexts and social settings, referring to such "extralingusitic factors as culture, society or ideology" and the concepts of intertextuality and interdiscursivity to analyze relationships between texts, which are not developed in other methods. In contrast, functional pragmatics does not deal with context but general social settings, and requires assumptions of some underlying purposes in linguistic behaviour (ibid.: 166).

Between the two versions of CDA that are identified by Titscher et al. (2000: 166) regarding “mediation between language and society”, “Norman Fairclough defines the relationship in accordance with Halliday’s multifunctional linguistic theory and the concept of orders of discourse according to Foucault”, while Ruth Wodak and van Dijk “introduces a socio-cognitive level” (ibid.: 166). Fairclough’s (1992) approach uses Halliday’s three meta-functions of language, i.e. “ideational or experiential”, “interpersonal” and “textual” (Halliday, 2002: 90-92) and is useful for the present study as it can be mapped onto the nature of this research topic: quantity surveyors use languages to convey their professional experiences (“ideational or experiential function”), use languages to interact with other people in the administration and supervision of construction projects (“interpersonal function”), and organize messages to achieve textual function which constitutes coherence and cohesion in texts (“textual function”). Language is “functional” and “probabilistic”, “language use is conditioned by the context of culture and situation”, and “language studies need to be based on language produced in real situations” (Sardinha and Barbara, 2009, 107). These aspects are discussed in 2.2.2 regarding discourse and discourse analysis.

2.2.2 Discourse and Discourse Analysis

Discourse is “language use”, “the communication of beliefs”, or “a form of social interaction” (van Dijk, 1997: 5); and discourse study is concerned with the ways of language use, and how “communication and interaction are related to the social contexts” (ibid.: 5). Similarly, Bhatia (2004: 3) refers discourse as language use, including spoken and written forms, in institutional, professional or more general social contexts. Bex (1996) asserts that discourse refers to “the kinds of social behaviours which recognize and confer meaning" on an individual or groups of texts (ibid.: 56), while discursive practices "inform the construction of particular discourses" and "regulate the conduct of society as a whole" (ibid.: 58). According to Bloor and Bloor (2007: 7), text refers to "actual written or spoken data", and discourse refers to "the whole act of communication involving production and comprehension", or "communication in specific institutional context", such as legal discourse and medical discourse.

Fairclough (1992: 67) defines discourse as an "ideological practice which constitutes, naturalizes, sustains and changes significations of the world from diverse positions in power relations". Discourse, when used as abstract noun, is regarded as "language use conceived as social practice"; or, when used as count noun, refers to the "way of signifying experience from a particular perspective" (Fairclough, 1995: 135). A discursive event is "an instance of language use" (ibid.: 135) which is shaped and constrained by situations, institutions and social structures, but it also shapes and constrains them (Fairclough, 1992: 65). A discursive event can be analyzed as "text, discursive practice and social practice", where text is "the written or spoken language produced in a discursive event", discursive practice is "the production, distribution and consumption of a text" (Fairclough, 1995: 135), and social practice is the control of "linguistic variability for particular areas of social life" (Fairclough, 2003: 24). An order of discourse is "a network of social practices in its language aspect", and can be regarded as "the social organization and control of linguistic variation" (ibid.: 24).

Discourse analysis is "a study of language use beyond sentence boundaries" (Bhatia, 1993: 3), or "how stretches of language in context are perceived as meaningful and unified by their users", where paralanguage, pragmatics and genre are the three areas of study in this field (Cook, 2003: 50). Paralanguage refers to those communicative behaviours expressed by tone of voice, or the use of body language, such as eye contact. Pragmatics is concerned with the studies of the knowledge and procedures which enable people to understand each other’s words, in particular the intention of the participants in the communication. Genre is defined as classes of communicative events which share some sets of communicative purpose; examples include consultations, lessons, emails, and brochures (ibid.: 50). In professional discourse, genre conventions and textual patterns are related to context which is regarded as “the situated frame in terms of goal, event and conditions” (Gunnarsson, 2009: 29).

Brown and Yule (1983: 1) suggest that discourse analysis is “the analysis of language in use”, investigating what that language is more than the formal properties of the language. Mills (2004: 119) endorses this definition by suggesting that discourse analysis, in contrast to traditional linguistics, which focuses on “the constituent units and structure of the sentence”, is concerned with applying “the notion of structure above the level of the sentence”. In contrast, Scollon (2001: 3) considers that the unit of analysis is not the discourse or text or genre, but the mediated action, under a different approach of mediated discourse theory which aims to reveal how language use is a form of social action in itself and is related to a range of “mediation means or cultural tools such as language, gesture, material objects, and institutions” which have their sociocultural histories (ibid.: 7). Gee (2005: 69), however, uses “situated meanings” as a tool of inquiry during discourse analysis. He suggests investigating the reasonability of attributing the situated meanings for a given word or phrase to the authors and readers, by considering the point of view of the discourse itself, the other discourse that may bring different values, norms, perspectives and assumptions to the situation, and also the potential interpreters’ attribution to the words. In addition, Johnstone (2004: 112) highlights the “social relatedness which is expressed and created in the discourse by power and solidarity”, through comparing institutional and situational power, social and discourse roles, audience, politeness, accommodation, attributed identities, and situated identifications. Bhatia (2004: 3) relates discourse analysis to textual properties, “regularities of organization of language use”, “situated language use in institutional, professional or organizational contexts”, and “language use in a variety of broadly configured social contexts”; all of which are used to highlight “social relations and identities, power asymmetry and social struggle”.

There are numerous approaches to study discourse in communication. Investigating the ways in which research conducted in business discourse and organizational communication studies can inform organizational ontology (Brummans et al., 2009: 55). Rhetorical analysis is an approach to describe how communication works in a given instance through an investigation of selected features of the communicative event (Zachry, 2009: 68). Critical research offers scholars “ways of understanding and engaging organizational discourse”, where the term “critical” is used to address “an array of social issues across a variety of intellectual disciplines” (Deetz and McClellan, 2009: 119). Mediated communication in business (MCB) can be grouped into the “medium turn” which addresses “the capabilities of the media” (e.g. email, fax and letter), the “discourse turn” which investigates “the multilayered connections between media, context, culture, identity and power”, and the “critical turn” which reveals “more complex realities in relation to questions of power and identity” (Gimenez, 2009: 139). Negotiation studies can be based on pragmatics, conversation analysis and sociolinguistics to ascertain trajectory vs. local interchanges, common ground, roles, power and solidarity, and face in working towards agreement (Bulow, 2009: 144-146); and on rhetoric, social constructivism and cognition to investigate argumentation and framing in conflict handling (ibid.: 147-148), and on international and intercultural angle to assess conflict and face management, participants and context, and other cross-cultural studies (ibid.: 149-151). Recent studies on discourse analysis also extend to multimodal discourse (e.g. Garzone, 2009; and Kress and van Leeuwen, 2001) which explores a diversity of communicative modes, such as language, image, music, sound and gesture.

In a book edited by Bhatia, Flowerdew and Jones (2008), the discourse studies in the collected papers are conducted in varying text analyzing approaches, namely conversational analysis (e.g. Drew and Curl, 2008; and Nevile, 2008), ethnographic-based discourse analysis (e.g. Lin, 2008; and Smart, 2008), corpus-based discourse analysis (e.g. Biber, 2008; and Flowerdew, 2008; and Lee, 2008), multimodal discourse analysis (e.g. Jewitt and Jones, 2008; and Norris, 2008), genre analysis (e.g. Bhatia, 2008; and Berkenkotter, 2008), critical discourse analysis (e.g. Chouliaraki, 2008; and Flowerdew, 2008), and mediated discourse analysis (e.g. Jones, 2008; and Scollon, 2008).

In their study of organizational discourse analysis, Iedema and Scheeres (2009: 89) insightfully elucidate the phenomenon that the conventional discourse analytical approaches which involve "collecting textual evidence and devising theory-oriented conclusions" are "not sensitive to local complexities, too linguistically specialized, and therefore insufficiently informative for non-discourse analysts". They therefore suggest a discourse ethnographic approach, for which researchers need to pay attention to how the new conducts evolve and how they affect people, and inevitably, this new research focus shifts the analysis from objectification dissection of discourse practices to "presaging emerging practices and genres" (ibid.: 88). This phenomenon is also addressed by Bhatia (1993: 3-4) who suggests that at one end discourse studies focus on formal and functional aspects of language use, including semantics and pragmatics, and at the other end, discourse analysis emphasizes "communication as social action" and orients towards "institutionalized use of language in socio-cultural settings". The above literature review shows that the analysis of language use has to focus more on the socio-cultural situations in which the language users participate in discursive events.

Discourse is viewed as a dynamic force that constructs and influences social practices and values. Given the rapid change and increasing complexity of society in recent decades, discourse is critically analysed in a wider social context. Critical discourse analysis (CDA) is concerned with the relations between language, ideology and power in order to give a thorough account of the discursive activities and meanings. CDA is an approach to "unpack the political, social and cultural implications of the texts" (Hoey, 2001: 3). It is "an area of interdisciplinary research and analysis" which began around 1980 and has developed as a distinct academic area (Fairclough, 2006: 9). Numerous scholars and researchers have contributed insightful theories and methodologies to CDA (e.g. Fairclough, 1992, 1995, 2000, 2001, 2003, 2006; Hodge and Kress, 1993; Hoey, 2001; Meyer, 2001; van Dijk, 2001, 2008a, 2008b, 2009; van Leeuwen, 2008 and 2009; Widdowson, 2000, 2004; Wodak, 2000, 2001 and 2009). Currently, there are a number of different CDA approaches, and those most influential views provided by Fairclough, Wodak and van Dijk are presented in the following paragraphs.

Fairclough (1992: 63 and 1995: 97) views "language use as a form of social practice". His analytical framework in CDA stems from a three-dimensional conception of discourse to any specific instance of discursive practice, including "text, discursive practice and social practice" (Fairclough, 1992: 73).

First, text analysis is organized under an ascending scale of vocabulary ("individual words"), grammar ("words combined into clauses and sentences"), cohesion ("how clauses and sentences are linked together"), and text structure ("large-scale organizational properties of texts") (Fairclough, 1992: 75).

Second, discursive practice is concerned with the socio-cognitive aspects of "text production, distribution and consumption", as Fairclough (1992: 65) remarks: "discursive practice is constitutive in both conventional and creative ways: it contributes to reproducing society (social identities, social relationships, systems of knowledge and belief) as it is, yet also contributes to transforming society". Text production and interpretation are constrained by "the available members' resources", e.g. "norms and conventions", "social structures", and "orders of discourse", which have been constituted through "past social practice and struggle", as well as "the specific nature of the social practice" which determines what and how "elements of members' resources are drawn upon", e.g. "normative or creative" and "acquiescent or oppositional ways" (Fairclough, 1992: 80).

Third, the relationship between discursive and social processes is explained by the notions of ideology and hegemony. Ideology is claimed to be a "material existence in the practices of institutions", "constitution of subjects" and site for "struggle in and over discourse" (Fairclough, 1992: 87); and, correspondingly, ideologies arise in societies which are characterized by relations of domination on the basis of class, gender, cultural group, and so forth (Fairclough, 1992: 92). Hegemony is "the power over society as a whole of one of the fundamental economically-defined classes in alliance with other social forces" (Fairclough, 1992: 92 and 1995: 76). Power-holders wish to maintain their power through naturalizing "partial and interested practices" in the mechanism of inculcation, while communication is "the mechanism of emancipation and the struggle against domination" (Fairclough, 2001: 62). Hegemony is leadership and domination "across the economic, political, cultural and ideological domains of a society" (Fairclough, 1992: 92), and ideology is a property of structures (i.e. "orders of discourse") or events, as its location in the structures constitutes "the outcome of past events and the conditions for current events", and in the events reproduces and transforms the conditioning structures (Fairclough, 1992: 88-89). Order of discourse is the "social order in its discoursal facet" (Fairclough, 1995: 10), or the "totality of discursive practices of an institution, and relations between them" (ibid.: 135).

The results of CDA can be used as a "critical language awareness" element in language education to help the language learners become more conscious of their practice in the production, distribution and consumption of texts, as well as the effects of social forces, power relations and ideologies upon their social identities, social relations, knowledge, and beliefs, and the role of discourse in processes of cultural and social change (Fairclough, 1992: 239). Fairclough exemplifies the practice of his theoretical framework in some studies, for example, "marketization of public discourse" (Fairclough, 1995: 131-166) and "the discourse of Thatcherism" (Fairclough, 2001: 140-162).

While Fairclough's CDA approach is well-known due to his social theory and the practicality for critical discourse analysis, there are other scholars and researchers who are eminent in this field of study. Wodak and van Dijk introduce the relationships between language and society at a socio-cognitive level (Meyer, 2001: 15). Wodak (2001: 2) suggests that "CDA aims to investigate critically social inequality as it is expressed, signalled, constituted, legitimized and so on by language use (or in discourse)", such as dominance, discrimination, power and control. She postulates the indispensable concepts of power, history and ideology: "discourse is structured by dominance"; "every discourse is historically produced and interpreted"; and "dominance structures are legitimated by ideologies of powerful groups" (ibid.: 3). While dominant structures stabilize the societal conventions of unequal power relationships and naturalize them (ibid.: 3), power is signalled by "grammatical forms within a text” and “a person’s control of a social occasion by means of the genre of a text” (ibid.: 11).

Wodak (2001) adopts “discourse-historical approach” (DHA) in CDA. This approach is interdisciplinary, problem-oriented (rather than focusing on specific linguistic items), and abductive (ibid.: 69-70). It attempts to integrate the “available knowledge about the historical sources and the background of the social and political fields in which discursive events are embedded”, “analyses the historical dimension of discursive actions by exploring the ways in which particular genres of discourse are subject to diachronic change”, and integrates social theories to explain the context (ibid.: 65). “Discourses are realized in both genres and texts” (ibid.: 66), and it is necessary to identify the relationship between fields of action, genres and discourse topics, as well as the interdiscursive and intertextual relationships among them (ibid.: 66-67). Interdiscursivity is the intersection of two or more discourses, and intertextuality is the relationship between texts or topics (ibid.: 67).

Van Dijk (2001: 98) emphasizes the importance of text-context theory in CDA, which focuses on the role discourses play in society and its structures, in particular the production and reproduction of domination or power abuse, such as the violation of norms and human and social rights. CDA is “cognitive, social and political analysis”, and such societal structures as groups, institutions, power, and societal acts provide the overall constraints on discourse (ibid.: 118). These constraints may be norms and obligations, ranging from strict (e.g. the acts of judges) to flexible (e.g. politeness), and may affect such diverse discourse properties as interaction moves, speech acts, topic choice, local coherence, lexical style or rhetorical figures (ibid.: 118).

Van Dijk’s (2001) theoretical framework and analytical categories consist of dimensions of discourse structures, social cognition, and relations between discourse and society. Discourse structure involves the analysis of the subject texts in the areas of semantic macrostructures (i.e. topics), local meanings (e.g. lexical, propositions and coherence), relevance of subtle formal structures (e.g. genre categories, ordering, primacy, pronominal relations, active-passive voice, and nominalizations), global contexts (e.g. social, political, cultural and historical structures), local context (e.g. overall domain and action, participants and their social roles, intentions, goals, knowledge, norms and other beliefs), and event models (e.g. semantic part of discourse) (ibid.: 101-112). Social cognition includes knowledge (e.g. personal knowledge and professional knowledge), attitudes (e.g. socially shared opinions) and ideologies (e.g. social representations of social groups) (ibid.: 113-115). The relations between discourse and society refer to social situations and societal structures (e.g. institutions, organizations, social processes, and political systems) (ibid.: 115-117).

CDA is neither a method nor a theory, and can be combined with any approach of text analysis (van Dijk, 2001: 96). Probably because of this reason, CDA has been jointly used with systemic functional linguistics by some scholars and researchers (e.g. Hasan, 2004; Graham, 2004; Bartlett, 2004; Meurer, 2004; Fairclough, 2004; Abdullah, 2004; Hoon, 2004; Mayr, 2008; and Polovina-Vukovic, 2004) for theoretical or practical formulation. But, undoubtedly, genre analysis is a further choice. It has been found from the above literature review that genre is a means to realize discourse (Wodak, 2001: 66), a social occasion can be controlled by means of the genre of a text (ibid.: 11), and genre is the "use of language associated with a particular social activity" (Fairclough, 1995: 135).

Quantity surveyors use language as a form of social and discursive practice in their workplace discourse, which is embedded in the form of genre. As suggested by Bhatia (1993: 11), "discourse analysis needs a model which is rich in socio-cultural, institutional and organizational explanation", yet "requires minimum support and interference from grammatical theory, and exploits maximally the conventional aspects of language use". Such a model in language teaching for specific purposes is to "find pedagogically useful form-function correlations" within (not across) specific genres (ibid.: 11). Discourse can be analysed by studying the genres of the texts produced in the discourses.

2.2.3 Genre and Genre Analysis

The notion of genre in this study orients towards English for Specific Purposes (Swales, 1990; Bhatia, 1993 and 2004). Other orientations, as suggested by Paltridge (1997: 29), include folklore studies, ethnographic of speaking, linguistic anthropology, rhetoric, literary theory, sociology of language, and systemic perspective on genre. A genre represents "a class of communicative events" with particular communicative purposes commonly recognized in the discourse community, which "shapes the schematic structure of the discourse and influences and constrains the choice of content and style" (Swales, 1990: 58). Genre refers to "language use in a conventionalized communicative setting in order to give expression to a specific set of communicative goals of a disciplinary or social institution" (Bhatia, 2004: 23). This imposes constraints on the use of lexico-grammatical and discoursal resources, and finally constructs stable structural forms (ibid.: 23). Lexico-grammar is the combination of lexis and grammar to construct meanings, while discoursal resources are the elements in the discourses, such as agents, time, space and forms of communication. In other words, genres are "recurrent forms or recurrent actions" (Johnstone, 2002: 155) and are the categories of texts which quantity surveyors have to "recognize, reproduce and manipulate in order to become a competent member" of their professional community (ibid.: 156).

A genre is characterized as “a socially ratified way of using language in connection with a particular type of social activity”, and has conventionalized and schematically fixed use of language in such activities (Fairclough, 1995: 14). Van Leeuwen (2002) relates the concepts of genre and field in the context of systemic-functional linguistics to discourse and discursive practice. He describes generic structure as “the syntagmatic structure of discourse”, and suggests that the knowledge of field structure is constructed “in the context of a given institutional domain, e.g. the knowledge of politics as it is constructed in the mass media” (ibid.: 167). Genre and field analysis make possible deconstruction and reconstruction of discourse, through integrating the results of the separate linguistic analyses into a whole (ibid.: 167).

Bhatia (2004: 4) states that the present work in genre analysis has been the results of a systematic development of discourse analysis in three main stages: “textualization of lexico-grammar” which focuses on “the surface level of specialized texts” (ibid.: 5); “organization of discourse” which emphasizes the regularities of discourse organization in terms of structural elements, and relates the discourse structures to communicative purposes of the genres (ibid.: 9); and “contextualization of discourse” which widens the role of context to embody social factors as well as “to establish identities, to communicate ideologies, or to influence and maintain social processes, social structures and social relations”, which all are the centrality of critical discourse analysis (ibid.: 11).

The quantity surveying profession can satisfy the six characteristics which are defined by Swales (1990: 24-27) for a discourse community. Quantity surveyors share “a broadly agreed set of common public goals” in delivering professional services; have “mechanisms of intercommunication” in their professional practice; participate in the profession “to provide information and feedback”; possess and utilize several genres in communication (e.g. report writing, contract documents, and contractual argumentation); acquire "some specific lexis" (e.g. professional jargon); and, finally, there are more than a thousand of members in Hong Kong who have gained academic education and practical experience in the field.

Quantity surveyors, apart from acquiring their professional knowledge, need "a set of text-building skills" that are "embedded in recurrent types of interaction" (Johnstone, 2002: 156). An analysis of "how genres function in social life" can help people to understand "how typification works in the representation and maintenance of ideology, in language socialization, in the process of language change, and in communication in institutions" (ibid.: 157). In addition, ideological and communicative pressures force genre (discourse form) and genre knowledge (discursive procedures) to be rigid, for example, genres become relatively standardized and inflexible in organizations which need to legitimize themselves by signalling similarities (ibid.: 157). The communicative goals influence the discourse strategies typically adopted in the texts, which in turn shape a particular genre. Different genres use different language to achieve different culturally established tasks, and the texts in different genres aim to achieve different purposes in the culture (Eggins and Martin, 1997: 236). The cultures, for example, can be organizational culture and professional culture. "Genres emerge in situational and socio-cultural contexts", and their realizations enable understanding of those contexts and the discourse community associated with them (Virtanen and Halmari, 2005: 11). In a theory of discourse comprehension developed by van Dijk and Kintsch (1983), genre constrains the macrostructure of discourses by providing a schema for "macropropositions" (ibid.: 190), and thus genre is described as the "superstructure" of a text (ibid.: 235). The following are genre studies in the fields of accounting, the academy, business, law and public relations.

In the discipline of accounting, Flowerdew and Wan (2006) conduct a genre study to explore the specific discourse community of tax accountants through analyzing and comparing the moves and the typical lexico-grammatical realizations of the moves in the tax computation letters produced in an accounting firm in Hong Kong. They find that communicative purposes are achieved in the field through the manifestation of “generic, referential and functional intertextuality” (Devitt, 1991), and the tax accountants use very formulaic and standardized templates. Flowerdew and Wan (2010) also conduct linguistic and contextual analyses in the genre of the company audit report produced in a large international Hong Kong accounting firm, and explore how communicative purposes are achieved through the systematic schematic structuring and linguistic realization patterning of the genre. They find that a mix of languages (English, Cantonese and Putonghua) is used by the members of the audit team in their production of the English audit report.

With regard to academic discourse, Morton (2009) conducts a case study of architecture presentations given by three students from a large Australian school of architecture, showing the rhetorical strategies that the students adopt to enable their socialization into the disciplinary discourse. Such rhetorical strategies include the “contextualization practices of narrative”, “metaphorical images”, and “dynamic grammar”, which link the students’ design with their disciplinary value in this academic speech genre, and also facilitate mediation between the design artefacts and the audience. Hyon (2007) examines the inventive strategies used in “retention-promotion-tenure reports” which function to evaluate faculty members in universities, including hyperbole, irony/humor, and informal language features. Li and Ge (2009) conduct a genre analysis of the structural and linguistic evolution of medical research articles, comparing twenty-five articles published between 1985 and 1989 with other twenty-five between 2000 and 2004, with regard to the frequencies of occurrence of their moves, tenses and first person pronouns.

Regarding business communication, Bulow-Moller (2005) investigates the communicative persuasive strategies of the genre of face-to-face business negotiations through linguistic signals denoting power, commitment, fairness and social attractiveness to create common ground and solicit negotiator persona. Van Mulken and van der Meer (2005) analyze a sample of e-mail replies to customer inquiries to determine the prototypicality and structure of the genre. They examine the nature of the genre, its discourse structure and textual realizations; and also compare American and Dutch companies' replies to ascertain the cultural boundaries of the electronic communication. Gimenez (2006) also studies email communication, but focuses on stylistic conventions, the role of email in the communication patterns of a company, and the link between email and corporate culture. After examining 123 emails for international business communication, he finds that emails are gradually becoming a more complex genre which embeds a series of messages generated in response to the original email, and the most prominent textual features derived from the embeddedness are the increasing use of the carbon copy facility, the original message as part of the body text, and "RE" for reference and "FW" for forwarding in the subject line.

In legal discourse, Salmi-Tolonen (2005) explores the strategies of persuasive argumentation as represented by the written Opinions of Advocates General at the European Court of Justice. He finds that persuasive strategies are genre-specific and mainly involve cognitive processes and sensory evidence, and the legal writers commit themselves strongly to the facts or arguments presented by using first person either overtly or implicitly, while the expressions of sensory evidence involve sense of vision (e.g. "in my view", or "it appears to me").

Lassen (2006) studies the form and content of a corpus of press releases related to biotechnology, using the analytical tools of rhetorical objectives, staging (text-internal and text-external features) and linguistic features (temporal, consequential and comparative conjunctions, negation and intertextuality). He concludes that press releases, at a broad level, may be seen as a genre when viewed as form, but, at a specific level, they are also characterized by difference rather than similarity when looking into their contents and rhetorical objectives.

The popularity of the application of genre analysis to study discourse validates Bhatia's (1993: 11) suggestion that genre analysis has become a powerful and useful tool to arrive at "significant form-function correlations" to describe academic and professional texts. Bhatia's (2004) critical genre analysis is discussed in the following sub-section.

2.2.4 Critical Genre Analysis

Bhatia (2004) develops a multi-dimensional analytical perspective framework for extending the genre theory and scope of genre analysis, in order to achieve the seven main goals of genre analysis of written discourse. These goals are "to understand and account for the realities of the world of discourse", "to understand private intentions within professional genres", "to understand individual, organizational, professional and social identities constructed through discursive practices within specific disciplinary cultures", "to understand how professional knowledge boundaries are negotiated through discourse practices", "to investigate language as action in socio-critical environments", "to offer effective pedagogical solutions", and "to negotiate interactions between discourse practices and professional practices" (ibid.: 157-159).

Bhatia (2004: xv) views the real world of written discourse in two senses: “genres within specific disciplinary domains” and “genre relationships across disciplinary domains”. These two views highlight “disciplinary differences within specific genres” and “genre colonies across disciplinary boundaries”. Bhatia (2004: 55) identifies from different ranges and levels of discursive practices three domain-specific genres, namely, “genre set” which represents “a class of typical professional genres” that is engaged by a particular professional in routine professional activity; “genre system” which incorporates “a complete set of discursive forms” produced by all the participants involved in a professional activity; and “disciplinary genres” include “all discursive forms” invoked from all professional practices associated with a particular disciplinary domain. Mapping onto the quantity surveying profession, the professional letters produced by a group of quantity surveyors working in a government office constitute a quantity surveying genre set, while further inclusion of the letters produced by other related groups of quantity surveyors working in consultancy firms and contractors constitutes a quantity surveying genre system. If all other genres are considered in addition to the professional letters, such as construction contracts, tender reports and financial statements, a disciplinary genre of the quantity surveying profession is constituted.

Bhatia (2004: xv) distinguishes genre construction, interpretation and use on the basis of “socially recognized conventions from a careful ‘exploitation’ or ‘manipulation’ of shared genre conventions.” The exploitation or manipulation of established conventions raise legitimate questions about the integrity of genres and the flexibility of creating new forms of genres. There are two categories of indicators that realize generic integrity: “text-internal” and “text-external” (ibid.: 124).

The “text-internal indicators” of generic integrity consist of “contextual”, “textual” (“lexical”, “rhetorical-grammatical”, and “discoursal”) and “intertextual” (ibid.: 125), which are more accessible to discourse and genre analysts than genre users within a profession, since professionals (e.g. quantity surveyors), though they often use these genres, do not explore the linguistic resources in the realization of the genres (ibid.: 124).

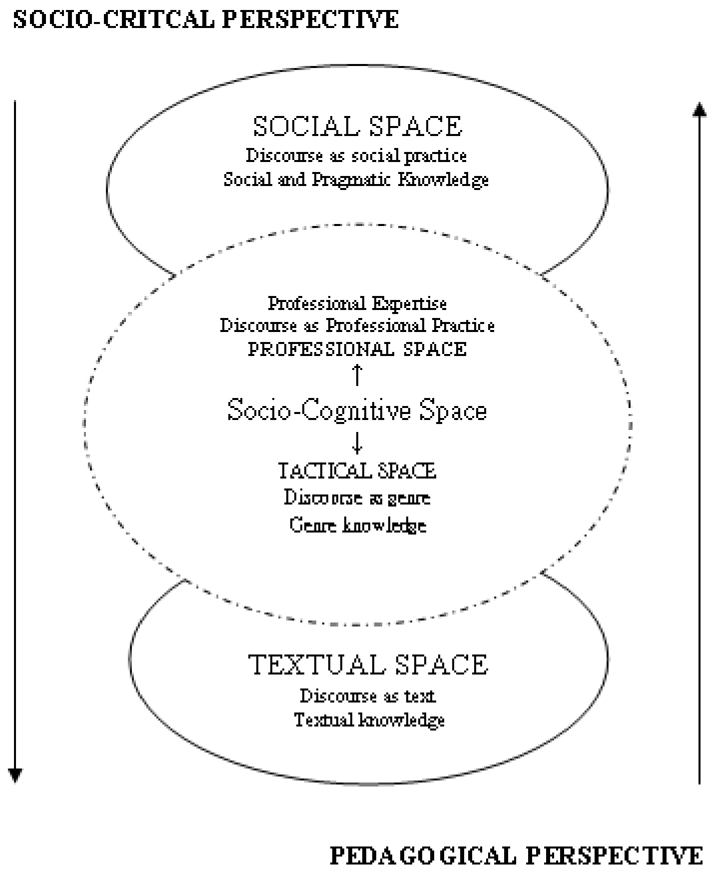
The "text-external indicators" of generic integrity include "discursive procedures" ("who contribute what? who has the authority?", "participatory mechanisms: how and at what stage?", and "contributing genres and interdiscursivity"), "disciplinary culture" ("generic norms & conventions", "professional goals & objectives", and "professional & organizational identity"), and "discursive practices" ("choice of genres" and "communicative modes") (ibid.: 127). These indicators are more easily accessible to experienced professionals of specific genres, who often use these features to "identify, construct, interpret, use and exploit these genres to achieve their professional objectives" (ibid.: 124).

The text-internal and text-external indicators reveal the specific features and structures which quantity surveyors choose to suit the particular situations in their written discourse. This explains why the quantity surveying texts produced for different communicative purposes, in either the same or different stages of project development, differ greatly, for instance, a tender report for recommending the award of a construction contract in contrast with an acceptance letter for awarding a construction contract. A comparison of the different genres can identify the common linguistic, discursive and pragmatic strategies that quantity surveyors employ to perform their tasks and to achieve their communicative purposes. A study of these indicators can also help to evaluate the "discursive competence", i.e. "textual competence", "generic competence" and "social competence" (Bhatia, 2004: 144) of quantity surveyors in the delivery of their professional work. Also, in order to characterize the quantity surveying profession, it is necessary to integrate the “disciplinary knowledge”, “professional practice” and “discursive competence” in the discourses (ibid.: 146)

Genres are considered as “conventionalized discursive actions” and each genre serves a socially accepted communicative purpose (Bhatia, 2004: 87). Professionals often mix different genres to create hybrid genres (i.e. “genre mixing” and “genre embedding”) in order to achieve multiple purposes, sometimes including the writers’ private intentions. In addition, “genre bending” is made by “appropriating generic resources from a specific genre for the construction of another” (ibid: 87). For example, a sales promotional letter, though interdiscursively more complex and embedded in a letter format, is similar to a typical advertisement in linguistic aspects; and shares similar lexico-grammatical resources in the functional value of promotion with job application letters (ibid.: 89). These sales promotional letters, advertisements and job application letters have similarities in terms of their communicative purposes, lexico-grammatical resources and move structures, and they are colonized in promotional discourse (ibid.: 90)

Grounded on the purposes of genre analysis of written discourse and the concepts of integrity of genre, Bhatia (2004: 19) develops a multi-perspective four-space model of discourse analysis as a theoretical framework for analyzing written discourse. This model is reproduced in Figure 1 below. The centre of the model is the “socio-cognitive space” which runs through the “tactical space (discourse as genre, genre knowledge)” to the “textual space (discourse as text, textual knowledge)” at one end (pedagogical perspective), and through the “professional space (professional expertise, discourse as professional practice)” to the “social space (discourse as social practice, social and pragmatic knowledge)” at the other end (socio-critical perspective). This model represents the “text” at the pedagogical perspective and the “context” at the socio-critical perspective, while the “socio-cognitive space” at the centre is a combination of both.

Figure 1: Perspectives on Written Discourse Analysis (Bhatia, 2004: 19)



These three spaces generate the discourse multidimensional analytical perspective framework which in turn prompts the corresponding research procedures. These perspectives and procedures are “textual perspective and textual procedures”, “socio-cognitive perspective and socio-cognitive procedures”, “ethnographic perspective and ethnographic procedures”, and “socio-critical perspective and socio-critical procedures” (Bhatia, 2004: 163 and 167), which are reproduced in Table 2.1 below.

Table 2.1: Bhatia's (2004: 163 and 167)
Multidimensional Analytical Perspective and Research Procedures

Dimensions	Analytical Perspectives	Research Procedures
Textual	Analysis of ● Statistical significance of lexico-grammar ● Textual corpora ● Textualization of lexico-grammatical resources ● Discourse/rhetorical or cognitive structures ● Intertextuality and interdiscursivity ● Generic conventions and practices	● Linguistic description and analysis ● Corpus-based analysis of texts ● Analysis of cohesion and intertextuality ● Studies of generic conventions and practices
Socio-cognitive	Analysis and understanding of ● Patterns of generic integrity ● Patterns of audience reception ● Nature and function of disciplinary cultures ● Modes and patterns of professional practice ● Appropriation of generic resources ● Use and exploitation of rhetorical strategies ● Patterns of interdiscursivity	● Accounts of practitioner advice, manuals, etc. ● Studies of social structures and interactions, etc. ● History, beliefs, goals of disciplinary cultures, etc. ● Analysis of texts intertextually linked ● Analysis of other contributing genres ● Studies of audience reception ● Studies of relevant disciplinary cultures ● Studies of reading and interpretive behaviour
Ethnographic	Analysis and understanding of: ● Critical sites of engagement or moments of interaction ● Practitioner advice and guidance ● Social structure, interactions, history, beliefs, goals of the professional community ● Physical circumstances influencing genre construction ● Modes available for genre construction & communication ● History and development of genre	● Observational accounts of expert behaviour ● Lived experience of members of community of practice ● Convergent narrative accounts of active professionals ● Textography of discursive practices ● Accounts of recipients of genres
Socio-critical	Analysis and awareness of: ● Patterns of language, ideology and power ● Interaction of language and social structures ● Interaction between discourse and social changes ● Discourse and social practices ● Cross-cultural intercultural constrains	● Accounts of language, ideology and power ● Discussions of language and social structures ● Studies of social changes reflected in discourses ● Studies of social practices, identities, and motives ● Studies of organizational power ● Studies of socio-cultural backgrounds

Although critical discourse analysis (CDA) and critical genre analysis (CGA) are two entities in text analysis, an attempt is made in this literature review to reconcile Bhatia's (2004) critical genre analysis (multidimensional and multi-perspective approach) and Fairclough's (1992) critical discourse analysis (three-dimensional concepts). This reconciliation reveals that critical genre analysis is more appropriately used as the theoretical and analytical framework in studying written professional discourse.

First of all, CDA (Fairclough, 1992) and CGA (Bhatia, 2004) are compared. Bhatia (2004: 23) emphasizes that his model, as a genre-based view of discourse, embodies "textual, discursive and contextual factors" by investigating communicative events and purposes, focusing on structured and conventionalized constructs in terms of lexico-grammatical resources and formal features, relating to particular professional community, reflecting organizational cultures and in this sense focusing on social actions embedded within disciplinary, professional and other institutional practices (ibid.: 23). Fairclough (1992: 92) proceeds from the relationships between discourse and hegemony, which are the domination "across the economic, political, cultural and ideological domains of a society", and views the control over discursive practice as a struggle for predominance over orders of discourse. He suggests the approach of grouping linguistically-oriented discourse analysis and the relevant social and political thoughts in a framework which is suitable for use in social scientific research and the study of social change (ibid.: 62). To accomplish these dual elements of linguistics and society, Fairclough (2001: 92-115) suggests ten questions for critical discourse analysts to consider, namely (1) "what experiential values do words have?" (2) "what relational values for words have?" (3) "what expressive values do words have?" (4) "what metaphors are used?" (5) "what experiential value do grammatical features have?" (6) "what relational values do grammatical features have?" (7) "what expressive values do grammatical features have?" (8) "how are (simple) sentences linked together?" (9) "what interactional conventions are used?" (10) "what larger-scale structures does the text have?". These "experiential", "relational" and "expressive" values of the words and grammar used in the texts correspond to the structural effects of "knowledge and beliefs", "social relations", and "social identities". "Experiential values" are concerned with how ideological differences between texts are coded in their vocabulary and grammatical features (e.g. nominalization) in the representations. "Relational values" are how a choice of wording and grammatical features (e.g. modes of sentence, modality, and pronouns) shapes, or is constrained by, social relationships between participants. "Expressive values" are how the writers' evaluation of the practices is implicit in the vocabulary and grammatical features (e.g. expressive modality) (ibid.: 93).

Bhatia's (2004) approach is considered more relevant to the study of professionals' written discourse and communication behaviour in the workplace, which focuses on professional and institutional (including organizational) discourses, in particular the communication activities in a profession or discipline. In contrast, Fairclough (1992) emphasizes the importance of social and political contexts to discourse and language, and aims to study social change. Bhatia (2004: 19) develops a four-space model in "textual space" ("textual knowledge"), "tactical space" ("genre knowledge"), "professional space" ("professional expertise"), and "social space" ("social and pragmatic knowledge") which underpin his multi-perspective framework, of which the "tactical" and "professional" spaces are collectively called "socio-cognitive space". Fairclough (1992: 72) suggests a three-dimensional conception of discourse, comprising the "text", "discursive practice (text production, interpretation and consumption)" and "social practice". CDA and CGA to a large extent overlap with each other, in that the “textual space” corresponds with “text”, the “socio-cognitive space” corresponds with “discursive practice”, and the “social space” corresponds with “social practice”. Nevertheless, their respective emphases represent a dichotomy and each pair of space and level is further compared below.

At the “textual space” and “text” level, Bhatia (2004: 165) refers to the investigation of statistical significance of lexico-grammar, textualization and discourse structure, while Fairclough (1992: 75) focuses on vocabulary, grammar, cohesion and text structure in the linguistic analysis of a text. The difference is the emphasis on the structural interpretation of discourse, which Bhatia (2004: 10) describes in terms of discourse structure, or moves, which is extended to embrace socio-cognitive factors in particular communicative settings.

At the “socio-cognitive space” and “discursive practice” level, Bhatia (2004: 20) combines genre knowledge (text orientation) and professional expertise (context orientation) to give historically and structurally accounts of the conditions for genre construction, interpretation and use, to analyze the role of intertextuality and interdiscursivity, and to link the “textual space” and the “social space”. Fairclough (1992: 65) links the “text” and “social practice” by “discursive practice” in his framework, suggesting that the “discursive practice” is concerned with the socio-cognitive aspects of text production and interpretation, and introduces “orders of discourse” and “social practice” as social constraints on these processes. Both Bhatia (2004: 20) and Fairclough (1992: 65) focus on intertextuality and interdiscursivity, and refer to socio-cognitive variables at the level of genre construction or text production and their interpretation, yet they conceive different cognitive aspects. For Bhatia (2004), the context of the professional is central, but it is seldom mentioned, if at all, by Fairclough (1992). Bhatia (2004) suggests “text-internal indicators” (i.e. contextual, textual and intertextual) in the “tactical space” (ibid.: 125) and “text-external indicators” (i.e. discursive procedures, professional culture and discursive practices) in the “professional space” (ibid.: 127), while Fairclough (1992: 65) suggests the contribution of “discursive practice” to reproduce and transform society (i.e. “systems of knowledge and belief”, “social relationships”, and “social identities”). Bhatia’s (2004) CGA aims to analyze discursive events in a professional setting, in contrast with Fairclough’s (1992) CDA which aims to analyze discourse in social and political contexts. Owing to this different emphasis, Bhatia’s (2004) framework explicitly includes the “ethnographic perspective” to address the narrative accounts of the professionals.

At the “social space” and “social practice” level, Bhatia (2004: 162) takes account of language, ideology and power; language and social structures; social changes reflected in discourse; social practices, identities and moves; organizational behavior; and socio-cultural background; and Fairclough (1995: 10) relates “social practice” to situational, institutional and the wider social contexts. While both CGA and CDA are in connection with institutional and discoursal practices, ideology and power, Fairclough (1992: 92) explicitly cites “hegemony” as the basis of control in discourse, and Bhatia (2004: 163) finds his “socio-critical perspective” comparable to institutional and discoursal practices in Fairclough’s concept. Bhatia’s (2004) “social space” and Fairclough’s (1992) “social practice” are similar, probably the subtle distinction is Bhatia’s (2004: 20) emphasis on the “professional relationships the genres are likely to maintain or change”.

To investigate quantity surveyors’ written discourse in the workplace, emphasis is given to professional and organizational contexts more than social interactions. This expectation is justified by the genre study conducted by Flowerdew and Wan (2006: 150) on another group of professionals, namely accountants, whose deference, distance and credibility are valued more highly than closeness and courtesy in the community, and their written texts are very formulaic. As claimed by Berkenkotter (2001: 327), “the professions are organized by genre systems and their work is carried out through genre systems” and the professionals’ discursive practices are therefore characterized in the context of chains of interrelated genres. Thus, Bhatia’s (2004) multi-dimensional analytical perspective, rather than Fairclough’s (1992) three-dimensional conception of discourse, is adopted as the theoretical and analytical framework to study quantity surveyors’ workplace written discourse in the present research. However, Fairclough’s (1992, 1995 and 2001) conceptions reinforce Bhatia’s (2004) critical genre analysis, in particular the aspects of social practice, and have paramount importance in this study. Fairclough (1992, 1995 and 2001) has made a unique contribution to the theoretical and practical means to interpret language, ideology and power in institutional discourse, and his model helps discourse and genre analysts to understand quantity surveyors’ written discourse from the “socio-critical perspective” (Bhatia, 2004: 163).

While professional discourse is manifested in the workplace, Koester (2006: 10) suggests that genre analysis, in combination with corpus-based and discourse analytical methods, is particularly suitable for the analysis of workplace discourse. Bhatia’s (2004) multidimensional analytical perspective is a genre-based framework in a corpus-based approach (ibid.: 167), tailored to study written professional discourse. This framework enables a thorough study of professional and workplace discourses to reveal the linguistic communication characteristic of a profession. However, to grasp the sense of what to do in applying Bhatia’s (2004) multidimensional analytical perspective framework to critical genre analysis, the linguistic constructs that are mentioned in Table 2.1 should be revised. These constructs are dispensable from this framework and can be studied independently. Indeed, they are so widely and commonly used in the linguistic community that a vast number of scholars and researchers have proposed numerous theories, definitions and descriptions of these constructs. The review of these linguistic constructs is presented in 2.3 to 2.6 in the order of the four perspectives in Bhatia's (2004) framework for critical genre analysis.

2.3 Textual Perspective

Textual perspective is concerned with the textual aspects of corpora (Bhatia, 2004: 160). The literature review in this section gives an account of corpus linguistics (2.3.1), lexico-grammar (2.3.2), textualization (2.3.3), discourse structure (2.3.4), and intertextuality and interdiscursivity (2.3.5).

2.3.1 Corpus Linguistics

Sinclair (1991: 171) defines a corpus as "a collection of naturally occurring language text, chosen to characterize a state or variety of a language", and states that "one of the principal uses of a corpus is to identify what is central and typical in the language" (ibid.: 17). "Central" means "categories of things rather than individual words" (Hunston, 2002: 43), while "typical" refers to "the most frequent meanings or collocates or phraseology of an individual word or phrase" (ibid.: 42). Hunston (2002: 37) suggests that a corpus can be "constructed and used as a collection of individual texts", "words in context", or "categories". She classifies commonly used corpus types into "specialized corpus" (e.g. newspaper editorials, geography textbooks), "general corpus" (e.g. texts produced in one country), "comparable corpora" (e.g. different varieties of a language), "parallel corpora" (i.e. two or more corpora in different languages, each containing texts that have been translated from one language into the other), "learner corpus" (e.g. essays produced by learners of a language), "pedagogic corpus" (e.g. a corpus consisting of all the language a learner has been exposed to), “historical or diachronic corpus” (e.g. a corpus of texts from different periods of time), and “monitor corpus” (a corpus designed to track current changes in a language) (ibid.: 14-16). A collection of texts produced by a group of quantity surveyors is a specialized corpus.

Tognini-Bonelli (2001: 2) echoes Sinclair’s definition by describing corpus as “a collection of texts assumed to be representative of a given language put together so that it can be used for linguistics analysis”. Corpus linguistics is the study of language through observation of language evidence in corpora, as well as the systemic study of authentic examples of language in use. It can be a theory or a methodology, contributing specifically to such applications as “lexicography, language teaching, translation, stylistics, grammar, gender studies, forensic linguistics, and computational linguistics” (ibid.: 1). In addition, Kennedy (1998: 7) states that corpus linguistics is “based on bodies of text as the domain of study and as the source of evidence for linguistic description and argumentation”, embodies methodologies for quantifying distribution of linguistic items, and focuses on “observation of language in use leading to theory rather than vice versa”. In corpus design, the criteria of size, content, representativeness and permanence should be considered, yet they are in tension with one another (Hunston, 2002: 25-30). Corpus linguistics, however, suffers the limitations of only offering evidence but not giving information, or presenting language out of its context (ibid.: 22-23).

Corpus studies can be distinguished into corpus-based and corpus-driven approaches. The corpus-based approach “uses corpus evidence mainly as a repository of examples to expound, test or exemplify given theoretical statements” (Tognini-Bonelli, 2001: 10). Kennedy (1998: 89-90) classifies the corpus-based research on English, in the period from 1960 to 1993, into word-class and lexically focused studies (e.g. verb forms, noun phrases, prepositions, and adverbials), syntactic processes (e.g. noun phrase complexity, premodification, postmodification, subordination, complementation, topicalization, ellipsis, co-ordination, and adverbial usage), miscellaneous topics in spoken English (e.g. signals in conversation, and speech rate) and variations (e.g. linguistic characteristics of different genres, and differences in speech and writing). In contrast, the corpus-driven approach is "used beyond the selection of examples to support or quantify a pre-existing theoretical category" (Tognini-Bonelli, 2001: 11), and is a "bottom-up study" of language through observing language facts from corpus data, formulating a hypothesis to account for these facts, making a generalization based on corpus evidence of the repeated patterns, and unifying these observations in a theoretical statement (ibid.: 14).

A corpus is a store of used language, and corpus access software re-arranges the store so that observations of various kinds can be made. In conducting corpus analysis, there are some common techniques which include frequency lists, concordances, and collocations. A frequency list contains "all the types in a corpus" and "the number of occurrences of each type" (Hunston, 2002: 67), and keywords are those words which are significantly more frequently used in one corpus than another (ibid.: 68). A concordancer is "a program that searches a corpus for a selected word (the node word) or phrase and presents every instance of that word or phrase in the centre of the computer screen, with the words that come before and after it to the left and right" (ibid.: 39). These representations enable the programme users to observe regularities in use, such as phraseology (ibid.: 9). Sinclair (1991: 42-43) suggests the use of concordance to provide evidence about the language under study. He (2003: 173) describes a concordance as "an index to the places in a text where particular words and phrases occur", and the presentation is in the format of KWIC (key word in context). Sinclair (2003: xvi-xvii) outlines a set of steps to uncover the patterns of most concordances, which includes “initiate”, “interpret”, “consolidate”, “report”, “recycle”, “result” and “repeat”. Collocation is “the occurrence of two or more words within a short space of each other in a text” (Sinclair, 1991: 170), or “the statistical tendency of words to co-occur” (Hunston, 2002: 12). Collocation is important to define the lexical “structure of the language” (Sinclair, 1991: 170).

In recent years, the program ConcGram developed by Greaves (2005) serves as an alternative search engine to traditional concordancers. Rather than focusing on the node, ConcGram highlights all of the associated words of a concgram in each concordance line. A concgram is “all of the permutations of constituency variation and positional variation generated by the association of two or more words” (Cheng et al., 2006: 414). ConcGram can perform fully automated concgram searches to discover a more extensive description of patterns of collocation and their meanings, as well as new patterns of language use. This program can also search for a word or words specified by the users as a concgram search query (ibid.: 414).

In order to investigate a corpus more thoroughly, linguistic information is added by analysts to the corpus. This process is corpus annotation which includes tagging of words and parsing of constituents into syntactic units. Tagging refers to the practice of allocating label or tag to each word in a corpus to indicate that certain words belong to a logical unit, and thus a tagging system should be well-defined in advance (Hunston, 2002: 80). Semantic tagging, for example, specifies “various features of meaning in the corpus” and identifies such “semantic phenomena” as anaphors or co-referential links in a text (Meyer, 2002: 97). In so doing, the analysts need to define the tags to be used and to assign them manually to the constructions to be analyzed (ibid.: 97). Parsing means “analyzing the sentences in a corpus into their constituent parts” (Hunston, 2002: 84) by the use of tree diagrams, and the parser identifies “boundaries of sentences, clauses and phrases and assigns labels to the parts identified” (ibid.: 84).

Corpus linguistics only produces frequencies of use and statistical evidence, but not the linguistic constructions which require qualitative interpretation of such frequencies and evidence by the analysts. There are debates on how the analysts’ intuition is relied upon to interpret corpus. Aarts and van den Heuvel (1984: 83) state that corpus research can provide “a powerful observational tool that can help to evoke, deepen and enhance a linguist’s intuitions” about the language under investigation. They also suggest that much research on grammar and syntax has been based on the researchers’ intuition about the language and their competence (ibid.: 83). Conversely, Sinclair (2002: 39) expresses reservations about the reliability of intuitive “data” and prefers the use of “plain text”. Although there is no escape from intuition if a researcher has command of the language being investigated, it is instructive to examine a concordance in a language unknown to the researcher to get an idea of what likely patterns are (ibid.: 47).

The format of a KWIC (key word in context) concordance can provide a neutral framework within which the researchers establish patterns without immediately ascribing meaning to them (Sinclair, 2002: 47). The “open-choice principle” and “idiom principle” of interpretation can be used to explain the way in which meaning arises from language text (Sinclair, 1991: 109). The “open-choice principle” is a “slot-and-filler” model, envisaging texts as a series of slots which have to be filled from a lexicon to satisfy local restraints (ibid.: 109). The “idiom principle” is based on the view that “a language user has available to him or her a large number of semi-preconstructed phrases that constitute single choices” (ibid.: 110). Sinclair (2004: 141) further suggests that the meaning of a text can be reconciled by the paradigmatic and syntagmatic dimensions of choice. He identifies five categories of co-selection as “components of a lexical item”, namely the “core”, “semantic prosody”, “collocation”, “colligation” and “semantic preference” (Sinclar, 2004: 141). The former two are obligatory and the latter three are optional. The core is invariable and “constitutes the evidence of the occurrence of the items as a whole” (ibid.: 141). The semantic prosody is “the determiner of the meaning of the whole” (ibid.: 141), which expresses attitudinal and pragmatic meaning (ibid.: 145) and is the junction of form and function. The three optional categories realize coordinated secondary choices within the item, fine-tuning the meaning and giving semantic cohesion to the text as a whole. Collocation is the “co-occurrence of words” (ibid.: 141), colligation is the co-occurrence of words with grammatical choice, and semantic preference is “the restriction of regular co-occurrence to items which share a semantic feature” (ibid.: 142).

Corpus linguistics is very popularly used by linguistic analysts, for instance, to study spoken academic and business English (e.g. Cheng, 2004; Cheng et al., 2008; McCarthy and Handford, 2004; Warren, 2004), pedagogy and academy (e.g. Flowerdew, 2009; Simpson, 2004; Reppen, 2004; Hyland, 2004), lexis and grammar (e.g. Biber, 1988, 1995, 1998 and 2007; Hunston and Francis, 2000; Mahlberg, 2005; Martinez et al., 2009; Teich and Holtz, 2009; Trebits, 2009; Vongpumivitch et al., 2009), word lists (e.g. Wang et al., 2008; Ward, 2009), anaphora (e.g. Botley and McEnwet, 2000; Botley, 2006; Petch-Tyson, 2000; Rocha, 2000; Williams, 2000), metaphors (e.g. Charteris-Black, 2004; Goering, 2004; Sznajder, 2010), lexical cohesion or collocation (e.g. Biber, 2009; Cheng, 2006; Durrant, 2009; Hyland, 2008; Partongton, 1998), discourses (e.g. Biber, 2008; Flowerdew, 2008; Lee, 2008; Orpin, 2005), and discourse move structures (e.g. Biber et al., 2007; Connor and Upton, 2004). These examples involve both corpus-based and corpus-driven approaches to achieve various research goals. Sardinha and Barbara (2009: 106-107) outline the guiding principles of a business discourse research agenda pertaining to corpus linguistics, namely genres (e.g. Bhatia, 2004), tools (e.g. WordSmith Tools (Scott, 2004)), and systemic functional linguistics (Halliday, 2006).

Biber (1998: 4) suggests the use of a corpus-based approach to investigate language structure and language use, since this approach is empirical and depends on both quantitative and qualitative analytical techniques. This approach can be applied to a large body of texts to "describe the discourse characteristics of selected registers" (e.g. quantity surveying profession), as well as "the extent to which any individual text conforms to the expected discourse patterns of its register" (ibid.: 106-107). Bhatia (2004: 167), in his multidimensional research procedures for critical genre analysis, also suggests a corpus-based analysis of texts. Using corpus-based approach, Biber (1988: 61-97; 1995: 141-169) develops a multi-dimensional analysis of register variation of English which, in this study, is applicable to statistical analysis of lexico-grammar and textualization in Bhatia's (2004) critical genre analysis. Biber's (1988, 1995) multi-dimensional analysis is reviewed in the lexico-grammar (2.3.2) and textualization (2.3.3) sections below.

2.3.2 Lexico-grammar

Language is represented in the form of lexico-grammar which is the associations between words and grammatical structures (Biber et al., 1998: 5). Lexico-grammar acts as "the integrative system, taking configurations from all the components of the semantics and combining them to form multi-layered, 'polyphonic' structural compositions" (Halliday, 1978: 134). The studies of language use are to assess "the extent to which a pattern is found" and to analyse "the contextual factors that influence variability" (Biber et al., 1998: 3). The investigation is concerned with how a linguistic feature is systematically associated with particular words (lexical associations) and grammatical features in the immediate context, as well as its varieties of use through linguistic association patterns such as co-occurrence patterns of linguistic features, for example, nouns, prepositions, long words, and attributive adjectives tend to co-occur in certain register (ibid.: 6). Furthermore, a group of such features is in systematic association with other groups of features, leading to a further exploitation of non-linguistic associations of the features, for instance, how a lexical item or grammatical construction (e.g. nominalization) is distributed differently across varieties which are defined by situation (registers), social group (dialects), and periods of time (ibid.: 7).

Considering strategy as a genre and discursive practice, Palli et al. (2009) examine the strategic planning introduced by the city administrations in the City of Lahti in Finland to investigate "how specific communicative purposes and lexico-grammatical features characterize the genre of strategy", and how intersubjectivity and intertextuality are manifested in the negotiations over strategy texts. They claim that strategy emerges as a particular suitable discourse to meet the new challenge of corporate management, replacing the terms "long-term planning" or "decision-making" (ibid.: 304). The specific communicative purposes identified from their analysis include education, self-legitimation, guiding future action, building identity, and promotion (ibid.: 307-308); while the lexico-grammar involves the frequent use of passive verbs which are a common feature in bureaucratic discourse, the "metonymic expressions", for example, "City of Lahti" or "Lahti" which stands for "the legal entity of the city", and more instances of nominal phrases (e.g. "successful communication") which imply some sort of action that is contextually vague and gives rise to "possible multiple understandings" (ibid.: 309-310). Palli et al. (2009) also find that strategy meetings are venues for both interpreting strategy texts and producing new texts that are based on previous texts (i.e. intertextuality), and strategy texts are "a means to create positive identity" (ibid.:

314).

On the basis of systemic functional linguistics and critical discourse analysis in their study of bureaucratic discourse, Harrison and Young (2004) analyze a memo produced in a Government of Canada department. The characteristic lexico-grammar identified by them includes a relative consistency of action processes (e.g. “work”, “make”, “set” and “present”) to realize mental and relational processes (ibid.: 237), more instances of passivizations (ibid.: 237-238), strategic use of nominalizations to demote the agents and promote impersonal participants (e.g. “challenges”, “purposes” and “responsibilities”) (ibid.: 238-239), announcing decisions by theme constructions to assume the information is taken for granted (ibid.: 239), and bearing the traces of promotional and marketing language (ibid.: 239). They suggest that this bureaucratic language is a major obstacle to achieving the government’s goal of becoming an “employer of choice” in order to attract highly skilled workers (ibid.: 242). Faber (2007: 23) regards these verb choices, grammatical metaphors, theme constructions with given information, and genre hybridity as discursive features to create strategic ambiguity, yet these features also privilege an ideological position in resolution (ibid.: 21).

Biber (1988: 61-62) suggests microscopic and macroscopic analyses in the evaluation of collected corpus data, which are mutually dependent on text analysis. Microscopic analysis is to undertake a detailed description of the communicative functions of particular linguistic features, for example, first person pronoun is a marker of personal involvement in various genres or linguistic contexts, while macroscopic analysis is to determine the overall dimensions of variation in a language or to investigate a variety of genres in the language (ibid.: 62). Biber (1988 and 1995) adopts the macroscopic approach to analyse the co-occurrence patterns among 67 linguistic features in a collection of texts and identifies seven textual dimensions, and uses the microscopic analyses to interpret these dimensions in functional terms. This comes to Biber's (1988, 1995, 1998 and 2007) multi-dimensional analyses for English which can be adopted to investigate the lexico-grammar and textualization of a corpus.

The 67 linguistic features, of which some were identified by other linguists and grammarians, as markers of situational difference among genres, are classified into sixteen major grammatical and functional categories: (1) tense and aspect markers; (2) place and time adverbials; (3) pronouns and pro-verbs; (4) questions; (5) nominal forms; (6) passives; (7) stative forms; (8) subordination features; (9) prepositional phrases, adjectives and adverbs; (10) lexical specificity; (11) lexical classes; (12) modals; (13) specialized verb classes; (14) reduced forms and dispreferred structures; (15) co-ordination; and (16) negation (Biber, 1988: 73-75; 1995: 94). A full list of these 67 linguistic features is shown in Appendix B for the analysis of the letters collected in this study. On the basis that the strong co-occurrence patterns of linguistic features mark underlying functional dimensions and function is in close association with situation, Biber (1988: 102-103, 1995: 141-168) reveals that the co-occurrences of certain linguistic features constitute seven basic dimensions of variation, namely (1) "Involved versus Informational Production", (2) "Narrative versus Non-narrative Discourse", (3) "Situation-dependent versus Elaborated Reference", (4) "Overtly versus Not Overtly Argumentative", (5) "Non-abstract versus Abstract Style", (6) "On-line versus Not On-line Informational Elaboration Marking Stance", and (7) "Tentative versus Not Tentative Interpretation: Academic Hedging". These functional dimensions constitute the textualization of the genres, which are discussed in 2.3.3.

2.3.3 Textualization

Textualization is "the description of functional variation in discourse by focusing on statistically significant features of lexis and grammar" (Bhatia, 2004: 5). Biber (1988: 121-169, 1995: 141-168) conducts multi-dimensional analyses on a range of text types, including five spoken registers: telephone conversations, face-to-face conversation, public conversations, prepared speeches, broadcasts, and thirteen writing registers: personal letters, romance fiction, mystery and adventure fiction, general fiction, professional letters, science fiction, religion, humor, popular lore, biographies, press reviews, academic prose and official documents. These professional letters included in Biber's data are the administrative letters of academics. Through carrying out statistical analyses of the frequencies of occurrence of the 67 linguistic features and the frequencies of co-occurrence of some of these linguistic features within the seven basic dimensions of variation, each dimension (e.g. "Involved Production" versus "Informational Production") for a text type (e.g. professional letters) is compared in terms of dichotomous functions. Table 2.2 reproduces the positive and negative co-occurrence linguistic features of the seven dimensions.

Table 2.2: Seven Basic Dimensions of Variation in English
(Biber, 1988: 61-97, 1995: 141-169)

Dimensions	Positive Features	Negative Features
Dimension 1 "Involved versus Informational Production"	**"Involved Production"** Private verbs, 'That' deletion, Contractions, Present tense verbs Second person pronouns 'Do' as pro-verb, Analytic negation Demonstrative pronouns General emphatics, First-person pronouns Pronoun 'it', 'be' as main verb Causative subordination Discourse particles, Indefinite pronouns General hedges, Amplifiers Sentence relatives, 'Wh' questions Possibility modals Non-phrasal co-ordination, 'Wh' clauses Final Prepositions, Adverbs	**"Informational Production"** Nouns Word length Prepositions Type-token ratio Attributive adjectives Place adverbials Agentless passives Past participial postnominal clauses
Dimension 2 "Narrative versus Non-narrative Discourse"	**"Narrative Discourse"** Past tense verbs Third-person pronouns Perfect aspect verbs Public verbs Synthetic negation Present participial clauses	**"Non-Narrative Discourse"** Present tense verbs Attributive adjectives
Dimension 3 "Situation-dependent Reference versus Elaborated Reference"	**"Situation-dependent Reference"** Time adverbials Place adverbials Adverbs	**"Elaborated Reference"** 'wh' relative clauses on object positions Pied-piping construction 'wh' relative clauses on subject positions Phrasal co-ordination Nominalization
Dimension 4 "Overt Expression of Argumentation"	**"Overtly Argumentative"** Infinitives, Predictive modals Suasive verbs, Conditional subordination Necessity modals, Split auxiliaries Possibility modals	**'Not Overtly Argumentative"** No negative features
Dimension 5 "Non-abstract versus Abstract Style"	**"Non-abstract"** No positive features	**"Abstract"** Conjuncts Agentless passive Past participial adverbial clauses 'by' passives Past participial postnominal clauses Other adverbial subordinators
Dimension 6 "On-Line versus Not On-line Informational Elaboration Marking Stance"	**"On-line Informational"** 'that' clauses as verb complements Demonstratives 'that' relative clauses on object positions 'that' clauses as adjective complements Final prepositions, Existential 'there' Demonstrative pronouns 'wh' relative clauses on object positions	**"Edited or Not on-line Informational"** Phrasal co-ordination
Dimension 7 "Tentative Interpretation: Academic Hedging"	**"Tentative Interpretation: Academic Hedging"** 'Seem'/' Appear', Downtoners, Adverbs Concessive adverbial subordination Attributive adjectives	**"Tentative Interpretation: Academic Hedging"** Not negative features

As stated by Biber (1988: 114), the five linguistic features in Dimension 7 (i.e. ‘seem/appear’, downtoners, adverbs, concessive adverbial subordination, and attributive adjectives) which mark academic qualifications or hedging are weighted more on other dimensions, and are thereby “not strong enough for a firm interpretation”. Even though Biber (1995: 168) further suggests that these five linguistic features are functionally coherent reflecting a style of academic argumentation, this dimension is not included in the analysis of the quantity surveying letters in this study. Disregarding this dimension, the scores obtained in Biber’s (1988: 126-160) studies for the professional academic letters lead to the six functional dimensions, one rather than the other in the parings of positive and negative features (Table 2.2), as “informational production (-3.0)”, “non-narrative discourse (-2.2)”, “elaborated reference (+6.8)”, “overt expression of argumentation (+3.5)”, “abstract (+0.2)”, and “on-line informational elaboration marking stance (+1.5)”. Among them, “elaborated reference” and “overt expression of argumentation” are found to be much more significant than the other text types.

Table 2.2 shows that “involved production” includes relatively more characteristic linguistic features, and correspondingly more functions are represented. Private verbs, present tense verbs, ‘do’ as a pro-verb, and copular ‘be’ are “interactive and involved”, reflecting an “active” and “verbal style”. The use of these verbs reflects a frequent use of main clauses, in contrast to the integration of information into relatively fewer clauses (Biber, 1995:143). Private verbs are used to directly express “personal attitudes and emotions”, while present tense verbs are concerned with “immediate circumstances”. Some other linguistic features for “involved production” are also “directly interactive or affective”, with a focus on personal feelings, for instance, first and second person pronouns require both addressor and addressee in the interaction; ‘wh’ question assumes a specific addressee; emphatics and amplifiers heighten the “attitudes and feelings”, and sentence relatives are used for “overt attitudinal comments” (ibid.: 143). Other features mark a “reduced or fragmented surface form” (e.g. pro-forms, pronoun ‘it’, demonstrative pronouns, indefinite pronouns, contractions, and deletion of ‘that’ in verb complements) which substitute for fuller noun phrases and result in a generalized or ambiguous content (ibid.: 143-144).

Regarding “informational production”, the five linguistic features of nouns, prepositional phrases, attributive adjectives, word length, and type-token ratio are the most important, which function together to integrate high amounts of information into texts and present information in a highly concise and precise manner, (Biber, 1995: 143). They are information-bearing: nouns are the “primary devices used to convey referential meaning”; prepositional phrases function as “postnominal modifiers to explicitly specify and elaborate referential identity”; attributive adjectives are used to “elaborate nominal referents”; longer words tend to be more specific in meaning than shorter words; and a high type-token ratio indicates the presence of many different words in a text, and represents “a more careful word choice and a more precise presentation of information” (ibid.: 141). The other three features of agentless passives, place adverbials and postnominal clauses are less important in “informational production” (ibid.: 142).

To achieve “narrative discourse”, past tense verbs and perfect aspect verbs are used to describe past events, third person pronouns are used to refer to the animate or participants, public verbs are used to report the direct and indirect speech acts of the participants, and past participial clauses serve the descriptive function (Biber, 1995: 152). In “non-narrative discourse”, present tense verbs and attributive adjectives are the two features which indicate expository and informational writing (ibid.: 154).

“Situation-dependent reference” is constructed of time and place adverbials which “serve as deictics that can be understood only by reference to an external physical and temporal situation”, and also by adverbs (Biber, 1995: 155). With regard to “elaborated reference”, ‘wh’ relative clauses and ‘pied-piping’ construction function to explicitly identify referents or to provide elaborating information concerning referents, and “the co-occurrence of phrasal co-ordination and nominalizations with these relativization features indicates that referentially explicit discourse also tends to be integrated and informational” (ibid.: 156).

Concerning “overt expression of argumentation”, the three modals (prediction, necessity and possibility) distinguish different stances that authors give to their subjects, indicating the authors’ attitudes among the various alternatives (Biber, 1995: 161). A stance is defined as “personal feelings, attitudes, value judgements, or assessments” expressed in communication (Biber, 1999: 966). Conditional clauses and infinitives also function as part of the argumentation, while split auxiliaries indicate the author’s commitment to the propositions (Biber, 1995: 161-162), and suasive verbs are used for persuasion. Biber (1995: 160) does not identify any co-occurring linguistic features for “not overt expression of argumentation”.

As regards “abstract style”, agentless passives and past participial postnominal clauses, which are in passive forms, are used to “promote an inanimate referent and demote the animate agent”, whilst conjuncts, ‘by’ passives and adverbial subordinators are used to specify the logical relations among propositions (Biber, 1995: 164). There are no co-occurring linguistic features identified for “non-abstract style” (ibid.: 164).

Finally, for “on-line informational elaboration marking stance”, ‘that’ complements (verb/adjective), and ‘that’ and ‘wh’ relative clauses in object positions are used for informational elaboration rather than interpersonal focus, and to “overtly mark the speakers' (or writers') stance in combination with an informational purpose" (Biber, 1995: 168).

In order to conduct a "textual perspective" analysis (Bhatia, 2004: 161) of a specialized corpus of professional letters produced by a group of qualified quantity surveyors for the delivery of professional services in the workplace, this study investigates the 67 linguistic features to reveal the lexico-grammatical features of the corpus, and adopts the co-occurrence of linguistic features in the six basic dimensions of variation to interpret the functions of such linguistic features in textualization. This study makes the assumption that the QS professional letters extensively contain the co-occurring linguistic features in the six dimensions (Biber, 1988 and 1995).

2.3.4 Discourse Structure

Texts are built on a sequence of discourse structures or moves, where "each move represents a stretch of text serving a particular communicative function" (Biber et al.: 2007: 15) and collectively constitutes the overall communicative purpose of the text. Move analysis, which is indispensable to genre analysis, has been gradually developed by Swales (1990) in genre analysis to describe the rhetorical organizational patterns of research articles, who builds a "Create a Research Space (CARS)" model for article introductions (ibid.: 141). This model includes "establishing a territory" (move 1), "establishing a niche" (move 2), and "occupying the niche" (move 3). Within each move, there are optional steps to achieve the goals of the move, namely "claiming centrality", "making topic generalizations" and "reviewing items of previous research" in move 1; "counter-claiming", "indicating a gap", "question-raising", and "continuing a tradition" in move 2; and "outlining purposes", "announcing present research", "announcing principal findings", and "indicating research article structure" in move 3 (ibid.: 141). The rhetorical moves represent the schematic structure of the discourse, and are conventionally used by academics in their discourse community.

Move analysis can be conducted in either a "top-down" or "bottom-up" approach. The "top-down" approach requires a functional qualitative methodology to identify and describe the move types that occur in the texts, and employs linguistic analysis as interpretive tool to investigate the patterns of the systemic linguistic characteristics in the functionally-defined discourse units or moves, thereby enabling a generalizable analysis of discourse structure across a representative sample of texts from a genre (Biber et al., 2007: 15-16). The "bottom-up" approach applies computational techniques to segment texts into discourse units, based on vocabulary repetition and without any knowledge about the communicative functions served by the types of discourse units. These vocabulary-based discourse units (VBDU) are grouped into categories in terms of lexico-grammatical features, and such groupings are interpreted to identify their typical discourse meanings and functions; finally, the overall discourse organization of texts is described as sequences of VBDUs (ibid.: 17).

The study of moves has received more attention from scholars and researchers. Bhatia (2004: 163), for example, includes the study of moves (i.e. discourse structure) in his multi-dimensional analytical framework for analyzing genres. "Different moves have different functional and semantic purposes", and the move purposes can be realized "through variations in linguistic features" (Biber et al., 2007: 38). Apart from analyzing and comparing text types and register variation (2.3.2 and 2.3.3), the 67 linguistic features and the six functional dimensions in Biber's (1988, 1995) multidimensional analysis technique can be applied to study and compare moves. For instance, in examining the linguistic and rhetorical features of promotion and persuasion in grant proposals written by non-profit organizations, Connor and Upton (2004) adopt Biber's (1995) multidimensional analysis technique to develop a linguistic profile of the genre. The moves identified by them in the grant proposals include "territory" (the present situation or general needs), "gap" (the problem), "goal" (objectives of the grant), "means" (requested amount, procedures, and evaluation of the proposal), "competence claim" (the ability of the organization to conduct the proposed project), "importance claim", and "benefits" (ibid.: 242). In terms of the scores from the multidimensional analyses, the genre of grant proposal is described to be highly informative, non-narrative and elaborated reference which, in addition, consistently occur among the various moves, and thereby indicating their inherence to the genre (ibid.: 249). In contrast, the dimension of "overtly argumentative" (Biber, 1988 and 1995) occurs comparatively less frequently and its scores vary greatly among the moves, indicating that the different communicative functions of the moves demand different extent of persuasion (Connor and Upton, 2004.: 252).

Connor, Upton and Kanoksilapatham (2007) also analyze rhetorical moves and prototypes of fundraising letters in philanthropic discourse, and examine the use of stance structures in the moves, namely "stance adverbials", "stance complement clauses", "modals", "premodifying stance adverbs", and "stance nouns followed by prepositional phrases" which are the most common grammatical devices identified by Biber et al. (1999: 969-970) for expressing stance (Upton and Connor, 2007: 62). Connor, Anthony, Gladkov and Upton (2007) further explore the rhetorical appeals in the fundraising letters which aim to persuade potential contributors. The rhetorical appeals, namely "rational", "credibility" and "affective" (ibid.: 124-125), are linguistically assessed by using word lists and key words (ibid.: 139); and the results of their analysis show that certain appeals can be predicted to occur in certain move types in fundraising letters (ibid.: 142).

Using Biber's (1988 and 1995) multidimensional analytic procedures to identify moves and linguistic variation among the move categories in different sections of 60 biochemistry articles, namely introduction, methods, results, and discussion, Kanoksilapatham (2007: 104) finds that the patterns of the functional dimensions are in general uniform among the rhetorical moves in each section of the research article. Adopting the same analytic method, Biber and Jones (2007), in contrast, analyze the vocabulary-based discourse unit (VBDU) in biology research articles and find that there are important linguistic differences across the major sections of the articles, namely introduction, methods, results, and discussion, as well as across the six different text types (i.e. discourse units) that are categorized in terms of their communicative functions, namely "current evaluation of implications and explanations", "procedural description of past actions and events", "report of past events", "abstract elaborated discussion", "presentation of the current state of knowledge", and "current abstract/theoretical discussion" (ibid.: 194).

Using the same approach, Csomay (2007) analyzes the vocabulary-based discourse units in university class sessions to find out the relationships between language variation and communicative functions and instructional purposes. The communication functions include "contextual interactive", "informational monologue", "personalized framing" and "unmarked", while the instructional purposes involve "academic reporting", "exposition", "demonstration", "expansion", "elicitation", "management", "scaffolding", "summarizing" (ibid.: 231). On the basis of occurrences of the instructive purposes of such communication functions, "contractual interactive" is found to be used for management activities, and "personalized framing" for expansion activities (e.g. exemplifying, interpreting and clarifying), while "informational monologue" involves "academic reporting" and “exposition”, and “unmarked” with “expansion”, “elicitation”, and “scaffolding” (ibid.: 231).

Contrary to the above, the following studies adopt an alternative approach from Biber’s (1988 and 1995) multidimensional analyses for analyzing moves. Accountants achieve the communicative goals in tax computation letters by depicting seven moves: “opening salutation”, “subject”, “actions taken”, “discussion of issues”, “solicit action”, “express availability” and “closing salutation” (Flowerdew and Wan, 2006). After examining sixty letters selected from a larger sample of 566 business communication events, Ghadessy (1993) finds that the obligatory moves include an “initial reference”, followed by “addressing the issue”, and finally a “closing”. Bhatia (2008) finds that Chairman letters contained in corporate annual reports usually have seven moves, namely “looking back”, “identifying important themes”, “elaboration on themes”, “expectations and promises”, “expressions of gratitude”, “looking forward” and “positive and polite closing”.

Through conducting a questionnaire survey asking one hundred Chinese managers to rate the effectiveness of forty order-related faxes, Zhu (2005) evaluates the effectiveness based on the persuasive orientations and communicative purposes of the texts. While the faxes are a mixed text type reflecting the features of letters and memos, the effectiveness is achieved by the collective functions of eight moves, namely “salutation”, “greetings”, “introductory move”, “reference to other forms of communication”, “notifying the progress of business dealings”, “providing further information”, “polite closing”, and “signature”.

Comparing the strategic plans of higher education institutions in Hong Kong and the United States of America, Chan’s (2009) findings show that the university strategic plan genre serves both “information-giving” and “promotional” purposes, and eleven obligatory moves are shared by the two groups of universities, namely “name of strategic plan”, “strengths of the university”, “aims/needs of strategic planning”, “directions and priorities of strategic initiatives”, “academic excellence”, “research excellence”, “internalization”, “collaboration/partnership with institutions”, “improving human resource policy”, “campus development”, and “improving environment and facilities”; while other seventeen obligatory moves and steps are unique to the US universities due to the cultural contexts and associated ideologies and behaviour in which the university is situated.

In their genre-based study of introduction and discussion sections of social science research texts, Lewin et al. (2001) use moves as the basis of their analysis. They identify three moves in introduction texts: “claiming relevance of field”, “establishing the gap the present research is meant to fill”, and “previewing the authors’ new accomplishments”; and three moves in discussion texts: “report accomplishments”, “evaluating congruence of findings with other criteria”, and “offering interpretation”. These moves are strategically promoted by obligatory and optional steps, which are realized by characteristic linguistic features, lexical cohesion, and boundary marking.

Most of the above studies on discourse structure are mainly conducted using a “top-down” approach (Biber et al., 2007: 15-17), and their findings indicate that moves in a particular genre are characterized by linguistic features and move structures are culturally varied.

2.3.5 Intertextuality and Interdiscursivity

To study discourse, employing the concepts of intertextuality and interdiscursivity is deemed necessary. The notion of intertextuality is introduced by Kristeva (1986: 36-37), who suggests that “the word in the text belongs to both writing subject and addressee” (horizontally) and is “oriented towards anterior or synchronic literary corpus" (vertically). In other words, "horizontal" intertextuality has to do with how texts build on texts with which they are related syntagmatically; that is, the texts they follow and precede (Johnstone, 2002: 139). "Vertical" intertextuality refers to how texts build on texts of same or similar categories that are paradigmatically related to them in various ways (ibid.: 139), which is in line with the concept of genre in the pertinence of constraints of schematic structure, content and style in particular communicative events (Swales, 1990: 58). Such genres can be described as schemas or frames in text-planning, including "narrative", "argumentative", "descriptive" and "instructive" texts (Titscher et al., 2000: 23).

Intertextuality is "basically the property texts have of being full of snatches of other texts, which may be explicitly demarcated or merged in, and which the text may assimilate, contradict, ironically echo, and so forth" (Fairclough, 1992: 84). "Intertextuality points to the productivity of texts, to how texts can transform prior texts and restructure existing conventions (genres, discourses) to generate new ones" (ibid.: 102). This productivity is socially constrained and related to power (ibid.: 103). In other words, intertextuality is a discourse process. Intertextual analysis functions to reveal "speaker's and writer's strategies in reinforcing or re-formulating ideas and beliefs", and to reveal "traces of the dominant ideology or evidence of ideological struggle and cultural change" (Bloor and Bloor, 2007: 54). It can identify the way in which "certain features of context are realized in multiple texts" (Wood and Kroger, 2000: 135).

Devitt (1991) distinguishes three kinds of intertextuality, namely "generic", "referential" and "functional", and explores their relationships to the culture and rhetorical situations from the texts written by a group of tax accountants. "Generic intertextuality" refers to the recurring forms of genres in recurring rhetorical situations, which are caused by the defining context of the professional community (ibid.: 338-339). “Referential intertextuality” is the internal reference to other texts which serve as the accountant’s “subject” and “authority” in tax accounting, and these references reflect the profession’s activities and relationships (ibid.: 342-344). “Functional intertextuality” is community consequences of intertextuality since the tax accounts share the knowledge of tax publications, and use a single set of genres and the “cut and paste” method of composition, including modifying authoritative letters (e.g. from national office) to create promotional or response letters, and creating transmittal and engagement letters out of standard form letters (ibid.: 351-352). The practice of “cut and paste” or “copying” in text production is also addressed by Jones and Freeman (2003), who find that first year physics students often use available texts on a given topic as a source of model sentences in their reporting-writing practices. They view “copying” in three levels: “format” (i.e. structure of the text),” segments” (i.e. statements or complete sentences), and “fragments” (i.e. phrases or constructions) (ibid.: 174). Even though “copying” is a legitimate learning strategy of novice writers for certain kinds of texts, it may be a problem if an inappropriate model is used or the model is inappropriately used (ibid.: 182).

Interdiscursivity is the constitution of a text from diverse discourses and genres (Fairclough, 1995: 135) and “extends intertextuality in the direction of the principle of the primacy of the order of discourse” (Fairclough 1992: 85). An order of discourse is a network of social practices from the language perspective, and includes the elements of discourses, genres, and styles which, as both textual and social elements, control the “linguistic variability for the particular areas of social life” (Fairclough, 2003: 24). The analysis of discursive practice includes not only a precise explanation of how the participants in an interaction interpret and produce texts, but also the relationships of discursive events to orders of discourse. Fairclough explains that “interdiscourse is the structural entity which underlies discursive events, rather than the individual formation or code” (ibid.: 85). An example is a combination of two or more genres (ibid.: 68) in a text or discourse. The diversity and variability of those elements that are combined in the constitution of discourse types, for example, range among “turn-taking systems”, “vocabularies”, “scripts for genres”, and “sets of politeness conventions” (ibid.: 124). This principle of interdiscursivity can be applied at the level of “societal order of discourse, the institutional order of discourse, the discourse type and even the elements which constitute the discourse type” (ibid.: 124). The reader of a text is expected to know the “intertexts” in order to understand “a work of literature in terms of its overall significance” (Riffaterre, 1990: 56). In this study, “work of literature” encompasses all texts. The textual interpretation relies on the discursive structures, namely “genre, discursive formation and ideology” (Frow, 1990: 46). This has implications for the kind of knowledge that is “relevant to the reading of the texts” and thus the ability to “reconstruct the cultural codes which are realized (and contested) in texts” (ibid.: 46).

The following studies focus on intertextuality and interdiscursivity. The discourse of alternative dispute resolution or mediation is both pragmatically and ideologically driven (Candlin and Maley, 1997: 209), and can be regarded as a reservoir of members’ resources to be drawn upon, since the intertextual elements work interdiscursively in exhibiting links with professional discoursal practices in law, counselling and therapy, and are mediatory in character in their new professional and institutional arena (ibid.: 219). Arbitration is intended to be an efficient, economical and effective alternative to litigation for settling disputes, yet it becomes similar to litigation since legal experts are often appointed as arbitrators. This leads to a colonization of arbitrative practices by litigation practices, and the interaction of these two different professional practices provide the context of studying interdiscursivity (Bhatia, 2008: 169). In corporate disclosure practices, the intertextual materials include earnings and results announcements, press releases, shareholder circulars, notes from general meetings, and a range of other corporate communications (ibid.: 166). These practices embrace accounting and public relation discourses. The accounting discourse (i.e. financial/audit report) involves the "conventional and legally required practice of auditing corporate results" and consists of numerical data to report the past corporate performance, whereas the public relation discourse (i.e. chairman's letters to the shareholders) makes use of promotional and forecasting rhetoric to promote a positive image of the company (ibid.: 168). These two genres are strategically placed in the same document (i.e. annual report) and have an interdiscursive relationship (ibid.: 168).

Through examining e-mails collected in a professional context, Warren (2009: 1) suggests that intertextuality can be signalled in a series of interconnected professional discourses, and phraseologies are associated with the form of the intertextuality. The relationships between intertextuality and phraseologies have great potential to be developed in the learning and teaching of English for professional communication. Examining eight business communication textbooks in the areas of "planning process", "collaborative nature of writing", "referring and responding to other documents", "templates, layouts, organizational conventions", "plagiarism", "writing as a dynamic, dialogic process" and "intertextuality situated tasks", Bremner (2008: 306) finds that students are not provided with the support that can help them to understand how intertextual writing process shape the texts they write.

Viewing intertextuality as a matter of recontextualization (Fairclough, 2003: 51), Kong (2009) suggests that assertions and assumptions can be used to neutralize oppositions and highlight commonality in the study of intertextuality (ibid.: 118), while the level of intertextual explicitness/implicitness of genres in academic settings gradually ranges from performance handbook through notes to contributors to admission advertisement (ibid.: 126). Kong (2006) also studies property transaction reports which are an emerging genre in property magazines in Hong Kong. The analysis of the occurrences of news structure and moves in this corpus reveals that such reports are shaped in the configuration of a news report, but they have their own generic structure due to their promotional characteristics (ibid.: 794). This is an example of embedded intertextuality or hybrid genre that combines the characteristics of news reports and advertisements, in which the magazine journalists and property agency representatives work together to perform their jobs (ibid.: 794).

2.4 Socio-cognitive Perspective

The socio-cognitive perspective is concerned with "the identification and analysis of various aspects of the integrity of systems of genres employed as part of the typical discursive practices of specific disciplinary cultures" (Bhatia, 2004: 161). This perspective focuses on the tactical areas and genre knowledge to help researchers to understand the generic integrity, audience reception, appropriation of generic resources, and exploitation of rhetorical strategies. All these constructs depend on the situational contexts which contribute to the variability of language use. The following discusses the roles of contexts of situation (2.4.1) and register (2.4.2).

2.4.1 Contexts of Situation

Halliday (1978: 108; 2002: 54) views language as a "social semiotic", where the text, situation, linguistic system and social system are inter-related. The situation is a "semiotic structure" (Halliday, 1978: 142; 2002: 54) as well as the "environment in which the text comes to life" (Halliday, 1978: 109). The situation types embrace the "field", "tenor" and "mode" (Halliday, 1978: 143-145; 2002: 54-55). "Field" is the “social action” and has “recognizable meaning in the social system” (Halliday, 2002: 55). “Tenor” is the “role structure” and refers to “the cluster of socially meaningful participant relationships” (ibid.: 55). “Mode” is the “symbolic organization” or “the particular status that is assigned to the text within the situation” (ibid.: 55).

Halliday’s (1978: 128-131; 2002: 23-27; 2003: 15-18) also suggests three “meta-functions of language” (functional component of semantics) which are continuously interconnected: understanding the environment in the ideational or experiential function; constituting relationships between the participants in the interpersonal function; and linking these two functions by the textual function through the implementation of coherence and cohesion in texts. Halliday (1978: 129; 2002: 25) also proposes systemic functional grammar and applies it to convey the three meta-functions, for instance, using transitivity, mood and theme to describe the experiential, interpersonal and textual functions respectively (Halliday, 2002: 25). Transitivity is the grammatical system of a clause to construe the different types of processes (Halliday, 1994: 106); mood includes the subject (e.g. nominal group) and finite operator (e.g. verbal group) in the clause (ibid.: 72); and theme is an element in a particular structural configuration used to organize the clause (ibid.: 38). This collaboration is the strength of Halliday’s social theory, as he has devised a grammar which enables the interpretation of the social actions through an analysis of the texts.

Fairclough (1992) regards “language use as a form of social practice” (ibid.: 63), which implies that discourse is a “mode of action” (ibid.: 63), there is a “dialectical relationship between discourse and social structure” (ibid.: 64), and discourse contributes to the construction of a “system of knowledge and belief” (ibid.: 64). These three implied effects correspond to the “identity”, “relational” and “ideational” functions of language which coexist and interact in all discourses (ibid.: 64). The “identity” function relates to how “social identities are set up in discourse”;

the “relational” function relates to “how social relationships between discourse participants are enacted and negotiated”; and the “ideational” function relates to how “texts signify the world and its processes, entities and relations” (ibid.: 64). The knowledge and beliefs constrain the contents in text production and consumption; social relationships constrain the relations; and social identities constrain the subjects (Fairclough, 2001: 62). These three constraints are imposed through inculcation or coordinated through communication (ibid.: 62). Fairclough (1992: 64-65) compares his three functions of language with Halliday’s three meta-functions of language (Halliday, 1978: 128-131; 2002: 23-27; 2003: 15-18). The two “ideational” functions are comparable, while the “identity” and “relational” functions in Fairclough’s (1992) model correspond to the “interpersonal” function in Halliday’s. Fairclough (1992: 65) adds the “textual” function to his list. In addition, Fairclough (2006) extends the study of language to a global level, as he adopts the approach of combining critical discourse analysis with cultural political economy to develop a new theory of the relationship between discourse and other dimensions of globalization. Globalization is in part a discursive process, involving genres and discourses (ibid.: 13).

In Fairclough’s (1992 and 2001) theories, discourse embraces the language, power and ideology in the social practices, with the identification of the social practitioners’ structural effects (knowledge and effects, relations, and identities) which respectively constrain the dimensions of meaning (contents, relations, and subjects) in their text production and consumption. While schema are “a representation of a particular type of activity in terms of predictable elements in a predictable sequence” (Fairclough, 2001: 131) and genre is the use of language associated with a particular social activity (Fairclough, 1995: 135), it is justifiable to contend that genre is a powerful linguistic tool to analyze the schemata or larger-scale structures of texts.

Van Dijk (2008b: 54), however, criticizes Halliday's systemic functional approach to contexts in terms of "field", "tenor" and "mode". One of the critiques is the lack of social research into the nature of contexts, and the ways properties of contexts systemically influence language or discourse. He (2008b: x) suggests that "it is not the social situation that influences (or is influenced by) discourse, but the way the participants define such a situation". Viewing contexts as "a socially based and subjective construct of participants" rather than "objective social situation", van Dijk (2008b: 56-57) develops a context model to link between discourse, communicative situation and society. This model is represented in the episodic memory of discourse participants who dynamically construct their "subjective analysis and interpretation of the communicative situation" (ibid.: 56). Contexts control "the variable properties of text and talk", and are the "basis of genre, style and register" (van Dijk, 2009: 252). Accordingly, "genre may have some contextual, semantic and pragmatic properties that lead to the more or less probable use of clusters of grammatical features definable by various registers" (van Dijk, 2008b: 153). Apart from discourse structure, genres are defined by such contextual features as the setting, participants, type of social activity, goals, and associated beliefs of the participants, whereas register is "a combination of grammatical properties of sets of genres" (van Dijk, 2009: 252). Contexts also define style variation, while personal or social styles function as "markers of uniqueness, individuality, distinction and difference with respect to other participants or groups" (van Dijk, 2009: 252).

On the basis of the foregoing literature review, the two extremities of objectivity and subjectivity are noted. In the manifestation of language in terms of discourse, genre and style, professionals are regulated by their institutions of profession and organization, in which the context is regarded as objective social variables (Halliday, 1978: 128-131; 2002: 23-27; 2003: 15-18; Fairclough, 1992:

63-65); yet it can also be suggested that such regularities are determined by the professionals' subjective awareness and interpretation of that situation (van Dijk, 2008b: x). It is not necessary to regard them as dichotomies, yet these extremities at a cognitive level can be considered as the two poles of a spectrum. The more rigid the social practice is under the influence of professional and organizational cultures, the greater the tendencies are towards the objectivity, whereas, on the opposite, subjectivity is predominant.

The quantity surveying profession can be mapped onto Halliday's situation types and meta-functions of language. Halliday (1978: 142-143; 2002: 54-55) relates the "semiotic structure of situation" (i.e. "field", "tenor" and "mode") to the "functional component of semantics" (i.e. "ideational", "interpersonal" and "textual" functions). The field determines the selection of experiential meanings; the tenor determines the selection of interpersonal meanings; and the mode determines the selection of textual meanings. Correspondingly, the field refers to quantity surveyors' professional practice that has been recognized by the public, and quantity surveyors use language to convey their professional experiences. The tenor refers to the relationship among the quantity surveyors themselves, and between them and other parties relating to the field, and quantity surveyors use language to interact with other people in the administration and supervision of construction projects. The mode refers to the statuses assigned by the quantity surveyors to their texts within the situation, and quantity surveyors organize messages to achieve textual functions. Both the situational and linguistic variables are essential parts in the process of quantity surveying register characterization.

The influence of contextual situations on rhetorical strategies is exemplified by the following studies. Lee (2009) uses a genre-based analytical approach to compare the move structure and lexico-grammar of two corpora of lecture introductions of small- and large-class lectures, of which a large audience compels the lectures to use more discursive strategies to create positive and friendly learning environments, while a small audience entails the proximity between students and lectures and therefore requires less rhetorical and linguistic effort from the lecturers (ibid.: 42). As a result, the lecturers who teach a large class provide frequent reminders of class-related issues to establish positive learning environments, while those teaching a small class are inclined "to make digressions to reinforce teacher-learner rapport" (ibid.: 53). In addition, there are more instances of first person pronouns (i.e. 'I' and 'you') in small class due to less need for positive politeness (Brown and Levinson, 1987), but a higher occurrence of 'we' in large class in order to create a sense of community (ibid.: 50). The discourse marker 'okay' occurs a little more frequently in the small class than in the large class, but, when functioning as an agreement marker, its occurrences in the large class is almost twice those in the small class (ibid.: 51-52).

Du-Babcock (2006) studies the uniqueness of the bilingual language environments in Hong Kong through relating the topic management strategies and turn-taking behaviours of bilingual Chinese in decision-making meetings to their first- and second-language proficiency. She finds that Chinese bilinguals adopt a spiral/circular pattern in Chinese meetings and a linear/sequential pattern in English meetings, owing to the phenomenon that the participants are less confident in communicating in their second language and thus use the linear pattern to compensate their deficiencies (ibid.: 38).

Eggins and Martin (1997: 231) compare two texts relating to the topic of "postmodernism"; one of them is more formal, technical and factual, whereas the other one is more chatty, accessible and opinionated. The main difference between the texts are analyzed in three main areas: "the degree of formality of the language used", "the amount of attitude/evaluation", and "the background knowledge drawn on in the texts" (ibid.: 231). These three areas correspond to the "mode", "tenor" and "field" of the discourse (ibid.: 233). In the text which is more formal, the textual formality includes the "use of standard unabbreviated syntax", "no reference to the writer", "thematic prominence", "frequent use of embedding" by 'wh' clauses, "lexically dense noun phrase structures with heavy post-modification", "nominalized vocabulary", and "use of 'elevated vocabulary" (e.g. "sensibility, the project of modernism, the academy"); the expression of attitude is constructed of "sparse use of minimizing or intensifying adverbs" and "sparse and oblique use of attitudinally loaded vocabulary"; and the assumed knowledge involves the "use of terms which have specialized technical meanings within academe" and "references to scholars without biographical details being presented" (ibid.: 231). In the other text which is less formal, the textual formality includes "frequent references to the writer", "thematic position filled wither by the writer or simple unnominalized noun phrases", "use of contractions and idioms", "low level of nominalization", and "frequent use of action verbs"; the expression of attitude is constructed of frequent use of "intensifying or minimizing adverbs" and "attitudinally loaded lexical items"; and the assumed knowledge involves the use of "everyday vocabulary" rather than "technical lexis", and "indirect reference to the Bible" (ibid.: 232).

The contexts of situation constrain the language use of quantity surveyors in the workplace, while re-occurring situations cause the ritualisation of their patterns of language use. This phenomenon is central to register which is discussed below (2.4.2).

2.4.2 Register

The "field", "tenor" and "mode", as described above (2.4.1), constitute a "register" which is defined as the "configuration of semantic resources that the member of a culture typically associates with a situation type" (Halliday, 1978: 111). While semantics are realized "in the forms of grammar and vocabulary", register refers to "a particular selection of words and structures" for enacting meanings, which constitute the variety in a text (ibid.: 111).

There are many other descriptions of register made by scholars. According to Leech et al. (1991: 9), register refers to "variation according to use" and is subdivided into three categories of language use, namely "tenor", "mode" and "domain", which simultaneously affect the language variety. Tenor is concerned with "the relationship between a speaker (or writer) and the addressee(s) in a given situation", and is characterized by the extents of formality, politeness and impersonality in a text (ibid.: 145). Mode is related to "the effects of the medium in which the language is transmitted", such as speech and writing (ibid.: 133), where a typical written text has relatively more "explicitness", "clear sentence boundaries", "complex structure", "non-repetitiveness", "fluency" and "features reflecting formality", and has no "monitoring features" and "interaction features" (ibid.: 139). Domain deals with how language varies according to the "function" to be fulfilled, for example, the domain of journalism has the dominant function of "referential" and subordinate function of "expressive" and "connative"; and the domain of law has the dominant function of "referential" and subordinate function of "metalinguistic" and "connative" (ibid.: 150). The knowledge of grammar and characteristics of structures of sentences can be applied to analyze discourse; examples are lexis, syntax, figures of speech (e.g. metaphors), cohesion and context (ibid.: 159).

Johnstone (2002: 147) describes register as "repeated styles for repeated situations” or “a set of lexical and grammatical features that accompany and help to identify discourse that occurs in a particular recurrent situation”. Register variation is in line with the kinds of variation associated with social characteristics and identities which “people orient to and express across situations”, for instance, register variation correlates with gender, ethnicity and social class (ibid.: 147). In other words, language is used in different ways in different situations; so legal register which has unique lexical, syntactic and discursive characteristics tend to occur in legal discourse. The features of the legal language, for example, include “legal binominals” (e.g. “ways and means”, “null and void”, and “without let or hindrance”) and “legal vocabulary” (e.g. “aforesaid”, “forthwith” and “whereby”) (ibid.: 148). In addition, some features of a register can enhance effective and efficient communication. Professional jargon, for example, provides “shortcuts to meanings that are often needed in the situation” (ibid.: 149). A person can be identified as an insider to the situation through using the appropriate register, whereas those persons who have less control in the use of the register are in a weaker position in the interaction (ibid.: 149).

Ferguson (1994: 15) makes clear the terms dialect, register and genre in order to avoid confusion among them in sociolinguistic study. Dialect is “a group that operates regularly in a society as a functional element (in terms of physical location, marriage patterns, economics, religious, or other interaction) will tend to develop identifying markers of language structure and language use” (ibid.: 18-19). Register is “a communication situation that recurs regularly in a society (in terms of participants, setting, communicative functions, and so forth) will tend over time to develop identifying markers of language structure and language use” (ibid.: 20). Genre is “a message type that recurs regularly in a community (in terms of semantic content, participants, occasions of use and so on) will tend over time to develop an identifying internal structure” (ibid.: 21). Language varieties are “sets of identifying markers of dialect, register, and genre variations” which “vary greatly in the degree of cohesiveness they show as systems and the sharpness of the boundaries between them” (ibid.: 23).

Bhatia (2004: 31) uses practical examples to show registers, genres and disciplines in academic discourse. The genres of research article, text book and academic essay occur across the disciplines of business, law and science, while the registers of these disciplines are business, legal and scientific respectively. Register functions as a situation-varied language, and genre links the language function with language form. Genre is not limited to conventions used in disciplinary communities, but extends to embrace social conventions, including social changes, social institutions and social knowledge (Bhatia, 2004: 186).

Martin (1992: 495) uses a three plane model of genre, register and language to interpret the context of genre (context of culture) and register (context of situation), with register functioning as the expression form of genre and language functioning as the expression form of register. Register is organized by field, tenor and mode, and reflects “meta-functional diversity in its expressing form”, while genre focuses on “integration of meanings engendered by field, tenor and mode as systemically related social processes” (ibid.: 495). The genre theory explains why the writing styles and linguistic strategies of quantity surveyors differ greatly in such genre types as tender reports and letters of cost advice in their workplace discourse.

Biber (1994: 32-34) regards register as a general cover term for all language varieties associated with different situations and purposes, which can be distinguished by register markers and core linguistic features. He emphasizes the importance of the level of generality for defining register, such as formal versus informal, spoken versus written (high-level varieties), conversations, narratives, essays, fiction (intermediate levels), methodology sections in psychology articles, and newspaper headlines (low-level variety) (ibid.: 34). Biber (1988: 68) further defines genre as “text categorizations made by the basis of external criteria relating to author/ speaker purpose”, and text types as the texts within each type which are “maximally similar with respect to their linguistic characteristics” (Biber, 1994: 52). According to these definitions, genres or text categorizations are at different levels of generality, while text types “can be interpreted functionally in terms of the purpose, production circumstances, and other situational characteristics shared by the texts in each type” (ibid.: 52-53). Owing to these distinctions, Biber (1988 and 1995) chooses to use the term “text types” in his multidimensional analyses to refer to the text categories (e.g. telephone conversation, general fiction, and professional letters) which are defined in strictly linguistic terms (2.3.3). Furthermore, Biber (1994: 53) suggests that style is similar to a register which is at a high level of generality, or a characteristic way of using language, or a characteristic of particular genres.

Biber (2006: 11) further elucidates the distinction between register and genres at two different levels of analysis: “object of study” and “characteristics of language and culture in the study”. With regard to the first level, register refers to “a general kind of language associated with a domain of use”, such as “legal register, scientific register and bureaucratic register”; whereas genre refer to “a culturally recognized ‘message type’ with a conventional internal structure”, such as “an affidavit, a biology research article, or a business memo” (ibid.: 11). As regards the second level, register studies focus on lexico-grammatical features, use of particular words and word types, and the relation between grammatical features and the situation of use, for instance, “personal involvement”, “production circumstances”, and “communicative purpose”; whereas genre studies focus on socio-cultural actions and are concerned with issues of ideology and social power (ibid.: 11). Correspondingly, Bhatia's (2004) multidimensional analytical perspective framework for critical genre analysis (2.2.4) addresses both lexico-grammatical features and socio-cultural actions from the "textual" and "socio-critical" perspectives respectively, which are interconnected by the "socio-cognitive" and "ethnographic perspectives" regarding genre knowledge and professional expertise.

Lee (2001) comprehensively reviews the notions of genre, register, text type, and style, including the foregoing literature review. From his point of view, register and genre are "in essence two different ways of looking at the same object" (ibid.: 10). Register is used when a text is viewed as language, referring to "the instantiation of a conventionalized, functional configuration of language tied to certain broad societal situations" or the "variety according to use" (ibid.: 10). Genre is used when the text is viewed as "a member of a category", reflecting "a culturally recognized artifact", and "a grouping of texts according to some conventionally recognized criteria or purposive goals" (ibid.: 10). Register is about lexico-grammatical and discoursal-semantic patterns associated with situations (i.e. linguistic patterns), whereas genre is about memberships of culturally-recognizable categories which is more dynamic and incorporates a critical linguistic or ideological perspective (ibid.: 10). In contrast, text types are "discourse/rhetorical structure types" (ibid.: 4), which can be classified into "procedure", "anecdote", "description", "exposition", "problem-solution", "recount", "report" and "review" (Paltridge, 1996: 239), or alternatively, into "narrative" (real world event in time), "descriptive" (persons and things in space), "directive" (concrete future activity), "expositive" (identify and characterize phenomenon) and "argumentative" (assume the reader's beliefs must be changed) (Gramley and Patzold, 2004: 153-154). Style means an individual's use of language (Lee, 2001: 10).

Biber's (1988 and 1995) multidimensional analyses (2.3.2 and 2.3.3) of various text types and cross-linguistic comparison of register variation for English, Nukulaelae, Tuvaluan, Korean, and Somali are studies of registers, genres and text types, depending on the perspective in the studies. The present study adopts Lee's (2001) definitions of register, genre, text type and style; but when these terms are used differently by scholars and researchers in previous studies which are cited or quoted in this thesis, their use adheres to the original.

The following are previous studies with regard to register analysis. Hunston (1993: 59-60) finds that scientific writing is certain, non-neutral and with a progressively increasing degree of significance in the discourse, and has no sharp distinction between fact and evaluation. Conducting a diachronic study of articles from journals and periodicals in the fields of economics, medicine and technology, Gunnarsson (1993: 177-178) finds that there is a pattern shift after 1945 from German to English type, clearer genre boundaries for the scientific text genre, a more impersonal character of the scientific texts (i.e. a decrease in expressive, argumentative and directive illocutions), and a tendency towards a more homogenous structuring of the scientific articles.

In Samraj's and Monk's (2008) genre-based study of successful statements of purpose submitted to three master's programme (linguistics, business administration and electrical engineering) at a US university, the same rhetorical moves are found in the statements from the three disciplines, yet different constituent steps are used to realize some of the moves. For instance, the linguistics applicants report on previous education and work experience, and express their concerns on the positive gains and attributes of the programme or university; the business administration candidates identify a gap from their background that motivates them to pursue positive gains from the programme; and the electrical engineering candidates portray themselves as developing to become researchers (ibid.: 207).

Also through a genre study, Bruce (2009) compares the Results sections of twenty research-reporting articles from the disciplines of sociology and organic chemistry. The two disciplines differ in the areas of context, epistemology, and writers' stance. For example, sociologists acknowledge multiple views of reality whereas organic chemistry research needs preciseness and conciseness; and no clear conventionalized schematic structure is found in either of them (ibid.: 110-112). The sociological articles have higher frequencies of 'that' and 'than', whereas the organic chemistry articles have more instances of 'by', which is mainly in the form as 'by + nominalization' (e.g. "by measurement") and 'by + verb(ing)' (e.g. "by introducing") (ibid.: 113-115).

Giannoni (2008) studies a corpus of 40 editorials on the structure and evaluative language of articles from two unrelated domains: medicine and applied linguistics, focusing on the popularizing features of questions, metaphors, marked lexis, humour, personalization, appeals to reader and contingency. Questions are most frequently used in both disciplines, but they are 50% more frequent in the medical (ibid.: 217). Metaphors, marked lexis, and humor, in descending order of occurrence, occur more frequently in the medical, while personalization, humour and metaphors are more prominent in the applied linguistics editorials (ibid.: 217).

The literature review in this section sheds light on the "socio-cognitive perspective" (Bhatia, 2004) which is concerned with how a genre responds to different contextual situations in order to uphold "a socially constructed typical constellation of form-function correlations", which represents "a specific professional, academic or institutional communicative construct" and realizes "a specific communicative purpose of the genre" (ibid.: 123). The understanding of these discursive and social practices can enable identification of the integrity of a genre.

2.5 Ethnographic Perspective

The ethnographic perspective focuses on typical sites of engagement or interaction, and highlights "analysis and understanding of practitioner advice and guidance, social structure, interactions, history, beliefs, goals of the professional community, physical circumstances influencing genre construction, and modes available for genre construction and communication, all in the context of the historical development of the genre in question" (Bhatia, 2004: 161). In other words, an ethnographic perspective is related to professional practice in the construction, interpretation, exploitation and use of genre, while professionals' workplace practice dominates the discourses. The professionals' work and the set of professional competences are the foundation of the quantity surveying profession, and the behavioural constructs specific to the profession constitute their professionalism. Profession (2.5.1) and professionalism (2.5.2) are twin concepts which collaboratively constitute the professional contexts of quantity surveyors.

2.5.1 Profession

Quantity surveyors are professionals who "possess expert knowledge of costs, values, finance, contractual arrangements and legal matters pertaining to the construction field" (HKIS, 2009a: 17). Their employers or clients include "professional quantity surveying firms, private developers, corporations, government departments and related bodies, building and civil engineering contractors, insurance companies, etc." (ibid.: 17). Quantity surveyors are experts in the management of construction contracts and cost, providing professional advice in the aspects of "preliminary cost advice", "cost planning", "cost control & financial management", "value management", "procurement methods", "tendering", "valuation of construction works", "financial claims & programme analysis", "dispute resolution" and “insurance advice” (ibid.: 17-19). In performing these tasks, quantity surveyors behave in a manner that is proclaimed by the public to be the behaviour of a professional, for instance, demonstrating expertise, trustworthiness and objectivity. These behavioural norms are expressed in quantity surveyors’ workplace communication which involves their communication strategies and pragmatic means, for example, the speech acts of “assertive”, “directive”, “commissive”, “expressive” and “declarative” (Searle, 1979). They manipulate these to accomplish their intentions, goals and communicative purposes.

Quantity surveying is regarded as a profession rather than an occupation because it can satisfy three features as suggested by Sullivan (2005: 36) for a professional. First, quantity surveyors gain “specialized training in a field of codified knowledge” through academic education in universities or institutes and practical training in the workplace. Second, quantity surveyors earn the public recognition of autonomy in the quantity surveying community “to regulate their own standards of practice”. The Hong Kong Institute of Surveyors (HKIS) is the institution governing their professional practice, conduct and ethics. Third, quantity surveyors have “a commitment to provide service to the public” (ibid.: 36). These features of academic education, formal training, autonomy, code of ethics, and public accountability together form a professional culture for the quantity surveying profession, which focuses on goals, values, beliefs and practices that affect the tasks and communication behaviours of quantity surveyors in the workplace.

Freidson (2001: 12) lists similar characteristics for professions, as in Sullivan’s (2005: 36), emphasizing the specialization and autonomy of professional work which is under a set of well-defined professional prerogatives. Professionalism exists when a profession (e.g. quantity surveying) gains the power to determine “who is qualified to perform a defined set of tasks” and “the criteria by which to evaluate performance” (Freidson, 2001: 12).

Abbott (1988) applies a different approach to describe a profession. He (ibid.: 33) postulates that professions make up an interactive system and compete within this system; and from time to time, tasks are created, abolished, or reshaped by external forces. This interactive system functions on the basis that each profession is bound to a set of tasks by ties of jurisdiction, and the strengths and weaknesses of these ties are established in the processes of actual professional work (ibid.: 33). In claiming jurisdiction within the competition, a profession asks society to recognize its cognitive structure through exclusive rights (ibid.: 59). In the real estate and construction industry, quantity surveyors, architects, engineers and contractors possess their specialised knowledge and hold different degrees of professional power. They have their own defined roles, goals, and areas of co-ordination and conflicts in the workplace. Based upon their ability to perform the tasks within their jurisdiction, quantity surveyors interdependently develop in their own profession and compete with the other professional disciplines to uphold their professional and social power.

Professions are regarded as “institutions within society that cross organizational boundaries”, representing “identifiable structures of knowledge, expertise, work, and labour markets”, and characterized with “distinctive norms, practices, ideologies and organizational forms” (Leicht and Fennell, 2001: 90). The proximities of these structures, cultures and forms among quantity surveyors provide a platform for communication in the profession**.** Their professional culture helps them to control their jurisdiction by projecting an archetypal image of the quantity surveying profession, which in turn provides a normative template that influences their work practice and professional expectations. This phenomenon can be exemplified by Maister’s (1997: 65-70) suggestion that the autonomous professionals accept a potential leader’s influence based on the degree of similarities of motives, values, competence and styles. Quantity surveyors would accept the leader's influence, direction and guidance if the leader gives evidence that he or she is primarily committed to the success of the institution (motives), that they share similar goals (values), that the leader is substantively helpful (competence), and that the leader is supportive, nurturing, and demanding (style) (ibid.: 65-70).

Scholars and researchers have devised modules to enhance professional communication. Sin, Jones and Petocz (2007) incorporate content-focused learning materials of accounting with generic skills listed by the professional accounting bodies (e.g. cognitive skills and behaviour skills), writing for analytical thinking and learning (e.g. co-occurring lexis and syntactic patterns), knowledge of accounting concepts and principles (e.g. prerequisite knowledge and ethical issues), and awareness of the interpersonal relationships in professional communication (e.g. chosen words and textual strategies: argumentation, persuasion and addressees) (ibid.: 143). After practising this method with three assignments in a university, they evaluate whether students have achieved the learning outcomes and have ability to assess their own work, and if there is a positive relationships between the assignments and performance in the knowledge-based final examinations (ibid.: 159).

Zhu and White (2009) incorporate organizational practitioners' views as the voices of the community of social practice in the generic form of business email, listing seven stages as a means of enhancing students' understanding of business generic competence (Bhatia, 2004: 144), namely (1) incorporating organizational practitioners' views about the purpose and form of communicative genre as a way of exemplifying effective business email writing; (2) identifying knowledge gaps between students and organizational practitioners; (3) identifying to what extent a business email message can communicate "instrumental-oriented" and “relation-related” behaviours in specific organizational settings; (4) learning communicative genre interaction and the complementary and rhetorical nature of business emails; (5) exploring the differences and similarities in terms of the contextual exigencies that promote specific generic forms and the implications for intercultural communication; (6) introducing the concept of intertextuality; and (7) enacting the situated genres within the organization (ibid.: 298-301).

Dressen-Hammouda (2008) conducts a case study of the way a geology student gradually produces written genre in geology with increasing expertise through developing disciplinary identity. The specialist frames (or genres) embedded within the disciplinary identity enables the student to make increasing reference to geology’s central concerns and practices via a typified set of implicit textual cues (e.g. moves and lexico-grammar) that are recognized in the community. Over time, the student shares the discipline’s symbolic genres under the theme of his self-identification, attitude, practices, professional vision, and understanding of similar natural phenomena (ibid.: 238). In addition, implicit cues can be identified in three moves. In the move “showing explicit researcher implication”, the cues include agential statements in the field; evaluative adjectives and adverbs; and interpretative comments. In “providing disguised indications of researcher activity”, the cues are nominal and verbal activity; metric, angle, direction measures; locational adverbs and prepositions; metadiscoursal references to visual data; geographical location; and own prior publications. In “demonstrating disciplinary membership”, the cues are nominal and adjectival field qualifiers; geological age; verbal adjectives and participles; and references to other’s fieldwork (ibid.: 240-241).

The studies described above elucidate the essence of professional knowledge in professional communication, the institutionalization of formal knowledge in professions (Freidson, 1986: 209), and the consensus of conventionally recognized criteria and purposive goals in genres to realize professional identity.

2.5.2 Professionalism

Professionalism is recognized to be an elusive social construct, yet the suggestions made by scholars and researchers on this attribute converge to ascribe conformity. Professionalism is an "intellectual construct and not a portrayal of any real occupation" (Freidson, 2001: 127), as well as an "attitude and not a set of competences" (Maister, 1997: 16). On the basis of these definitions, professionalism is viewed as an ideology within a profession. Professional ideology refers to those intangible essential elements as "the claims, values and ideas that provide the rationale" for the institutions of professionalism (Fredison, 2001: 105). The HKIS has published "Professionalism – The Nine Core Values of the Surveying Profession" (HKIS, 2006). These nine core values are "act with integrity", "always be honest", "be open and transparent in your dealings", be accountable for all your actions", "know and act within your limitations", "be objective at all times", "never discriminate against others", "set a good example" and "have the courage to take a stand". This set of ideologies is "a complex cognitive framework that controls the formation, transformation and application of other social cognitions, such as knowledge, opinions and attitudes, and social representations" (van Dijk, 2008a: 34), for instance, quantity surveyors are obliged by the core values to write objectively and transparently to heighten their professionalism. The ideology framework consists of "socially relevant norms, values, goals and principles" that are applied in social practices in the overall interest of the quantity surveying profession, and the ideology "assigns coherence among social attitudes which in turn codetermine social practices" (ibid.: 34).

Professions are “exclusive groups of individuals” applying “abstract knowledge to particular cases” (Abbott, 1988: 318), and professionalism is “the main way of institutionalizing expertise in industrialized countries” (ibid.: 323). Professionals’ knowledge is based on theories and complex intellectual techniques, and professional tasks are “inherently valuable to society” and “relevant to key social values”, such as health, technological progress, and legal rights (Leicht and Fennell, 2001: 26). Having acquired their autonomy from professional prerogatives (Freidson, 2001: 12), specific expertise (Sullivan, 2005: 36) and jurisdiction (Abbott, 1988: 33), professions establish for themselves “shelters from pure market competition” (Sullivan, 2005: 2). Apart from serving as experts in their specialized domains, professionals act as community leaders who hold prestigious positions “on the basis of a social contract with the public they serve”, and this social contract is “the core of professionalism” (ibid.: 2). As a result, professional education in a discipline is characterized by a specific balance among the sets of values with regard to the academy, professional practice, and “ethical-social values of professional identity” (ibid.: 28-29).

Professional knowledge generates professional power and invokes ideology. In possession of specific professional power and social status, quantity surveyors attempt to gain control over the recruitment of new professionals and the expertise of professional work, as the basic operating structures of the professions are “corporate membership, controlled markets for their services, and monopolistic practices in training and recruitment” (Sullivan, 2005: 1). In addition, the “idea-typical ideology” of professionalism is concerned with “justifying the privileged position of the institutions” of a profession in a political economy as well as “the authority and status of its members”, whereas the opposing ideologies of managerialism (bureaucracy) and consumerism (market) provide the rationale for the control of work (Freidson, 2001: 106). Professionals (including quantity surveyors) contrast the ideology of professionalism with the two opposing ideologies, and strike control over their own work and affairs (ibid.: 106). In other words, the ideological core of professionalism is its claim to a discretionary specialization rather than standardized production (ibid.: 109). Professional knowledge and skills are attached to a transcendent value of ideology of service which infuses specialization with a higher goal, and professionals therefore "claim independence of judgement and freedom of action rather than mere faithful service" (ibid.: 122). This pursuit of autonomy underlies quantity surveyors' behaviour.

Professionalism is important in the quantity surveying community. Apart from publishing "Professionalism – The Nine Core Values of the Surveying Profession" (HKIS, 2006) as described above, a conference entitled "professionalism towards quality construction and property development" was organized by the Hong Kong Institute of Surveyors (HKIS) and two universities in 2003. Twenty-four papers were presented in the conference, of which eighteen papers were about the technical, contractual and legal aspects of achieving quality construction and property development; five papers were concerned with the culture in organizations or in the real estate and construction industry; and one paper was related to professionalism, culture and ethics in the industry. This relative distribution of topics indicates that the professionals in the real estate and construction industry are more interested in professional knowledge and practice in their specialized domains (e.g. quantity surveying). The six papers that are related to culture and professionalism focus on reviewing the prevailing theories or exploring their potential impacts on the industry. None of the papers addressed language use for achieving the conference theme of quality construction and property development. The prevalence of this trend in the surveying profession remains unchanged today (2010), as one can hardly find in the HKIS journals any papers with regard to language and linguistics in the real estate and construction industry.

The scope of studies in the quantity surveying community is compared with those in the academic field. In a conference entitled “language and text variation in business and economics” held in Florence in 2005, for example, papers were reported on the discourse of business and the specialized academic discourse of economics and business. Some of these papers discussed the management of interaction in professional discourse in intercultural and interdiscoursal perspectives, where the professional discourse is defined as “the specialized discourse used by social actors in the course of their working activities” (Bamford and Bondi, 2006: 7).

The following conference papers are concerned with “managing the language of intercultural communication in a global economy” (Bamford and Bondi, 2006: 10). Gunnarsson (2006) studies the writing of Swedish economists during the period 1955-1985, which encompasses a change of language medium from Swedish to English and exemplifies the globalization process as regards writing and changing text patterns. Cheng and Warren (2006) focus on how native and non-native speakers give their opinions and how this speech act is marked linguistically through studying opine markers in the Hong Kong Corpus of Spoken English (HKCSE). They find that opine markers are less frequently used by Hong Kong Chinese than native English speakers. Fung (2006) also analyzes spoken business discourse in meetings in Hong Kong, using Searle’s notion of direct and indirect speech acts to investigate assertions, questions and order/requests to see how the different cultures of native and non-native speakers influence indirectness and politeness in interpersonal communication. She finds that Hong Kong Chinese use fewer indirect speech acts than native speakers. Bowker (2006) examines the presentations made by a Human Resources Consultant, who is a native English speaker, to an audience of non native speakers in Malaysia. Grounded on ethnographic information, he analyzes how pronoun reference, hedging and narrative techniques can create affective force in the presentations. Okamura (2006) examines English emails between colleagues in a multicultural environment, and concludes that address forms can reflect the cultural norms and values of the senders.

In the conference, there are also papers related to “interdiscoursal perspectives on recontextualizing discourse” (Bamford and Bondi, 2006: 14). Mauranen (2006) examines the various manifestations of repetition, including “repeats”, “self-repairs” and “deliberate repetition” in ELFA (a collection of international speakers of English) and MICASE (Michigan Corpus of Academic Settings) corpora at clause boundary and lexical search. Poppi (2006) investigates the interaction between textbook authors and their readers by comparing economics and marketing textbooks. He finds that economic textbook writers attempt to engage their readers by furnishing pedagogical tasks more than marketing textbook. Alessi (2006) examines a corpus of 278 Frequently Asked Questions (FAQs) from 35 tile manufactures and related home-improvement manufacturing industry websites, and identifies the typologies of the questions which can reflect authorship and communication purpose. Malavasis (2006) studies the pattern of use of evaluative language in the annual reports of several large European banks, by dividing evaluative adjectives into the semantic categories of importance and competitiveness, internationalization, traditional vs new, and customer focus; and evaluative verbs into task- and involvement-oriented verbs. These evaluative adjectives and verbs occur in different frequencies in various parts of the annual reports. Catenaccio (2006) looks at the press releases for the Enron crisis in the web edition (BBC) and print edition (Financial Times and the Economist), finding that press releases are used critically by the media and their use can be very different among the journalists.

Although these conference papers are concerned with professional discourse in business and economic settings, the scholars and researchers have seldom related the language and text variation to professional work or professionalism in the various genres under study. The above investigations make prominent the phenomenon that quantity surveyors are more interested in their professional practices, while the academia focus on the textual features and language use in professional discourses. This gap can be bridged by collaborative alliances between quantity surveying practitioners and discourse and communication researchers (Cheng, 2009b: 483). For example, while suggesting using the CCC model as a general framework to evaluate texts, of which “correspondence”, “consistency” and “correctness” are mapped onto “type”, “content”, “structure”, “wording” and “presentation” to form a matrix in the evaluation, Renkema (2009) appraises collaboration between academics and the civil service to improve the quality of government documents.

The present study is driven in the direction to encompass both the professional practices in real contexts and the language use manifested in such practices. When delivering professional services in the workplace, quantity surveyors convey their specialized disciplinary knowledge, exercise their power, and transform their ideology of the institution of professionalism. Quantity surveyors claim themselves to be objective, impartial, and professional, but they encounter the invasion of managerialism and consumerism (Freidson, 2001: 106) into their professional practices. The outcome may have an influence on their professional communication. The dual influences of managerialism and consumerism emerge from the organizations in which quantity surveyors are working, and such organizational contexts are discussed in socio-critical perspective (2.6).

2.6 Socio-critical Perspective

The socio-critical perspective is concerned with a network of discursive practices of institutions, including ideology and power, social structures, social change, social practices, identities and motives, and cross-cultural and intercultural environment, within which disciplinary practices and genres are generally embedded (Bhatia, 2004: 162). The present study mainly investigates the relationships between language, power and ideology within the professional and organizational contexts of quantity surveyors in their discursive practices. The organizational contexts in this research study refer to where and how quantity surveyors work to deliver their professional services, which mainly embrace organizational ideologies and culture. Quantity surveyors are professionals working in different organizations related to the real estate and construction industry in Hong Kong, including the developers, the consultants, the contractors and the government or public corporations. Each kind of organization has its own functions and roles in the professional community, and each of them has different organizational goals and beliefs. This section discusses organizational contexts (2.6.1), and professional and institutional discourses (2.6.2).

2.6.1 Organizational Contexts

Organizations are particular kinds of institutions in which members pursue explicit objectives, and are identified by recognized patterns of decision-making and task allocation (Jenkins, 2004: 142). In an organization, employees contribute to the corporate mission. They interact and organize themselves in a certain way ("social arrangement"); set standards for outputs and measure performance against these standards, and implement corrective action as required ("controlled performance"); and work together to achieve common aims and objectives ("collective goals") (Tourish and Hargie, 2004: 13). Communication binds the parts of organizations together, and the management processes interact with communication in the organizations to achieve the organizational goals (Seiler et al., 1982: 6). Employees are expected to perform and communicate according to their positions assigned in the organizations (ibid.: 11), and to develop effective messages by means of a careful choice of words and a comprehensive analysis of the audience (ibid.: 198).

Each organization has its own goals, principles and culture. The goals of an organization are pursued in accordance with an underlying ideology, based on beliefs, values and attitudes (Mullins, 2002: 130). The organizational ideology provides "a set of principles which governs the overall conduct of the organization's operations, code of behaviour, the management of people, and its dealing with other organizations", as well as determines the culture of the organization (ibid.: 130). This set of principles is recognized as accepted conventions of the organization, or is stated formally in writing (ibid.: 130). Thus, good communication is critical to the success of cultivation and dissemination of such principles or ideologies in the organization. Quantity surveyors use language to communicate in the workplace to accomplish their job functions and to fulfil their organizational ideologies and principles. The study of communication and language use in an organization can reveal the principles of the organization, and the study of the management processes in the organization can uncover or predict its communication strategies.

Scholars have begun to focus on organizational culture and personal relationships in professional settings with regard to organizational communication (Wood, 2004: 37). Organizational communication is the "collective creation, maintenance, and transformation of organizational meanings and organizational expectations through the sending and using messages" (Bantz, 1993: 18). Organizational culture is "the body of shared beliefs, values, expectations, and norms of behaviour that shape life in the organization" (Hartman, 1996: 149).

Organizational culture is made up of understandings about identity, codes of thought and action that members of an organization share, and from this understanding emerge rules for how employees interact and commit to everyday work (Wood, 2004.: 37). Cultural norms are not usually the result of conscious legislation, but people in authority may enforce them once they have been formed from common practices by the dominant members in the organization. Over time such norms may develop within the organization as part of the corporate culture, or become “certain implicit understandings about how things are done” (Hartman, 1996: 150) or “institution” (Jenkins: 2003: 133), and produce secondary beliefs by filtering what people perceive and how they communicate by training their expectations (Hartman, 1996: 149-150). In addition, organizational culture facilitates socialization that proceeds by peer pressure, rituals, symbols, and didactics explicitly (Hartman, 1996: 149).

The competing values framework (Quinn and Rohrbaugh, 1983) is widely known to scholars and researchers as an efficacious way to measure and compare one organizational culture against another. This model has two axes to define four quadrants; the vertical axis ranges from flexibility to control and the horizontal axis ranges from an internal to an external focus. By means of the competing values model, Cameron and Quinn (1999: 30-40) describe four cultural types in the four quadrants by referring to their respective “dominant characteristics”, “leadership”, “management of employees”, “organizational glue”, “strategic emphases” and “criteria for success”. These four cultural types are the “clan”, the “adhocracy”, the “market” and the “hierarchy”, which are profiled in Table 2.3.

Table 2.3: Organizational Culture Assessment Instrument
(Cameron and Quinn, 1999: 20-21)

Dimensions of Organizational Culture		Cultural Types			
		(A)	(B)	(C)	(D)
		Clan	Adhocracy	Market	Hierarchy
(1)	Dominant characteristics	The organization is a very personal place. It is like an extended family. People seem to share a lot of themselves.	The organization is a very dynamic and entrepreneurial place. People are willing to stick their necks out and take risks.	The organization is very results oriented. A major concern is with getting the job done. People are very competitive and achievement oriented.	The organization is a very controlled and structured place. Formal procedures generally govern what people do.
(2)	Organizational leadership	The leadership in the organization is generally considered to exemplify mentoring, facilitating, or nurturing.	The leadership in the organization is generally considered to exemplify entrepreneurship, innovating, or risk taking.	The leadership in the organization is generally considered to exemplify a no-nonsense, aggressive, results-oriented focus.	The leadership in the organization is generally considered to exemplify coordinating, organizing, or smooth-running efficiency.
(3)	Management of employees	The management style in the organization is characterized by teamwork, consensus, and participation.	The management style in the organization is characterized by individual risk-taking, innovation, freedom, and uniqueness.	The management style in the organization is characterized by hard-driving competitiveness, high demands, and achievement.	The management style in the organization is characterized by security of employment, conformity, predictability, and stability in relationships.
(4)	Organization glue	The glue that holds the organization together is loyalty and mutual trust. Commitment to this organization runs high.	The glue that holds the organization together is commitment to innovation and development. There is an emphasis on being on the cutting edge.	The glue that holds the organization together is the emphasis on achievement and goal accomplishment. Aggressiveness and winning are common themes.	The glue that holds the organization together is formal rules and policies. Maintaining a smooth-running organization is important.
(5)	Strategic emphases	The organization emphasizes human development. High trust, openness, and participation persist.	The organization emphasizes acquiring new resources and creating new challenges. Trying new things and prospecting for opportunities are valued.	The organization emphasizes competitive actions and achievement. Hitting stretch targets and winning in the marketplace are dominant.	The organization emphasizes permanence and stability. Efficiency, control and smooth operations are important.
(6)	Criteria of success	The organization defines success on the basis of the development of human resources, teamwork, employee commitment, and concern for people.	The organization defines success on the basis of having the most unique or newest products. It is a product leader and innovator.	The organization defines success on the basis of winning in the marketplace and outpacing the competition. Competitive market leadership is key.	The organization defines success on the basis of efficiency. Dependable delivery, smooth scheduling, and low-cost production are critical.

The organizational cultures set up the norms and frameworks for quantity surveyors to communicate, and determine the communication strategies in their workplaces. To illustrate the link between organizational culture and communication, Bantz's (1993) Organizational Communication Culture (OCC) method serves as a straightforward example. The OCC method is based on the analysis of messages to understand organizations and consists of four steps in sequential order, namely "message analysis", "symbolic form analysis", "inference of organizational expectations", and "inference of organizational meanings".

First, the OCC method starts to gather communicative events in the organization under study and then analyses the messages that lie within, centering on four elements: "vocabulary" ("the commonplace usages of everyday language"), "theme" ("identifying repetitive and interconnected topics"), "architecture" ("structural arrangements of messages"), and "temporality" ("role of time in the messages") (ibid.: 4-7).

Second, the "symbolic form analysis" builds on the "message analysis" to identify three symbolic forms: "metaphor" (articulating one domain of experience in terms of another), "fantasy theme" (dramatizing events in another time and place, telling past and future achievements and failures), and "stories" (storytelling). These symbolic forms significantly contribute to organizational expectations and meanings (Bantz, 1993: 8-10).

Third, the organizational expectations are in five patterns, namely "norms" (patterns for action), "roles" (what a person should do), "agenda" (expectations about how time is structured), "motives" (reasons for behaviour), and "style" (expected ways of communication, e.g. collaborative, respectful, or aggressive) (Bantz, 1993: 10-12).

Fourth and finally, the “inference of organizational meanings” is achieved through an attempt to understand the organization. The inference involves “creating constructs through the collective definition of individual concepts (e.g. success, the company)” and the “relationship between constructs (e.g. how to succeed in the company)” (Bantz, 1993: 13).

Pepper (1993) adopts the OCC method to conduct a case study of the corporate group team in an organization by addressing the problems associated with the inability to accomplish true group consensus. He focuses on the constructs of openness (i.e. architectural layout of the office space), accountability and identity; and discovers the group’s low profile and self-perceived differences with other groups (ibid.: 193-195). Bantz’s (1993) OCC method is “able to arrive at a verifiable and comprehensive understanding of the everyday experience of organization members” (Pepper, 1995: 56), revealing the organizational expectations of “norms”, “roles”, “motives”, “agenda”, and “style” through analyzing the texts produced in the workplace; alternatively, it can equally assert that an understanding of the organizational culture can reveal the norms and frameworks for the written texts in the organization. This can help quantity surveyors to determine or predict the communication strategies in the workplace.

Clampitt and Williams (2004) investigate the influence of organizational uncertainty in communication. Borrowing from other scholars’ findings, they postulate that people with a low tolerance for uncertainty tend to be more dogmatic, ethnocentric, conservative, and rigid, and rely more on authorities for opinions, and prefer information supportive of their views, but avoid ambiguous stimuli and are less self-actualized, than those who are more tolerant (ibid.: 39-40). They propose four basic possibilities for managing uncertainty by employees and organizations, namely “status quo climate” (both employees and the organization avoid uncertainty), “unsettling climate” (employees’ desire certainty but the organization embraces uncertainty), ‘stifling climate” (employees embrace uncertainty but the organization avoids it), and “dynamic climate” (both employees and the organization embrace uncertainty) (ibid.: 44). It is expected that quantity surveyors, as professionals, avoid uncertainty; and a hierarchy-type government office which is glued by “formal rules and polices” (Cameron and Quinn, 1999: 20-21) also avoids uncertainty. The quantity surveyors working in a government office therefore constitute a “status quo climate” heightening those communication strategies which “gradually introduce changes in organizational procedures and practices that foster greater awareness and discussion of uncertainty” (Clampitt and Williams, 2004: 49). Such communication tactics for transforming uncertainty management climates include “focusing on issues external to the unit”, “framing the challenge in terms of ‘what if’ situation”, “constantly reassuring employees”, “using opinion leaders to create acceptance”, “publicizing small success”, and “symbolically acknowledging uncertainty” (ibid.: 50).

Jones (2009: 85) regards “business discourse as a site of inherent struggle”, and states that social action is divided into “communicative action” and “strategic action”. Communicative action which aims to reach “mutual understanding and agreement through openness and honesty” is a “discourse of the lifeworld” (ibid.: 87). Strategic action aims to achieve individual success and influences the actions of others, including “concealed” or “open strategic actions”. The concealed strategies involve “unconscious deception (systematically distorted communication)” and “conscious deception (manipulation)” (ibid.: 87-88), which “generate a discourse of competitive, goal-directed oriented action” (ibid.: 89). As a result, business discourses are distorted into three forms: “occluded discourse”, “competing discourse”, and “impeded or self-contradictory discourse”. “Occluded discourse” means a suppression of “the open and honest expression of personal thoughts and judgements” in business organizations (ibid.: 91); “competing discourse” embraces reconciliation of various discursive resources due to a change in organizational culture (ibid.: 95); and “impeded discourse” reveals serious “confusions in the mind of the speaker or writer” (ibid.: 97). These competing and conflicting demands, however, can be “balanced by means of communicative strategies that are simultaneously circumspect and honest” (ibid.: 101).

Building on Likert’s (1967) definition of link-pins, as “individuals linking the organization together vertically and horizontally by superimposing a group structure on the formal organization structure” (Babcock and Du-Babcock (2006: 43), Babcock and Du-Babcock (2006: 44) coin the term “language link-pins” to describe bilinguals “who translate messages and thereby link organizational personnel speaking different national languages”, which are further classified into “national language link-pin” and “professional genre link-pin” (ibid.: 44). In their study, expatriates are grouped within “language-based communication zones” according to their second-language competency, and link-pin communication channels which situate within these zones in international business communication (ibid. 44) are used to transmit messages coded in professional genres and national languages in a dual translation process (ibid.: 43).

Du-Babcock (2000) describes the process of how expatriates adapt to their overseas assignments, internally and externally, in fourteen multi-national corporations and two government agencies operating in Taiwan. The internally focused activities include implementing “management systems and approaches suitable to the organizational units”, and maintaining and developing their relationships with corporate headquarters and other enterprise units (ibid.: 47). The externally focused activities are concerned with the integration of organizational units and exterior environment by “developing information sources”, “collecting relevant information” and “reacting to environmental opportunities and threats” (ibid.: 47). These activities undergo the three systemic stages of identification, development and refinement; and depend on the processing of information from the low-proficiency English-speaking staff (e.g. secretaries) who serve as language link-pins. Language and cultural variables are therefore considered by organizations in the selection and training of expatriates (ibid.: 57).

Business discourse can be investigated from cultural perspectives across a range of geographical areas, for example, China (Zhu and Li, 2009), Japan (Tanaka, 2009), Korea (Jung, 2009), Vietnam (Chew, 2009), Malaysia (Nair-Venugopal, 2009), Brazil (Oliveira, 2009), Spain (Montolio and Ramallo, 2009), and Kazakhstan (Suleimenova and Burkitbayeva, 2009), and the papers of these investigations are collected in “The Handbook of Business Discourse” edited by Bargiela-Chiappini (2009b). In addition, business discourse research is reviewed by scholars and researchers in different regions across the world. The European research agenda is driven by the three developments of intercultural communication, macro-theories of multimodality and hypomodality, and critical approaches focusing on inequalities in the business environment (Nickerson and Planken, 2009: 23). Within the New Zealand and Australian contexts, there are commonalities across business, professional and organizational communication, management/organization and discourse studies, as well as the augmentation of research in rhetorical analysis, while the cultural issues and communication technologies are under-research currently in business discourse research (Zorn and Simpson, 2009: 38). North American researchers and practitioners continue in the directions of interdisciplinary methods (Andrews, 2009: 47), which emphasis on “individual communication”, “new concepts of an organization” (as sites of discourse), and a new rhetoric of digital expression to seek ways to enhance communication in the global workplace (ibid.: 48-49).

In Asian countries, research studies in business communication and business discourse usually examine only one feature or phenomenon, such as “register, genres, turn-taking, rhetorical style, discoursal structure, lexico-grammar, communication strategies, communicative competences, politeness, or the description of a variety of business English” (Cheng, 2009b: 481). These studies are primarily conducted by academia alone, and the gap between business communication research and business communication practices can be bridged by a model for the design, implementation and evaluation of interdisciplinary collaborative projects by both academia and business practitioners (ibid.: 484). This model is built on survey methods for interviewing practitioners about different aspects of workplace communication and language use, ethnography with regard to observation and collection of information about the workplace communicative activities, and textual analysis of spoken and written discourses “linguistically, structurally, pragmatically, prosodically and semiotically to address a wide array of research questions in business discourse and communication” (ibid.: 484). The findings produced by academic and business collaborative research have “potential benefits and value for various interest groups and stakeholders, including the government, business people, business organizations, specialists in English for Specific Purposes (ESP) and Languages for Specific Purposes (LSP), researchers and learners” (ibid.: 491).

The above reviews elucidate the influence of organizational contexts on professionals’ or quantity surveyors’ written discourse, which is compatible or incompatible with quantity surveyors’ professional contexts. Professional and organizational contexts simultaneously exist to affect quantity surveyor’s workplace communication.

2.6.2 Professional and Institutional Discourse

This sub-section focuses on the dichotomy of the professional institutions and organizations. The institutional order of a profession is organized with integrity of purpose to nurture responsible professionals in order to shape the shared forms of practice (Sullivan, 2005: 261). However, this integrity may be hampered by the modern bureaucratic organizations which privilege “the rationally and technologically efficient use of all resources (including professionals) in its production”, even though many professionals “contest the encroachment of bureaucratic organizational rationalities” into their professional practices (Casey, 2002: 204). Professions claim autonomy from external controls, such as through professional institutes, by providing “expertise not accessible to direct managerial control” and at the same time, professional organizations claim to be responsibly autonomous by formally guaranteeing their responsibility for any mistakes and misdemeanours committed by the members within their jurisdiction (Dent and Whitehead, 2002: 11). This blurring of the boundaries between professionalism and managerialism promotes a slippage of professionals’ identity which is inevitable under the prevailing socio-cultural situations that every organizational life is subject to “increasingly sophisticated regimes of accountability” and professionals have no escape from the process of being managed, inspected and audited by external actors and systems (ibid.: 11). In other words, “the language of (professional) expertise is applied to managerial and administrative works and that of managerial audit accountability to professional labour” (ibid.: 12).

The above discussion exemplifies the interwoven link between professional and organizational contexts in workplace discourse. In contrast, the extent to which quantity surveyors integrate the organizational norms and cultures into their professionalism, the management of the organizations is concerned with the extent which quantity surveyors can accommodate organizational beliefs and values. This dichotomy of professional and bureaucratic orientations has been the concern in many studies of professionalism (e.g. Freidson, 1986 and 2001; Harries-Jenkins, 1970; Leicht and Fennell, 2001; Maiste, 1997; and Sullivan, 2005). As elucidated by Ingram (1995: 74), professional orientations emphasize the flexibility in role behaviour, high degree of autonomy, behaviour oriented to client's needs, and conformity to ethics and standards of the profession. The bureaucratic orientations, on the other hand, are the standardization of role behaviour, low degree of autonomy, behaviour oriented to the organization's goals, and conformity to the normative practices of the organization. A failure in the articulation of these two groups of motives means "incompatible roles". Role is defined as "the expected pattern of behaviours associated with members occupying a particular position within the structure of the organization", which describes "how a person perceives his own situation"; and role conflict results if inconsistency exists between a person's behaviour and his expected pattern of behaviour (Mullins, 2002: 479). Quantity surveyors therefore strike a balance between their professionalism and work environment to define their roles and identify their motives.

Quantity surveyors are bound by their acquired professional knowledge as well as the professional norms and conducts sanctioned by the Hong Kong Institute of Surveyors (HKIS). This knowledge and ideology are introduced to novices who are assimilated into the professional community through the process of socialization. Quantity surveyors are also bound by the recognized patterns of decision-making and task allocation in their work organizations (Jenkins, 2004: 142). Thus, quantity surveyors become members of two institutions, namely their profession and organization, which "attempt to control the professionals' occupational activities" (Harries-Jenkins, 1970: 53). The profession establishes "standards and norms for the conduct of professional activities", whereas the organization "specifies task objectives and controls the means to realize these objectives" (ibid.: 53). Furthermore, standards of performance are internalized, where the evaluator is a colleague who has undergone a similar training and socializing process, and some part of the assessment is oriented towards "the evaluation of bureaucratic skills which may be the antithesis of professional skills" (ibid. 105).

Misztal (2002) investigates the manifestation of professional identification in professional, managerial and cultural discourses. Professional discourse is connected with the appreciation of the importance of professional norms and ethics in motivating and controlling employees' conduct (ibid.: 30). Managerial discourse incorporates "normative, rational and anti-rational visions of employment relationships', and constructs a manager's professional identity (ibid.: 20). Employees can make independent decisions on the basis of their culturally specific knowledge, experience and evaluation; and cultural discourse can therefore be accessible for the construction of identity and work environments (ibid.: 19-20). Misztal (2002: 34) suggests that a socially responsible manner includes behaviours which "foster trust by inspiring openness, transparency and accountability".

Quantity surveyors work within knowledge-based systems, and knowledge management is a vital concern in organizations to preserve their professional knowledge. Zorn and Taylor (2004) view knowledge management as either "process-product" or "tacit- explicit". In the view of "process-product", employees establish and maintain their organization by means of text construction and interpretation (the "process"), while the texts are considered as "a record of someone's communicational activity" (the "product") and have no inherent meanings until they are read and interpreted by someone (ibid. 107). Conversely, "tacit-explicit" is based on the principle that knowledge is encoded into symbols, as a “tacit practice of profession”, and communication is primarily the explicit transmission of information, aimed to develop a means of “translating a variety of different knowledge bases into a single common language” and “facilitating easy access by many different communities of practice to a pool of collective organizational knowledge” (ibid.: 107).

Regardless of the distinct views on “process-product” and “tacit- explicit”, management of knowledge within large organizations has a direct impact on organizational discourse. As Zorn and Taylor (2004: 106) note, bureaucratic organizations orient to using standardized formats (e.g. written reports) and pre-set agendas (e.g. minutes of meetings) as conventions or instruments for maintaining centralized control, more than a means for effectively communicating knowledge. The standardization functions to transform locally situated knowledge into data and information which are “stored, accumulated, and then differentially interpreted and reframed” in the course of exercising bureaucratic polities (ibid.: 106). These reporting procedures impose a language of their own, or construct a “genre of governance” for recontextualization through “the appropriation of elements of one social practice within another” (Fairclough, 2003: 32).

Apart from the function of knowledge storage, the orientation of standardization aims to solicit consistency in organizations. The administrative policies of organizations, particularly in government and large firms, bring the professionalism under the hierarchical control and standardization of procedure and production. The aim of standardization is to reduce discretion as much as possible so as to maximize the predictability and reliability of its services or products. This standardization may intrinsically be at odds with professionalism and run the risk of degrading the services, as it contradicts the institutional ethics of professionalism which suggests the maximization of responsible and accountable discretion in disciplinary practice.

The tension between the two institutions of professionalism and managerialism can be uncovered through studying language use which is “a form of social practice” (Fairclough and Wodak, 1997: 279) in the quantity surveying profession. The institutional forces of professional and organizational contexts work jointly to shape the forms and meanings of language, and to constrain the linguistic properties to a ritual. Professional discourse, on the one hand, has “identifiable linguistic features which are not only durable, but also legitimate and authoritative, and an apprentice is required to learn the discourse of the profession in order to be certified and acquire credibility” (Sarangi and Roberts, 1999: 15). Institutional discourse, on the other hand, is characterized by “rational and legitimate accounting practices which are authoritatively backed up by a set of rules and regulations governing an institution” (ibid.: 15), such as profession, professionalism and organization. Professional and institutional discourses develop rituals which “create and legitimate the practices of the profession and the institution”, and “share conventions for the social distribution of knowledge and interests which account for the decision-making process” (ibid.: 16).

Professional discourse is concerned with spoken or written texts that are produced in professional contexts and for professional purposes (Gunnarsson, 2009: 5), and is “goal-oriented”, “to a large extent explicitly situated” (ibid.: 6), “a conventionalized form of discourse” (ibid.: 7), and “a part of a socially organized and structures set of activities within a workplace unit” (ibid.: 8), “dependent on various societal framework systems” (ibid.: 9), and a “dynamically changing discourse” (ibid.: 10). Professional discourse reflects the expert knowledge and skills within a field (e.g. quantity surveying), indicating “how professional life functions” and “how language work in different situations and contexts” (ibid.: 5). Accordingly, professional genres are constructed in response to cognitive and social demands of the field, the professional group, and society (Gunnarsson et al., 1997: 3). There are numerous linguistic studies on professional discourse in the disciplines of law, medical and health care, academy, social works and business, which have been discussed in the introductory chapter (1.2). Linguistic studies of organizational discourse have also been discussed in various sections in this literature review chapter, such as the study of influence tactics and conflict-handling styles (2.1.2) and the Organizational Communication Culture (OCC) method (2.6.1). Indeed, professional and organizational discourses simultaneously exist in the workplace and inevitably, they have to be collectively studied in research projects although the weighting of them varies from project to project. It is noted that research studies tend to predominantly weight either one, and researchers describe their studies as either professional discourse or organizational discourse.

Gunnarsson (2009: 5-8) suggests that professional discourse is dependent on various societal framework systems, namely “legal-societal”, “technical-economical”, “socio-cultural” and “linguistic” frameworks. These social criteria are dynamic and accordingly, discursive practices manifested by professional groups undergo changes in relation to purposes, contents, language, and linguistic forms and patterns. These systems are represented in the form of genre, since “specific genres are attached to specific professional activities in specific situations” and this phenomenon entails “conventionalized discourse patterns” (ibid.: 9). On the basis of these concepts and frameworks, Gunnarrson (2009) develops a theoretical model and multidimensional methodology for the contextual analysis of professional discourse and exploring the dynamic relationships between text and context.

This methodology relies on the cognitive, pragmatic and macrothematic aspects to analyze how contextual factors shape genre. While a text reflects the beliefs and norms of the author’s professional community, the cognitive level of the text reflects how the author structures his or her knowledge (Gunnarrson, 2009: 31). Pragmatic analysis is directed from a micro-level of speech act theory towards a macro-level of goal-directed structure (ibid.: 40). Marcothematic analysis relates to discourse structure, based on the idea that professionals adapt to the genre patterns “they have learnt and internalized as a part of their training and socializing into a community” (ibid.: 43). Applying these theoretical frameworks and methodology to assess workplace discourse in a local government office in Sweden, Gunnarrson (2009: 153) finds that writing activities broadly occur among members of staff. Most of the documents produced by staff in high positions are for internal use, those by staff in middle positions aim at “all types of addressees”, and those by staff in low positions have no “explicit indication of their addressee” (ibid.: 154). Since the staff in middle positions have more opportunities to read and comment on what other people have written, they influence the forms, model texts and internal writing rules in the office to a greater extent than the other groups (ibid.: 156).

Professional and organizational discourses are the main subjects to be studied in the “socio-critical perspective” which largely overlaps with critical discourse analysis (Bhatia, 2004: 162-163). Fairclough (2003) provides linguistic analysis of texts in critical discourse analysis, which is oriented towards the social character of texts, as a resource for social analysis and research (ibid.: 5). The discourses (“representational meanings”) are enacted in the genres (“actional meanings”) and inculcated in the styles (“identificational meanings”); or the actions and identities are represented in the discourses (ibid.: 29). Discourses vary in the ways they represent social events, the choice of resources, the extent of abstractness and concreteness, and more specifically the presentation of processes and relations, social actors, and time and place of events (ibid.: 17). A genre is “a way of acting and interacting linguistically”, and its study involves “the semantic and grammatical relations between sentences and clauses”, “exchange (e.g. giving information, and eliciting action)”, “speech function (e.g. statements, offers, and demands)” and “grammatical mood (declarative, interrogative, and imperative)” (ibid.: 17). Identification is related to “what people commit themselves to in what they say or write with respect to truth and obligations” (e.g. modality), and also “evaluation and the values to which people commit themselves” (ibid.: 17). Such representations, actions, and identities are interdiscursively “mixed, articulated and textured together in particular ways” in the texts (ibid.: 37).

Using Critical Discourse Analysis (CDA) as analytical method, Li (2009) compares the discursive strategies employed by two daily newspapers in China and the United States to construct national identities and ideologies in the events that represent conflicts in China-US relations. The analysis is based on examining intertextuality in terms of “discourse, style and genre” or “representational, identificational and actional meanings” (Fairclough, 2003: 29). The US newspaper constructs China as irrational, fanatical and the US’s military and diplomatic rival; whereas the Chinese newspaper promotes peace and justice as the image of China, and the respect China pays to “international regulations in its political and military activities” (Li, 2009: 114).

In the following examples of business discourses which explain the professional and institutional discourses, workplace practices in terms of normative behaviours and language use are shaped by the socio-cultural factors. Kadar (2005) investigates the application of polite elevating and denigrating forms of address in pre-modern Chinese business discourse, and finds that their usage in negotiations rely on the strict interactional rules of Confucianism. Kong (2005) adopts a systemic-functional approach to identify the most commonly used metaphors in network marketing magazines in Hong Kong, namely “dream”, “body in action”, “journey” and “harvest”, and demonstrates how these metaphors achieve their persuasive function. Hadina and Rafik-Galea (2005) discuss four main factors that shape the nature of email discourse by studying two Malaysian organizations: “code-switching strategies”, “lexical choices”, “religious influences”, and “role-relationship of the email interactants”; and find that the communicators’ social position is manifested in the interchange of personal pronouns to represent status, authority, and responsibility. They also find that address forms (e.g. sequential order of first, middle and last names) can signal familiarity, solidarity, formality, distance between the addressor and addressee, and their level of deference found in social relationships. Lee (2005) contrasts Hong Kong bilingual texts and native English texts to uncover the uniqueness of Asian promotional discourse, and finds that the two groups of texts differ in discourse and rhetoric when serving different social and educational backgrounds. The approaches, foci, degree of elaboration, address forms, rhetorical devices, and mixed code of the texts are adopted differently by Hong Kong Chinese and native English writers to represent information of similar content. For instance, there are differences in the positioning of theme, explicitness and implicitness, degree of formality, and wording.

Towards cultural and pragmatic orientations, Du-Babcock (2005) compares the communication behaviours (i.e. turn-taking and speaking time distribution) of bilingual individuals in intra- and inter-cultural decision-making meetings in Hong Kong, where the participants are from both individualistic and collectivistic cultures. She finds that the amount of speaking time is the only difference between the two cultural groups, and that individuals with a higher language proficiency accommodate to those with a lower language proficiency in order to enhance communication efficiency in an intercultural communication situation.

Cheng and Warren (2005) examine the structure and linguistic realizations of disagreement in a corpus of Hong Kong spoken business discourses. Six strategies are identified for expressing disagreement in the corpus, namely “bald on-record disagreement”, “mitigating device, disagree”, “disagree (deductive)”, “(mitigating device), disagree, deductive”, “positive acknowledgement, (mitigating device), disagree, inductive or deductive”, and “mitigating device, disagree off-record”. They suggest that the textbooks in use in Hong Kong need to be revised, owing to the lack of variety of linguistic realizations available to speakers when they disagree. This study has implications for the promotion of intercultural communicative competence, as the students in Hong Kong are taught to disagree in ways that are more direct than real-life norms of behaviour generally found in the business corpus, noting that Hong Kong Chinese have a cultural preference to be indirect.

Lee-Wong (2005) studies hedging in a corpus of 57 Chinese business letters with regard to routine communication (inquiries about product and investment opportunities, and product promotion) and non-routine communication (confirmation and clarifications of issues, and responses to requests for clarifications). She finds that hedging occurs largely at lexical rather than clause level. The forms and functions of the lexical hedges include “determiners, frequency expressions” and “approximators”, “reporting phrases” and “distance”, “noun phrases” and “impersonalization”, “lexical verbs” and “expressing tentativeness”, and “modal verbs” and “expressing possibility or probability”. Those of the clause-based hedges contain “if-clauses” and “expressing a condition/probability of future actions”, “whether-clauses” and “inquire/query”, and “subjectiviser” and “admit lack of knowledge”.

Jung (2005) investigates the role of power in the use of politeness strategies in written business communication in Korea, using the three strategies of “solidity enforcement”, “conflict avoidance”, and “off record” as analytical tools. His analysis shows that the choice of politeness strategies in power manifestation is affected differently in the Korean business context, depending on the organizational structures and cultures. Jung (2009) also studies the indirect requests in Korean business correspondences and how politeness strategies are used to maintain interpersonal harmony.

The above studies use different approaches to explore professional communication in business and the academy. The text analyses in these studies relate the language use with socio-critical factors, through examining rhetorical devices, cultural differences, intercultural communicative competence, hedging, politeness strategies and metaphors. The present study, however, is a genre-based study of quantity surveying written discourse and focuses on the professional and organizational contexts in written discourse.

2.7 Summary

The present study is a critical genre analysis of quantity surveyors’ workplace written discourse. As discussed in the introductory chapter (1.2), there have been a large number of studies into linguistics or language use in professionals’ written discourse in the disciplines of law, medical and health care, academy, social work, and business, yet research in the real estate and construction industry or surveying profession is very few. Nevertheless, the linguistic theories and frameworks in connection with professional discourse are universal and can be applied to every profession. This chapter has reviewed the literature about the language use and social contexts in professional and institutional discourses, which shows the discursive background of quantity surveyors’ workplace communication.

Quantity surveyors use language, among others, to communicate in the workplace. Communicative skills are critical for success in their professional life (Wood, 2004: 19). Their communicative and linguistic strategies vary with the context in the communication, where context means the situation of the participants (Brown and Yule, 1983: 36) and can be understood by the notion of register. Quantity surveyors form a social group and a discourse community and create their own professional language. The interaction between the social system and the linguistic system of their profession constitutes a “semiotic situation” (Halliday, 1978: 111) for “text production, distribution and consumption” in discursive practices (Fairclough, 1992: 73). Through the semiotic structure of situation, i.e. “field, tenor and mode” (Halliday, 1978: 143-145; 2002: 54-55) and functional component of semantics, i.e. “ideational, interpersonal and textual” (Halliday, 1978: 128-131; 2002: 23-27; 2003: 15-18), and based on the ideas of intertextuality and interdiscursivity (Fairclough, 1992: 84-85), different groups of professions through their own scope of practice develop their own patterns of language, for example, the workplace language used by a doctor differs with that used by a lawyer, and quantity surveyors must have their own as well. The quantity surveying register serves to offer an identity to their profession.

Professions and organizations are institutions and social structures in a society. Quantity surveyors are aware of their ideologies, patterns of behaviour, and knowledge about how things are done (Hartman, 1996: 150), through the institutional orders of their profession and organization (Jenkins, 2003: 133). Both professions and organizations demonstrate certain common characteristics, such as universal standards, specific expertise and affective neutrality; yet also demonstrate the extent to which professional and bureaucratic principles provide contrasting approaches to the organization of complex tasks (Harries-Jenkins, 1970: 53).

Quantity surveyors are working in different types of organizations, including the developer, the consultant, the contractor and the government or public corporation. The four organizational culture types identified by Cameron and Quinn (1999), the clan, the adhocracy, the market and the hierarchy, can be used to explore the interaction of the organizational culture in these organizations which have different business functions.

The socio-cultural situations, including professional and organizational contexts, provide the background knowledge of the participants (i.e. quantity surveyors) which enriches and assigns meanings to the discourses. Quantity surveyors acquire their social identities and statuses in terms of individual, interactional and institutional orders (Jenkins, 2003: 17). Their interaction in workplace communication is grounded on their social needs, similarities among the participants, and inherited power (Seiler et al.: 1982: 66-82). The context of situations in quantity surveyors' discourse embraces their professionalism and the goals and beliefs of their work organizations.

Quantity surveyors' professional attributes and organizational contexts can be identified through an examination of their social practice in the societal role they play, which can be expressed in the form of written language. A collection of their texts produced in the workplace constitutes a specialized corpus (Hunston, 2002: 14). Bhatia's (2004) critical genre analysis can be applied to study the corpus from the perspectives of "textual", "socio-cognitive", "ethnographic", and "socio-critical". This chapter provides the literature review to supplement these four perspectives. The textual perspective is concerned with corpus analysis, lexico-grammar, textualization, discourse structure, intertextuality and interdiscursivity (Bhatia, 2004: 160-161). Biber's (1988 and 1995) corpus-based study of linguistic features and co-occurrence of linguistic features provides a framework for the research procedures in this textual aspect. The socio-cognitive is related to semiotic structure of situation, i.e. field, tenor and mode (Halliday, 1978: 143-145; 2002: 54-55), and the professionals' subjective awareness and interpretation of the communicative situation (van Dijk, 2008b: 56-57). The ethnographic perspective focuses on the notions of profession and professionalism (e.g. Abbott, 1988; Freidson, 2001; Leicht and Fennell, 2001; and Sullivan, 2005) which in turn highlights the demand for the quantity surveying profession and the real estate and construction industry to construct professional genres. The socio-critical perspective deals with the manifestation of language in terms of "discourse, genre and style", or "representational, actional and identificational meanings" (Fairclough, 2003: 24), with regard to professional and organizational ideologies and cultures (e.g. Cameron and Quinn, 1999; Hartman, 1996; Jenkins, 2004; Mullins, 2002), and discusses the tension among the institutions of professionalism, managerialism and consumerism (e.g. Du-Babcock, 2000; Freidson, 2001; Jones, 2009), all based on the concept of "language use as a form of social practice" (Fairclough, 1992: 63).

The next chapter will give an account of the methodology of this research study.

CHAPTER 3

METHODOLOGY OF THE RESEARCH STUDY

This chapter discusses the methodology of the present study. First of all, the research questions are stated to indicate how the purpose of this research project can be achieved (3.1). This is followed by a discussion of the professional contexts of the study and also the wider professional cultures in which the context of communication is situated, including the context, the participants and the research site under investigation (3.2). Next, the methods of data collection are presented, namely survey through questionnaire, collection of workplace letters, gathering information from a focus group, and extraction of linguistic information from the corpus (3.3). Then, there is a detailed explanation of the analytical framework adopted in this study, that is, Bhatia's (2004: 163) multidimensional and multi-perspective approach to the genre-based analysis of written discourse, and how the collected data are analyzed (3.4). Lastly, a summary is provided (3.5).

3.1 Research Questions of the Research Study

The purpose of this research study is to find out the language use in workplace letters specific to the quantity surveying profession under the influence of the socio-cultural situation of professional and organizational contexts in quantity surveyors' communication in a government office in Hong Kong. This purpose is achieved through investigating quantity surveyors' professional practices, in particular their written English discourses, and their work organizations. This study investigates the extent to which a pattern of language use by quantity surveyors in the workplace letters can be identified, and analyzes the contextual factors that may influence the variability of language use (Biber et al., 1998: 3). With regard to the quantity surveying discourse community, the primary contextual factors are professional and organizational contexts. In this study, a group of eight qualified quantity surveyors working in a government office was recruited as the participants and their work organization was the site in the field investigation. This study also examines a corpus of professional letters (the QS Corpus) produced by the participants for inter-organizational communication.

The three research questions of the research study are:

(1) What is the language use in professional letters specific to the workplace discourse of quantity surveyors working in a government office in Hong Kong?

(2) How is the genre of professional letters constructed, used, interpreted and exploited by quantity surveyors working in a government office in Hong Kong?

(3) What are the collective effects of professional and organizational contexts on the language use in professional letters produced by quantity surveyors working in a government office in Hong Kong?

These three research questions are interrelated; for instance, the findings of the specialized language use can indicate the influence of professional and organizational contexts on the quantity surveyors' written discourse, while an understanding of the professional and organizational contexts can help to interpret and explain the patterns of language use. These three research questions can be answered by analyzing the QS Corpus from the varying perspectives in Bhatia's (2004) critical genre analysis. Research Question One is related to the "textual perspective" (Bhatia, 2004: 163), of which the lexico-grammar, textualization, discourse structure, intertextuality and interdiscursivity identified in the QS Corpus collectively constitute the patterns of language use in the quantity surveying branch of the government department. Research Question Two is concerned with the "socio-cognitive perspective" and "ethnographic perspective" (ibid.: 163), which integrate genre knowledge and professional expertise of the quantity surveyors to give historically and structurally accounts of the conditions for genre construction, interpretation, use and exploitation in the government office. Research Question Three is addressed from the "socio-critical perspective" (ibid.: 163), which focuses on the relation between language, power and ideology, and accounts for social structures, social changes, social practices, social identities and motives in the discourses, all under the influence of professional and organizational behaviours.

In order to answer these research questions, the context, participants and site of this study are first described to define the settings of the research project.

3.2 The Settings of the Research Study

The context (3.2.1), participants (3.2.2) and research site (3.2.3) of this research study define the methodology of the study.

3.2.1 The Context

Quantity surveyors are academically educated and practically trained to become experts in the management of construction contracts and costs in the real estate and construction industry. They function in the same profession, constitute a professional or social group in the community, and use language to realize and present their professional views and advice in the delivery of services. This research studies both the language used by quantity surveyors in their workplace letters, and such variables as knowledge, power, ideology, culture, value, role, status, identity, accountability and autonomy in the professional and organizational contexts that are considered to influence quantity surveyors' written workplace communication.

Genres are conventionalized and institutionalized in the process of socialization within the quantity surveying professional community. The prototype of genre construction, interpretation and consumption are perceived as unique language manifested in the profession. The process of genre formulation is dynamic, since from time to time professional work is adapted to social change. Texts and discourses can be critically analyzed as conventionalized or institutionalized genres "in the context of specific institutional and disciplinary practices, procedures and cultures" (Bhatia, 2004: 10). This approach can help discourse and genre analysts understand "how members of specific discourse communities construct, interpret and use these genres to achieve their community goals" and "why they write them the way they do" (ibid.: 10). In other words, a critical genre analytical approach to quantity surveyors' written discourse is compatible with the purpose of this research study. Critical genre analysis can reveal how quantity surveyors construct, interpret, use and exploit profession-specific genres to achieve their professional goals, and explain why quantity surveyors produce such genres the way they do.

Each organization has its own missions, visions and targets, and organizational philosophies and cultures vary across organizations (Mullins, 2002: 130). The organizational values, beliefs and practices help quantity surveyors to predict and evaluate the most appropriate types of communication strategies that could be deployed to accomplish task objectives within their organizations. Undoubtedly, quantity surveyors calibrate their professional values, beliefs and practices against the organizational goals and norms, and the larger social context. The different functions and roles of the organizations assign them with various social statuses in a society. For example, government and private developers are employers who appoint both consultancy firms and contractors to develop projects, and in turn the consultants represent the employers to monitor the contractors to construct the buildings. Quantity surveyors when taking on different roles such as representing a developer, a consultant or a contractor, or as a civil servant, are aware of their inherent workplace power and recognize their status in the social hierarchy. Their communicative and linguistic strategies in written discourse must therefore vary across different organizations.

3.2.2 The Participants

Eight qualified quantity surveyors working in a government quantity surveying office were the participants of this study. The quantity surveying profession has been introduced in Chapter One. The word “qualified” means the attainment of corporate membership of the Hong Kong Institute of Surveyors (HKIS, 2009b).

With regard to the construction industry in Hong Kong, quantity surveyors perform different functions at six work stages of a development project. These development stages are inception and feasibility study, design, tendering and tender appraisal, award of contract, construction, and completion (Hills, 1993: 103-136; Rowlinson and Walker, 1995: 57-76). The inception is to prepare the general outline of requirements and plan future action, and quantity surveyors provide cost planning services. The feasibility study is project appraisal focusing on the functional, technical and financial aspects of the project, and quantity surveyors provide preliminary cost advice. The design stage is to complete and finalize the design and cost matters, and quantity surveyors prepare the tender documents for the tendering purpose. The tendering and tender appraisal stage is to invite the return of tenders from contractors and then evaluate the tenders, and quantity surveyors monitor the tendering process and carry out tender analysis and produce tender reports. The award of contract stage involves the appointment of the successful contractor to carry out the construction works and the establishment of the contractual relationship, and quantity surveyors prepare the contractual correspondences and contract documents for execution between the employer and the contractor. The construction stage is the construction of buildings on site, and quantity surveyors perform cost control, payment evaluation and contract management duties. The completion stage is the completion of the buildings on site, and quantity surveyors prepare the final account to settle all cost and contractual matters with the contractor (Hills, 1993: 103-136; Rowlinson and Walker, 1995: 57-76).

3.2.3 The Research Site

All the participants were working in the same division of the Quantity Surveying Branch of a government department in Hong Kong, which was the research site. Having about 1,700 members of staff and headed by a Director and a Deputy Director, the department is divided into six branches, namely Quantity Surveying, Architectural, Building Services, Structural, Property Services and Project Management. Each branch is headed by an Assistant Director in the same discipline (except Project Management branch which is multi-discipline), for instance, the head of grade of the Quantity Surveying Branch was a quantity surveyor. There are a number of divisions under each branch, and each division is headed by a chief professional. Under each division are several work groups consisting of senior professionals and professionals, with each group being led by a senior professional. The branches, divisions and work groups are further supported by non-professional or technical and clerical staff. The participants came from three work groups of senior professionals and professionals who were involved in a division of the Quantity Surveying Branch.

3.3 Data Collection

The primary data of this study were obtained through reviewing the literature (Chapter 2), administrating a questionnaire (3.3.1), collecting workplace letters produced by the participants (3.3.2), and gathering information from a focus group that was constituted by the eight participants (3.3.3). The secondary data were obtained through performing corpus-based linguistic analysis of the collected workplace letters, which is discussed under the analytical framework and procedures of this study (3.4).

3.3.1 Questionnaire

Eight qualified quantity surveyors working in the same government quantity surveying office were invited to participate in this study. A questionnaire which was specifically designed for this research study was administrated to the participating quantity surveyors in order to find out the discursive background or environments in which the quantity surveyors carried out their tasks and performed their professional functions in the workplace. The questionnaire, as attached at Appendix A, consisted of five parts.

Part I (Personal Information, Questions 1 to 6) was to obtain demographic data of the participants, namely gender, age, level of education, professional qualification, years of working experience, and years of post-qualification experience, in order to affirm that the eight quantity surveyors adequately represented the quantity surveying profession.

Part II (Work Organization, Questions 7 to 12) was to find out the nature and background of the participants' work organization, and the questions include nature of the organization (e.g. government, consultant or contractor), number of staff in the organization, number of years the participants worked in the organization, rank in current job, and language used for written and spoken communication in the workplace. This part aims to find out the background of the organization under study, and the role of the participants in the organization.

Part III (Organizational Culture Assessment Instrument (OCAI), Questions 13 to 18) was a reproduction of Cameron's and Quinn's (1999: 18-27) OCAI which was used to diagnose the cultural type of the work organization and to categorize it into the "clan", the "adhocracy", the "market", or the "hierarchy". The OCAI assessed six key dimensions of organizational culture, namely "dominant characteristics", "organizational leadership", "management of employees", "organization glue", "strategic emphases" and "criteria of success" (ibid.: 20-21). The four cultural types are characterized by the different attributes of these six key dimensions of organizational culture, which are described in the literature review (Table 2.3). Six questions were formulated to investigate these six dimensions in the questionnaire, and each question had four alternatives (i.e. "A" to "D"). The participants were asked to assign scores to the four alternatives in each question. They had to divide 100 points among these four alternatives, depending on the extent to which each alternative was similar to their own organization, and gave a higher number of points to the alternative that was perceived to be most similar to the organization. The scoring of the OCAI was carried out in the data analysis stage, and required adding together all "A" responses in the six questions and dividing the score by six to compute an average score for the "A" alternative, and then repeating this computation for the "B", "C" and "D" alternatives. Each of these average scores was related to an organizational culture type. The "A" score represented the clan culture; the "B" score represented the adhocracy culture; the "C" score represented the market culture; and the "D" score represented the hierarchy culture. These average scores indicate the organizational culture profile of the organization under study.

Part IV (Influence of Organizational Culture on Professionalism, Questions 19 to 27) was to evaluate the participants' commitment to and awareness of their own professionalism. The questions were based on the "Nine Core Values of Surveying Professionalism" published by the HKIS (2006). The nine core values, which were regarded as the professionalism attributes of the quantity surveyors in this research study, were listed below:

- Act with integrity
- Always be honest
- Be open and transparent in your dealings
- Be accountable for all your actions
- Know and Act within your limitations
- Be objective at all times
- Never discriminate against others
- Set a good example
- Have the courage to make a stand

The participants were invited to rank to what extent their organizational culture reinforced each of their nine core values of professionalism in the workplace. The wording of the questions was 'I have been positively influenced by my organizational culture with respect to my nine core values of professionalism: Act with integrity (i.e. Never put my own gain above the welfare of my clients or others to whom I have a professional responsibility. Respect their confidentiality at all times and always consider the wider interests of society in my judgement.)'. The five-point Likert Scale was used: 'strongly agree', 'agree', 'neither agree nor disagree', 'disagree' and 'strongly disagree'. Similar questions were set for the remaining eight core values of professionalism.

Part V (Written Texts for Delivery of Quantity Surveying Services in

Workplace) asked the participants to provide samples of English letters that they produced in the workplace. A suggested list of the written text types (or genres) in quantity surveyors' workplaces was presented in the questionnaire to guide the respondents to look for the workplace letters which were the data intended to be collected and analyzed in this study.

3.3.2 Workplace Letters

The collected workplace letters constituted a specialized corpus (the Quantity Surveying (QS) Corpus). The corpus design in this study satisfied the criteria of size, content, representativeness and permanence (Hunston, 2002: 25). The sample size of the QS Corpus was not necessarily large, but it should adequately cover all the variability of language use for accomplishing the communicative goals in performing the professional work. In providing sample English letters relating to the delivery of quantity surveying services at work, the participants were requested to preferably contribute various letters covering all the tasks they performed at different stages of the development projects for the sake of constituting a comprehensive corpus to analyze all the communicative events in the government office. These workplace letters were collected from the working files in the government office, which represent the occurrences of the professional letters in a real context. The QS Corpus was therefore representative of the language used by the quantity surveyors in their professional and discursive practices in the government office. In addition, only the workplace letters within the last six years (i.e. from 2003 to 2008) were included in the corpus in order to reflect current practices. This study focuses on the patterns of language contemporarily used by the quantity surveyors more than on their language change over a period of time, and is thus synchronically- rather than diachronically-oriented.

Summing up, each of the eight quantity surveyors had contributed workplace letters which were produced by them in various stages from inception through design and construction to completion of eight different development projects to accomplish different quantity surveying tasks which had different communicative purposes. The 412 collected letters were categorized into four sub-corpora according to their communicative purposes (i.e. directive, procedural, checking and monitoring), which are discussed fully in Chapter 4 regarding the analysis of the QS Corpus.

3.3.3 Focus Group

After the QS Corpus was analyzed for its move-structural formulation, and linguistic, pragmatic and discursive strategies employed by the quantity surveyors in the letters, based on the researcher's insides knowledge (Aarts and van den Heuvel, 1984: 83; Sinclair, 2002: 39), the eight participants were invited to attend a forum to provide interpretations and information about the letters. The researcher's interpretations were evaluated, affirmed or denied by the participants in the discussion. These qualitative data are used to analyze, interpret and explain the collected workplace letters (i.e. textual data) and the quantitative data that were derived from such letters.

The focus group forum was held in August 2008 and lasted for about three and a half hours. The discussion was semi-structured to help the participants to systematize their views and opinions. The participants were not familiar with linguistics, and therefore questions were set in a probing manner to explore their minds and perceptions for the language use in their letters. The professionals were encouraged to be neutral, objective and un-biased in answering the questions in the focus group forum. They were also reminded to be aware of their subjective attitude and personality factors, and maintain objectiveness throughout the process of this study.

The participants were asked to provide details of the history, beliefs and goals of their professional community; the structure and functions of their work organization, as well as the practitioners' advice, guide books, manuals and other published information which were related to the quantity surveying discipline and profession. The participants discussed their writing style within the profession, the communicative goals and their intention in the collected letters, and the ways for written communication under the dual influence of their professional and organizational contexts. Apart from categorizing the letters in the QS Corpus into sub-corpora according to the communicative purposes (i.e. directive, procedural, checking and monitoring), the participants identified the various functions of the letters, namely giving notification, giving instructions, conveying information, giving comments on deliverables, accepting deliverables, finding mistakes in deliverables, issuing reminders, requesting clarifications or actions, and urging timely performance.

3.4 Analytical Framework

The QS Corpus was analyzed with reference to Bhatia's (2004) critical genre analysis and Biber's (1988 and 1995) multidimensional analyses of register variation of English, which both adopted corpus-based linguistic analysis. These two models are discussed in the literature review chapter (2.2.4, 2.3.2 and 2.3.3).

Bhatia's (2004: 163) approach to critical genre analysis (CGA) was adopted and his multidimensional and multi-perspective framework was employed to conduct the genre-based analysis of the letters produced by the quantity surveyors. Using this analytical framework, the QS Corpus was analyzed from various perspectives to provide a comprehensive interpretation and understanding of the quantity surveyors' written discourse. The 412 professional letters constituted a corpus of discursive events in workplaces of the eight quantity surveyors. The analysis of the QS Corpus made possible historical and structural accounts of the professional and communicative conditions for genre construction, interpretation, use and exploitation. It revealed the lexico-grammar, textualization, discourse structure, intertextuality and interdiscursivity specific to the quantity surveying profession ("textual perspective"), the achievement of typical professional discursive goals by means of investigating the quantity surveyors' professional communication activities ("socio-cognitive perspective"), the narrated practices and experiences of quantity surveyors ("ethnographic perspective"), and the relation between language, ideology and power, the interaction of language, organizational contexts and social structures that were relating to the quantity surveying profession ("socio-critical perspective") (ibid.: 163). During these critical analytical and interpreting processes, the ethnographic features of the quantity surveying profession, as well as the institutional and larger socio-cultural factors which influenced the language use of quantity surveyors, were taken into account in order to ascribe meanings to the texts and discourses.

In the analysis of the "textual perspective" (Bhatia, 2004: 163), Biber's (1988 and 1995) multidimensional analyzes of register variation of English was employed to find out the statistical significance of lexico-grammar in the QS Corpus and Sub-corpus. The analytical process involved identifying 67 linguistic features and the patterns of co-occurrence of some of these linguistic features to achieve communicative functions in six dimensions. The 67 linguistic features are classified into sixteen major grammatical and functional categories, namely (1) tense and aspect markers; (2) place and time adverbials; (3) pronouns and pro-verbs; (4) questions; (5) nominal forms; (6) passives; (7) stative forms; (8) subordination features; (9) prepositional phrases, adjectives and adverbs; (10) lexical specificity; (11) lexical classes; (12) modals; (13) specialized verb classes; (14) reduced forms and dispreferred structures; (15) co-ordination; and (16) negation (Biber, 1988: 73-75; 1995: 94). The six functional dimensions of co-occurring linguistic features are (1) “Involved versus Informational Production”, (2) “Narrative versus Non-narrative Discourse”, (3) “Situation-dependent versus Elaborated Reference”, (4) “Overtly versus Not Overtly Argumentative”, (5) “Non-abstract versus Abstract Style”, and (6) “On-line versus Not On-line Informational Elaboration Marking Stance” (Biber, 1988: 102-103, 1995: 141-168)

3.5 Analytical Procedures

The set of “textual”, “socio-cognitive”, “ethnographic” and “socio-critical” perspectives and procedures, suggested by Bhatia (2004: 165) (Table 2.1), was used to ascertain the genre of QS letters. This study applied the seven steps of critical genre analysis suggested by Bhatia (2004: 164-168) for investigating the quantity surveyors’ written workplace discourse. These seven steps consist of (1) placing the given genre-text in a situational context, (2) surveying existing literature, (3) refining situational and contextual analysis, (4) selecting corpus, (5) textual, intertextual and interdiscursive perspective, (6) ethnographic analysis, and (7) studying institutional context. In this study, the seven steps were divided into three stages: step (1) in first stage (questionnaire findings); steps (4) and (5) in second stage (corpus-based linguistic analysis); and steps (2), (3), (5), (6) and (7) in stage three (completing critical genre analysis).

In the first stage, the findings and results obtained from the questionnaire and focus group were analyzed and discussed. This provided the data and the interpretation of the data in the ethnographic perspective of the quantity surveyors. In the second stage, a corpus-based analysis was conducted to extract the linguistic information from the primary textual data (i.e. the QS Corpus), and the linguistic information extracted constituted the secondary textual data to be analyzed, interpreted and explained in the textual perspective. In the third stage, the extracted secondary textual data and the information gathered from the questionnaire and focus group were undergone further analysis to produce findings and results in the “textual”, “socio-cognitive”, “ethnographic” and “socio-critical” perspectives. The following is a detailed description of all the analytical procedures in this study.

3.5.1 First Stage (Questionnaire Findings)

The first stage was concerned with questionnaire findings. The QS Corpus was placed in a situational context (Bhatia, 2004: 164). The situation was the delivery of professional work by the quantity surveyors in their work organization, noting that the situation varies depending on the text types, kinds of work, organizations and social contexts.

The situational context was defined by the questionnaire findings. First, the demographic data of the eight participants were analyzed to comprehend their degree of representativity of the quantity surveying profession. The quantity surveyors were educated and trained to embody their own professional attributes, and undoubtedly they brought these values to be part of their workplace writing. Second, their discourses were investigated from two different orientations with regard to defining organizations, namely functionally: government, developer, consultant and contractor, and culturally: clan, adhocracy, market and hierarchy (Cameron and Quinn, 1999: 20-21). The business-function type of the work organization under study (i.e. the government office) and its organizational culture-type were revealed in analyzing the data collected from the questionnaire. Third, the participants’ views on the extent of influence of the organizational culture on their core values of professionalism in their delivery of professional work were collected from the questionnaire for analysis.

3.5.2 Second Stage (Corpus-based Linguistic Analysis of the QS Corpus)

The second stage was an empirical study of textual data by conducting a corpus-based analysis of the QS Corpus. The analysis of the QS Corpus produced the secondary textual data which were analyzed, interpreted and explained to provide the findings and results of this study.

(1) Defining the genre of QS letter

The genre of QS letters was critically analyzed and defined so that it was distinguishable from other similar or closely related ones. The definition was based on "the communicative purposes and situational contexts" in which the genre was generally used, and on "the distinctive textual characteristics of the genre-text" (Bhatia, 2004: 164). For example, in a letter regarding the acceptance of the tender submitted by a contractor, there was a combination of communicative purpose (the directive for acceptance), situational context (the field and tenor) and textual characteristics (the norms for writing acceptance letter) which constituted a unique genre or sub-genre that was distinguishable from other genres or sub-genres. These procedures of genre or sub-genre defining and criteria-setting were clearly carried out in this study, aiming to affirm that the corpus was appropriately selected (Bhatia, 2004: 164-165). As a result of the refining, the QS Corpus was divided into four Sub-corpora, namely Directive, Procedural, Checking and Monitoring, in terms of the communicative purposes of the corpus. In this study, the QS Corpus and Sub-corpora correspond to the QS Genre and Sub-genres. The letters in each of the four categories were further grouped in accordance with the distinctive quantity surveying tasks, which were found in the ethnographic analysis of the quantity surveyors' discursive practices (Table 5.1). The ten tasks identified in the QS Corpus were cost planning, tender documentation, tendering, tender appraisal, award of contract, contract documentation, cost control, payment, contractual advice and final accounts. These groupings enabled the examination of each group and comparison among the groups. This matrix of sub-genre categorization (i.e. communication purposes versus tasks) offered a systemic approach to critical genre analysis in this research study.

(2) Empirical study of lexico-grammar

In this study, the QS Corpus is the primary textual data which were compiled in order to provide a reasonably accurate picture of the written language in quantity surveying. This research involved a corpus-based linguistic study of lexico-grammar (words and grammar), syntax (sentence level) and discourse (structure of text), which was supplemented by the analyst's qualitative analysis to explore the linguistic, pragmatic and discursive strategies of the quantity surveyors. It was found that the corpus-based analysis could not access and retrieve some cohesive structures and pragmatic features of the QS letters, such as ellipsis and presupposition, and this was the reason why the analyst's linguistic knowledge was required in the interpretation and explanation of the findings (Aarts and van den Heuvel, 1984: 83; Sinclair, 2002: 39). The corpus provided copious data, whilst the linguistic theories and constructions, as well as the ethnographic, socio-cognitive, and socio-critical data offered resources for qualitative interpretation of the data. Corpus linguistics could not see the whole picture in studying the quantity surveying profession, and left the non-accessible areas for Bhatia's (2004) critical genre analysis to complete.

The QS Corpus was analyzed using Biber's (1988 and 1995) 67 linguistic features. The analysis explored the lexico-grammar in two dimensions: the communicative purposes and the quantity surveying tasks that were performed in the government office. In the first instance, the words in each letter of the QS Corpus were manually tagged (Hunston, 2002: 80) according to the 67 linguistic features (Biber, 1988 and 1995), and their occurrences were manually counted to provide quantitative information. There are two ways to conduct the analysis of these statistical data for the lexico-grammar, namely the individual letter normalizing approach and collective letter normalizing approach.

The individual letter normalizing approach which was not adopted in this research is that each professional letter in the QS Corpus is considered an analytical unit. The frequency of occurrence of each linguistic feature in each letter is normalized to 1,000 words to make it comparable across the letters. The normalized frequencies of the letters are then averaged out to yield the mean frequencies for each linguistic feature in the overall QS Corpus, and this calculation is then equally applied to each quantity surveying task of the QS Corpus to obtain the mean frequencies for every task. However, this approach is considered inappropriate to this study. The QS Corpus contains letters that are relatively short, ranging from 17 to 545 words and with an average of 146 words. This approach makes the 17-word letter equivalent to the 545-word letter, which largely increases the significance of the linguistic features of the 17-word letter, thus over-stating the frequencies of occurrence.

In the study, each task was considered to be an analytical unit. The frequency of occurrence of each linguistic feature in the QS Corpus and in each quantity surveying task of the QS Corpus was normalized to 1,000 words to produce comparable numbers. These procedures were applied to each QS Sub-corpus individually. This collective letter normalizing approach reflected the real counts of the linguistic features of the group, and the features of the whole group were collectively normalized to become comparables to other groups or tasks.

In the compilation of the quantitative data in this analysis, the normalized frequency of each linguistic feature was also represented as a percentage of the total frequency of all the linguistic features (excluding type-token ratio and mean word length) to indicate the distribution of occurrences. The type-token ratio and mean word length were measured from each individual grouping of letters, using Wordsmith Tools 5.0 (Scott, 2007) and Microsoft Word respectively. As a result, the quantitative counts of the frequencies and percentages of occurrence of the 67 linguistic features in the QS Corpus and Sub-corpora, in each case across the ten tasks, were obtained. These frequencies and percentages of occurrence of the linguistic items, the type-token ratios, and the mean word lengths were compared across the communicative purposes and the tasks. Regarding the tasks, the linguistic features were compared within the same as well as across the QS Sub-corpora.

These quantitative data were assimilated to produce information for analyzing textualization. The frequencies and percentages of the co-occurring linguistic features in each dimension were summated to derive aggregate frequencies and percentages of the six dimensions of variation (Biber, 1988 and 1995), which were compared across the communicative purposes and the tasks. Biber’s (1988 and 1995) multidimensional analyses aim to compare the dichotomous functions in each dimension of variation (e.g. “involved production” versus “informational production”); however, the present study is not concerned with such tendencies of either one in the pairs in the six dimensions, but explored both the positive and negative co-occurring linguistic features of the six dimensions.

3.5.3 Third Stage (Completing Critical Genre Analysis)

The third stage was to complete the critical genre analysis of the QS Corpus, based on the findings and results of the first and second stages in these analytical procedures. This stage included a survey of the literature and theories on linguistic analyses of the genre, as well as the ethnographic information of the quantity surveying profession. This stage also included an ethnographic analysis of the profession and the other aspects of “ethnographic”, “textual”, “socio-cognitive” and “socio-critical” in the critical genre analysis (Bhatia, 2004: 163).

The existing literature, tools, methods or theories for linguistic analyses of the genres and discourse were reviewed (Chapter 2). This surveying was also conducted during the first and second stages of the analytical procedures. It was then determined that Bhatia’s (2004) multidimensional and multi-perspective framework and Biber (1988 and 1995) multidimensional analyses specific to English language were suitable to investigate the patterns of language use in the QS Corpus. The QS genre and Sub-genres were analyzed from the “ethnographic”, “textual”, “socio-cognitive”, and “socio-critical” perspectives.

(1) Ethnographic perspective

An ethnographic analysis of the quantity surveying profession was conducted. It focused on the context of the site of engagement, including the “physical circumstances which influenced the nature and construction of the genre”, “critical moments of engagement or interaction”, and availability of “modes of genre construction or communication” at the critical moments or site (Bhatia, 2004: 165). The ethnographic information was obtained through surveying theories, practical guidance, and particulars of the quantity surveying community, as well as detached observational accounts of expert behaviour, lived experiences of expert members of the quantity surveying community (i.e. institutional membership, historical accounts of discursive practices, gate-keeping practices, and power relationships at work), convergent narrative accounts of first-hand experiences of active professionals (i.e. social, institutional and professional structures, roles, ideologies and distribution of power in specific quantity surveying professional contexts), and textography of discursive practices (i.e. social actions situated in disciplinary practices) (Bhatia, 2004: 165-166).

A survey was conducted to retrieve the guide books, manuals and practitioners' advice relevant to the quantity surveying discourse community, as well as the social structures, interactions, history, beliefs and goals of the quantity surveying community (Bhatia, 2004: 164). Such ethnographic information was obtained from visiting the website of the HKIS, studying the HKIS journals, and gathering the participants' views and advice through the focus group forum. The following is a list of the information and documents that were referred to and analyzed in the ethnographic perspective of this study:

(a) The Website of the HKIS

(b) The "Constitution and Bye-Laws", "Professional Conduct" and "Professionalism – The Nine Core Values of the Surveying Profession" sanctioned by the HKIS

(c) The development stages of a project, and the quantity surveying tasks and text types or genres that were performed by quantity surveyors in their professional practice

(d) The General Conditions of Contract for Building Works (1999 Edition) published by the HKSAR Government

(e) The General Specification for Building (2007) Edition published by the HKSAR Government

(f) The Standard Method of Measurement of Building Works (Fourth Edition, 2005) published by the HKIS

(g) The Schedule of Rates for Term Contracts for Building Works (2006 Edition) published by the HKSAR Government

(h) The standard tender documents used in the government office under study, including Conditions of Tender and Special Conditions of Tender, Form of Tender, Special Conditions of Contract, Bills of Quantities (including Preliminaries, Preambles and Bills), and Summary of Tender.

(i) The office manuals of the government office under study

The above guidelines (i.e. items d to g) and standard tender documents (i.e. item h) were linguistically analyzed to provide an initial understanding of how quantity surveyors describe the deliverables in their professional communication. The results and findings were used to interpret the language use in the QS letters. The discursive participants in the development projects were also accounted for to provide a clear picture of the critical sites of engagement.

(2) Textual perspective

The QS Corpus and Sub-corpora were examined and compared from textual, intertextual and interdiscursive perspectives. This involved "statistical significance of lexico-grammar", "text patterning or textualization", "cognitive or discourse structure", and the "analysis of the role of intertextuality and interdiscursivity" (Bhatia, 2004: 165).

The textual aspect of the critical genre study was complementarily conducted using corpus search methods, that is, Biber's (1988 and 1995) six basic dimensions of variation. The statistical significance was achieved by manually counting the 67 linguistic features and calculating their relative frequencies and percentages of occurrence and co-occurrence, which was performed in the second stage of this analytical procedure (3.5.2). The lexico-grammar and textualization were compared in the two dimensions of communicative purposes and tasks. The generated data helped to uncover the centrality, typicality and recurrent patterns of the language use in the quantity surveying profession. The quantitative linguistic data were then qualitatively interpreted according to the surveyed knowledge of linguistics, in collaboration with the ethnographic, socio-cognitive and socio-critical data.

Move analysis, which is indispensable to genre analysis, was conducted in a "top-down" approach in this study. The move types were identified in terms of functional or communicative distinctions (Biber et al., 2007: 15) which the quantity surveyors used to achieve both context-dependent communicative goals and the transformation of professional and organizational ideologies. Move analysis was conducted in every letter in the QS Corpus, and the move types were compared within and across the four QS Sub-corpora, that is, move analysis in this study only relies on the communicative purposes since it was found in the analysis (5.4) that the tasks did not have any observable effects in determining the move types. For each move in each Sub-corpus, the number of the occurring letters and their percentages of occurrence, the numbers of words in the occurring letters and their proportional distribution, and the average number of words in the occurring letters were manually counted, presented and compared in the analysis of the findings and results. In the analysis and comparison of the lexico-grammar and textualization of the moves, the empirical analytical procedures were the same for the QS Corpus and Sub-corpora (3.5.2). The analyses were iteratively conducted to obtain quantitative data for analysis, interpretation and explanation of the various moves within and across the four QS Sub-corpora.

The critical genre analysis examined the intertextual and interdiscursive resources in the QS letters, which corpus linguistics did not aim to address. This study involved manual counting and calculation of the frequencies and percentages of occurrence of intertexts in the QS letters. When counting, each move was treated as an entity so that an intertext which occurred repeatedly in several moves of the letter was counted independently in such moves, and also an intertext which appeared more than once in a move was counted only once in that move. The number of intertexts in each move was then normalized to occurrences per 1,000 words, and on the basis of this the relative percentage of occurrence was obtained. These procedures were applied across the QS Corpus and Sub-corpora, and the quantitative data were then qualitatively interpreted according to the surveyed knowledge of linguistics.

(3) Socio-cognitive perspective

In the socio-cognitive perspective, the situational or contextual analysis was refined by defining the writers of the letters, the audiences, their relationships and respective goals, as well as the historical, socio-cultural, philosophic and occupational placement of the quantity surveying community in which the discourses took place (Bhatia, 2004: 164). This study also identified the network of the surrounding texts and linguistic traditions that formed the background to the letters in the QS Corpus, as well as the topics, subjects and extra-textual reality that the letters attempted to represent, change or use, and the relationships between the letters and that reality (ibid.: 164). This step was built on the findings of the previous steps (i.e. placing the QS Corpus in a situational context and conducting ethnographic analysis) so that they collectively provided a clear picture of the communicative settings and purposes of the professional QS letters.

(4) Socio-critical perspective

In the socio-critical perspective, the relation of language use and institutional contexts (i.e. professional and organizational contexts) of the quantity surveying profession was studied. The disciplinary conventions, either explicitly enforced in some institutional settings or implicitly understood and unconsciously followed by the practitioners, governed the use of language by the quantity surveyors (Bhatia, 2004: 166). The aspects of the professional contexts portray the norms for writing in the professional community, while the study of the organizational contexts involves the imposition of the work organization's own constraints and prerequisites for genre construction, interpretation and consumption (ibid.: 167). The analysis of QS letters was grounded on the background knowledge of social structures and interactions, and the goals of the disciplinary and professional cultures (ibid.: 167). These institutional settings and important concerns in critical discourse analysis were analyzed to supplement the textual genre analysis of the quantity surveyors' written texts and discourses.

3.6 Summary

At the outset in this chapter, research questions were formulated so that from the start there had a clear direction for investigation. Bhatia's (2004) multidimensional analytical perspective was used to frame this research study in order to find out the language use in the quantity surveying profession and the discursive variables in professional and organizational contexts. Eight quantity surveyors working in a government quantity surveying office participated in this study, and their organization was the research site. The textual, socio-cognitive, ethnographic and socio-critical data were obtained through the tools of literature review, questionnaire, collection of workplace letters (the QS Corpus), and gathering information from focus group. In the examination of the QS Corpus, Biber's (1988 and 1995) multidimensional analyses for English was used to extract lexical, grammatical and discoursal information from the quantity surveyors' workplace letters for quantitative and qualitative analyses under Bhatia's (2004) multidimensional and multi-perspective framework. The QS Corpus was divided into Sub-corpora (i.e. Directive, Procedural, Checking and Monitoring) in terms of their communicative purposes, and, in the Corpus and Sub-corpora, the letters were classified into distinctive tasks in terms of the nature of work. The analysis in this study was conducted for two dimensions, i.e. communicative purposes and tasks.

The analyses of these data involved treating the genre as a reflection of the discursive practices of the quantity surveying disciplinary communities (textual data), seeking to observe the genre in action which was grounded on "narrated insightful experiences of the expert members" of the quantity surveying community (ethnographic data), drawing on "historically and structurally grounded accounts of the condition" under which the generic system was "constructed, interpreted, used and exploited" by the quantity surveyors to achieve their typical goals within the construct of their everyday professional activities (socio-cognitive and socio-critical data) (Bhatia, 2004: 168). This whole package helped to interpret (or constitute) the communication strategies employed by the quantity surveyors, and such communication strategies were used retrospectively to explain (or determine), on the basis of social identities, social relationships, and systems of knowledge and belief (Fairclough, 2001: 62), the linguistic, discursive and pragmatic choices of quantity surveyors in written discourse. As a result, the discursive competence, i.e. textual competence, generic competence and social competence (Bhatia, 2004: 144) of quantity surveyors in the workplace could be highlighted in the communicative events for discussion in this research study.

CHAPTER 4

CRITICAL GENRE ANALYSIS:

ETHNOGRAPHIC PERSPECTIVE

This chapter discusses the context of engagement of the quantity surveyors in a government office in genre construction, interpretation, use and exploitation (Bhatia, 2004: 145). The physical circumstances influencing the nature and construction of the genre in the research site were obtained through analyzing the data gathered from the questionnaire (4.1), as well as through the focus group and investigating the quantity surveying professional work and community (4.2) and the participants' work organization (4.3), all aimed to find out the participants' workplace communicative behaviour. The ethnographic analysis also includes the discursive practices in the quantity surveying profession (4.4), the participants' critical moments of engagement or interaction (4.5) and the availability of modes of genre construction and communication in the research site (4.6). The findings and results of these aspects account for the contexts in the historical development of the genre of QS professional letters in the government office. The final section is a summary of the ethnographic perspective analysis (4.7).

4.1 Questionnaire Findings

Eight qualified quantity surveyors, three senior quantity surveyors and five quantity surveyors, working in a government quantity surveying office participated in this research study. They made up three work groups in a division of the Quantity Surveying branch of the government department (3.2.3). All of them returned the questionnaire which provided data of their demographic profiles (4.1.1), the nature, details and cultural type of their work organization (4.1.2 and 4.1.3), and the influence of the organizational culture on their professionalism (4.1.4). The questionnaire findings show the quantity surveyors' observational accounts of their own workplace behaviour, indicating the physical circumstances that influence genre construction and communication in the government office. The following is an analysis of these data, while the QS Corpus is discussed with regard to textual perspective in Chapter 5.

4.1.1 Demographic Data of the Participants

This section profiles the demographic data of the participants. The data were obtained through Questions 1 to 6 (Part I) of the questionnaire, and summarized in Table 4.1:

Table 4.1: Demographic Data of the Participants

Question No.	Participants	SQS(1)	SQS(2)	SQS(3)	QS(4)	QS(5)	QS(6)	QS(7)	QS(8)
1	Gender	Male	Male	Male	Male	Male	Male	Male	Male
2	Age	46 - 50	46 - 50	56 - 60	41 - 45	46 - 50	36 - 40	36 - 40	41 – 45
3	Highest academic level achieved	Master's degree	Higher diploma	Associa-teship	Master's degree	Bachelor degree	Bachelor degree	Master's degree	Higher diploma
4	Professional membership in quantity surveying*	HKIS / RICS	HKIS / RICS	HKIS/ RICS	HKIS / RICS	HKIS / RICS	HKIS / RICS	HKIS / RICS	HKIS / RICS
5	Working experience (years)	21 - 25	21 - 25	31 and above	16 - 20	21 - 25	16 - 20	11 - 15	21 - 25
6	Post-qualification experience (years)	16 - 20	16 - 20	21 - 25	11 - 15	16 - 20	11 - 15	6 - 10	11 - 15

*HKIS = The Hong Kong Institute of Surveyors
RICS = The Royal Institution of Chartered Surveyors (UK)
The HKIS and RICS are in reciprocal recognization of each other's professional qualifications.

All the eight quantity surveyors are male, with ages ranging from 36 to 60 and qualifications ranging from Higher Diploma or Bachelor degree or Master's degree. They are qualified members of the Hong Kong Institute of Surveyors (HKIS) and the Royal Institution of Chartered Surveyors (RICS), with working experience ranging from 11 to over 31 years and post-qualification experience ranging from 6 to 25 years. These demographic data suggest that the participants are professionally qualified in quantity surveying, mature, with extensive working experience, and so they are a suitable sample group to represent the quantity surveying profession in this research study.

4.1.2 Work Organization under Study

The data regarding the QS work organization were obtained from Questions 7 to 12 (Part II) of the questionnaire. The participants as a group were assigned a liaison function to administer particular outsourced projects. The number of staff in this particular government quantity surveying office ('the government office') of the government department is between 11 and 20, of which qualified quantity surveyors number less than 10. The eight quantity surveyors had been working in the government office from between 5 to 10 years. They are in the middle rank of the government department and are well aware of its operation and function, so that they are a suitable sample group to represent the government office in this research study. The language used for written communication in the government office is English only, and the language used for spoken communication is mainly Cantonese and sometimes English. Spoken English is used when expatriates are involved in the communicative events. These patterns of using written and spoken language in the government office are entirely in line with the results of the investigation made by Evans and Green (2003) for the real estate and construction industry in Hong Kong.

4.1.3 Organizational Culture Assessment Instrument (OCAI)

The eight participants were scored based on the four cultural types, clan ('A'), adhocracy ('B'), market ('C'), and hierarchy ('D'), in Questions 13 to 18 (Part III) of the questionnaire. These six questions were about the dominant characteristics, organizational leadership, management of employees, organizational glue, strategic emphases, and criteria of success (Cameron and Quinn, 1999: 18-27) of the government office. The average scores of the four alternatives in each dimension of organizational culture are shown in Table 4.2:

Table 4.2: Average Scores of the OCAI of the Government Office

Question Nos.	**Dimensions of Organizational Culture**	**Average Scorings**				
		A (Clan)	B (Adhocracy)	C (Market)	D (Hierarchy)	Total
13	Dominant Characteristics	12.5	4.0	8.5	75.0	100.0
14	Organizational Leadership	15.0	1.5	7.2	76.3	100.0
15	Management of Employees	17.5	1.5	6.0	75.0	100.0
16	Organization Glue	14.2	2.5	6.5	76.8	100.0
17	Strategic Emphases	17.5	3.2	3.8	75.6	100.0
18	Criteria of Success	21.2	1.8	3.2	73.8	100.0
-	Average	16.3	2.5	5.9	75.3	100.0

As shown in Table 4.2, the average scores of the government office are 16.3 for clan culture type (alternative 'A'), 2.5 for adhocracy culture type (alternative 'B'), 5.9 for market culture type (alternative 'C'), and 75.3 for hierarchy culture type (alternative 'D'). In general, the scores of the six questions were consistent across the eight quantity surveyors. The participants preferred the hierarchy culture to other cultural types, while two of them opted to give one-third to half of their scores to the clan culture type. This explains why the average score for the clan culture type constitutes 16.3% of the total of the four cultural types.

The government office is predominantly a hierarchy culture type (75.3%). The existence of clan culture type (16.3%) is due to two quantity surveyors' perception of the work group structure in the government office. The work group bears the characteristics of clan culture of personal sharing, mentorship, teamwork, mutual trust, openness and concern for people (Cameron and Quinn, 1999: 20) (Table 2.3). The characteristics of adhocracy (2.5%) and market (5.9%) culture types are insignificant. Through the OCAI, the government office is found to be a very controlled and structured place, and formal procedures generally govern what people do (dominant characteristics), and the organizational features include exemplification of coordinating, organizing or smooth-running efficiency (organizational leadership), security of employment, conformity, predictability, and stability in relationships (management of employees), gluing together by formal rules and policies (organization glue), emphasizing permanence and stability (strategic emphases), and defining success on the basis of efficiency (criteria of success) (Cameron and Quinn, 1999: 18-27).

The government office is built on a managerial hierarchy, staffed with professional quantity surveyors in the real estate and construction industry. The running of the organization relies on a professional or knowledge-based system (Zorn and Taylor, 2004). In addition, the government department is large so that formalized written communication is necessary, in addition to face-to-face interaction. The management at the higher level plays the key role, and the management system induces delegation downward through the hierarchy. Organizational goal attainment is channeled through the establishment of role prescription (division of labour) as specified in such documents as organizational charts and written job descriptions (Miner, 1992: 1-2). The organization chart is a tree diagram showing the hierarchy, delegated authorities and functional relationships of the posts in the organization, while the written job descriptions are specifications for the job duties and responsibilities of the posts. This managerial hierarchy may or may not conform to the quantity surveyors' conceived role requirements which are derived from the values, norms, ethical percepts, and codes of the profession (Miner, 1992: 2). These social factors are analyzed and discussed in the socio-critical perspective (Chapter 7).

4.1.4 Influence of Organizational Culture on Professionalism

The eight quantity surveyors ranked the positive influence of their organizational culture on the nine core values of professionalism sanctioned by the HKIS, in Questions 19 to 27 (Part IV) of the questionnaire on a five-point Likert scale, by choosing from 'Strongly Agree', 'Agree', 'Neither Agree nor Disagree', 'Disagree' or 'Strongly Disagree'. 'Strongly Agree' means that the organizational culture strongly reinforces their conformity to the core values of professionalism. The rankings are summarized in Table 4.3.

Table 4.3: Positive Influence of Organizational Culture on Professionalism

Question Nos.	Nine Core Values of Professionalism	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
19	Act with integrity	6	2	-	-	-
20	Always be honest	6	2	-	-	-
21	Be open and transparent in your dealings	4	4	-	-	-
22	Be accountable for all your actions	4	4	-	-	-
23	Know and act within your limitations	2	4	2	-	-
24	Be objectives at all times	3	5	-	-	-
25	Never discriminate against others	1	4	2	1	-
26	Have the courage to make a stand	1	6	1	-	-
27	Set a good example	2	5	1	-	-
-	Total	29	36	6	1	-

Except for ‘Know and act within your limitations’, ‘Never discriminate against others’, ‘Have the courage to make a stand’ and ‘Set a good example’, all the quantity surveyors either strongly agreed or agreed that their organizational culture reinforced their conformity to all the nine core values of professionalism sanctioned by the HKIS. Those participants who neither agreed nor disagreed to the four core values explained that their organizational culture did not have any effect on their perception of such values; rather, they maintained these values at work on the basis of their professionalism. One of the participants chose ‘Disagree’ to ‘Never discriminate against others’, yet he explained that he had a strong professional sense which prohibited any kind of discrimination, and thus the organizational culture had no positive effect on his perception of this core value.

Quantity surveyors are educated and trained to conform to the nine professional attributes. This study aims to find out to what extent these values are manifested in their written communication in the workplace.

4.2 The Professional Contexts

A focus group was held among the eight quantity surveyors to solicit ethnographic data and information about their professional practices in the workplace. The findings obtained from this discussion are analyzed and discussed in the study. This section explores the lived experiences of quantity surveyors and their convergent narrative accounts, aiming to achieve an understanding of the social structure, interactions, history, beliefs and goals characteristic of the quantity surveying professional community. These areas are described under the quantity surveying professional work (4.2.1) and community (4.2.2).

4.2.1 The Work of Quantity Surveyors

The quantity surveying profession has been described in the introductory chapter (1.1). In Hong Kong, quantity surveyors who are practitioners in the real estate and construction industry use English for formal writing at work (Evans and Green, 2003: 396). They produce different types of written texts to accomplish their professional work at each of the six stages of a development project (Table 4.4). The professional work is performed by the government, developers, consultants and contractors, while the contextual situations, such as the roles of the performing quantity surveyors and their orientations towards the tasks, are different across various organization types. For instance, the quantity surveyors in the consultancy firms prepare cost plans in the inception and feasibility study stage, while such deliverables are vetted and then used by the government or developers' quantity surveyors (i.e. the employers) to recommend that their financial controllers seek funding to finance the development projects, but the contractors are not involved in the inception and feasibility study and design stages. Similarly, the consultant quantity surveyors prepare the tender documents, tender reports, contract documents, financial reports, payment, contractual advice reports, and final accounts for the government or developers' quantity surveyors to manage the contractual and cost aspects of the development projects, and the contractors take the role as the counterparts to be examined in terms of their returned tenders in the tender reports, to sign the contract documents with the employers, and to negotiate the contractual and cost aspects of the building contracts with the consultant quantity surveyors. Accordingly, the quantity surveying tasks can be categorized into government, developer, consultant and contractor tasks. The eight participants who worked in the government office were involved in the government tasks. They were mainly concerned with checking and vetting the consultant quantity surveyors' deliverables, and administering the smooth-running of the development projects. In each development stage and task, the written texts can be classified into different genres produced by the quantity surveyors (Table 4.4).

Table 4.4 indicates that quantity surveyors perform ten major tasks in the administration of the contractual and cost aspects of development projects, namely cost planning, tender documentation, tendering, tender appraisal, award of contract, contract documentation, cost control, payment, contractual advice, and final accounts. These tasks are delivered in conventionalized or prescribed formats commonly adopted in the quantity surveying profession, for instance, cost plans for cost planning, tender documents for tender documentation, tender invitation letters for tendering, and financial statements for cost control. These tasks are delivered through letters, memos, faxes, transmittals and emails within and across organizations.

Table 4.4: Categorization of Work Tasks and Genres in the Quantity Surveying Profession

Development Stages	*Government Tasks (genres)*	*Developer Tasks (genres)*	*Consultant Tasks (genres)*	*Contractor Tasks (genres)*
Inception & Feasibility Study	**Cost planning** (cost plans in prescribed format + letters, memos, faxes, transmittals, emails, etc.)	**Cost planning** (cost plans in conventionalized format + letters, memos, faxes, transmittals, emails, etc.)	**Cost planning** (cost plans in conventionalized format + letters, memos, faxes, transmittals, emails, etc.)	Not Applicable
Design	**Tender documentation** (tender documents in prescribed format + letters, memos, faxes, transmittals, emails, etc.)	**Tender documentation** (tender documents in prescribed format + letters, memos, faxes, transmittals, emails, etc.)	**Tender documentation** (tender documents in prescribed format + letters, memos, faxes, transmittals, emails, etc.)	Not Applicable
Tendering & Tender Appraisal	**Tendering** (tender invitation letters in prescribed format + (letters, memos, faxes, transmittals, emails, etc.) **Tender appraisal** (tender reports in prescribed format) + letters, memos, faxes, transmittals, emails, etc.)	**Tendering** (tender invitation letters in prescribed format + (letters, memos, faxes, transmittals, emails, etc.) **Tender appraisal** (tender reports in conventionalized format) + letters, memos, faxes, transmittals, emails, etc.)	**Tendering** (tender invitation letters in prescribed format + (letters, memos, faxes, transmittals, emails, etc.) **Tender appraisal** (tender reports in conventionalized format) + letters, memos, faxes, transmittals, emails, etc.)	**Submission of tender** (return of the tender documents + (letters, memos, faxes, transmittals, emails, etc.)
Award of Contract	**Award of contract** (letters of award in prescribed format **+** letters, memos, faxes, transmittals, emails, etc.) **Contract Documentation** (contract documents in prescribed format + letters, memos, faxes, transmittals, emails, etc.)	**Award of contract** (letters of award in prescribed format **+** letters, memos, faxes, transmittals, emails, etc.) **Contract Documentation** (contract documents in prescribed format + letters, memos, faxes, transmittals, emails, etc.)	**Award of contract** (letters of award in prescribed format **+** letters, memos, faxes, transmittals, emails, etc.) **Contract Documentation** (contract documents in prescribed format + letters, memos, faxes, transmittals, emails, etc.)	**Being awarded with the contract** **(**letters, memos, faxes, transmittals, emails, etc.) **Being provided with the contract documents** **(**letters, memos, faxes, transmittals, emails, etc.)
Construction	**Cost control** (financial statements in prescribed format + letters, memos, faxes, transmittals, emails, etc.) **Payment recommendation** (payment certificates in prescribed format + letters, memos, faxes, transmittals, emails, etc.) **Contractual advice** (letters, memos, faxes, transmittals, emails, etc.)	**Cost control** (financial statements in conventionalized format + letters, memos, faxes, transmittals, emails, etc.) **Payment recommendation** (payment certificates in prescribed format + letters, memos, faxes, transmittals, emails, etc.) **Contractual advice** (letters, memos, faxes, transmittals, emails, etc.)	**Cost control** (financial statements in conventionalized format + letters, memos, faxes, transmittals, emails, etc.) **Payment recommendation** (payment certificates in prescribed format + letters, memos, faxes, transmittals, emails, etc.) **Contractual advice** (letters, memos, faxes, transmittals, emails, etc.)	**Cost control** (financial statements in conventionalized format + letters, memos, faxes, transmittals, emails, etc.) **Payment Application** (payment applications in conventional format + letters, memos, faxes, transmittals, emails, etc.) **Contractual claims** (letters, memos, faxes, transmittals, emails, etc.)
Completion	**Final account** (final accounts in prescribed form + letters, memos, faxes, transmittals, emails, etc.)	**Final account** (final accounts in prescribed form + letters, memos, faxes, transmittals, emails, etc.)	**Final account** (final accounts in prescribed form + letters, memos, faxes, transmittals, emails, etc.)	**Final account** (final accounts in prescribed format) + (letters, memos, faxes, transmittals, emails, etc.)

The above discussion gives a narrative account of quantity surveyors' practices for performing different work tasks. Such practices portray their professional conduct in order to understand the communication behaviour of professional quantity surveyors in the workplace, including the government, developer, consultant and contractor tasks. Table 4.4 describes the ethnography of quantity surveyors in Hong Kong. The lexical-grammatical constructions, textualization and discoursal features found in the workplace letters produced by the eight quantity surveyors (i.e. government tasks in Table 4.4) are analyzed in this study to uncover the influence of professional and institutional contexts on the quantity surveyors' written discourse.

4.2.2 The Quantity Surveying Professional Community

Quantity surveyors must abide by the rules and regulations sanctioned by the HKIS to deliver their expertise in the workplace. The Constitution and Bye-Laws of the HKIS set out the Institute's objectives of establishment, grades of membership, structure and management, professional conduct, and other rules relevant to conducting the affairs of the Institute. The Rules of Conduct are guidance notes which set out the principles and rules for the conduct of all members. The HKIS requires their members to maintain a high standard of professional conduct, and forbids them to conduct themselves in a manner unbenefitting to members of the Institute, i.e. jurisdiction (Abbott, 1988: 33). Contravening the Bye-Laws or Rules of Conduct is subject to disciplinary action. The following 'Professional Conduct' sanctioned by the HKIS (2009b) constitutes the norms for the conduct of quantity surveyors:

a) A Member of the Institute shall order his conduct so as to uphold the dignity and reputation of the Institute and the surveying profession.

b) A Member of the Institute shall compete fairly with other Members for instruction or work.

c) A Member of the Institute shall discharge his duties to his client with integrity and in accordance with the highest standard of business ethics.

d) A Member shall be held responsible for any contravention of the Bye-Laws or Rules of Conduct committed by any partner or any member of the staff so far as it is under his vicarious liability.

The HKIS also publishes the document 'Professionalism – The Nine Core Values of the Surveying Profession' which is recognized as embodying the professional attributes or ideologies of quantity surveyors in this research study. These professional ideologies are intangible essential elements that provide the rationale for the institution of professionalism (Fredison, 2001: 105), and also a complex cognitive framework that controls the formation, transformation and application of knowledge, opinions and attitudes, and social representations (van Dijk, 2008a: 34). These nine core values of professionalism (HKIS, 2006b) are reproduced as follows:

1. *Act with integrity.* Never put your own gain above the welfare of your clients or others to whom you have a professional responsibility. Respect their confidentiality at all times and always consider the wider interests of society in your judgement.

2. *Always be honest.* Be trustworthy in all that you do – never deliberately mislead, whether by withholding or distorting information.

3. *Be open and transparent in your dealings.* Share the full facts with your clients, making things as plain and intelligible as possible.

4. *Be accountable for all your actions.* Take full responsibility for your actions and do not blame others if things go wrong.

5. *Know and act within your limitations.* Be aware of the limits of your competence and do not be tempted to work beyond these. Never commit to more than you can deliver.

6. *Be objective at all times.* Give clear and appropriate advice. Never let sentiment or your own interests cloud your judgement.

7. *Never discriminate against others.* Never discriminate against others.

8. *Set a good example.* Remember that both your public and private behaviour could affect your own, the Institute's and other members' reputation.

9. *Have the courage to make a stand.* Be prepared to act if you suspect a risk to safety or malpractice of any sort.

The professional knowledge, conduct, and core values of professionalism constitute the quantity surveying professional contexts as well as the institution of the quantity surveying profession that delineates how things are done (Jenkins, 2003: 133). Most importantly, the professional contexts or institutions of the profession and professionalism cross organizational boundaries (Leicht and Fennell, 2001: 90), and provide a normative template which influences quantity surveyors' work practices and professional expectations. In order to attain these values and beliefs, quantity surveyors claim their autonomy at work (Freidson, 2001: 12). They are expected to write, for instance, objectively and transparently to heighten their professionalism in the compilation of the core values of 'be objective at all times' and 'be open and transparent in your dealings'. The core values of professionalism, as ideologies (Freidson, 2001: 105) or intellectual constructs (ibid.: 127) or attitudes (Maister, 1997: 16), were used as variables to measure the communicative and linguistic strategies of the quantity surveyors in this study (Chapter 7). The views of the eight quantity surveyors on the influence of their organizational culture on the nine core values of professionalism were obtained from both the questionnaire (4.1.4) and the focus group.

4.3 The Organizational Contexts

The organizational contexts of the government office were examined in two areas, namely the role and responsibilities of civil servants in Hong Kong (4.3.1) and the structure and autonomy of the government office (4.3.2).

4.3.1 Role and Responsibilities of Civil Servants

The eight quantity surveyors participating in this study were civil servants in a government department. The Civil Service Bureau of HKSAR (2009) promulgated the “Civil Service Code” which describes the core values and standards of conduct of civil servants. The Civil Service is a “permanent, honest, meritocratic, professional and politically neutral institution” (Civil Service Bureau, 2009: 2). The core values are “(a) commitment to the rule of law; (b) honesty and integrity; (c) objectivity and impartiality; (d) political neutrality; (e) accountability for decisions and actions; and (f) dedication, professionalism and diligence” (ibid.: 2), which provide the basis for the standards of conduct expected of civil servants.

According to the Civil Service Code (2009), civil servants uphold the rule of law and the administration of justice, as well as act within the scope of the power or discretion conferred on them, and within their delegated authority as relevant (i.e. commitment to the rule of law) (Civil Service Bureau, 2009: 3). They set out “facts and relevant issues truthfully, and correct any errors as soon as possible” (i.e. honesty), and ensure that “no actual, perceived or potential conflict of interest arise between their official duties and private interests” (i.e. integrity) (ibid.: 3). Civil servants provide “information and advice on the basis of evidence”, “accurately present the options and facts”, base decisions on “rigorous analysis of the facts and the merits of the case”, and take “due account of expert and professional advice” (i.e. objectivity) (ibid.: 3). They carry out their duties and responsibilities in accordance with the policies and decisions of the government and “in a way that is fair, just and equitable” (i.e. impartiality) (ibid.: 3). Civil servants “serve the Chief Executive and the Government with total loyalty and to the best of their ability, no matter what their own political beliefs are” (i.e. political neutrality (ibid.: 4). They act in accordance with government policies and procedures, and are “responsible for decisions and actions taken in their official capacity and for the use of public resources" (i.e. accountability for decisions and actions) (ibid.: 5). Civil servants act with "a spirit of service to the community and in a professional manner", and "deal with the public and their affairs fairly, efficiently, promptly, effectively and sensibly, to the best of their ability" (i.e. dedication, professionalism and diligence) (ibid.: 5). These core values of civil servants are identical to the nine core values of the quantity surveying profession (4.2.2). Similar to the professionals, civil servants have a social contract with the public they serve (Sullivan, 2005: 2).

A culture of open communication is encouraged in the Civil Service so that issues and concerns can be dealt with in normal interaction between supervisors and subordinates, and trust and loyalty are built (Civil Service Bureau, 2009: 11). Civil servants have a duty to report corrupt or other criminal acts, and to handle complaints according to prescribed procedures (ibid.: 12). The complaints include conduct which is illegal, improper or in conflict with the core values of the civil service, in breach of any government regulation, in conflict with the role of a civil servant, and possible maladministration (ibid.: 11).

The Civil Service Bureau of HKSAR (2006) also publishes a bookmark kit, "Good Practices for Managers", which gives a concise framework on how to achieve effective management in government office. It covers four key areas of managerial focus: serving the community, leading people for team and organizational success, managing effectively for results, and leading by example with personal credibility.

An effective manager (i.e. a civil servant) takes an interest in the community, and takes a long term perspective and builds organizational culture, for instance, commitment to departmental vision, mission and core values, and analyzing the strengths, weaknesses, opportunities and threats in both short-term and long-term perspectives (Civil Service Bureau, 2006: 1-2). He is required to focus efforts and direct resources to meet customer needs and expectations, seeks opportunities to plan and improve services to the customers, develops and maintains relationships with both external and internal customers, and promotes collaboration with service partners and agents (ibid.: 2). These practices correspond to the dimensions of ‘dominant characteristics’ and ‘organizational glue’ in the hierarchy culture (Cameron and Quinn, 1999: 20-21).

In leading people for team and organizational success, an effective manager needs to create work environments which promote an easy flow and sharing of information and generates participation and co-operation, and staff member is encouraged to align their own goals with those of the organization (Civil Service Bureau, 2006: 2). The manager is required to energize and motivate others to give their best, develop teams for synergy and high performance, and build collaborative relationships with internal and external partners (ibid.: 2). These practices correspond to the dimension of ‘criteria of success’ in the hierarchy culture (Cameron and Quinn, 1999: 20-21).

With regard to managing effectively for results, good managers are proactive and unconventional in managing change, with greater flexibility and diversity in approaches to deliver results (Civil Service Bureau, 2006: 3). They make best use of resources, develop performance indicators and benchmark for continuous improvement, review and improve work processes, procedures and systems, and identify and address problems and concerns through preventive actions (ibid.: 3). Good managers are prepared to take risks, overcome obstacles, and manage resistance (ibid.: 3). These practices correspond to the dimension of ‘strategic emphases’ in the hierarchy culture (Cameron and Quinn, 1999: 20-21).

To achieve leading by example with personal credibility, an effective manager possesses and projects a positive self-image (e.g. personal commitment), acts ethically and maintains integrity (e.g. open, honest and truthful, and uphold integrity of one self and in staff), and takes responsibility for continuous self improvement (e.g. management practices, updates knowledge, skills and techniques to the job, seeks feedback, and extends network) (Civil Service Bureau, 2006: 3-4). These practices correspond to the dimensions of ‘organizational leadership’ and ‘management of employees’ in the hierarchy culture (Cameron and Quinn, 1999: 20-21).

This study aims to find out the compatibility between the language use in the workplace letters produced by the quantity surveyors in the government office and their organizational culture which is based on their core values, roles, responsibilities and managerial foci of civil servants.

4.3.2 Structure and Autonomy of the Work Organization

An ethnographic study was conducted to explore the structure and autonomy of the Quantity Surveying Branch of the government department under study. As advised by the focus group, the function, goals and objectives of the department are registered in a set of quality manuals. The department also lays down its policies, procedures and operation in a set of procedural manuals for members of staff to follow. These quality and procedural manuals together with other relevant supporting documents, which are posted on the department’s website for internal use, provide a comprehensive set of project delivery procedures and technical guidelines to enable staff to have a common basis of professional and technical services at work.

The quality manuals were examined by the researcher at the research site. It is noted from the quality manuals that the organizational function of the government department is to provide facilities development, facilities procurement, and facilities management to various government bodies (i.e. clients). The organizational goal is to offer clients a comprehensive range of multi-discipline professional and technical services for the planning, design, construction and maintenance of a wide range of building and facility types. The objectives of the organization are to maintain and enhance the existing level of business, to seek new public sector markets by cultivating good public perceptions and relations and actively marketing the services so as to bring down costs through more intensive use of resources, to achieve efficient and effective use of consultants, and to produce quality products and services. These functions, goals and objectives of the government office govern the overall conduct of the organization, the management of people, dealing with other organizations, and determining the organizational culture (Mullins, 2002: 130).

The eight quantity surveyors (i.e. focus group) explained that the organization hierarchy of the department consists of four tiers. The top tier plays the strategic planning role, determining the vision, commitment and goals for the whole organization. The upper-middle tier plays the management role, setting the processes, investigating alternatives, devising the review, monitoring systems, and improving operations. The low-middle tier plays the tactical planning role, executing the tasks, resolving problems, and reporting difficulties and exceptions for review. The bottom tier plays the support role, covering technical, administrative and clerical support necessary to efficiently achieve the required organizational outcomes. The participants were positioned in either the upper-middle tier (i.e. three senior quantity surveyors) or the lower-middle tier (i.e. five quantity surveyors).

The focus group also explained that the allocation of duties in the functional branches of the department has four modes. In the first mode, the architectural, structural engineering, building services engineering and quantity surveying consultancy services in a building’s development are all taken up by the in-house staff in the respective functional branches. In the second mode, these consultancy functions are outsourced to private consultancy firms. The architectural, structural engineering and building services engineering services are outsourced in a single package under a lead consultancy of the architect, while the quantity surveying consultancy is outsourced on its own to a private quantity surveying consultancy firm. The third mode is that the quantity surveying services are taken up by in-house staff and the other types of consultancy jobs are under an outsourced lead consultancy package. The fourth mode is that the quantity surveying consultancy is outsourced and other consultancy jobs are performed by in-house staff in the respective functional branches. The focus group stated that in this study, all the consultancy works of the development projects handled by the participants in their work groups were in the outsourced mode, i.e. the second mode where all consultancy jobs are outsourced under a combined quantity surveying and lead consultancy package. This mode of duty allocation arrangement sets the discursive environments in which the participants communicated to perform the different quantity surveying tasks during the project development.

The above description of the government office indicates the discursive environments or physical circumstances in which the quantity surveyors perform workplace communication.

4.4 Discursive Practices in the Quantity Surveying Profession

This section discusses the practitioners' advice and guidance, and the discursive practices in the quantity surveying professional community. With regard to the compatibility of language use and professional and organizational contexts in the workplace, the participants explained in the focus group that quantity surveyors gained their academic knowledge of quantity surveying at university where they were taught English academic and business writing skills to help them in their careers, including reports, job application letters, resumes and dissertations. They then received practical on-the-job training in the workplace. They practised with the practitioner’s guidance, standard contracts, technical literature, and price books that were recognized for use in the profession. The most common ones, either legal- or technical-oriented, are the Standard Form of Contract, the Specification, and the Schedule of Rates which are published by the HKSAR Government, and the Standard Method of Measurement (HKSMM) which is published by the HKIS.

Using these standard documents as guidelines, quantity surveyors perform their professional work. The patterns of language use in these documents are shared within the quantity surveying profession, to a large extent through the manifestation of intertextuality and interdiscursivity in their professional work. The standard documents are used in recurring rhetorical situations, i.e. generic intertextuality (Devitt, 1991: 338-339), or referred to in the workplace to reflect the activities and relationships in the profession, i.e. referential intertextuality (ibid.: 342-344), or shared by quantity surveyors in their pursuance of a unique set of genres, i.e. functional intertextuality (ibid.: 350-352). Quantity surveyors have common professional knowledge, values and beliefs, which enable them to encode and decode similar interdiscursive resources in their social practices from the language perspective (Fairclough, 2003: 24). Indeed, some senior and active quantity surveyors had participated in the drafting of these standard documents for adoption in the real estate and construction industry, in particular the Standard Method of Measurement and Schedule of Rates which are related to construction costs and fall within the expertise of quantity surveying. As a result, the linguistic and grammatical features of these standard documents represent part of the language use or register of the quantity surveying profession. The following is an analysis of these documents to find out such linguistic and grammatical features in the two inter-related functions:

management of construction contracts (4.4.1) and management of construction costs (4.4.2). This analysis also shows how these standard documents are used by quantity surveyors at work. Finally, there is a discussion about the implications of practitioners' advice and guidance on the quantity surveyors' workplace writing (4.4.3).

4.4.1 Management of Construction Contracts

The discursive practices of quantity surveyors were identified by conducting an ethnographic study of the profession through the HKIS website, the HKIS journals, and the discussion in focus group. Preparing tender documents is a major task in the delivery of quantity surveying services, which involves the incorporation of standard contractual and technical documents. At the detailed design stage of a development project, the ultimate products are the tender documents and drawings which are issued to the contractors (i.e. the tenderers) for tendering purposes. The tenderers have to submit tenders on the same basis in accordance with the requirements particularly laid down in the tender documents. The tender documents of the successful tenderer, after incorporating the letter of award and the articles of agreement for contract execution, constitute the contract documents of the project. Quantity surveyors then rely on the terms and conditions stipulated in the contract documents to administer the contractual and cost aspects of the project. In other words, reading the contract documents constitutes quantity surveyors' everyday work.

The focus group explained that a tender document of a lump-sum contract with bills of quantities consists of the following typical parts and their functions are given in brackets:

- Conditions of Tender and Special Conditions of Tender (giving instructions as to the procedures of tendering)
- Form of Tender (providing blank form for inserting tendered sum, signature and company chop to submit a contractual offer)
- Conditions of Contract and Special Conditions of Contract (delineating terms and conditions of the building contract)
- Specification, Particular Specification and Equipment Schedule (specifying standards and requirements of materials and workmanship for the project)
- Bills of Quantities (quantifying the building works by giving a description for each item of work and its quantity; the tenderers can price each item which is then extended and totaled to arrive at the tendered sum.)
- Summary of Tender (collecting the sums in the Bills of Quantities and making up the tendered sum which must be the same as that inserted in the Form of Tender)

The focus group provided a detailed explanation of the mechanism in producing tender documents in the government office. The architect, structural engineer, and building services engineer produce design information for the project in their respective specialized areas, which includes the tendering drawings, Specification, Particular Specification and Equipment Schedule of the tender documents. The tender drawings depict the buildings to be built in the development. The Specification is a standard document describing the materials and workmanship required for the completion of the project, and Particular Specification adds and amends clauses to the Specification to make the description specific to the buildings under development. The Equipment Schedule is a schedule inviting tenderers to propose the equipment that will be used in the development. Quantity surveyors then represent these requirements in cost terms using the Bills of Quantities.

The focus group further advised that due to the repetitive nature of the various parts of the tender documents in each development project, the texts in the tender documents can be standardized in templates. The government office, for example, offers standard documents for all parts of the tender documents to ensure consistency and regularity, in which the project details and particulars are left blank for project quantity surveyors to fill in to produce a particular set of tender documents. The Conditions of Tender as amended by the Special Conditions of Tender pre-set the conditions of the return of tender, such as the information required to be returned with the tender, and where and when to deposit the tender. The Form of Tender is a standard form for tenderers to insert their tendered sum, to fill in their company's details and to sign, all for the purpose of fulfilling the legal requirements of the offer of a contract. What the project quantity surveyor is required to do in the standard Conditions of Tender, Special Conditions of Tender and Form of Tender is to fill in the contract title and contract number, and choose some optional clauses that are related to the subject contract.

The linguistic and grammatical features of the Form of Contract, Specification, and Bills of Quantities (including HKSMM) were analyzed to show the patterns of language use that were adopted by the quantity surveyors in performing their professional work. The findings were used to interpret the language use in their workplace letters from the textual, socio-cognitive and socio-critical perspectives.

(1) Standard Form of Contract

The 'General Conditions of Contract for Building Works (1999 Edition)' published by the HKSAR Government provides contract administrative procedures, liabilities and obligations for all the parties contractually concerned, as well as terms and conditions for monetary reimbursement or de-reimbursement. The HKSAR Government also publishes other versions of the standard Form of Contract to suit different types of contracts, such as the 'General Conditions of Contract for Civil Engineering Works (1999 Edition)' and the 'General Conditions of Contract for Term Contracts for Building Works (2004 Edition)', which contain similar contractual provisions for contract administration in the public sector.

The HKIS also sanctions the 'Agreement & Schedule of Conditions of Building Contract for use in the HKSAR (Standard Form of Building Contract, Private Edition) (2005 Edition)' in 'With Quantities' and 'Without Quantities' versions for use in the private sector. These standard Forms of Contract, in either the public or private sector, are used in combination with their own standard Forms of Sub-contract to administer the nominated sub-contracts.

As revealed in the focus group, the participants used the General Conditions of Contract for Building Works (GCC) in their workplaces. Thus, this research study focused on this version to elucidate the linguistic and grammatical features used in this standard document, which were adopted by the quantity surveyors in their workplace writing. The GCC is a legal document, and the following is a clause extracted from this standard Form of Contract for illustration purposes:

> Valuing variations
>
> 61.(1) The Surveyor shall determine the sum which in his opinion shall be added to or deducted from the Contract Sum as a result of an order given by the Architect under Clause 60 in accordance with the following principles:
>
> (a) Any item of work omitted shall be valued at the rate set out in the Contract for such work.
>
> (b) Any work carried out which is the same as or similar in character to and executed under the same or similar conditions and circumstances to any item of work priced in the Contract shall be valued at the rate set out on the Contract for such item of work.
>
> (c) Any work carried out which is not the same as or similar in character to or is not executed under the same or similar conditions or circumstances to any item of work priced in the Contract shall be valued at a rate based on the rates in the Contract so far as may be reasonable, failing which, at a rate agreed between the Surveyor and the Contractor.

> Provided that if the nature or extent of any variations ordered in accordance with Clause 60 relative to the nature or extent of the Works or any part thereof shall be such that in the opinion of the Surveyor any rate contained in the Contract for any item of work is by reason of such variation rendered unreasonable or inapplicable then a new rate shall be agreed between the Surveyor and the Contractor for that item, using the Contract Rates as the basis for determination.
>
> (2) In the event of the Surveyor and the Contractor failing to reach agreement on any rate under the provisions of sub-clause (1) of this Clause, the Surveyor shall fix such rate as shall in his opinion be reasonable and notify the Contractor accordingly.

The underlying logical progression of this clause is that in determining the sum due to a variation order given by the Architect, the Surveyor shall follow the principles (a) to (c), which are subject to the qualification written under a separate sub-paragraph using ‘Provided that ...’ to start the sentence to enhance the importance of the qualification grammatically and visually. The sentences of this sample clause are long. Each paragraph or sub-paragraph contains one sentence, and the numbers of words in these six paragraphs or sub-paragraphs are 40, 20, 50, 68, 85 and 44 respectively. These long sentences are constructed by means of an array of subordinating devices to conflate facets of language which can alternatively appear as separate sentences. These sentences are self-contained units which convey all the meanings that have to be conveyed at any particular point and do not need to be linked closely either to what follows or to what precedes. In other words, the GCC puts all sequences into the form of very complex sentences and the clauses could be complete sentences independent of each other provided they are grammatically adjusted.

The GCC contains a lot of professional jargon specific to the real estate and construction industry. The ‘Surveyor/Architect’ means ‘the person, company or firm appointed from time to time by the Employer and notified in writing to the Contractor to act as the Surveyor/Architect for the purposes of the Contract’ (The HKSAR, 1999a: 15-16), and the ‘Contractor’ means ‘the person, firm or company whose Tender has been accepted by the Employer for the execution of the Works at the date of acceptance of the Tender for the Works' (The HKSAR, 1999a: 15). In addition, some words are different from their ordinary meanings when applied in these texts. For example, the word 'variations' is a noun in the COBUILD dictionary which means 'a member of a group or set which is different in some way from what is normal or usual or most common' (Sinclair, 1991: 1617), whereas in clause 60(1) of the GCC 'variations' are defined to include '(a) additions, omissions, substitutions, alterations, changes in quality, form, character, kind, position, dimension, level or line; (b) changes to any sequence, method or timing of construction specified in the Contract; and (c) changes to the Site or entrance to and exit from the Site' (The HKSAR, 1999a: 33-34).

The conditional or adverbial clauses contribute to the distinctive characteristics of the sentences in the GCC, which have a tendency to lengthen and complicate the sentence structure to achieve the logical structures of 'X shall be Z in accordance with Y', and 'if Y shall be W, then X shall be Z'. Examples are 'The Surveyor shall determine the sum ... in accordance with ...', 'Provided that if the nature ... shall be such that ... is by reason of such variation rendered unreasonable or inappropriate then a new rate shall be agreed ...', 'In the event of ..., the Surveyor shall fix ... and notify the Contractor accordingly'. These formulae are comparable to those suggested by Crystal and Davy (1969) for legal sentences in legislative provisions, i.e. 'If X, then Y shall do Z' or 'If X, then Y shall be Z' where 'If X' stands for the description of cases to which the rule of law applied, 'Y' for the legal subject, and 'Z' the legal action (Bhatia, 1994: 150).

The above cited GCC clause shows that past and present participial postnominal clauses are frequently used as post-modifiers to subordinate the clauses, such as 'an order given by the Architect', 'item of work omitted', 'work carried out', ‘item of work priced’, ‘failing which’ (pied-piping relative clause), ‘using the Contract rates as’ (appositive phrases), and ‘failing to reach agreement’. ‘Wh’ relative clauses are also frequently found in the GCC, either in the object’s position ‘the sum which in his opinion shall be added’ or in the subject’s position ‘Any work carried out which is … shall be …’. The GCC clause embraces both active and passive voice. The active voice is used to describe the conferring of rights and the agent is explicitly stated, such as ‘The Surveyor shall determine ...’, and ‘the Surveyor shall fix ... and notify ...’. The passive voice is used to describe the transactions under the rights and the agent is demoted, such as ‘... the sum which in his opinion shall be added to or deducted from the Contract Sum...’, ‘Any item of work omitted shall be valued ...’, and ‘Any work carried out ... shall be valued ...’. In addition, copula verbs are used to describe the phenomena, such as ‘Any work carried out which is (not) the same or ...’, ‘... or any part thereof shall be such that ...’, and ‘... as shall in his opinion be reasonable and ...’.

The above analyses are in line with Finegan’s (1982: 116-118) findings in his study of testament language that such legal texts have long sentences, with frequent use of conditional sentences and passive voice. They are also in line with Bhatia’s (1994: 153) study of legislative writing which consists of long sentences and involves the typical use of complex-prepositions (e.g. ‘as a result of’, ‘in accordance with’, ‘by reason of’, ‘in the event of’), binominal and multinominal expressions (e.g. ‘added to or deducted from’, ‘the same as or similar in’, ‘the same or similar conditions or circumstances’), nominalizations (e.g. ‘opinion’, ‘work’, ‘agreement’), and qualificational insertions (e.g. ‘provided that’, ‘failing which’, ‘in the opinion of’, ‘in the event of’).

The GCC cannot be universally applicable to every project, since at least some contractual terms vary from project to project. As such, Special Conditions of

Contract are produced to supplement the standard documents by amending the standard clauses or adding new clauses to make them suit the particularities of the subject project. The government office provides a library of standard Special Conditions of Contract on the office-web for the quantity surveyors to select and incorporate into the tender documents, in which the selection criteria include the types of contractual arrangements and the particulars of the projects. This approach enables the standardization of contractual documents.

The following is a clause in the Special Conditions of Contract which amends the above sample clause in the GCC:

> Valuing variations
>
> SCC53 General Conditions of Contract Clause 61(1)(a) is deleted and replaced by the following:
>
> (a) Any item of work omitted shall be valued at the rate set out in the Contract for such work or, in the absence of such a rate, at the rate agreed between the Surveyor and the Contractor.

On some occasions there are no relevant or appropriate standard clauses of the Special Conditions of Contract and quantity surveyors have to draft new ones to suit the situation. The writer of the Special Conditions of Contract attempts to produce the document with linguistic and grammatical constructions similar to those of the GCC. This linguistic compatibility enables a conventional genre specific to the production, use and consumption of Conditions of Contract. In other words, quantity surveyors are keen to amend standard documents by drafting supplementary ones which are linguistically constrained to make the two documents compatible. All of these standard and supplementary documents form part of a building contract, and upon which quantity surveyors carry out the contract administration of the projects.

(2) Standard Specification

Booklets of standard specifications can be purchased from the government publication office, including the ‘General Specification for Building (2007 Edition)’, ‘General Specification for Lift, Escalator and Passenger Conveyor Installation in Government Buildings (2000 Edition)’, ‘General Specification for Electrical Installation in Government Buildings (1998 Edition)’, and many others. They are read in conjunction with codes of practice. The specification lays down the standard of materials and workmanship for a development project which cannot be shown on the drawings. The following is a clause extracted from the ‘General Specification for Building (2007 Edition) in connection with Structural Concrete Work:

SECTION 6
STRUCTURAL CONCRETE WORK
GENERAL

6.01 (i) Falsework is defined as any temporary structure used to support a permanent structure during erection until the permanent structure is self-supporting.

(ii) Traditional formwork is assembled from individual elements comprising of sheathing material referred in BS 5975 and the backing structure which supports the sheathing.

(iii) Formwork or forms is that section of the temporary works used to give the required shape, surface finish and support to poured concrete. It consists primarily of sheathing material in direct contact with the concrete and joints or stringers supporting the sheathing.

(iv) Permanent formwork or formwork left-in is formwork designed to remain in position as part of the permanent work.

(v) Notwithstanding any other clause in the GS, the Contractor shall take sole responsibility for the safe transportation, assembly, erection, maintenance and removal of formwork and falsework.

(vi) The design of formwork or falsework shall be such that no part of the formwork or falsework shall project into the finished surface of the concrete.

There are a number of profession-specific expressions in this technical text, e.g. ‘Permanent formwork or formwork left-in’ and ‘The design of formwork or falsework’, and they bear specific meanings. They are in the form of nominal groups, including nouns, attributive adjectives and prepositional phrases, which are placed at the beginning as the subjects of the verbs, or as the themes of the sentences. The requirements of these technical matters are included at the complements of the sentences, which also contain professional jargon. Some of these requirements are constructed by converting the active verbs to nominalizations which are then grouped together using phrasal coordination (e.g. ‘the required shape, surface finish and support to poured concrete’, ‘safe transportation, assembly, erection, maintenance and removal of formwork and falsework’). Each sub-clause is self-contained and there are no cohesive devices to link them together, although they must be collectively interpreted. It is observed that there are numerous postmodifiers to add information to the subjects (e.g. ‘any temporary structure used to support ...’, ‘individual elements comprising of sheathing material referred in ...’, ‘the backing structure which supports the sheathing’), and infinitives are used to help idea expansion (e.g. ‘used to support ...’, ‘used to give ...’, ‘designed to remain in position ...’).

The language use in the Standard Specification is impersonal and distant. There are no personal pronouns, e.g. ‘I’, ‘we’, ‘you’, ‘they’, ‘he’ or ‘she’, yet the noun phrase ‘the Contractor’ is used to describe the party. This kind of noun phrases is metonymic expression which stands for a legal entity (Palli et al.: 2010: 309). The pronoun ‘it’ is used to refer to the abstract technicality (Biber, 1988: 226) mentioned earlier in the sentence. The sentences are constructed either in active or passive voice. The active voice is used when there is a conferring obligation on an agent, e.g. ‘the Contractor shall take sole responsibility ...’ and ‘It consists ...’, or description of phenomena or requirements, e.g. ‘the backing structure which supports the sheathing’, and ‘no part of the formwork or falsework shall project into ...’, and the passive voice is used for giving definitions and describing working procedures, e.g. ‘Falsework is defined as ...’, ‘Traditional formwork is assembled from ...’. Copula verbs are used to define the facts, e.g. ‘until the permanent structure is self-supporting’, ‘Formwork or forms is that section of the temporary works’.

There are two linguistic formulae found in these six sentences. The first formula is ‘Falsework [subject] is defined [verb] as any temporary structure [complement] used [postmodifier] to support [infinitive] a permanent structure during erection until the permanent structure is self-supporting [complement]’. The above sub-clauses (i), (ii), (iii) and (iv) belong to this pattern. The second formula is ‘The Contractor [subject] shall take [modal ‘shall’ + verb] sole responsibility for ... [complement]’, and the sub-clauses (v) and (vi) are constructed in this pattern. The modal auxiliary ‘shall’ is a deontic modality (Palmer, 1979: 36). Deontic modality is performative, either giving permission (e.g. ‘can’), laying obligation (e.g. ‘must’), or making a promise (e.g. ‘shall’) (ibid.: 59). ‘Shall’ is stronger than ‘must’ in the sense that ‘shall’ guarantees the action will occur, or gives an undertaking, and ‘shall’ is the regular formulaic form in regulations (ibid.: 62-63).

Similar to the Form of Contract, the Standard Specification cannot be directly applied to a development project, and additions and amendments (i.e. Particular Specification) have to be made so that it is compatible with the particular project. The Standard Specification is prepared by architects and engineers, while quantity surveyors only review the contractual implications of the Standard Specification.

(3) Standard Method of Measurement (HKSMM) and Bills of Quantities

The ‘Hong Kong Standard Method of Measurement of Building Works (Fourth Edition, 2005)’ (HKSMM) which is published by the HKIS provides the rules for measuring the quantities used in the construction works. The letters in the QS Corpus were produced at the time when the last version of the HKSMM (Third Edition, 1979) was in use. The HKSMM lays down the rules trade by trade in a repetitive style using formulaic expressions. The sentences are constructed with the phrasal nouns as the themes, the necessity modal ‘shall’ as an auxiliary part of the verb, and the complements which are the rules. The following is an extract from the HKSMM (1979) regarding the first clause of the trade of concretor:

VI. Concretor
Concrete
1. Generally

a. A preamble item shall be given stating that each item of concrete shall be held to include for forming grooves (other than in fair faced concrete to form ornamental features), chases, mortices, grouting in balusters, bolts, dowels, and the like with cement, holes for pipes not exceeding 150 millimeters diameter, openings not exceeding 150 millimeters diameter, openings not exceeding 0.025 square meter sectional area, and making good and any other sundry items of a like nature.
b. Labours to existing work shall be measured.
c. Composition and mix (or strength requirement) of the concrete shall be stated.
d. Particulars shall be given of any tests required, both of the materials and of the finished work.
e. All concrete work shall be given cube except as hereinafter provided.
f. Thickness of beds, slabs, walls and the like shall be stated.
g. Any treatment of the finished face of concrete, beyond the ordinary depositing, spreading and leveling shall be measured separately and given super.
h. Reinforced concrete shall be given separately. Vibration shall be held to be included in the item.
i. Concrete required to be mechanically tamped, placed in position by a particular method, or poured at stated speeds, shall be given separately.
j. Concrete in casing to structural steelwork shall be given separately.
k. Generally concrete slabs, walls, columns, beams, stairs and the like shall each be given separately.
l. Concrete, formwork, and reinforcement shall each be given separately except as hereinafter provided.
m. No deductions shall be made for:-
   (i) voids not exceeding 0.05 cubic metre,
   (ii) the volume of the reinforcement,
   (iii) openings in walls, floors, roof slabs, roadways and the like not exceeding 0.10 square meter.

In these thirteen sentences (i.e. from a to m), it is observed that the phrasal nouns functioning as the themes of the sentences can be in the form of two (or more) consecutive nouns (e.g. ‘preamble item’), prepositional phrases (e.g. ‘Labours to existing work’), phrasal coordination (e.g. ‘Concrete, formwork and reinforcement’), a combination of preposition phrases and phrasal coordination (e.g. ‘Thickness of beds, slabs, walls and the like’ and ‘Composition and mix of the concrete’) and also with attributive adjectives (‘Any treatment of the finished face of concrete, beyond the ordinary depositing, spreading and leveling’), attributed adjectives plus nouns (e.g. ‘Reinforced concrete’), past participial postnominal clauses (‘Concrete required to be mechanically tamped'), or the addition of amplifiers or downtoners to any of these phrasal nouns ('All concrete work' and 'Any treatment of the finished face of concrete'). These nominal groups induce the use of passive voice in the construction of the sentences. All the verbs involve the necessity modal 'shall', and include 'shall be given/ measured/ stated/ held' which frequently collocate with the adjective 'separately'. The infinitive verbs 'held to be included' and 'required to be mechanically tamped' are in passive voice. The adverbial 'except as hereinafter provided' appears twice in these 13 sentences. Words are transformed to nominalizations (e.g. 'composition and mix', 'treatment', 'vibration'), gerunds (e.g. 'depositing, spreading and leveling') and other nouns (e.g. 'Labours', 'Particulars') to constitute the nominal.

While the first sentence is long (76 words), all the other sentences are relatively short ranging from 7 to 22 words. In the first sentence, after the main clause 'A preamble item shall be given', there are the present participial postnominal clause 'stating that' to construct the subordination and then the other clause 'each item of concrete shall be held to include for' which includes an infinitive verb as another subordination to list out the inclusions of 'forming grooves ..., grouting in ... and making good and any other sundry items'. This is a typical example showing the packing of all the technical information in one sentence through using the subordinators of present participial postnominal clause, 'that' verb complement and infinitive as the framework, using prepositional phrases and present participial postnominal clauses (e.g. 'holes for pipes not exceeding 150 millimeters diameter') to conflate the technical data, and transforming the active verbs to nouns or gerunds (e.g. 'forming', 'grouting' and 'making') as categorizers of the actions which are joined together by the phrasal coordinator 'and'. These linguistic styles aim to achieve the characteristics of clarity, precision, unambiguity and all-inclusiveness, which are also the norms in legislative writing (Bhatia, 1993: 103).

The HKSMM lays down rules for measuring quantities and preparing Bills of Quantities. The Bills of Quantities contain three distinct parts. The first part is the Preliminaries which describes the project particulars, (e.g. description of works), conditions of contract (e.g. form of contract) and general matters (e.g. plant, tools and sheds, notices and fees, safety precaution, setting out, injury to persons and damage to property, and insurances). The second part is the Preamble which describes what elements are included in the rates to be inserted by the tenderers in the tender documents at the return of tender. The third part is the Bills which describe the materials and workmanship, and represent the work to be executed. The Bills contain six columns to accommodate the reference numbers, the description of works, the quantities of the works, the units of the quantities of the works, the rates for the works, and the extended amounts. The multiple of the quantities and rates give the amounts of each item of works and the summation of the amounts yields the total of the works.

Similar to the other parts of the tender documents, the government office offers standard Preliminaries, Preamble, and Bills to the outsourced quantity surveying firms for selection and modification in the preparation of tender documents. Some excerpts of the standard Bills of Quantities are reproduced below as examples to elucidate their patterns of language use:

PRELIMINARIES

BILLS OF QUANTITIES

$

A The Bills of Quantities (hereinafter referred to as "the Bills") are measured in accordance with the Standard Method of Measurement of Building Works for use in Hong Kong – Third Edition Metric February 1979 for building works (S.M.M.) and the "Hong Kong Standard Method of Measurement for Building Services – First Edition May 1993" for building services works respectively.

B Unless expressly stated to the contrary all descriptions of materials and workmanship contained in the Bills are deemed to read in conjunction with the relevant items in the specifications as listed in items [no] to [no] of the Specification as hereinafter described in the Bills and all current amendments thereto, and the Particular Specification for this Contract attached hereto, and which relevant items are deemed to constitute an integral part of all such descriptions.

The language use in the Preliminaries is legally-oriented. The text is connected with the imposition of obligations and the conferring of rights, and is written as exhaustively as possible to avoid any ambiguities or misrepresentations. The words and phrases which are frequently used in legal documents are easily found in the Preliminaries, such as ‘hereinafter’, ‘thereto’, ‘hereto’, ‘deemed’, ‘unless expressly stated to the contrary’, and ‘to read in conjunction’. All information is packed into one sentence to describe the whole event, and the sentences are therefore lengthy. The first sentence has 57 words and the second has 74.

The following is a clause in the Preamble for the trade of concretor:

<u>CONCRETOR</u>

A The rates for concrete shall include for:-

- (i) Forming all construction joints detailed on the drawings or required to suit the Contractor's method of working.
- (ii) Laying beds level or to falls, and laying beds or slabs in alternative bays including temporary formwork to edges between bays.
- (iii) Finishing surfaces level or to falls, currents and cambers as required, and to receive pavings unless otherwise specifically stated.
- (iv) Casting kickers monolithically with base slab where these are required at base of walls and columns.
- (v) Forming or cutting all grooves (other than in fair faced concrete to form ornamental features), chases, rebates, mortices, holes for pipes not exceeding 150mm diameter, openings not exceeding 0.025m2 sectional area, notches and the like.
- (vi) Grouting in dowels, bolts, cramps, baluster ends and the like with cement mortar (1:3) unless otherwise specified and making good.
- (vii) Forming angles, ends, intersections, outlets and similar labours to channels and the like.
- (viii) .....

The language use in the Preamble has a highly repetitive pattern. A standard formula of sentence structure is found: ‘The rates’ (subject) + ‘for concrete’ (subject postmodifier) + ‘shall include’ (predicator) + ‘for (i) forming all construction joints detailed on the drawings or required to suit the Contractor's method of working (ii) ...’(complements). Regarding the complements which are constructed in adverbial phrases, the grammatical features include the gerund (‘forming’), amplifier (‘all’), phrasal noun (‘construction joints’), past participial postnominal clauses (‘detailed ... or required ...’), prepositional phrases (‘on the drawings ... method of working’), conjuncts (‘or’), infinitive verb (‘to suit’), and contraction (‘Contractor’s’). This pattern is attributable to the repetitive nature of the texts to be described in the Preamble. It is observed that verbs are transformed to gerunds to constitute the deliverables (‘drawings’ and ‘working’). The complements or adverbial phrases vary in word length depending on the complexities and components of the rates, and the above seven complements (i.e. (i) to (vii)) range from 14 to 35 words.

The Bills are schedules representing the works to be executed. The works are described in technical terms, either in words or in phraseologies. Most of the quantity surveyors agreed that the most tedious work in tender document preparation is the measurement of the quantities of works from the tender drawings and the specifications, and then the compilation of the measurement in the Bills. The following is an extract of a Bill. The notes and codes contained in the original texts are deleted for the sake of clarity:

Item	Description	Quantity	Unit	Rate	Amount
	BILL NR. 6 CONCRETOR				
	IN-SITU CONCRETE				
	Concrete; grade 15/20				
	Blinding under foundations				
A	50 thick	10	m3		
	Concrete; grade 40/40				
	Foundations, attached bases or pile caps				
B	generally	20	m3		
	Isolated based or pile caps				
C	Generally	30	m3		
	Beds				
D	250 thick	40	m3		
E	150 thick	50	m3		

The Bills of Quantities are used when the contractual arrangement is a lump-sum contract with firm bills of quantities or a remeasurement contract, whilst the Specification Preliminaries and Schedule of Rates are used in a drawing and specification contract. A lump-sum contract means that the quantities shown on the Bills are firm, whereas in a remeasurement contract those quantities are provisional and will be remeasured when the works are completed. For a drawing and specification contract, the Specification Preliminaries are similar to the Preliminaries of the Bills of Quantities and the Schedule of Rates is similar to the Bills except the quantities are left blank for the tenderers to insert. Alternatively, the Schedule of Rates may be prepared and submitted by the tenderers when they return the tenders. Finally, the Summary of Tender is a schedule summarizing the tendered amount offered by the tenderers.

4.4.2 Management of Construction Costs

Quantity surveyors rely on the terms and conditions stipulated in the contract documents to manage the construction costs of the contract, in particular the HKSMM and Bills of Quantities which are the fundamental tools used for cost control, valuation of payment and finalization of accounts. The government office provides standard forms for managing construction costs in the areas of preparing preliminary cost estimates, financial statements, payment certificates, and final accounts. These forms pre-set the layout of the deliverables, and the project quantity surveyors simply insert the cost information into them. Basically, these forms are tables or schedules listing out the items of works and the corresponding cost effects, and then some collection pages are included to summarize the total costs. The government office also provides forms for the tender reports. The appraisals are itemized in the form, and the tender report writers can directly copy the appraised items from the form after the items are shown to be satisfactory during the appraisal.

Quantity surveyors usually refer to price books in the management of construction costs. The ‘Schedule of Rates for Term Contracts for Building Works (2006 Edition)’ is published by the HKSAR Government to provide the prices of different trades of works for reference. It sets out the rules for measuring quantities and the preambles build-up the rates to make clear the components of the prices. The following are two clauses extracted from the Schedule of Rates regarding the trade of concrete, one for measurement and the other for the rates:

Section 02
CONCRETE WORK
SPECIAL CONDITIONS

Measurement of concrete	I	Concrete shall be measured net as laid or cast. No deduction shall be made for:- (a) Voids not exceeding 0.05m3. (b) The volume of reinforcement, steel joists, stanchions and the like cast in. (c) Openings in walls, floors, roof slabs and the like not exceeding 0.1.m2.
Rates for concrete	VIII	The rates for all concrete shall generally include for:- (a) Mobilization, maintenance and demobilization of concrete mixer, tower crane, mobile crane, hoist, concrete pump, vibrator and other plant necessary for the works. (b) Conveying, lowering, hoisting, pumping, placing in position, compacting with vibrator, curing and protection. (c) Formwork to sides or edges of plain concrete. (d) ...

The prices are then listed in tables giving the description of works (e.g. ‘Foundations, isolated and attached bases and the like’ (The HKSAR, 2006: 02/06) and the rates at various circumstances (e.g. ‘concrete grade’). The language use in the Schedule of Rate is very similar to that in the Standard Method of Measurement and Preamble of the Bills of Quantities, including the uses of phrasal nouns, e.g. ‘No deduction’ and ‘The volume of reinforcement’, necessity modal auxiliaries, e.g. ‘Concrete shall be measured’ and ‘No deduction shall be made’, gerunds, e.g. ‘openings’, and ‘conveying, lowering, hoisting, pumping, placing in position’ and phrasal coordination, e.g. ‘The volume of reinforcement, steel joists, stanchions and the like’ and ‘Mobilization, maintenance and demobilization’.

4.4.3 Implications of Studying Standard Documents in the QS Profession

The above discussion (4.4.1 and 4.4.2) focuses on the construction of deliverables in the quantity surveying profession. A study of such deliverables offers an account of the practitioners’ advice and guidance to understand quantity surveyors’ institutional interaction, beliefs and goals when delivering professional services, and provides analytical data and findings of the linguistic and grammatical features for genre construction and development in the government office and quantity surveying profession.

The authorship of tender documents is noted in this ethnographic study. The preparation of tender documents requires a collective effort from all members of the project team, with the architects and engineers responsible for the technical matters of their respective specialized areas and the quantity surveyors looking after the contractual and cost aspects. The contractual part of the tender documents (including Conditions of Tender, Special Conditions of Tender, Form of Tender, Conditions of Contract, Special Conditions of Contract) involves predominantly standard texts that may have been drafted jointly by legal and quantity surveying professionals; the technical parts of the tender documents in connection with the prices and costs of the works (including Bills of Quantities, or Specification Preliminaries and Schedule of Rates, and Summary of Tender) are also standard texts that have been drafted by quantity surveyors and vetted and amended by legal professionals; and the technical parts of the tender document regarding materials and workmanship of the construction works (including Specification, Particular Specification and Equipment Schedule) are typically produced by architects and engineers. In other words, tender documents are a collection of various standard texts that are written by quantity surveyors, architects, engineers and legal professionals.

Although quantity surveyors modify the standard texts to suit each individual contract, it can hardly be concluded that the texts in the tender documents solely represent the quantity surveying register. Undoubtedly, preparing the Bills of Quantities is a specific task for quantity surveyors, but such documents have already been standardized within the profession from a linguistic point of view. Nevertheless, tender documents are a distinct genre, or a combination of genres, serving the purpose of tendering, and have a unique communicative purpose and distinctive linguistic features. Tender documents and contract documents, however, do not form part of the QS Corpus in this study. They are examined in this ethnographic study to find out the linguistic behaviour that is likely to be implemented by the quantity surveyors in their workplace letters.

The General Conditions of Contract, Specification, Method of Measurement, and Schedule of Rates are standard documents written to be read by the specialists in the real estate and construction industry. The basic operating structures of the quantity surveying profession are corporate membership, controlled markets for their services, and monopolistic practices in training and recruitment (Sullivan, 2005: 1). The writers therefore do not have to consider whether the general public understand these documents so that they use the language specific to the quantity surveying profession to enhance efficiency and effectiveness of workplace communication and to avoid ambiguities. These documents contain a large number of separate provisions that have been set out in an orderly manner and made available for reference. In order to meet these needs, a visual arrangement which attempts to reflect the logical progression of ideas is adopted, along with the appropriate lettering and numbering of clauses or sub-clauses which enhance easy reference. For each of these documents, every clause is a self-contained unit and there are no cohesive devices to link the clauses, though they must be interpreted collectively. The intertextuality among the clauses are to be conflated by the readers themselves and the collective interpretations rely on the readers' knowledge of these matters.

The standard documents share the communicative purpose of setting rules and regulations for professionals from the same or different disciplines in the real estate and construction industry to discharge their practices on a mutually recognized basis. Both the government office and the quantity surveying consultancy firms have their own versions of Special Conditions of Contract, Bills of Quantities and others to supplement the standard documents. For the outsourced government projects, the quantity surveying consultancy firms must adhere to the versions issued by the government office and the participants are responsible for ensuring the firms are in compliance with such practices. Although this standardization sets up the norms of practice in the quantity surveying profession, these documents address different task functions, including contractual prerogatives, technical requirements of materials and workmanship, and prescribed rules for the measurement of quantities of works and build-up of rates. These contractually-, technically- and monetarily-oriented tasks constrain the language choices in these diversified situations.

In order to participate in professional practice, quantity surveyors produce and read these documents, and are influenced by the language use in these standard documents when they are engaged in genre construction, interpretation, use and exploitation in the workplace. In other words, the participants have been socialized into the linguistic and grammatical features of such standard documents for describing contractual and technical matters.

4.5 Critical Site of Engagement or Interaction

The above analyses of the questionnaire findings (4.1), quantity surveying professional work and community (4.2), and organizational context of the government office (4.3) collectively reveal the physical circumstances that influence the discursive practices of the quantity surveyors (4.4), as well as the nature and construction of the genres (including QS professional letters) in the government office. These circumstances set the boundary of the site of engagement or interaction. The following is an analysis of the communicative interactions within this site; first, between the writers and the addressees (4.5.1), and second, through the discursive practices captured in the QS Corpus (4.5.2).

4.5.1 Interaction of Writers and Recipients of Genres

It was revealed in the focus group that the eight quantity surveyors were responsible for administering development projects, the consultancies of which (architect, structural engineering, building services engineering, and quantity surveying) were outsourced to private consultancy firms. The job duties of the participants were to represent the government office to liaise with some quantity surveying consultancy firms in connection with the delivery of quantity surveying services. Similarly, there were teams of architects, structural engineers and building services engineers in the government office to liaise with their counterparts in the respective specialized areas. These four liaison teams of different disciplines in the government office collaborated with each other via memos, emails, meetings, and discussions (phones and face-to-face) to ensure the smooth running of the projects with regard to architecture, structural engineering, building services engineering, and quantity surveying. They also communicated with the consultancy firms, contractors, and nominated sub-contractors through the channels of letters, emails, meetings, and discussions (over the phones and face-to-face). For each of these four functional groups in the government office, a senior professional leads a liaison team and reports to a chief professional.

The parties involved were assigned job titles to facilitate communication during the project life, summarized in Table 4.5:

Table 4.5: Discursive Participants in Development Projects

Liaison teams in the government office	**Consultancy firms**	**Contractors & Lift Installation Nominated Subcontractors**
Liaison Architect	Project Architect	
Liaison Structural Engineer	Project Structural Engineer	
Liaison Building Services Engineer	Project Building Services Engineer	
Liaison Quantity Surveyor	Project Quantity Surveyor	

The participants (i.e. liaison quantity surveyors) were not directly involved in performing the quantity surveying tasks in the development projects, which were the responsibility of the consultancy firms (i.e. project quantity surveyors) instead. The liaison quantity surveyors took up the role to monitor the performance of the project quantity surveyors, and reported directly to a chief quantity surveyor in the government office. The participants had a tactical planning role to execute the tasks and solve the problems in administering the development projects, while the senior quantity surveyors were further delegated with the management role to monitor systems and improvement operations of such administration. The participants produced and signed most of the texts in the project administration. Their chief quantity surveyor was involved in those cases when the participants did not have the delegated authority to issue the texts, but such texts were still prepared by the participants to be amended and signed by the chief quantity surveyor. In other words, the participants dominated the text production in the government office, and the three senior quantity surveyors were the gate-keepers of genre construction.

The communicative settings in the quantity surveyors' workplace discourse can be categorized into three groups. They are discourses within the same profession (i.e. between quantity surveyors), discourses across different professions (i.e. between quantity surveyors and architects, engineers and contractors), and discourses with lay people (i.e. between quantity surveyors and those persons who have limited knowledge of the real estate and construction industry). Quantity surveyors take on different roles, depending on the different social relationships with their addressees. Accordingly, in the first group their role is the sharing of knowledge and experience where both parties (i.e. the writers and the addressees) are in the same profession under the same professional institute. In the second group the role is also the sharing of knowledge and experience but on the basis that both parties are professionals in different streams under different professional institutes in the building industry. In the third group the role is the sharing of information solely for routine procedures. In all cases the ultimate aim is to enable the smooth running of the development projects and to discharge the social contract with the public they serve.

According to Abbott (1988: 33), there is a competition of jurisdiction among the different streams of professionals with a common function (i.e. get the buildings built). Thus, gaining control is an important goal of most professional groups. In the building industry, quantity surveyors, architects, engineers and contractors hold different kinds and degrees of power, and they have their own defined roles, respective work goals, and areas of co-ordinations and conflicts. These relationships among professionals from different disciplines can be studied by the use of “genre link-pins” (Babcock and Du-Babcock, 2006: 46) where the architect, as the overall contract administrator, plays the role of a professional genre language link-pin to translate the messages among the languages of architecture, engineering and quantity surveying. Nevertheless, this study focuses only on the written discourse of quantity surveyors whose discursive practices in competing jurisdictions, and how they play various professional roles, can be uncovered from the written texts produced by them.

The professional letters in the QS Corpus were written by the participants to four types of addressees, namely the outsourced quantity surveying consultancy firms, the tenderers, the contractors and the nominated lift sub-contractors, and the administrative staff in other related organizations. These genre recipients are also practitioners in the real estate and construction industry. The work stages and tasks of quantity surveying services are the discursive events at the moment of interaction between the government office and the genre recipients in genre construction, interpretation, use and exploitation (Bhatia, 2004: 145). The following is a narrative account of the recipients' social and institutional structures, as well as their roles, ideologies and power in the workplace and in their specific professional contexts. These findings help to reveal the inter-relationships or tenor (Halliday, 2002: 55) between the writers and the addressees, in particular their social distance and asymmetric power in the discourses.

The quantity surveying consultancy firms were obliged under the consultancy agreements to deliver professional services to the government office in which the participants had been vested with the power and responsibility for monitoring their performance and administering the tendering and construction processes. The consultancy firms were required to be on the government consultants' list, as a pre-requisite for bidding for consultancy agreements outsourced by the government. The government office provides guidelines in office manuals regarding the monitoring of the performance of consultants. When the consultant's performance is less than satisfactory, the government office should draw the consultant's attention in writing, invite the consultant to explain the reasons for the unsatisfactory performance, ask the consultant to make improvements, and step up liaison with the consultant. If the consultant fails to make any improvement in his performance, the government office should advise him in writing and reflects this in the performance report. These regulations and procedures signify the implementation of the core values and good practices of civil servants at work (4.3.1).

In the monitoring exercise, the participants produced quarterly reports on the performance of the quantity surveying consultancy firms, and there were mechanisms for the consultancy firms to appeal against the scores on their performance reports. The scores would be taken into consideration when awarding future consultancy agreements. In other words, the quantity surveyors working in the government office and in the consultancy firms differ in job functions, organizational pledges, and social roles in the workplace, although they share similar professional knowledge, culture and identity in the same disciplinary community. These divergences and convergences ground genre construction, interpretation, use and exploitation (Bhatia, 2004: 145) in the government quantity surveying office.

The tenderers included the contractors and the lift specialists. Similar to the quantity surveying consultancy firms, it was a pre-requisite for them to be on the government contractors' and lift specialists' lists to tender for main contracts and lift sub-contracts let by the government. In tendering, there could be a number of tenderers, ten for example, competing for a work contract. As such, the letters written by the participants for the administration of tendering were addressed to a group of main contractors or lift specialists for a main contract or a sub-contract. The participants prepared a distribution list to help the clerical staff to type the name and address of one tenderer on each letter, and such a letter, though addressed to many, was only counted once in the QS Corpus. These letters are standard letters contained in the office manual, functioning to give instructions for tendering in a one-way direction for the process. The lack of personal subjectivity in producing letters for the task of tendering makes possible this array of one to many in the communication process. The tenderers or recipients of this genre acknowledge and interpret the instructions on an equal basis, and take their actions accordingly.

Subsequently, the successful tenderer becomes the main contractor to the employer, or the nominated lift sub-contractor to the main contractor. The letters in the QS Corpus written to this group of addressees were relatively few, but it was understood that the quantity surveying consultancy firms should have more letters written to them in the administration of contracts. Such letters in the QS Corpus were mainly related to giving instructions to the contractors or sub-contractors for signing contracts, ordering commencement of works, and reminders of routine procedures, which were standard letters contained in the office manuals. The main contractors and sub-contractors repeatedly received these standard letters for different projects, and they were very familiar with such genre construction and interpretation. Similar to the monitoring mechanism for consultancy firms, after having consulted with the consultant quantity surveyors, the government quantity surveyors gave scores on the performance of the main contractors in the contractual and cost aspects, while the technical aspects were appraised by the architects and engineers. These scores would affect the eligibility of the contractors and lift specialists when awarding new construction contracts.

The administrative staff in other related organizations were not professionals engaged in the real estate and construction industry. They were mainly involved in the licensing services in electronic tendering, and thus they were kept informed of the progress of tendering for work contracts. They had little knowledge about quantity surveying and other professional work in the real estate and construction industry.

The letters under study are for inter-organizational communication and the participants in the communication (the writers and the addressees) act on behalf of their organizations. The discursive participants share common knowledge, but they may have different values and beliefs in the manifestation of quantity surveying tasks.

They, however, have a common understanding of how the texts are intertextuality linked and interdiscursively interpreted. The discursive events in the QS Corpus are therefore highly informative and interactive, and the typicality of the genre of QS professional letters emerges after repetitive cycles of production, reception, and revision in the government office.

4.5.2 The Discursive Practices of the Participants

The study of the quantity surveyors written discourse in this research study was confined to the delivery of professional quantity surveying services in the workplace. The activities of invitation and bidding of quantity surveying consultancy services, marketing promotion and human resources management, which are not the core of quantity surveying services, were not investigated in this study. The participants were asked by the government office to fill in monthly time sheets on a day-to-day basis to facilitate human resource planning. Against the time spent, the staff had to fill in the contract numbers, the work stages of the projects which are similar to the ten quantity surveying tasks, and the job functions. Disregarding those functions such as human resources management and appointment of consultants that are beyond this analysis, the participants perform three major functions in project development: managing the outsourcing projects, checking the consultants' work and monitoring the performance of the consultants. In this study, the managing letters were further divided into directive and procedural. 'Directive' refers to those letters that are giving instructions, while 'procedural' is for letters conveying routine procedures and information. The letters categorized under 'checking' inform the addressees of the outcomes under checking, and the 'monitoring' letters describe the anomalies and seek the addressees' improvement. Accordingly, the collected letters were categorized under the four functional types and each category was considered to be a sub-corpus in this study, namely, the QS Directive Sub-corpus, the QS Procedural Sub-corpus, the QS Checking Sub-corpus and the QS Monitoring Sub-corpus. Each sub-corpus was taken as a sub-genre for analysis in this study.

Each of the ten quantity surveying tasks can have one or more of these communicative functions, and each letter belongs to one of the functional types. The following discusses the ten tasks identified in the ethnographic analysis of quantity surveyors' professional practices, namely cost planning, tender documentation, tendering, tender appraisal, award of contract, contract documentation, cost control, payment, contractual advice, and final accounts (4.2.1).

(1) Cost Planning

In the inception and feasibility stage of a development project, the quantity surveyors' main service is cost estimation. The estimations are prepared by a project quantity surveyor in a prescribed format preset by the government office, which was a table listing all the elements of the buildings such as sub-structure, superstructure, finishing, plumbing and drainage, electrical installation, mechanical and ventilation installation, fire services installation and lift installation. The project architect, project structural engineer and project building services engineer provide brief drawings and project particulars based upon the estimates made by the project quantity surveyor who then input the cost against each element in the form in order to produce cost plans for the project. The participants (i.e. the liaison quantity surveyors) rely on the project quantity surveyor's estimations to ascertain whether the project is within budget or not, and to arrange financial projections. The participants do not have to write too many letters in their workplaces in this development stage.

(2) Tender Documentation

There are two packages of tender documents in this study: the main contract and the lift installation nominated sub-contract. The main contract is the overall building contract signed between the employer and the main contractor, and then the employer further nominates a lift specialist to the main contractor as a nominated sub-contractor to carry out the lift installation work. The project quantity surveyor was responsible for preparing tender documents for both packages, whereas the participants monitored his performance, vetted the tender documents, and administered the whole tendering process.

(3) Tendering

The participants are responsible for managing the tendering process. Those contractors and lift specialists who are in the government approved lists are invited to submit tenders for the main contract and lift nominated sub-contract respectively. The invitation of tender for a main contract is through gazettes, while that for lift sub-contract is through invitation letters. In the tendering process, the tender documents are issued to the tenderers who would complete and return them to the government office within the prescribed time and date. During the tendering period, the tender documents can be amended. The project quantity surveyor prepares and forwards the tender addenda to the participants for onward issuance to the tenderers. On some occasions, the participants issue letters to the tenderers for extending the tendering periods. The participants also produce letters to some administrative organizations regarding the licensed services of electronic tendering.

(4) Tender Appraisal

After the invitation of tender, for both the main contract and the lift installation nominated sub-contract, tenderers return tenders on or before the tender closing date and the returned tenders are examined and evaluated. In this stage, the project quantity surveyor is responsible for appraising the returned tenders and recommending a bona-fide tender to be accepted, whilst the participants are responsible for monitoring the performance of the consultancy firm, administering the tender appraisal procedures, and collecting past performance reports and financial position of the tenderers to make an overall report on the tenders. During this process, the project quantity surveyor collects the tender reports from the project architect, project structural engineer, and project building services engineer, and their own report and prepares a consolidated tender report. The project architect and engineers are responsible for the technical submissions of the tenders, whereas the project quantity surveyor is responsible for the contractual and cost aspects. Based on the consolidated report, the participants submit a formal tender report to the management of the government office to recommend the award of the contract to the successful tenderer.

Tender appraisal is an important event in a development project. The tender recommendation decides who will enter into the main contract and the lift nominated sub-contract as the main contractor and the lift nominated sub-contractor respectively. The participants produce a large amount of correspondence in this tender appraisal stage, but such correspondence is mainly memos for intra-organizational communication, and most of these memos are standard ones drawn from the office manuals. These memos function to solicit information from other government offices, convey the collected information to the project quantity surveyor for completion of the tender report, solicit confliction of interest declaration from the involved parties, and invoke proper procedures to ensure the returned tenderers are treated confidentially and evaluated fairly.

(5) Award of Contract

After tender appraisal, a tender is selected for acceptance and the successful tenderer is awarded the contract. At this particular moment of interaction, the participants rely on the recommendation from the project quantity surveyor in tender appraisal and make the award of contract. The participants issue letters of acceptance to the successful tenderer and monitor the process in the award of contract.

(6) Contract Documentation

In parallel with the award of contract, contract documents are prepared for signing between the employer and the successful tenderer for main contract, or between the main contractor and the nominated sub-contractor for the lift nominated sub-contract. In general, a contract document contains the tender returned by the accepted tenderer and an article of agreement bound for contract signing. The project quantity surveyor is responsible for preparing the contract documents, whilst the participants monitor the process of contract documentation.

(7) Cost Control

After the award of contract, the development project transits from the pre-contract stage to post-contract or construction stage, and the contractor carries out works on site. Cost control is vital to the success of a construction project. During the construction stage, quantity surveyors exercise professional skill and knowledge to monitor the cost control of projects, aiming to keep the projects within budget. Cost control can be effectively achieved through keeping close and accurate cost estimates for changes to the contract, addressing the estimated final contract sum using financial statements, and forecasting the expenditure realistically. The project quantity surveyor is responsible for delivering these services, whilst the participants monitor his performance in cost control and arrange funding for the project.

(8) Payment

During the construction of the development project, monthly interim payments are made by the employer to the contractor. The methods of payment assessment and terms of payment are expressly stated in the building contract. The contractor applies interim payments and the project quantity surveyor values, certifies and recommends the payments to the employer. The participants are responsible for facilitating the flow of the payment process and monitoring the performance of the project quantity surveyor in delivering professional services of payment under the consultancy agreement. The payment certificate is a standard form on which the project quantity surveyor fills in the amount of payment and signs for certification, while the senior quantity surveyor in the government office signs for endorsing the payment. In this regard, the project quantity surveyor issues covering letters enclosing the payment certificates to the participants when there are payments to be made, and the participants return the signed payment certificates without any covering letters. Owing to this operation, the participants do not have too many letters to write, though the payment process is repeated from month to month.

(9) Contractual Advice

The project quantity surveyor is responsible for providing contractual advice when there are queries or disputes on the contractual terms, and assessing the cost implications of such contractual disputes. The participants monitor the consultant to discharge of these duties in a reasonable manner, as well as to ensure all contractual procedures are properly executed.

(10) Final Accounts

When the development project is completed, the project quantity surveyor makes adjustments to the contract sum with the variations (i.e. omissions and additions to the original works), provisional quantities (i.e. quantities of works that are subject to remeasurement upon completion of works), prime cost sum (e.g. the sum provisionally allowed in the main contract for the lift installation nominated sub-contract which is not nominated at that time), and provisional sums (i.e. the sums provisionally allowed in the main contract for some foreseen or unforeseen works) to produce the final contract sum in the format of a final account. These valuation processes continue until the project quantity surveyor and the contractor reach an agreement and sign the final account. The roles of the participants are to check the final account to be in order before execution and to ensure that the project quantity surveyor discharges their duties properly and in a timely manner.

While having the expertise and autonomy (Freidson, 2001: 12) to perform these ten tasks, the quantity surveyors are simultaneously required to meet the 'Civil Service Code' and 'Good Practices for Managers' (4.3.1), as well as the function, goal and objectives of the government office (4.3.2). These professional and organizational contexts collaboratively influence the quantity surveyors' workplace communication.

4.6 Mode of Genre Construction and Communication

Having investigated the physical circumstances and moments of interaction of the quantity surveyors' written communication in the government office, this section elucidates the mode of genre construction and communication in the research site. The investigation focused on the textography of the discursive practices of the quantity surveyors, including the modes (4.6.1), the standardization of texts (4.6.2) and the historical development of QS letters (4.6.3) in the government office.

4.6.1 Modes

The genres used by the employees in the government office include memos, faxes, letters and emails. According to the participants, memos are a channel for intra-organizational communication among colleagues; faxes and letters are channels for inter-organizational communication with outside organizations; and emails are a channel for intra- and inter-organizational communication. In this study, genres refer to the forms of the texts and the linguistic constraints induced by those forms, embracing the communicative purposes of the texts and the linguistic strategies to attain such purposes. Using Bhatia’s (2004: 59) illustration as an example, book blurbs, advertisements and job applications which have the same communicative purpose of promotion constitute a promotional genre through the process of colonization. This process involves the invasion of the integrity of one genre by another, leading to the creation of a hybrid form (ibid.: 58).

The participants advised that in their organization, letters are the traditional channel for communicating with other organizations. The government office has letter headed paper but does not have any standard format for a fax. Their letters require seniors’ signatures or initials before dispatching but this is not necessary in the issuance of faxes. A fax is considered for use when the subject matter is not of particular importance and requires speedy action, such as the transmission of details and information. Letters and faxes differ in format, of which letters consist of the structural elements of “date line”, “address information”, “salutation”, “complimentary close”, “signature”, “signature footer” and “footnote information” (Biber et al. 2007: 56), whereas in faxes the “address information” is replaced with “fax number” and there are no “salutation” and “complimentary close”. Nevertheless, this research study investigates letter genres. This letter format is neither specific in the quantity surveying profession nor in the real estate construction industry; rather, the letter format cuts across various disciplines, such as business, law and academics. The written mode allows the writers to describe the topics as fully as necessary, and most importantly, serves as evidence if there are disputes in future.

The QS professional letters have a unique communicative goal of monitoring the running of development projects in the context of construction contracts and cost, which constitute a genre type to be analyzed in this study. They perform four distinct communicative purposes: directive, procedural, checking and monitoring. Each of these constitutes a sub-genre in this study.

4.6.2 Standardization of Texts

The participants advised that the government office offers ‘standard memos, forms and letters’ for them to use in carrying out the quantity surveying services. These ‘standard memos, forms and letters’ are applicable to the regular quantity surveying events that are essentially or frequently found in all development projects. Due to their repetitive and similar nature, these texts are preset in standard formats with slots for the quantity surveying staff member to fill in the contract particulars, cost information and other relevant details to describe each project. Some of these ‘standard memos, forms and letters’ are applicable to the case when the quantity surveying staff member is directly involved in project administration, and some others are applicable to outsourced option when the quantity surveying staff member is taking the liaison role with the outside quantity surveying consultancy firms. In other words, the written texts provided by the participants at work are either their own writing or replications from the ‘standard memos, forms and letters’ which are inserted with contract details, cost information, and other particulars. An analysis of the QS Corpus shows that such standardized texts make up a significant portion of the written texts in the government office.

The ‘standard memos, forms and letters’ testify to their compatibility with the organizational norms, values and beliefs. They therefore embody the organizational culture of the government office that is revealed in the discursive practices of text production, text interpretation and text consumption (Fairclough, 1999: 73). This standardization produces secondary beliefs by filtering what the quantity surveyors see and hear by training their expectations (Hartman, 1996: 149-150), and promotes the rigidity of the genres in order to legitimize the entity of the government office (Johnstone, 2002: 157).

4.6.3 Historical Development of the Genre of QS Letters

The ethnographic perspective focuses on analyzing the site and moment of interaction of the quantity surveyors in the government office in order to trace the stages in the historical development of the genre in context (Bhatia, 2004: 161). The quantity surveyors’ professional knowledge and workplace are the sites for the interactions in the production and interpretation of the QS letters. These sites confine the situations to the QS professional contexts and hierarchical culture of the organization, where the quantity surveyors engage in the discursive practice of letter writing, while the genre of QS letters is gradually developed over time. The participants are not directly involved in the administration of contracts which are outsourced to the quantity surveying consultancy firms, yet they are responsible for monitoring the performance of the quantity surveying consultancy firms. A genre specific to their role therefore emerges. Basically, the linguistic features specific to the quantity surveying profession are inherently maintained and the rhetorical moves are specifically created on numerous occasions to cater for the particular purposes of the letters. These discursive practices were also analyzed in the other perspectives (Chapters 5 to 7).

The format of the QS professional letters is identical to that of personal, business or other types of letters, but their communicative purposes are entirely different. The QS professional letters aim to facilitate the smooth running of development projects by providing contractual and monetary inputs. Professional discourse is goal-oriented, explicitly situated, and a conventionalized form of discourse (Gunnarsson, 2009: 5). These features offer distinct and unique communicative environments which encourage the standardization of text production, interpretation and consumption in the quantity surveyors' discursive practices (Fairclough, 1992: 72). Also, International Standards have become a very popular requirement in the real estate and construction industry since the late 1990s. The International Organization for Standardization (ISO) is a worldwide federation of national standard bodies which prepares International Standards (ISO, 2000: iv). This ISO quality management system to a large extent involves documentary control, and one of the approaches to achieve this objective is to encourage the standardization of texts in the organizations. The government office under study has implemented this ISO system and gained the certificate sanctioned by the Hong Kong Quality Assurance Audit (HKQAA). The government office also promulgates the policy that consultants and contractors should obtain similar certificates from recognized bodies as a prerequisite to be included in the government's lists for bidding for consultancy agreements or construction contracts. To implement the ISO system, office manuals are a necessary tool to unify staff member's performance to achieve quality management, and ‘standard letters, forms and memos’ are therefore included in the manuals in the government office for staff member to follow. Owing to this background, standardization has become a norm for text production in the government office, as well as a belief in the quantity surveyors’ professional culture. This standardization constructs a “genre of governance” (Fairclough, 2003: 32) for recontextualization through the appropriation of elements of one social practice within another. The historical development of the genre of QS letters is indispensible for this standardization.

4.7 Summary

This chapter has described the ethnographic data of the participants, and given an account of the practitioners’ advice and guidance, as well the social structures, interactions, history, beliefs and goals of the professional community and the participants’ work organization. These physical circumstances, sites of engagement, moments of interaction, and available mode of genre construction and communication influence genre construction, interpretation, use and exploitation, all in the context of the historical development of the genre of QS letters (Bhatia, 2004: 162).

The quantity surveyors recruited in this study perceive similar values, beliefs and attitudes in their discourses, since they have similar educational, training and organizational backgrounds. Their identities and social statuses are manifested in language, representations and practice in workplace communication through the individual, interaction and institutional order (Jenkins, 2004: 17). These social factors determine their interpersonal behaviours with regard to affection, inclusion and control for the prediction and explanation of interpersonal phenomena (Seiler et at., 1982: 66-70). While homophily (similarities) is greater than heterophily (dissimilarities) among them (ibid.: 70-71), the quantity surveyors are regulated by their institutions of profession and organization, i.e. objective social variables (Halliday, 2002), rather than by their subjective awareness and interpretation of that situation (van Dijk, 2008b). Owing to the similarities, their language use in the workplace can be generalized to be the conventional patterns in exercising government tasks in the profession.

The quantity surveyors work under the organizational constraints of conventions and rituals (Brown and Yule: 1983: 63) to perform their discursive practices. They have chosen the appropriate genres to achieve their specific professional and organizational goals and perform their activities, and conventionally employ the letter mode of communication to achieve these goals due to the need for legal records as tangible evidence to show accountability and responsibility, and as legal evidence if there are contractual and legal disputes. Through participating in the production of the letters in the QS Corpus, the quantity surveyors contribute their professional and linguistic knowledge to the construction and interpretation of the specific generic actions. During the process of interaction, they have to consider the addressees' reception which in turn influences their manipulation of the genre communication for the sake of achieving discursive competence and professional identity.

The quantity surveyors dominate in the construction, interpretation, use and exploitation of the genres in question, and they are the ones who maintain or change the generic integrity of the QS Corpus (Bhatia, 2004: 124). Among them, the three senior quantity surveyors are the key persons to determine generic integrity. They are well-established professionals in the community and are authorized by the government office to respond to novel situations in the workplace. This is similar to Gunnarrson's (2009: 156) findings in assessing workplace discourse in a government office in Swedish, who suggests that staff in middle positions influence the forms, model texts and internal writing rules in the office to an extent greater than staff in high and low positions. The letters produced by them are used by the participants as templates for the production of other letters. This replication cultivates the norms and conventions of the genres used in the government office and profession, and conveys the organizational culture which involves shared beliefs, values, expectations, and norms and behaviour that shape life in the government office (Hartman, 1996: 149). The genres are adopted widely in the quantity surveying profession, since the participants are involved in hundreds of building contracts and with about half of the quantity surveying consultancy firms in Hong Kong.

Summing up, this ethnographic analysis finds that the QS letters produced by the participants in the government office aim to achieve four communicative purposes (i.e. directive, procedural, checking and monitoring) and involve ten quantity surveying tasks (i.e. cost planning, tender documentation, tendering, tender appraisal, award of contract, contract documentation, cost control, payment, contractual advice, and final accounts). The QS letters are addressed to four groups of recipients (i.e. quantity surveying consultancy firms, tenderers, contractors (including sub-contractors), and other related administrative organizations). The nine core values of quantity surveying professionalism (HKIS, 2006) and the core values of the civil service (Civil Service Bureau, 2009) are very similar to each other, and they are compared in Table 4.6.

Table 4.6: Comparison of Core Values –
Quantity Surveying Professionalism and Civil Service Code

Nine Core Values of Professionalism in Quantity Surveying (HKIS, 2006)	Core Values of Civil Servants in Civil Service Code (Civil Service Bureau of HKSAR, 2009)
Act with integrity	Integrity
Always be honest	Honesty
Be open and transparent in your dealings	Impartiality
Be accountable for all your actions	Accountability for decisions and actions
Know and act within your limitations	Commitment to the rule of law
Be objectives at all times	Objectivity
Never discriminate against others	Political neutrality
Have the courage to make a stand	Dedication
Set a good example	Professionalism and diligence

The communicative purposes, quantity surveying tasks, genre recipients, and core values constitute the physical circumstances and moments of interactions in genre construction, interpretation, use and exploitation of the QS letters. Based on these ethnographic findings, the next chapter discusses the textual perspective of the QS Corpus.

CHAPTER 5

CRITICAL GENRE ANALYSIS:

TEXTUAL PERSPECTIVE

This chapter contains six sections dealing with the analysis, interpretation and explanation of the findings of the textual perspective in the QS Corpus. The categories and details of the letters in the specialized QS Corpus are described (5.1), followed by a discussion about the lexico-grammar (5.2), textualization (5.3), discourse structures or moves (5.4), and intertextuality and interdiscursivity (5.5) of the QS Corpus. Finally, there is a summary (5.6).

5.1 The QS Corpus

The study of the quantity surveyors' written discourse in this research project is confined to the delivery of professional quantity surveying services in the workplace. In the questionnaire completed by the eight quantity surveyors, a call was made for letters which were produced by the quantity surveyors in the government office for administering project development throughout the six stages, namely inception and feasibility study, design, tendering and tender appraisal, award of contract, construction, and completion. The activities of invitation and bidding of quantity surveying consultancy services, marketing promotion and human resources management, which are not the core of quantity surveying services, were not investigated in this study. Also, the quantity surveyors provided neither the deliverables surrounding their letters, such as cost reports, tender documents, and final accounts, nor the other genres of faxes, transmittals, memos and emails, nor those produced by their counterparts in the discourses. Instead, the contents and contexts of these surrounding written texts were solicited through the focus group. In this way, a full chain of discursive events that was related to the letters produced by the eight quantity surveyors was established for discourse analysis. The letters collected from the quantity surveyors' workplace form the QS Corpus which is the textual data in this study.

The eight participants contributed a total of 412 letters which make up 60,143 words in the QS Corpus. The shortest letter has 17 words (in one sentence), whereas the longest letter has 545 words. The average length is 146 words per letter. These letters were produced from 2003 to 2008, and over 90% from 2004 to 2006. They were categorized according to the ten tasks in the delivery of quantity surveying services in the workplace, namely, cost planning, tender documentation, tendering, tender appraisal, award of contract, contract documentation, cost control, payment, contractual advice, and final account. As discussed in 4.5.2, these letters were written to give instructions, convey routine procedures and information, check outsourced quantity surveying consultant firms' deliverables, and monitor their performance in the context of the quantity surveying profession. Each of the ten quantity surveying tasks can have one or more of these functions (i.e. directive, procedural, checking and monitoring), and each letter belongs to one of the functional types.

Every letter in the QS Corpus was examined and categorized under the four functional types and the ten quantity surveying tasks in a matrix setting. The distribution of the numbers of letters and words, length of letters (i.e. words per letter), and the relative percentage distribution of the letters across these four categories for each task are shown in Table 5.1 below. Each category is considered to be a sub-corpus in this study, namely, the QS Directive Sub-corpus, the QS Procedural Sub-corpus, the QS Checking Sub-corpus and the QS Monitoring Sub-corpus.

Table 5.1: The QS Corpus

Development Stages	Quantity Surveying Tasks	Letters Collected from the Participants in the Workplace				
		Directive Sub-corpus	Procedural Sub-corpus	Checking Sub-corpus	Monitoring Sub-corpus	Total (i.e. The QS Corpus)
Inception & Feasibility study	Cost Planning (S01)	L = 15 W = 1,381 A = 92 R = 79%	L = 4 W = 206 A = 52 R = 21%	-	-	L = 19 W = 1,587 A = 84 words R = 100%
Design	Tender Documentation (S02)	-	-	L = 7 W = 2,039 A = 291 R = 70%	L = 3 W = 564 A = 188 R = 30%	L = 10 W = 2,603 A = 260 R = 100%
Tendering & Tender Appraisal	Tendering (S03)	L = 26 W = 4,987 A = 192 R = 32%	L = 56 W = 4,496 A = 80 R = 68%	-	-	L = 82 W = 9,483 A = 116 R = 100%
	Tender Appraisal (S04)	L = 40 W = 9,768 A = 244 R = 83%	-	L = 8 W = 1,351 A = 169 R = 17%	-	L = 48 W = 11,119 A = 232 R = 100%
Award of Contract	Award of Contract (S05)	L = 53 W = 6,097 A = 115 R = 100%	-	-	-	L = 53 W = 6,097 A = 115 R = 100%
	Contract Documentation (S06)	L = 32 W = 6,032 A = 189 R = 100%	-	-	-	L = 32 W = 6,032 A = 189 R = 100%
Construction	Cost control (S07)	-	-	L = 6 W = 1,373 A = 229 R = 43%	L = 8 W = 1,553 A = 194 R = 57%	L = 14 W = 2,926 A = 209 R = 100%
	Payment (S08)	-	-	L = 11 W = 1,943 A = 177 R = 58%	L = 7 W = 681 A = 97 R = 42%	L = 18 W = 2,624 A = 146 R = 100%
	Contractual advice (S09)	L = 24 W = 920 A = 38 R = 36%	L = 33 W = 1,972 A = 60 R = 49%	-	L = 10 W = 1,213 A = 121 R = 15%	L = 67 W = 4,105 A = 61 R = 100%
Completion	Final account (S10)	-	-	L = 18 W = 3,497 A = 194 R = 26%	L = 51 W = 10,070 A = 197 R = 74%	L = 69 W = 13,567 A = 197 R = 100%
Total		L = 190 W = 29,185 A = 154 R = 46%	L = 93 W = 6,674 A = 72 R = 23%	L = 50 W = 10,203 A = 204 R = 12%	L = 79 W = 14,081 A = 178 R = 19%	L = 412 W = 60,143 A = 146 R = 100%

Note: L = no. of letters, W = no. of words, A = letter length (words per letter), R = relative distribution of the letters

The QS Corpus covers all the development stages from inception to completion of works, and all the quantity surveying tasks from cost planning through tendering and award of contract to construction cost and contractual advice to final accounts. Table 5.1 shows that the Directive Sub-corpus (46%) is the largest in the

QS Corpus, while the Procedural (23%), Checking (12%) and Monitoring (19%) Sub-corpora have far fewer letters. With regard to the average length per letter, these four Sub-corpora respectively have 154 words, 72 words, 204 words and 178 words, and the average length is 146 words. It is noted that the letters in the Procedural Sub-corpus are considerably shorter than those in the other Sub-corpora.

The QS Corpus constitutes a corpus of discursive events in the quantity surveying profession, and provides the written textual data for analysis in this study. The four Sub-corpora offer the basis for comparative analysis. Each letter in the QS Corpus was coded to facilitate analysis. The coding system consists of three parts in the format of S01.01.D, S02.01.D and so on. The first part stands for the quantity surveying task (e.g. S01 for cost planning, and S02 for tender documentation). The second part stands for the serial number within each respective task (e.g. S01.01, S01.02 and so on; S02.01, S02.02 and so on). The third part stands for the communicative purpose (i.e. 'D' for Directive, 'P' for Procedural, 'C' for Checking, and 'M' for Monitoring). In this way, every letter in the QS Corpus has a unique code number, and a grouping of those letters with a similar sub-corpus code constitutes the QS Sub-corpus.

The letters contained in the QS Corpus were analyzed with reference to the ten QS tasks at six different development stages:

(1) Cost Planning (S01)

The participants provided 19 letters for the task of cost planning. The majority of them (L=15, R=79%) are directive texts regarding the completion of the feasibility study stage and moving or not moving to further stages, which were written by the participants (i.e. the liaison quantity surveyors), signed by their chief, and forwarded to the outsourced quantity surveying consultancy firms (i.e. the project quantity surveyors). The remaining letters (L=4, R=21%) are procedural drawing the consultancy firms' attention to the schedule of progress and new requirements that affect cost estimations.

(2) Tender Documentation (S02)

The participants provided 10 letters for the task of tender documentation. Most (L=7, R=70%) are checking texts concerning the approval of the tender programme and the quality of tender documents, while the remaining (L=3, R=30%) are monitoring texts evaluating the project quantity surveyors' performance in the preparation of the tender documents. These checking and monitoring letters are not routinely issued, only in cases where the participants found some anomalies and considered it necessary to alert the project quantity surveyors. As a result, the number of letters performing this task is comparably low.

(3) Tendering (S03)

In contrast with tender documentation, the participants contributed 82 letters relating to tendering in the QS Corpus. About one-third of them (L=26, R=32%) are directive texts relating to inviting tender, issuing tender addenda, and extending the tendering period, which are addressed to the tenderers. The remaining (L=56, R=68%) are procedural texts regarding the delivery of tender documents for tendering purposes (16 letters to the quantity surveying consultancy firms) and providing licensed services (40 letters to the administrative organizations). The eight participants produced identical letters for their projects, and thus the letters were found to be highly repetitive across the eight projects. A detailed comparison of these letters further found that the tendering letters of the main contracts and lift installation nominated sub-contracts are similar to each other, such as issuing tenders or tender addenda to the tenderers, or asking the project quantity surveyors to deliver the tender documents to the relevant officers for dispatching to the tenderers.

(4) Tender Appraisal (S04)

The participants provided 48 letters for the task of tender appraisal. These letters are written mainly to give instructions (L=40, R=83%) to the project quantity surveyors for the tender appraisal, while some are for checking or clarifying contractual issues in the examination of tenders (L=8, R=17%), of which seven letters are addressed to the tenderers and one is addressed to a quantity surveying consultancy firm. Similar to the task of tendering, the tender appraisal letters of the main contracts and lift installation nominated sub-contracts are similar to each other, and they are used repeatedly in different projects.

(5) Award of Contract (S05)

The participants provided 53 directive letters in this task. 48 of them were prepared by the participants and signed by their chief quantity surveyor to inform the successful and unsuccessful tenderers of the results of the tendering in main contracts and nominated sub-contracts. The remaining 5 letters informed the quantity surveying consultancy firms of the completion of the Design and Tender Stages and moving to the construction stage. It is observed that the eight participants produced identical letters for this stage.

(6) Contract Documentation (S06)

The participants issued 32 directive letters to the quantity surveying consultancy firms to administer the process of preparing the contract documents. These letters were repeatedly produced by the eight participants for different development projects.

(7) Cost Control (S07)

Of the 14 letters produced by the participants to the quantity surveying consultancy firms, some (L=6, 43%) have the checking function while others (L=8, 57%) are monitoring-oriented. The production of cost control letters is comparatively rarer than other texts in the QS Corpus, since there were no major design changes that required extensive exploitation of cost aspects.

(8) Payment (S08)

The 18 letters contributed by the participants are either alerting the project quantity surveyors to the evaluation of payments (L=11, R=58%), or criticizing their performance when the writers exercise their duties to monitor the consultant's performance (L=7, R=42%).

(9) Contractual Advice (S09)

The participants contributed 67 letters in the area of contractual advice, of which some (L=24, R=36%) are directive texts notifying the contractors of the commencement of works and appointment of government's representatives (i.e. the consultancy firms). About half of the total (L=33, R=49%) are procedural texts addressed to the contractors (22 letters) and quantity surveying consultancy firms (11 letters) related to management issues, and the rest (L=10, R=15%) are for monitoring the flow of information in various contexts.

(10) Final Accounts (S10)

All the 69 letters produced by the participants for this task are addressed to the quantity surveying consultancy firms. About one-quarter of them are checking texts (L=18, R=26%) relating to describing errors found in the draft final accounts, and the others (L=51, R=74%) are monitoring texts either reminding or urging the quantity surveying consultancy firms of the completion of the final accounts.

In this specialized QS Corpus, the pre-contract services (inception and feasibility, design, tendering, tender appraisal and award of contract stages) involve more letters and some of the letters are repetitive in different development projects, whereas the post-contract services (construction and completion stages) involve comparatively fewer letters in the government quantity surveying office. The repetitive nature in the pre-contract stage is attributed to the routine operation of the transition of work stages and the procurement and formulation of contracts, in which the related letters are mainly directive and procedural. The letters produced at the post-contract stage have less repetition in the representations and vary among the discursive events primarily for checking and monitoring purposes. As a result, the letters in the Directive and Procedural Sub-corpora are very similar in linguistic construction and some are even identical, whereas those in the Checking and Monitoring are not.

In Table 5.2, the identical letters in the Directive Sub-corpus are grouped together to indicate the degree of similarity in the letters performing the directive tasks, noting that some tasks are not found in the Directive Sub-corpus.

Table 5.2: The Letters in the QS Directive Sub-corpus

Quantity Surveying Tasks	Letter code	No. of letter	Words per letter	To	Discursive events	Standard letters in office manuals
Cost planning (S01)	S01.01.D to 04.D	4	136	PQS	Proceed from feasibility stage to design and tender stages	No
	S01.05.D to 08.D	4	83		Stop proceeding of works at design stage	
	S01.09.D to 12.D	4	57		Delete works at design stage	
	S01.13.D	1	46		Confirm no consultancy services required	
	S01.14.D	1	177		Stop proceeding of works at design and tender stages	
	S01.15.D	1	54		Proceed from feasibility stage to design stage	
Tendering (S03)	S03.01.D to 08.D	8	424	Tenderers	Invite submission of tenders for lift nominated sub-contract	Yes
	S03.09.D to 16.D	8	92		Issue tender addendum for main contract	
	S03.17.D to 24.D	8	92		Issue tender addendum for lift nominated sub-contract	
	S03.25.D	1	61		Notify the extension of tender period of main contract	
	S03.26.D	1	62		Notify the further extension of tender period of main contract	
Tender appraisal (S04)	S04.01.D to 08.D	8	455	PQS	Request for preparation of tender report of main contracts	Yes
	S04.09.D to 16.D	8	390		Request for preparation of tender report of lift nominated sub-contracts	
	S04.17.D to 24.D	8	186		Request to attend tender assessment meeting	No
	S04.25.D to 32.D	8	95		Request to carry out tender examination for main contracts	Yes
	S04.33.D to 40.D	8	95		Request to carry out tender examination for lift nominated sub-contracts	
Award of contract (S05)	S05.01.D to 08.D	8	307	Tenderers	Notify the acceptance of tender	Yes
	S05.09.D to 16.D	8	62	LNSC	Notify the liquidated damages to be included in the main contract	
	S05.17.D to 24.D	8	91		Notify the nomination of the lift nominated sub-contract	
	S05.25.D to 32.D	8	106	Tenderers	Request to accept the lift nominated sub-contract and sign the sub-contract	
	S05.33.D to 37.D	5	109	PQS	Proceed from design stage to construction stage	No
	S05.38.D to 45.D	8	92	Tenderers	Advise of the failure of tender for main contract	Yes
	S05.46.D to 53.D	8	36		Advise of the failure of tender for lift nominated sub-contract	
Contract documentation (S06)	S06.01.D to 08.D	8	396	PQS	Request to prepare main contract documents for signing	Yes
	S06.09.D to 16.D	8	125		Request to distribute the signed main contract documents	
	S06.17.D to 24.D	8	85		Request to deliver lift nominated sub-contract documents and drawings	
	S06.25.D to 32.D	8	148		Request to prepare lift nominated sub-contracts for signing	
Contractual advice (S09)	S09.01.D to 08.D	8	25	MC	Notify the date for commencement of the Works	Yes
	S09.09.D to 16.D	8	28		Notify the date for commencement of a section of the Works	
	S09.17.D to 24.D	8	62	PQS	Notify the appointment of Surveyor's Representatives to the contracts	
TOTAL		190	29,185	-	-	-

Note: PQS = Project Quantity Surveyor, LNSC = Lift Nominated Sub-contractor, MC = Main Contractor

The letters are identical among different development projects for the same discursive events and are similar between the main contracts and the lift installation nominated sub-contracts. They are drawn from previous texts written in similar situations, or are ritually produced in the government office. The participants retrieved the right antecedent letters and then modified them to produce the new ones. This is a matter of functional intertextuality where the quantity surveyors share their professional knowledge and adopt the 'cut and paste' approach in letter production (Devitt, 1999: 350-353). On other occasions, the repetitive uses of letters in similar situations are examples of generic intertextuality (Devitt, 1999: 358-359) or vertical intertextuality, which demonstrates how texts build on texts of the same categories that are paradigmatically related (Johnstone, 2002: 139).

Except for cost planning (Table 5.2), the letters for performing the quantity surveying tasks are drawn from the 'standard memos, forms and letters' of the office manuals, which exemplify the conventional practice of functional intertextuality (Devitt, 1999: 350-353) and rigidity of the generic (ibid.: 358-359) or vertical intertextuality (Johnstone, 2002) in the government office. The authorship of the 'standard letters' does not belong to the writers (i.e. the participants) who act as administrators of the letters. The original writers of these standard letters may not necessarily be quantity surveyors. They can be architects, engineers or legal staff, or in collaboration with them and quantity surveyors the standard texts are redrafted, improved and assimilated, and finally arrive at the Quantity Surveying Branch of the government department for incorporation into the office manuals. A prototype of directive letters is therefore established over time in the organization, and disseminated to the employees through the office manuals.

Some letters which are not contained in the office manuals as 'standard letters' are also found to be identical in the Directive Sub-corpus. This is due to the repetitive nature of the works in the quantity surveying profession. The participants opted to retrieve the antecedent letters that were talking about similar things and that had been accepted by their seniors, and then modified them to produce the current ones in their workplaces. Since all the letters produced in the government quantity surveying office need to be vetted by the senior quantity surveyors before issuance, the senior quantity surveyors played an important role in safeguarding the consistency of writing in the government office. This fixity makes the employees conceive norms of expectations within the particular genre of the QS letters, and interpret the genre in the ways they encounter it in similar contexts (Brown and Yule, 1983: 63).

Similar to the Directive Sub-corpus, the letters in the Procedural Sub-corpus are highly repetitive. Identical letters are grouped together in Table 5.3 to indicate the degree of repetition. The occurrences of 'standard letters' in the Procedural Sub-corpus are less than those in the Directive Sub-corpus, since most of the discursive events relating to contractual advice in the Procedural Sub-corpus, which is the major task in this Sub-corpus, are impossible to predict, and thus standard letters cannot be pre-set. In contrast, all the letters addressed to the administrative staff deal with routine procedures, and they are 'standard letters' pre-set in the office quality manuals.

Table 5.3: The Letters in the QS Procedural Sub-corpus

Quantity Surveying Tasks	Letter code	No. of letter	Words per letter	To	Discursive events	Standard letters in office manual
Cost planning (S01)	S01.16.P to 18.P	4	52	PQS	Forward the Tender Progress Report for information	No
Tendering (S03)	S03.27.P to 34.P	8	57	PQS	Request for delivering tender documents of main contract for tendering purpose	Yes
	S03.35.P to 42.P	8	58		Request for delivering tender documents of lift nominated sub-contracts for tendering purpose	
	S03.43.P to 50.P	8	31	AS	Forward drawing lists for information	Yes
	S03.51.P to 58.P	8	104		Request collection of EDP for main contract	
	S03.59.P to 66.P	8	104		Request collection of EDP for tender addendum of main contract	
	S03.67.P to 74.P	8	104		Request collection of EDP for nominated sub-contract	
	S03.75.P to 82.P	8	104		Request collection of EDP for tender addendum of nominated sub-contract	
Contractual advice (S09)	S09.25.P to 32.P	8	84	MC	Forward estimated quantities of construction and demolition materials for information	Yes
	S09.33.P to 40.P	8	26	PQS	Forward roofing warranty for distribution	Yes
	S09.41.P	1	37		Forward structural engineer's letter regarding bar list	No
	S09.42.P	1	89		Clarify the responsibility for assessing claims submitted by the contractor	No
	S09.43.P	1	51	MC	Inform the contractor of the processing of the application for assignment of financial benefit	No
	S09.44.P	1	120		Inform the contractor of the successful application for assignment of financial benefit	
	S09.45.P	1	105		Request the contractor to submit the Deed of Assignment	
	S09.46.P	1	49		Inform the contractor of the processing of the application for assignment of financial benefit	
	S09.47.P	1	173		Request the contractor to submit the Deed of Assignment	
	S09.48.P	1	20		Inform the contractor of the receipt of letter and giving reply in due course.	
	S09.49.P	1	152	PQS	Clarify the payment of interest under the contract	No
	S09.50.P to 57.P	8	37	LNSC	Advise the release of retention money under the contract	Yes
TOTAL		93	6,674	-	-	-

Note: PQS = Project Quantity Surveyor, LNSC = Lift Nominated Sub-contractor, MC = Main Contractor, AS = Administrative Staff

Except for a few letters in the task of tender appraisal which are addressed to the tenderers, all the letters in the Checking and Monitoring Sub-corpora are addressed to the outsourced quantity surveying consultancy firms. All of them are not drawn from the ‘standard letters’ contained in the office manuals. Though infrequent, some letters are found to be identical due to the recurrence of similar incidents in different projects. The repetitions include S07.09.C and S07.10.C which check the deliverables submitted by different quantity surveying consultancy firms for similar incidents performing the task of cost control, in which the only differences are the figures shown in the tables in the letters. S09.52.M and S09.53.M both urge the submission of roof warranties, and S10.01.M to S10.06.M both remind the quantity surveying consultancy firms of the dates for completing the final accounts in the monitoring process. In other words, generic intertextuality which is a result of defining the context of the professional quantity surveying community (Devitt, 1991: 338-339) occurs more than functional intertextuality (ibid.: 350-352) in the Checking and Monitoring Sub-corpora.

5.2 Lexico-grammar of the QS Corpus

The QS Corpus was analyzed using Biber’s (1988: 223-245, 1995: 95-96) 67 linguistic features. The analysis explored the lexico-grammar (Biber, 1998: 5; Halliday, 1978: 134) in two dimensions: the four communicative purposes (i.e. Directive, Procedure, Checking, and Monitoring) and the ten tasks (i.e. cost planning, tender documentation, tendering, tender appraisal, award of contract, contract documentation, cost control, payment, contractual advice, and final accounts) of the quantity surveying profession in the government office. The quantitative counts of the frequencies and percentages of occurrence of the 67 linguistic features in the QS Corpus and Sub-corpora, in each case across the ten tasks, are shown in Tables B1 to B5 (Appendix B).

5.2.1 Compilation of the Linguistic Features

In the QS Corpus, 64 of the 67 linguistic features (Biber, 1988: 223-245 and 1995: 95-96) were found. The three missing linguistic features were the pro-verb ‘do’, present participial adverbial clauses, and stranded prepositions. Every linguistic feature has its particular communicative functions. The linguistic features are lexical (e.g. type-token ratio, mean word length, amplifiers and emphatics), grammatical (e.g. tenses, nominalizations, passivization), or syntactic (e.g. subordination features) variants. The frequencies and percentages of occurrence of the linguistic features which have more than 10 counts per 1,000 words in the QS Corpus or Sub-corpora, or for any tasks in the QS Corpus or Sub-corpora, are summarized in descending order in Table 5.4 below. The type-token ratios and mean word lengths are also included and placed at the bottom of Table 5.4. As a result, 35 linguistic features are identified and represented in Table 5.4.

The frequencies and percentages of occurrence of this cluster of 35 linguistic features are also summarized with the ten quantity surveying tasks in the QS Corpus in Table 5.5 below. The statistical data for all the linguistic features, including these 35 items, for the ten tasks in the QS Corpus and Sub-corpora can be found in Tables B1 to B5 (Appendix B).

Table 5.4: The Frequently Used Linguistic Features in the QS Corpus and Sub-corpora

Linguistic Features		Frequencies of occurrence (per 1,000 words) and Percentages of occurrence (%)				
		QS Corpus	Directive Sub-corpus	Procedural Sub-corpus	Checking Sub-corpus	Monitoring Sub-corpus
1	Nouns	194.5 (20.4%)	217.9 (23.5%)	193.0 (20.1%)	180.7 (18.6%)	156.8 (15.8%)
2	Prepositional phrases	135.4 (14.2%)	138.9 (15.0%)	145.6 (15.2%)	128.8 (13.3%)	128.1 (12.9%)
3	Nominalizations	131.4 (13.8%)	122.1 (13.2%)	135.5 (14.1%)	143.8 (14.8%)	139.8 (14.1%)
4	Attributive adjectives	77.2 (8.1%)	76.9 (8.3%)	63.2 (6.6%)	80.0 (8.2%)	82.5 (8.3%)
5	Public verbs	52.5 (5.5%)	50.2 (5.4%)	55.0 (5.7%)	50.7 (5.2%)	57.2 (5.8%)
6	Present tense	51.7 (5.4%)	49.4 (5.3%)	62.0 (6.5%)	50.0 (5.1%)	52.9 (5.3%)
7	2nd person pronouns	33.9 (3.6%)	24.8 (2.7%)	42.3 (4.4%)	38.6 (4.0%)	45.6 (4.6%)
8	Agentless passive	24.9 (2.6%)	27.7 (3.0%)	23.8 (2.5%)	23.4 (2.4%)	20.7 (2.1%)
9	Infinitives	19.6 (2.1%)	15.8 (1.7%)	27.1 (2.8%)	17.1 (1.8%)	25.6 (2.6%)
10	1st person pronouns	16.5 (1.7%)	13.7 (1.5%)	**9.4 (1.0%)**	19.7 (2.0%)	23.4 (2.4%)
11	Phrasal co-ordination	16.3 (1.7%)	19.5 (2.1%)	**5.5 (0.6%)**	15.6 (1.6%)	15.1 (1.5%)
12	Predictive modals	14.7 (1.5%)	15.1 (1.6%)	23.1 (2.4%)	10.5 (1.1%)	12.9 (1.3%)
13	Conjuncts	13.3 (1.4%)	16.3 (1.8%)	**9.9 (1.0%)**	**7.8 (0.8%)**	12.6 (1.3%)
14	Suasive verbs	11.9 (1.2%)	11.9 (1.3%)	**6.9 (0.7%)**	11.6 (1.2%)	14.5 (1.5%)
15	Past participial postnominal clauses	11.4 (1.2%)	11.7 (1.3%)	15.1 (1.6%)	11.9 (1.2%)	**8.8 (0.9%)**
16	Private verbs	11.3 (1.2%)	**4.8 (0.5%)**	18.3 (1.9%)	19.0 (2.0%)	15.8 (1.6%)
17	Gerunds	11.0 (1.2%)	**8.4 (0.9%)**	16.3 (1.7%)	13.9 (1.4%)	11.7 (1.2%)
18	Time adverbials	9.6 (1.0%)	7.0 (0.8%)	7.0 (0.7%)	9.5 (1.0%)	**16.3 (1.6%)**
19	‘Be’ as main verb	9.0 (0.9%)	6.6 (0.7%)	**15.4 (1.6%)**	8.9 (0.9%)	11.1 (1.1%)
20	Hedges	8.2 (0.9%)	6.8 (0.7%)	**18.9 (2.0%)**	8.4 (0.9%)	6.3 (0.6%)
21	Demonstratives	8.2 (0.9%)	5.7 (0.6%)	9.3 (1.0%)	9.0 (0.9%)	**12.2 (1.2%)**
22	Past tense	6.7 (0.7%)	0.8 (0.1%)	1.9 (0.2%)	**16.3 (1.7%)**	**14.2 (1.4%)**
23	‘That’ verb complements	6.6 (0.7%)	5.0 (0.5%)	9.9 (1.0%)	7.8 (0.8%)	7.5 (0.8%)
24	Necessity modals	5.8 (0.6%)	8.4 (0.9%)	0.3 (0.0%)	5.0 (0.5%)	3.4 (0.3%)
25	Predicative adjectives	6.1 (0.6%)	4.5 (0.5%)	6.4 (0.7%)	7.0 (0.7%)	8.7 (0.9%)
26	Independent clauses coordination	5.7 (0.6%)	5.4 (0.6%)	3.0 (0.3%)	6.4 (0.7%)	7.1 (0.7%)
27	Total adverbs	5.5 (0.6%)	4.4 (0.5%)	1.9 (0.2%)	6.0 (0.6%)	8.9 (0.9%)
28	Perfect aspect	5.2 (0.5%)	2.4 (0.3%)	1.2 (0.1%)	9.3 (1.0%)	9.7 (1.0%)
29	Amplifiers	4.9 (0.5%)	3.2 (0.3%)	0.4 (0.0%)	7.4 (0.8%)	8.5 (0.9%)
30	Split auxiliaries	4.4 (0.5%)	2.0 (0.2%)	4.8 (0.5%)	6.3 (0.6%)	7.7 (0.8%)
31	Other adverbials subordinators	2.9 (0.3%)	3.0 (0.3%)	0.6 (0.1%)	3.1 (0.3%)	3.5 (0.4%)
32	‘By’ passive	2.2 (0.2%)	1.9 (0.2%)	3.1 (0.3%)	3.0 (0.3%)	1.8 (0.2%)
33	Place adverbials	2.1 (0.2%)	3.1 (0.3%)	1.3 (0.1%)	0.6 (0.1%)	1.7 (0.2%)
	TOTAL	920.6 (96.5%)	895.3 (96.6%)	937.4 (97.6%)	937.1 (96.5%)	952.6 (96.2%)
34	Type-token ratios	3.3	2.1	5.4	11.5	8.7
35	Mean word lengths	5.0	5.0	4.8	5.2	5.0

Table 5.5: The Frequently Used Linguistic Features for the Ten Tasks in the QS Corpus

	Linguistic Features	Frequencies of occurrence (per 1,000 words) and Percentages of occurrence (%)										
		QS Corpus	Cost Planning	Tender Docume-ntation	Tender-ing	Tender Appraisal	Award of Contract	Contract Docume-ntation	Cost Control	Payment	Contract-ual advice	Final Account
		S01-S10	S01	S02	S03	S04	S05	S06	S07	S08	S09	S10
1	Nouns	194.5 (20.4%)	155.6 (16.5%)	197.1 (19.8%)	215.3 (22.7%)	191.6 (20.6%)	227.8 (25.1%)	261.3 (28.2%)	166.8 (17.5%)	178.7 (17.9%)	195.4 (20.1%)	150.7 (15.2%)
2	Prepositional phrases	135.4 (14.2%)	147.4 (15.7%)	119.5 (12.0%)	135.6 (14.3%)	128.3 (13.8%)	142.5 (15.7%)	153.8 (16.6%)	128.2 (13.5%)	138.0 (13.8%)	155.2 (15.9%)	126.5 (12.8%)
3	Nominalizations	131.4 (13.8%)	113.4 (12.0%)	125.2 (12.6%)	121.3 (12.8%)	173.9 (18.7%)	75.4 (8.3%)	106.1 (11.4%)	121.0 (12.7%)	157.8 (15.8%)	126.9 (13.0%)	141.9 (14.4%)
4	Attributive adjectives	77.2 (8.1%)	79.4 (8.4%)	63.8 (6.4%)	62.7 (6.6%)	88.5 (9.5%)	67.2 (7.4%)	83.6 (9.0%)	68.4 (7.2%)	65.2 (6.5%)	60.2 (6.2%)	91.4 (9.2%)
5	Public verbs	52.5 (5.5%)	61.1 (6.5%)	61.5 (6.2%)	61.9 (6.5%)	46.4 (5.0%)	45.6 (5.0%)	41.1 (4.4%)	44.8 (4.7%)	49.5 (4.9%)	52.4 (5.4%)	58.5 (5.9%)
6	Present tense	51.7 (5.4%)	52.9 (5.6%)	38.4 (3.9%)	67.1 (7.1%)	41.3 (4.4%)	51.8 (5.7%)	42.4 (4.6%)	53.0 (5.6%)	51.1 (5.1%)	56.0 (5.8%)	54.6 (5.5%)
7	2nd person pronouns	33.9 (3.6%)	34.0 (3.6%)	38.4 (3.9%)	31.8 (3.3%)	21.9 (2.4%)	41.8 (4.6%)	19.9 (2.1%)	52.3 (5.5%)	43.4 (4.3%)	28.5 (2.9%)	43.0 (4.4%)
8	Agentless passive	24.9 (2.6%)	25.8 (2.7%)	34.2 (3.4%)	27.6 (2.9%)	24.6 (2.6%)	32.8 (3.6%)	22.5 (2.4%)	15.4 (1.6%)	22.5 (2.2%)	25.1 (2.6%)	21.4 (2.2%)
9	Infinitives	19.6 (2.1%)	22.1 (2.3%)	21.9 (2.2%)	24.5 (2.6%)	13.8 (1.5%)	20.5 (2.3%)	**8.0 (0.9%)**	21.5 (2.3%)	23.2 (2.3%)	21.2 (2.2%)	23.2 (2.3%)
10	1st person pronouns	16.5 (1.7%)	18.3 (1.9%)	16.5 (1.7%)	10.1 (1.1%)	10.5 (1.1%)	12.1 (1.3%)	14.6 (1.6%)	20.5 (2.2%)	23.2 (2.3%)	26.6 (2.7%)	23.2 (2.3%)
11	Phrasal co-ordination	16.3 (1.7%)	**6.3 (0.7%)**	13.1 (1.3%)	**9.3 (1.0%)**	18.7 (2.0%)	15.6 (1.7%)	27.9 (3.0%)	11.6 (1.2%)	16.8 (1.7%)	20.2 (2.1%)	15.8 (1.6%)
12	Predictive modals	14.7 (1.5%)	**8.8 (0.9%)**	**9.2 (0.9%)**	22.1 (2.3%)	16.4 (1.8%)	15.3 (1.7%)	14.6 (1.6%)	12.0 (1.3%)	12.6 (1.3%)	11.2 (1.2%)	11.8 (1.2%)
13	Conjuncts	13.3 (1.4%)	13.9 (1.5%)	15.4 (1.5%)	20.5 (2.2%)	11.2 (1.2%)	19.2 (2.1%)	**9.3 (1.0%)**	**7.5 (0.8%)**	**5.3 (0.5%)**	11.9 (1.2%)	11.9 (1.2%)
14	Suasive verbs	11.9 (1.2%)	25.8 (2.7%)	14.6 (1.5%)	**9.3 (1.0%)**	**8.0 (0.9%)**	19.2 (2.1%)	**6.6 (0.7%)**	17.1 (1.8%)	14.1 (1.4%)	12.2 (1.3%)	12.1 (1.2%)
15	Past participial postnominal clauses	11.4 (1.2%)	14.5 (1.5%)	14.2 (1.4%)	10.1 (1.1%)	16.2 (1.7%)	**5.2 (0.6%)**	11.9 (1.3%)	**7.5 (0.8%)**	10.3 (1.0%)	14.9 (1.5%)	10.2 (1.0%)
16	Private verbs	11.3 (1.2%)	10.1 (1.1%)	18.8 (1.9%)	11.1 (1.2%)	**3.9 (0.4%)**	**5.2 (0.6%)**	**6.6 (0.7%)**	19.5 (2.1%)	27.8 (2.8%)	13.2 (1.4%)	15.4 (1.6%)
17	Gerunds	11.0 (1.2%)	**3.2 (0.3%)**	11.9 (1.2%)	**8.4 (0.9%)**	**7.0 (0.8%)**	**5.2 (0.6%)**	22.5 (2.4%)	11.6 (1.2%)	10.3 (1.0%)	12.9 (1.3%)	13.6 (1.4%)
18	Time adverbials	9.6 (1.0%)	**16.4 (1.7%)**	8.1 (0.8%)	6.1 (0.6%)	8.0 (0.9%)	5.2 (0.6%)	8.0 (0.9%)	6.2 (0.7%)	8.8 (0.9%)	**10.2 (1.0%)**	**16.2 (1.6%)**
19	'Be' as main verb	9.0 (0.9%)	0.0 (0.0%)	10.0 (1.0%)	**14.3 (1.5%)**	6.4 (0.7%)	6.6 (0.7%)	2.7 (0.3%)	**16.1 (1.7%)**	6.9 (0.7%)	**11.7 (1.2%)**	**10.3 (1.0%)**
20	Hedges	8.2 (0.9%)	9.5 (1.0%)	3.5 (0.4%)	**11.2 (1.2%)**	7.6 (0.8%)	3.9 (0.4%)	**13.3 (1.4%)**	7.9 (0.8%)	7.2 (0.7%)	8.5 (0.9%)	7.4 (0.7%)
21	Demonstratives	8.2 (0.9%)	**13.9 (1.5%)**	4.2 (0.4%)	8.9 (0.9%)	3.8 (0.4%)	6.6 (0.7%)	2.7 (0.3%)	**13.7 (1.4%)**	9.1 (0.9%)	**10.7 (1.1%)**	**12.5 (1.3%)**
22	Past tense	6.7 (0.7%)	0.0 (0.0%)	**35.7 (3.6%)**	0.0 (0.0%)	1.4 (0.2%)	0.0 (0.0%)	1.3 (0.1%)	**14.0 (1.5%)**	**19.8 (2.0%)**	4.1 (0.4%)	**13.0 (1.3%)**
23	'That' verb complements	6.6 (0.7%)	**12.6 (1.3%)**	**10.8 (1.1%)**	6.1 (0.6%)	1.9 (0.2%)	10.0 (1.1%)	2.7 (0.3%)	9.6 (1.0%)	7.2 (0.7%)	**11.2 (1.2%)**	7.4 (0.7%)
24	Necessity modals	5.8 (0.6%)	3.2 (0.3%)	**12.3 (1.2%)**	4.4 (0.5%)	7.8 (0.8%)	2.6 (0.3%)	**17.2 (1.9%)**	3.1 (0.3%)	1.9 (0.2%)	1.0 (0.1%)	3.2 (0.3%)
25	Predicative adjectives	6.1 (0.6%)	0.0 (0.0%)	6.1 (0.6%)	7.0 (0.7%)	7.1 (0.8%)	3.9 (0.4%)	0.0 (0.0%)	6.8 (0.7%)	7.2 (0.7%)	4.4 (0.5%)	9.1 (0.9%)
26	Independent clauses coordination	5.7 (0.6%)	7.6 (0.8%)	8.5 (0.9%)	6.1 (0.6%)	3.0 (0.3%)	9.2 (1.0%)	0.0 (0.0%)	9.9 (1.0%)	5.0 (0.5%)	6.1 (0.6%)	7.0 (0.7%)
27	Total adverbs	5.5 (0.6%)	1.9 (0.2%)	6.5 (0.7%)	2.5 (0.3%)	7.9 (0.8%)	0.0 (0.0%)	2.7 (0.3%)	**11.3 (1.2%)**	7.6 (0.8%)	4.9 (0.5%)	7.9 (0.8%)
28	Perfect aspect	5.2 (0.5%)	5.0 (0.5%)	9.6 (1.0%)	1.1 (0.1%)	1.1 (0.1%)	8.7 (1.0%)	0.0 (0.0%)	8.2 (0.9%)	9.5 (0.9%)	6.3 (0.6%)	9.4 (1.0%)
29	Amplifiers	4.9 (0.5%)	**11.3 (1.2%)**	6.1 (0.6%)	0.2 (0.0%)	4.7 (0.5%)	3.4 (0.4%)	2.7 (0.3%)	8.5 (0.9%)	8.0 (0.8%)	0.7 (0.1%)	8.7 (0.9%)
30	Split auxiliaries	4.4 (0.5%)	4.4 (0.5%)	6.9 (0.7%)	5.7 (0.6%)	0.0 (0.0%)	2.1 (0.2%)	2.7 (0.3%)	7.5 (0.8%)	6.5 (0.6%)	3.9 (0.4%)	7.4 (0.7%)
31	Other adverbials subordinators	2.9 (0.3%)	**11.3 (1.2%)**	4.6 (0.5%)	0.8 (0.1%)	4.7 (0.5%)	2.5 (0.3%)	0.0 (0.0%)	2.1 (0.2%)	4.2 (0.4%)	1.5 (0.2%)	3.4 (0.3%)
32	'By' passive	2.2 (0.2%)	3.8 (0.4%)	6.9 (0.7%)	0.0 (0.0%)	0.8 (0.1%)	2.6 (0.3%)	4.0 (0.4%)	3.1 (0.3%)	1.9 (0.2%)	6.1 (0.6%)	1.5 (0.2%)
33	Place adverbials	2.1 (0.2%)	8.8 (0.9%)	0.4 (0.0%)	0.2 (0.0%)	1.4 (0.2%)	6.9 (0.8%)	0.0 (0.0%)	2.4 (0.3%)	1.1 (0.1%)	7.6 (0.8%)	1.0 (0.1%)
-	TOTAL	920.6 (96.5%)	902.3 (95.4%)	953.9 (96.0%)	923.3 (97.3%)	889.8 (95.7%)	876.6 (96.6%)	912.7 (98.4%)	909.1 (95.7%)	961.7 (95.9%)	942.9 (97.0%)	950.6 (95.9%)
34	Type-token ratio	3.3	11.8	21.9	2.9	3.3	3.9	3.2	20.9	18.4	11.6	9.0
35	Mean word length	5.0	4.9	5.1	4.8	5.2	4.9	5.1	5.0	5.3	5.0	5.0

Tables 5.4 and 5.5 show that the 33 linguistic features constitute 95.4% to 98.4% of the occurrences of the 62 items identified (excluding type-token ratio and mean word length) in the QS Corpus, Sub-corpora and tasks. Using the ‘10 counts per 1,000 words’ as a demarcation line for extracting these 33 linguistic features, the top 17 items were derived from the QS Corpus, the next 5 items were additionally derived from the Sub-corpora, and the remaining 11 items were further additionally derived from the tasks in the QS Corpus or Sub-corpora. On the basis of the frequencies of occurrence, these linguistic features can be divided into four tiers: the primary core (1 - 10), the secondary core (11 - 17), the tertiary core (18 - 22), and the auxiliary core (23 - 33). The remaining 29 linguistic features that are not included in Tables 5.4 and 5.5 are regarded as peripheral. Prior to further compilation of these core and peripheral linguistic features, all the 64 linguistic features that were found in the QS Corpus are discussed in the order of the sixteen grammatical and functional categories (5.2.2).

5.2.2 Application and Choice of the Linguistic Features

This sub-section elucidates the lexico-grammatical functions of the 64 linguistic features found in the QS Corpus, and provides a detailed comparison of them across the different QS Sub-corpora and tasks. The frequencies of occurrence of these linguistic features are further compared with those found in Biber’s (1988: 263) multidimensional analyses of administrative letters in the academic profession, which is described in the literature review (Chapter 2).

The following presents and discusses the sixteen grammatical and functional groups of the linguistic features, namely (1) tense and aspect markers, (2) place and time adverbials, (3) pronouns and pro-verbs, (4) questions, (5) nominal forms, (6) passive voice, (7) static forms, (8) subordination features, (9) prepositional phrases, adjectives and adverbs, (10) lexical specificity, (11) lexical classes, (12) modals, (13) specialized verb classes, (14) reduced forms and dispreferred structures, (15) coordination, and (16) negation (Biber, 1988: 73-75 and 1995: 94). The frequencies and percentages of occurrence of the linguistic features in the QS Corpus, Sub-corpus and tasks (Tables 5.4 and 5.5; Tables B1 to B5 in Appendix B) are provided in brackets for easy reference.

(1) Tense and aspect markers

Tense and aspect markers signal the temporality of the discursive events, and those included in Biber's (1988: 223-245 and 1995: 95-96) 67 linguistic features are present tense, past tense and perfect aspect. Tense is a grammatical category that is realized in English morphologically on the verb to locate events in time, while the present and past are the only two tenses in English (Downing and Locke, 2006: 353). Present tense forms deal with topics and actions of immediate relevance, focusing on the information being presented and dispensing with temporal sequencing; whereas past tense forms indicate actions in the past (Biber, 1988: 223-224). Aspect is concerned with the way in which the event is viewed in terms of its duration and completion (Downing and Locke, 2006: 369), and perfect aspect forms signify actions in the past with current relevance (Quirk et al., 1985: 190). Both past tense and perfect aspect are the primary surface markers of narrative (Biber, 1988: 223).

According to these definitions, the present and past tense forms include their respective perfect and future tenses, while the perfect aspect forms include both present and past tenses. The QS Corpus has a substantially higher frequency of occurrence of present tense (51.7, 5.4%) than past tense (6.7, 0.7%) and perfect aspect (5.2, 0.5%). The frequency of finite verbs (i.e. verbs that inflect according to tense) is 58.4 (i.e. 51.7 + 6.7) per 1,000 words. On the assumption of one finite verb in one clause, the average clause length is 17 words (i.e. 1,000 words / 58.4).

These quantitative figures of the tense and aspect markers were compared with those derived from Biber's (1988: 263) analysis of professional letters with regard to academic administration. In general, Biber's sampling shows similar relative proportions of occurrence of the linguistic features among present tense (94.7, 10.9%), past tense (10.1, 1.2%) and prefect aspect (10.3, 1.2%), but they are 83.1%, 50.7% and 98.1% higher than those in the QS Corpus respectively. The academic letters have a much shorter average clause length of 10 words (i.e. 1,000 / (94.7 + 10.1)) (Biber, 1988: 263). This comparison reveals that the clauses or sentences in the QS professional letters (average 17 words) are much longer than those in the academic professional letters (average 10 words), and so the frequencies of occurrence of the tense and perfect aspect markers are comparatively fewer in the QS Corpus.

The present tense is the major tense used for each communicative purpose and task, in particular the procedural letters (62.0, 6.5%). The past tense and perfect aspect are far more frequently used in the Checking (16.3, 1.7% and 9.3, 1.0%) and Monitoring (14.2, 1.4% and 9.7, 1.0%) than the Directive (0.8, 0.1% and 2.4, 0.3%) and Procedural (1.9, 0.2% and 1.2, 0.1%) Sub-corpora. The checking and monitoring letters were written by the quantity surveyors to comment on and evaluate the performance of the outsourced quantity surveying consultancy firms, and this motive demands more temporal succession in the letters to achieve the communicative purposes. The past and present tenses are not alternatives to each other in text production, since the comparatively high use of the past tense in the checking and monitoring letters co-occurs with a high use of the present tense, which is attributed to the involvement of narrative description of the past events in the checking and monitoring processes, e.g. 'According to your letter …, you required the Contractor to … The Contractor did not reply …, and you failed to further write to …, which led 4 moths delay …. I must reiterate your responsibility … in administration of contract’ (S08.09.C).

In the QS Corpus, the task of tendering in the directive and procedural letters has the highest use of present tense (67.1, 7.1%) among the ten tasks. The tendering letters consist of numerous finite verbs for giving instructions, conveying information, and soliciting action, such as ‘deliver’, ‘ask’, ‘contact’, ‘acknowledge’, ‘deposit’, ‘enclose’, ‘are required’, ‘is attached’, ‘are notified’, ‘are informed’, ‘are invited’, ‘will not be considered’, ‘may be obtained’, ‘must be addressed to ... and placed in’, and ‘shall be directed’ (S03.01.D). In contrast, the tasks of tender documentation (35.7, 3.6% and 9.6, 1.0%), cost control (14.0, 1.5% and 8.2, 0.9%), payment (19.8, 2.0% and 9.5, 0.9%), and final accounts (13.0, 1.3% and 9.4, 1.0%), which are only found in the Checking and Monitoring Sub-corpora, have higher occurrences of past tense and perfect aspect instead. Tender documentation has the most frequent use of past tense (33.8, 3.4% and 42.6, 4.5%) in the two sub-corpora due to the narrative function of describing past events with regard to the errors found in the tender documents and the slow progress in the preparation of the tender documents. The perfect aspect is also prominently used in the tender documentation (26.6, 2.8%) in the Monitoring Sub-corpus, since the letters refer to the current relevance of the failure in preparing the tender documents on time and urging onward action, e.g. ‘It has come to my notice that the gazette date for the captioned Contract has been postponed by 2 weeks from ... due to sufficient information had not been delivered according to ...’ (S02.08.M). Except for those mentioned above, the frequencies of occurrence of the tense and aspect markers of the ten tasks are similar to their respective overall frequencies in the QS Corpus and Sub-corpora.

Summing up, the letters in the QS Corpus primarily focus on the information being presented and stress the immediate relevance to the onward action in the running of the development projects, while those in the Checking and Monitoring Sub-corpora additionally formulate the temporal orderings to account for the historical and narrative background of the discourses in order to strengthen the rhetorical strategies of persuasion and evaluation for soliciting the addressees' action.

(2) Place and time adverbials

Place and time adverbials signal a direct reference to the physical and temporal contexts of the text (Biber, 1988: 224), thereby describing the situational settings of the discourse. The semantic roles of place adverbials are distinguished into "position and direction" and "distance", while those of time adverbials are "position and duration", "frequency" and "relationship" (Quirk et al., 1985: 479). Place (2.1, 0.2%) and time (9.6, 1.0%) adverbials, though having similar linguistic functions, do not have an equal weighting in the QS Corpus. However, the frequency of occurrence of place adverbials is similar to that (1.6, 0.2%) in Biber's (1988: 263) analysis of academic letters, while that of time adverbials is much higher than that (2.0, 0.2%) in Biber's (1988: 263). The quantity surveyors often pay attention to the temporal context and succession in describing the development progress and timely performance of the tasks.

Comparatively, place adverbials occur more frequently in the Directive Sub-corpus (3.1, 0.3%) due to the predominant use of the word 'hereby' in the tasks of cost planning (10.1, 0.9%) and contractual advice (17.4, 2.0%) to give notification to the outsourced quantity surveying consultancy firms and the contractors, e.g. 'I hereby inform you that ...' (S01.01.D), 'I hereby instruct you to ...' (S01.01.D), and 'I hereby give notice that ...' (S09.01.D). Other examples of place adverbials include ‘below’ and ‘as follows’, which are used as cataphora to signal the beginning of the elucidation of the information in the letters endophorically, e.g. ‘Details of these four contracts are tabulated below’ (S10.07.M), and ‘with their respective status summarized as follows’ (S10.34.M).

Time adverbials are far more frequently used in the Monitoring (16.3, 1.6%) than the Directive (7.0, 0.8%), Procedural (7.0, 0.7%) and Checking (9.5, 1.0%) Sub-corpora. Within the Monitoring Sub-corpus, the tasks of tender documentation (19.5, 2.0%), contractual advice (22.3, 2.2%) and final accounts (17.3, 1.8) which focus on the deadlines of the delivery of services by the outsourced consultancy firms require more use of time adverbials, e.g. ‘on time’, ‘not later than’, ‘already’, ‘after’, ‘immediately’, ‘the latest’, ‘by noon’, ‘still’, ‘in future’ and ‘on or before’ (S02.08.M), ‘already’, ‘nearly’, ‘yet’ and ‘still’ (S09.58.M), and ‘recently’, ‘then’, ‘thereafter’, ‘shortly’, ‘soonest possible’ (S10.13.M). The tasks of cost control (8.4, 0.8%) and payment (5.9, 0.6%), though performed under the same monitoring function, have relatively fewer time adverbials. This is because the shortcomings arising from these tasks have already been rectified at the time of writing the letters, and the writers focus more on the explanation of the overdue actions. Although time adverbials are not frequently used in the directive letters, the task of cost planning (16.4, 1.7%) in this Sub-corpus has a predominant use of ‘(not) earlier than’ and ‘prior to’ (S01.01.D) to give notification of the development flow and processes.

With the exception of those mentioned above, the frequencies of occurrence of place and time adverbials in the ten tasks are close to their respective overall frequencies in the QS Corpus and Sub-corpora. Place and time adverbials offer spatial and temporal contexts to the specific communicative events, and their occurrences to a large extent depend on the particular tasks, for instance, notifying the transition of work stages, depicting information, and urging timely performance.

(3) Pronouns and pro-verbs

Pronouns and pro-verbs are a group of pronominal forms which mark a relatively low informational load, less precision in referential identification, and a less formal style (Biber, 1988: 225). Pronouns are words with a nominal function, where the term 'nominal' means "noun-like" or "like a noun phrase" (Quirk et al., 1985: 335). This linguistic feature functions to substitute some words or phrases, signal referencing to something which is known within the linguistics or situational context, and stands for a general concept in specific noun phrases (ibid.: 335). While pronouns are linguistic forms of cataphora and anaphora used to refer to referents to enhance coherence and cohesion in text production, the pro-verb 'do' is used to substitute for an entire clause, thus reducing the informational density of a text and indicating a lower informational focus due to processing constraints or a higher concern with interpersonal matters (Biber, 1988: 226).

In the QS Corpus, first person (16.5, 1.7%) and second person (33.9, 3.6%) are the most frequently used linguistic forms of pronouns, while third person pronouns (0.5, 0.1%), the pronoun 'it' (1.7, 0.2%), demonstrative pronouns (0.6, 0.1%), and indefinite pronouns (2.9, 0.3%) are seldom adopted, and the pro-verb 'do' is not employed. The frequencies and percentages of occurrence of these linguistic features were compared with those in Biber's (1988: 263) sampling of academic letters: first person pronouns (40.9, 4.7%), second person pronouns (15.2, 1.7%), third person pronouns (8.7, 1.0%), the pronoun 'it' (7.1, 0.8%), demonstrative pronouns (2.4, 0.3%), indefinite pronouns (1.1, 0.1%), and the pro-verb 'do' (2.6, 0.3%). The comparison reveals that in the QS Corpus, first person pronouns are substantially fewer, second person pronouns are substantially more frequent, and the others (except indefinite pronouns) are used less.

First person pronouns are more frequently used in the Monitoring (23.4, 2.4%) and Checking (19.7, 2.0%) than the Directive (13.7, 1.5%) and Procedural (9.4, 1.0%) Sub-corpora. This linguistic feature indicates an interpersonal focus and involvement in a text (Biber, 1988: 225). Examples are 'I regret to inform you that ...' (S05.38.D), 'I refer to the Certificate for ...' (S09.50.P), 'I am writing to express my concern about ...' (S08.01.C), and 'I refer to my letter under ref. [reference] dated [date] expressing my concern ...' (S10.17.M). Among the ten tasks in the QS Corpus, first person pronouns are more frequently used in the tasks of cost control (20.5, 2.2%), payment (23.2, 2.3%), contractual advice (26.6, 2.7%) and final accounts (23.3, 2.3%) which are mainly performed in the monitoring and checking letters for contract administration in the post contract stage. In contrast, the other tasks in the pre-contract stage, including cost planning (18.3, 1.9%), tender documentation (16.5, 1.7%), tendering (10.1, 1.1%), tender appraisal (10.5, 1.1%), award of contract (12.1, 1.3%) and contract documentation (14.6, 1.6%) which are mainly performed in the directive and procedural letters have fewer occurrences of first person pronouns. But it is observed that the task of contractual advice (43.5, 5.0%) in the Directive Sub-corpus has exceptionally high occurrences of first person pronouns compared with the other tasks in the four Sub-corpora, and at the same time has no occurrences of second person pronouns. This is because such directive letters for performing the task of contractual advice are predominantly related to giving notification which are often written by the quantity surveyors in the grammatical pattern 'I hereby give notice that ...' (S09.01.D and S09.02.D). This pattern, however, is infrequently used for the other tasks in the Directive Sub-corpus where passive voice is adopted instead, e.g. 'You are requested to ...' and 'Your attention is drawn to ...' (S04.01.D).

Second person pronouns are fairly evenly used across the Monitoring (45.6, 4.6%), Procedural (42.3, 4.4%) and Checking (38.6, 4.0%) Sub-corpora, and are used less in the Directive (24.8, 2.7%) Sub-corpus. This linguistic feature requires a specific addressee and indicates a high degree of involvement with that addressee (Biber, 1988: 225). Examples are ‘You are required to execute ...’ (S05.01.D), ‘I wish to inform you that ...’ (S03.51.P), ‘You are required to submit the revised final account and provide your explanations ...’ (S10.39.C), and ‘Your firm must demonstrate effectiveness ...’ (S09.56.M). This heavy demand for the addressees to take certain actions causes a surge in the occurrences of the second person pronouns in the linguistic constructions. Among the ten tasks in the QS Corpus, cost control (56.7, 5.6%) in the Monitoring Sub-corpus has the highest occurrence of second person pronouns, which implies a high degree of direct interaction with the addressees in the cost control exercise.

The first and second person pronouns are used for the purpose of deictic identification in the discourses. The quantity surveyors use ‘I’ to represent the post they are taking in the letter writing. Their post designations are stated under the signatures in the letters, which depict the authorities and capacities of the writers in the dealings. This deictic representation signals the hierarchical order in public accountability. This linguistic strategy of using ‘I’ and ‘you’ aims to clearly define each party’s role and responsibility, and acknowledges the distance between the writers and the addressees. Conversely, third person pronouns (0.5, 0.1%) are seldom used because of the lack of exactness, since this linguistic feature marks relatively inexact reference to persons outside of the immediate interaction (Biber, 1988: 225). The quantity surveyors prefer to use capitalized noun phrases as the anaphora, such as ‘the Project Architect’, ‘the Project Quantity Surveyor’, ‘the Contractor’, or more directly the names of the companies, rather than ‘he or she’, ‘his or her’, and ‘they or their’ to avoid deictic ambiguities in the discourses. The capitalization means the noun phrases are not general terms but refer to the particular parties involved in the projects. Such noun phrases and company names are regarded as metonymic expressions and stand for the legal entity of the terms (Palli et al., 2010: 309). This linguistic strategy is commonly adopted in legal writing, for instance, the General Conditions of Contract for Building Works (GCC) discussed in the ethnographic perspective (4.4.1).

The dummy pronoun ‘it’ (1.7, 0.2%) is seldom used by the quantity surveyors. This linguistic item with its non-informational focus can stand for referents ranging from animate beings to abstract concepts, and mark relatively inexplicit lexical content due to strict time constraints (Biber, 1988: 226), e.g. ‘It is your responsibility to assure the correctness and accuracy of the ...’ (S07.12.C), and ‘It was always upon our enquiries that your office then retrospectively explored the date with the Project Architect.’ (S08.01.C).

Demonstrative pronouns (0.6, 0.1%) are also seldom found in the QS Corpus. The usage of this linguistic feature can be either exophoric, outside the text, or endophoric referring to a referent in the text itself. The endophoric referent can refer to a specific nominal entity or to an inexplicit but abstract concept (Biber, 1988: 226). All the demonstrative pronouns used in the QS Corpus are endophoric, e.g. ‘This has also caused delay to the final account progress’ (S10.12.M).

Similar to the pronoun ‘it’ and demonstrative pronouns, indefinite pronouns are markers of generalized pronominal reference (Biber, 1988: 226) and they (2.9, 0.3%) are also seldom used in the QS Corpus. Examples are ‘Should you wish to proceed to Tender Stage for any individual schools ...’ (S01.01.D), and ‘… and should not be disclosed to anybody including the project team members’ (S04.25.D).

Except for those tasks that require specific linguistic functions as described above, the frequencies of occurrence of the pronouns for the ten tasks are close to their respective overall frequencies in the QS Corpus and Sub-corpora, indicating that the tasks do not have a substantial impact on the linguistic choice of pronouns in the quantity surveyors' letter writing. The procedural letters are frequently expressed by second person pronouns, e.g. 'You are required to ...' (S09.49.P), or by a hidden second person pronouns, e.g. 'Please find attached ...' (S09.41.P), rather than by first person pronouns, to express orders, findings and stances in the Directive, Checking and Monitoring Sub-corpora, e.g. 'I hereby give notice that ...' (S09.01.D), 'I would like to give preliminary comments on ...' (S10.65.C) and 'I write to express my concern about ...'(S10.43.M). Nonetheless, the quantity surveyors have demonstrated a prudent linguistic use of pronouns to avoid deictic ambiguities. They frequently use the specialized pronominal forms, including first and second person pronouns, to engage interpersonal functions, involvement with the addressees, and deictic clarity; and seldom use generalized pronominal forms of third person pronouns, the pronoun 'it', demonstrative pronouns, indefinite pronouns, and the pro-verb 'do' which are all less specific in deictic identification. According to Candlin and Maley (1997: 206), first person pronominal choice (i.e. 'we') reduces social distance and pragmatically mitigates the imposition of a request, whereas the quantity surveyors always use 'I' instead.

(4) Questions

Direct 'wh' questions indicate a concern with interpersonal functions and involvement with the addressee (Biber, 1988: 227). This linguistic feature (0.1, 0.1%) is very rarely used by the quantity surveyors in their workplace writing. The few occurrences are located in the cost control task (0.7, 0.1%) in the Checking Sub-corpus, and the cost control (1.3, 0.1%) and final account (0.1, 0.1%) tasks in the Monitoring Sub-corpus. This linguistic feature does not occur in Biber's (1988: 263) sampling of academic letters.

(5) Nominal forms

In Biber's (1988 and 1995) multi-dimensional analyses for English, the nominal forms include nouns, nominalizations and gerunds (Biber, 1988: 227-228; 1995: 95). As described above for pronouns, the term 'nominal' means "noun-like" or "like a noun phrase" (Quirk et al., 1985: 335). Nouns are the primary device used to convey referential meaning (Biber, 1995: 141). Nominalization is the use of a nominal form instead of verb form (Downing and Locke, 2006: 461) and tends to co-occur with passive constructions and prepositions (Biber, 1988: 227). Gerunds are a verbal form serving a nominal function. Both nominalizations and gerunds are markers of conceptual abstractness (ibid.). Nouns (194.5, 20.4%) and nominalizations (131.4, 13.8%) occur extremely frequently in the QS Corpus, but gerunds (11.9, 1.2%) are used much less. Compared to Biber's (1988: 263) academic letters, nouns (172.6, 19.8%) and gerunds (11.7, 1.3%) are very similar between the two groups of professional letters in quantity surveying and the academy, while those of nominalizations (44.2, 5.1%) differ greatly between them because only the words ending in '-tion', '-ment', '-ness', and '-ity' were counted as nominalizations in Biber's (1988: 227) analysis, but in this study all the nominal forms used as nominalizations are counted.

The frequencies of occurrence of nouns in the four Sub-corpora, in descending order, are Directive (217.9, 23.5%), Procedural (193.0, 20.1%), Checking (180.7, 18.6%), and Monitoring (156.8, 15.8%) Sub-corpora. The directive, procedural and checking letters use numerous animate and technical terms to convey referential meanings, such as instructions, guidelines, and technical comments, while the monitoring letters, which are more abstract in addressing the consultants' performance, have fewer nouns. On the basis of this observation, those tasks which are mainly performed in the directive and procedural letters have a higher occurrence of nouns, including tendering (215.3, 22.7%), award of contract (227.8, 25.1), and contract documentation (261.3, 28.2%) in the QS Corpus. For example, in a sample letter regarding the invitation of tender, there are animate nouns: ‘contractors’, ‘suppliers’, ‘specialist’; abstract nouns: ‘conditions’, ‘documents’, ‘department’; technical nouns: ‘materials’, ‘Lift’, ‘escalator’; and quantity nouns: ‘[number]’, ‘[date]’, ‘[time]’ (S03.01.D).

Comparing the frequencies of occurrence of nouns in the ten tasks across the four Sub-corpora, the task of cost planning in the Directive (145.5, 16.5%) has a frequency less than a half of that in the Procedural (223.3, 21.8%) Sub-corpus, whereas the frequency in the task of contractual advice in the Directive (295.7, 33.7%) nearly doubles that in the Procedural (155.2, 15.5%) Sub-corpus. This indicates that the occurrences of nouns in these two tasks depend more on the tasks than the communicative purposes, owing to the fact that the cost planning tasks require frequent use of nouns to illustrate the procedures, but not so extensively for giving instructions for the transition of work stages. Conversely, contractual matters demand heavy use of nouns to notify the contractors of the commencement of works, but this demand is lower in the routine procedures for contract administration. In addition, the tender documentation (201.6, 20.1%) and tender appraisal (232.4, 24.9%) tasks in the Checking Sub-corpus and the payment task (210.0, 201.%) in the Monitoring Sub-corpus have comparatively higher frequencies of occurrence of nouns, since these tasks adopt numerous animate and technical nouns to comment on and evaluate the subject matter relating to the quantity surveying deliverables.

Nominalization is extremely common in many professional registers (Downing and Locke, 2006: 461), and the quantity surveying texts are no exception. The frequencies of occurrence of nominalizations are very similar among the four Sub-corpora (122.1, 13.2% to 143.8, 14.8%). The high nominal content indicates a high abstract informational focus, as opposed to primarily interpersonal or narrative foci (Biber, 1988: 227). Moreover, the even distribution of the nominalizations in the four Sub-corpora shows that the quantity surveyors focus on abstract information under the four different communicative purposes in the workplace. The rationale of the quantity surveying practice is represented in the form of nominalizations, including (a) professional jargon (e.g. ‘the Brief’, ‘the Design’, ‘the Works’, ‘the Tender’ and ‘Gazette Date’), (b) the deliverables (e.g. ‘employment’, ‘schedule’, ‘request’, ‘justification’, ‘information’, ‘target’, ‘notice’, ‘notification’, ‘requirement’, ‘measure’, ‘delay’, ‘report’, ‘statement’ and ‘account’), and (c) the declarations (e.g. ‘arrangement’, ‘explanation’, ‘consideration’, ‘acceptance’, ‘attention’, ‘occurrence’, ‘comment’, ‘preparation’, ‘performance,’ ‘decision’, ‘certification’, ‘commencement’, ‘completion’ and ‘settlement’), that were found in the QS Corpus.

The task of tender appraisal (173.9, 18.7%) has the highest frequency of nominalizations in the QS Corpus, and its frequency in the Directive (172.8, 18.6%) and Checking (182.1, 19.5%) Sub-corpora is also comparatively high. The tender appraisal exercise which deals with the examination and recommendation of tenders frequently involves the exchange of professional knowledge in the discourses, and thus it contains numerous instances of professional jargon, deliverables and declarations in the form of nominalizations to accomplish the communicative purposes in the didactic and checking letters. The tasks of award of contract (75.4, 8.3%) and contract documentation (106.1, 11.4%) have the lowest frequencies of nominalizations in the QS Corpus. These two tasks are performed in the didactic letters to give instructions: the award of contract is to announce the results of the tendering, and the contract documentation is to instruct the preparation of the contract documents. The professional knowledge which is expressed in the forms of nominalization (i.e. professional jargon, deliverables and declarations) is comparatively less in these two tasks, whereas the frequencies of occurrence of nouns in the award of contract (227.8, 25.1%) and contract documentation (261.3, 28.2%) in the QS Corpus are high to supplement the low nominalizations in order to maintain a high level of informational focus. Similarly, the contractual advice task (87.0, 9.9%) has a relatively low frequency in the Directive Sub-corpus, since the letters function to give notifications of commencement of works and involve fewer nominalizations for conferring professional knowledge, but this task still has a high frequency of nominalizations in the QS Corpus (141.9, 14.4%) after including the letters in the Procedural (136.9, 13.7%) and Monitoring (142.8, 14.5%) Sub-corpora.

The Procedural (16.3, 1.7%) and Checking (13.9, 1.4%) demand more gerunds or verbal forms serving nominal functions, compared to the Directive (8.4, 0.9%) and Monitoring (11.7, 1.2%) Sub-corpora. Gerunds are more prominently used in the task of contract documentation (22.5, 2.4%) in the QS Corpus and Directive Sub-corpus, such as ‘signing’, ‘drawing(s)’, ‘checking’, ‘sending’ and ‘writing’ (S06.09.D), of which ‘signing’ occurs seven times in the letter, ‘drawing(s)’ twice, and the other once. In contrast, the task of cost planning has a low occurrence of gerunds in the QS Corpus (3.2, 0.3%), Directive (2.9, 0.3%) and Procedural (4.9, 0.5%) Sub-corpora; and so has the task of tendering in the Directive Sub-corpus (1.6, 0.2%), but there is a high frequency in the Procedural Sub-corpus (16.0, 1.7%).

In general, the frequencies of occurrence of nouns, nominalizations and gerunds of the ten tasks are close to their respective overall frequencies in the QS Corpus and Sub-corpora. The exceptions described above (i.e. the higher or lower frequencies in some sub-corpora and tasks) suggest that the linguistic use of nouns is affected by both the communicative purposes and tasks, while that of nominalizations and gerunds are influenced more by the communicative purposes than the tasks.

(6) Passive voice

Repositioning the direct or indirect object noun phrase of a clause to be the subject of the clause usually entails passivization (Quirk et al., 1985: 57). Agent is demoted in the passive constructions, resulting in a static and more abstract presentation of information (Biber, 1988: 228). Agentless passive is used for thematic purposes when the agent does not have a salient role in the discourse, while ‘by’ passive is used when the agent is more closely related to the discourse theme than the patient (ibid.: 228). In the QS Corpus, agentless passive (24.9, 2.6%) occurs substantially more frequently than ‘by’ passive (2.2, 0.2%). These frequencies are much higher than those (agentless passive: 7.3%, 0.8%; ‘by’ passive: 0.6, 0.1%) in Biber’s (1988: 263) analysis of academic letters, though the relative occurrences of the two linguistic features are similar between the two analyses (i.e. agentless passive is twelve times more frequent than ‘by’ passive in both groups of letters).

These differences are attributed to the characteristics of written bureaucratic discourse and quantity surveying professional work. The QS letters were produced in a government office where passive verbs are prevalently used in bureaucratic texts of administration (Harrison and Young, 2004: 237-238; Sarangi and Slembrouck, 1996: 30). The quantity surveying topics are more related to facts and details which are expressed in more instances of nominal forms in passive construction, though the ‘by’ passive is less frequently used since the facts and details do not require the mentioning of the agents.

The various communicative purposes do not induce any significant deviation in the usage of agentless passive in the QS Corpus, since the four Sub-corpora have very similar frequencies of occurrence of this linguistic feature (20.7, 2.1% to 27.7, 3.0%). The work of quantity surveying professionals is represented in an abstract form so that the agents are usually not required to be mentioned in the letters, e.g.

‘You are requested to forward the relevant parts of the tender documents to ... The following documents shall be delivered together with your tender report to ...’ (S04.07.D), and ‘draft tender documents should be properly prepared, vetted, edited and checked prior to submission for our approval’ (S02.05.C). There is no occurrence of agentless passive in the task of contractual advice in the Directive Sub-corpus which has a low frequency of nominalizations. In marked contrast, this task has exceptionally high occurrences of agentless passive in the Procedural Sub-corpus (41.1, 4.1%), as the procedural guidelines are represented in a stative and abstract form through using this linguistic strategy.

The frequencies of occurrence of the ‘by’ passive are also similar among the Directive (1.9, 0.2), Procedural (3.1, 0.3%), Checking (3.0, 0.3%) and Monitoring (1.8, 0.2%) Sub-corpora, but such occurrences are minimal and insufficient for a precise comparison. Notwithstanding, the task of tender documentation (6.9, 0.7%) has the highest occurrence of ‘by’ passives in the QS Corpus, which is attributed to its high frequency in the Checking Sub-corpus (7.8, 0.8%). In this task, the agents are relatively more important to be mentioned in order to enhance deictic precision for future evaluation, e.g. ‘made by/ draft by/ eliminated by [QS consultant]’ and ‘identified by us’ (S02.04.C). Through the ‘by’ passive constructions, the checking letters, for instance, can clearly indicate which parties commit the errors in the tender documents and which parties reveal such errors. The task of contractual advice has no occurrence of ‘by’ passives in the Directive Sub-corpus, but comparatively has a higher frequency in the QS Corpus (6.1, 0.6%) and Procedural Sub-corpus (10.6, 1.1%). It is noted that the task of contractual advice in the Procedural Sub-corpus has higher occurrences of both agentless and ‘by’ passives, because of the demand for clarity of the agents in contract administration. On the other hand, the task of tendering does not have any occurrences of the ‘by’ passive since the related letters are a depiction of the tendering instructions and procedures which do not require the use of a ‘by’ passive to mention the agents.

With a few prominent exceptions as mentioned above, the frequencies of occurrence of agentless passive and ‘by’ passive are evenly distributed among the ten tasks in the QS Corpus and Sub-corpora. This study finds that the quantity surveyors often use agentless passive to make prominent the thematic subjects which are mainly the quantity surveying deliverables in nominal forms, and adopt ‘by’ passive when the agents are required to be identified in some particular circumstances. This linguistic approach is fairly consistently applied to all the letters in the QS Corpus.

(7) Stative forms

Stative forms are linguistic markers of the static and informational style in writing since they preclude the presence of an active verb (Biber, 1988: 228). The predicative constructions of ‘be’ as main verb and existential ‘there’ are characterized as fragmented because they are typically alternatives to more integrated attributed constructions (ibid.: 228-229). A comparison of the frequencies of occurrence of ‘be’ as main verb (9.0, 0.9%) and existential ‘there’ (0.5, 0.1%) in the QS Corpus with those in Biber’s (1988: 263) sampling of academic letters (i.e. ‘be’ as main verb: 27.0, 3.1%; existential ‘there’: 0.7, 0.1%) reveals that the use of ‘be’ as main verb is three times less frequent in the QS Corpus because the quantity surveyors’ main role is to run the development projects and they inevitably have to deploy more active verbs in the letters. Existential ‘there’, however, is infrequently used in both the quantity surveying and academic professions.

The procedural (15.4, 1.6%) letters which require an informational style have occurrences of ‘be’ as main verb more often than the monitoring (11.1, 1.1%), checking (8.9, 0.9%) and directive (6.6, 0.7%) letters. The communicative functions of delivering information in the procedural discourse and taking stances in the checking and monitoring exercises explain why the directive letters have the lowest occurrence of this linguistic item. The task of tendering (17.8, 1.9%) in the Procedural Sub-corpus, for example, states the factual information using the copular verbs, e.g. ‘The invitation date for the captioned sub-contract is [date]’ (S03.35.P) and ‘The Tender Closing Date is [date]’ (S03.19.P). This linguistic feature is also used in the task of cost control in the Checking (18.2, 2.0%) and Monitoring (14.2, 1.4%) Sub-corpora to define or re-define the subject matter, e.g. ‘the estimated final contract sum was $[figure] and the gross payment was $[figure]’, ‘the reduction is due to the removal of cost buffers allowed by ...’, ‘it is totally beyond one’s expectation that there will be such as great deviation of ...’, ‘the balance in hand is not enough to deduct such anticipated LD’, and ‘It is your responsibility to assure the correctness and accuracy of the estimated final contract sum’ (S07.14.C). In the QS Corpus, the tasks of cost planning, tender appraisal, award of contract, and contract documentation, which are mainly performed in the didactic letters, have fewer occurrences of ‘be’ as main verb, but the task of contractual advice (17.4, 2.0%) in the Directive Sub-corpus has a higher occurrence, since the didactic letters convey the information in a style, which is similar to the procedural letters, such as ‘the date for commencement of the Works is [date]’ (S09.01.D). Apart from the foregoing, the frequencies of occurrence of ‘be’ as main verb are similar to their respective overall frequencies in the QS Corpus and Sub-corpus.

Existential ‘there’ is not found in the Directive Sub-corpus at all, and is seldom used in the Procedural, Checking and Monitoring Sub-corpora (0.3, 0.1% to 1.4, 0.1%). This linguistic feature is used in the tasks of cost control, contractual advice and final accounts to achieve the procedural, checking and monitoring purposes, and is not used in the other tasks which are predominantly for giving instructions. The usage of existential 'there' can be exemplified by a checking letter regarding cost control, i.e. 'there are substantial differences between your estimates in February, March and April for ...', 'there is minimal work done on site within this period ...', and 'there are significant deviations of building services in the Estimates in end March ...' (S07.13.C).

The use of 'be' as main verb and existential 'there' in the quantity surveying profession relies more on the communicative purposes than the tasks. These two linguistic features are specifically used for describing information and expressing stance, and their uses are independent of any particular objectives of tasks, such as preparation of contract documents, or discharge of cost control. Stance occurs in three overlapping levels of physical action, personal attitude/belief/evaluation, and social morality (Englebretson, 2007: 6), and is frequently associated with subjectivity, evaluation and interaction in discourses (ibid.: 15). The checking and monitoring letters, which often involve the evaluation of the consultancy firms' performance, are more likely to contain stance than the directive and procedural letters; however, the quantity surveyors do not frequently use these two linguistic features to express their stance.

(8) Subordination features

Subordination occurs when one clause is made a constituent of another clause, and the clauses which are embedded in other clauses are subordinate clauses (Quirk et al., 1985: 44). Biber (1988: 229) has identified 18 types of subordination features which are taken as an index of structural complexity, and suggested that there is no definite conclusion of the pattern of use of subordination. Thus, subordination features are expected to be used variously in different discourses. The frequencies of occurrence of these 18 subordination features in this study of the QS letters and Biber's (1988:

263) analysis of academic letters are tabulated (Table 5.6) for comparison:

Table 5.6: Frequencies and Percentages of Occurrence of the Subordination Features

Subordination features	Frequencies (per 1,000 words) and Percentages of occurrence (%)	
	The QS Corpus	Biber's (1988) academic letters
Infinitives	19.6 (2.1%)	24.1 (2.8%)
Past participial postnominal clauses	11.4 (1.2%)	1.3 (0.1%)
'That' verb complement	6.6 (0.7%)	4.3 (0.5%)
Present participial postnominal clauses	4.3 (0.5%)	2.5 (0.3%)
Conditional adverbial subordinators	2.8 (0.3%)	2.0 (0.2%)
Adverbials (excluding causative, concessive & conditional) subordinators	2.9 (0.3%)	1.4 (0.2%)
'That' adjective complements	0.1 (0.1%)	0.5 (0.1%)
'Wh' clauses	0.6 (0.1%)	1.0 (0.1%)
Past participial adverbial clauses	2.5 (0.3%)	0.2 (0.1%)
'That' relative clauses on subject position	0.3 (0.1%)	0.7 (0.1%)
'That' relative clauses on object position	0.3 (0.1%)	1.1 (0.1%)
'Wh' relative clauses on subject position	1.5 (0.2%)	3.4 (0.4%)
'Wh' relative clauses on object position	0.6 (0.1%)	2.9 (0.3%)
'Pied-piping' relative clauses	0.5 (0.1%)	0.9 (0.1%)
Sentence relatives	0.4 (0.1%)	0.0 (0.0%)
Causative adverbial subordinators	0.4 (0.1%)	2.9 (0.3%)
Concessive adverbial subordinators	0.4 (0.1%)	0.5 (0.1%)
Past participial adverbial clauses	0.0 (0.0%)	0.2 (0.1%)
TOTAL	55.2 (6.5%)	49.9 (5.9%)

The comparison reveals that the quantity surveyors employ far more past participial postnominal clauses than the academics (11.4, 1.2% versus 1.3, 0.1%), while the other subordination features are either similar in frequencies or insignificant due to few occurrences.

Infinitives are devices used to achieve integration and idea-unit expansion (Biber, 1988: 232), which occur relatively frequently in the Procedural (27.1, 2.8%) and Monitoring (25.6, 2.6%) Sub-corpora where follow-up action is sought to ensure the smooth-running of the development projects. In contrast, the Directive (15.8, 1.7%) and Checking (17.1, 1.8%) Sub-corpora focus on the execution of instructions and ascertainment of remedial measures. Examples are 'I wish to inform you that ... Please ask your representative to collect the above ... If you wish to obtain further information ...' (S03.75.P), and 'It is noted that you have quoted [clause] of Special Conditions of Contract in your letter requesting the Contractor to provide explanation for failure to pay the certified amounts to Lift Installation Nominated Sub-contractor' (S08.21.M). In general, infinitives are evenly adopted among the ten tasks. The task of contract documentation (8.0, 0.9%) in the Directive Sub-corpus has the lowest frequency, since alternatively, the letters are to a greater extent constructed of prepositional phrases and passive voice using the nominals as the subjects, e.g. 'Enclosed please find ... for your preparation of ... for signing and distribution' and 'The Contract documents shall be prepared according to ...' (S06.01.D).

Past participial postnominal clauses serve as a post-modifier to convey supplementary information, i.e. post-head (Downing and Locke, 2006: 403), and are employed more in the Procedural (15.1, 1.6%) than the Checking (11.9, 1.2%), Directive (11.7, 1.3%) and Monitoring (8.8, 0.9%) Sub-corpora. In the Procedural Sub-corpus, the task of cost planning (43.7, 4.3%) has a relatively high frequency of occurrence of this subordination feature, e.g. 'for those contract groups under the packages included in the captioned Consultancy Agreement' (S01.16.P). In this example the 'contract groups' and 'Consultancy Agreement' are co-related by the post-modifier 'included'. Another example is the checking of tender documents, 'the draft tender documents for Contract No. [no.] under the captioned Agreement submitted for our approval ..., as marked on 18 pages attached ..., the shortcomings/ inadequacies noted in paragraph 2 above' (S02.02.C). The quantity surveyors frequently apply this subordination feature to pack information together to enable a comprehensive perception of the communicative settings by the readers instantly after reading a few words. In contrast, this linguistic form is seldom used in the award of contract (5.2, 0.6%) which is a straightforward task notifying the tenderers of the success or failure of the tenders in the Directive Sub-corpus, thereby demanding less referential elaboration or modification of the subject matter through the use of past participial postnominal clauses. Rather, the quantity surveyors express the notification with contractual justifications using the conjunct ‘in accordance with’ in lieu of post-modifier, e.g. ‘In accordance with Clause [no.] of the General Conditions of Contract, you are required to ...’ (S05.01.D).

Unlike past participial postnominal clauses, present participial postnominal clauses are rarely used in the QS Corpus (4.3, 0.5%), as well as in the Directive (6.0, 0.6%), Procedural (3.1, 0.3%), Checking (2.3, 0.2%), and Monitoring (2.8, 0.3%) Sub-corpora. An example is ‘to submit ... your programme showing the order or procedure and methods in which ...’ (S05.01.D).

‘That’ verb complements are linguistic devices used to convey on-line information and stances, and they co-occur frequently with interactive features such as first and second person pronouns and questions (Biber, 1988: 231). Their frequencies of occurrence are in the descending order of Procedural (9.9, 1.0%), Checking (7.8, 0.8%), Monitoring (7.5, 0.8%), and Directives (5.0, 0.5%) Sub-corpora. Examples are ‘you are notified that ...’ (S05.09.D), ‘I wish to inform you that ...’ (S03.51.P), ‘Please be reminded that ...’ (S08.04.C), and ‘It was disappointed to note that ...’ (S10.17.M). ‘That’ verb complements are more frequently used in the tasks of cost planning (12.6, 1.3%), tender documentation (10.8, 1.1%), award of contract (10.0, 1.1%), and contractual advice (11.2, 1.2%) in the QS Corpus. These statistical data are in contrast with the other tasks in the Directive Sub-corpus, including tendering (3.6, 0.4%), tender appraisal (1.6, 0.2%) and contract documentation (2.7, 0.3%), which have fewer frequencies of occurrence. Though serving the same communicative purpose of giving directives, the group of tasks which has higher frequencies demand the use of ‘that’ verb complements to give notification, e.g. ‘I hereby inform you that ...’ (S01.01.D), while the other group of tasks which has lower frequencies tend to use alternatives such as prepositional phrases to give the instructions, e.g. ‘Enclosed please find ... for your preparation of ... for signing and distribution’ (S06.01.D).

While adverbials can be semantically classified into cause (e.g. ‘out of’), reason (e.g. ‘because of’), purpose (e.g. ‘so as’), result (e.g. ‘so’), condition (e.g. ‘if’) and concession (e.g. ‘though’) (Quirk et al., 1985: 484), Biber (1988: 236 and 1995: 96) suggests four groups of adverbial subordinators in his list of the 67 linguistic features, namely conditional, causative, concessive, and others (i.e. excluding the listed three). Conditional adverbial subordinators are used more in the directive (3.4, 0.4%) and procedural (5.2, 0.5%) letters where conditions are implemented to qualify the directives and guidelines, than in the checking (1.4, 0.1%) and monitoring (1.6, 0.2%) letters which, in the course of reporting the results of checking/ monitoring, the consultant quantity surveyors’ deliverables/ performance do not require many conditional adverbial subordinators. The tasks of tendering (5.9, 0.6%) and tender appraisal (6.8, 0.7%) employ this linguistic device to elucidate the procedures and guidelines of the tendering process and examination of tender, while the nature of the other tasks do not have this requirement. Examples are ‘Should you wish to’ (S01.01.D), ‘unless’ (S04.01.D), ‘In the event that’, and ‘if any’ (S04.48.C).

The other adverbial subordinators include ‘since’, ‘as’, ‘when’, ‘such that’ and ‘so as’, e.g. ‘... as the Contract is approaching to completion when the Employer have paid the Sub-contractor almost the sub-contract sum already such that the balance in hand is not enough to offset any overpayment, ... so as definite final contract sum is available ...’ (S08.15.M). Their frequencies of occurrence in the four Sub-corpora are Directive (3.0, 0.3%), Procedural (0.6, 0.1%), Checking (3.1, 0.3%), and Monitoring (3.5, 0.4%), and that for the task of cost planning (13.0, 1.2%) in the Directive Sub-corpus is higher, since the writers frequently and consistently use the grammatical constructions ‘as listed out in the attached schedule’ (S01.01.D to S01.04.D), ‘as advised by ...’ (S01.05.D to S01.08.D), and ‘as attached list’ (S01.09.D to S01.12.D) in the letters.

The other subordination features, as listed in paragraph one in this sub-section, occasionally occur in the QS Corpus. The ‘wh’ and ‘that’ relative clauses, sentence relatives, and ‘pied-piping’ constructions which function to explicitly identify referents or to provide elaborating information concerning referents (Biber, 1995: 155) are seldom used by the quantity surveyors due to their preferential use of participial postnominal clauses instead. The minimal use of causative and concessive adverbial subordinators indicates that the quantity surveyors do not require these linguistic devices to either express the causes of the discursive events, or employ concession in the communication.

The aggravated frequency of the 18 subordination features in the Procedural (62.7, 6.5%) Sub-corpus is about 10% more than the Directive (52.9, 5.6%), Checking (53.7, 5.5%) and Monitoring (57.8, 6.0%) Sub-corpora, indicating that the subordination features are more often used in conveying information and procedures in the procedural discourse. Except for those mentioned above, the frequencies of occurrence of these subordination features are evenly distributed among the ten tasks in the QS Corpus and Sub-corpora.

(9) Prepositional phrases, adjectives and adverbs

Prepositions establish relations between nominal units, mainly nouns and nominal groups, in the surrounding discourse; and a prepositional phrase consists of a preposition together with its complements, typicality a nominal group (Downing and Locke, 2006: 531). Adjectives function attributively as pre-modifier and predicatively as complement of the subject in clauses; they can be used to express a state (e.g. ‘lonely’), a quality (e.g. ‘narrow’), a sub-class (e.g. ‘northern’), a property (e.g. ‘creative’), or to indicate an attitude (e.g. ‘lovely’) and a judgement (e.g. ‘true’) (ibid.: 475). Unlike adjectives which express qualities of people and things, adverbs express qualities of processes and situations (ibid.: 502). Adverbs can be used to express a personal angle (i.e. stance) in the areas of certainty, evidential, viewpoint, emphasis, judgement, and attitude; or to compare, intensify, attenuate and approximate the states in the events (ibid.: 506).

Prepositional phrases (135.4, 14.2%) occur extremely frequently in the QS Corpus, indicating a density of information in the quantity surveying discourse. The frequency of occurrence of attributive adjectives (77.2, 8.1%) is also high in the QS Corpus. Both prepositional phrases and attributive adjectives are used by the quantity surveyors to build nominals. Predicative adjectives (6.1, 0.6%) and adverbs (5.5, 0.6%), however, are less frequently used. Biber’s (1988: 263) analysis of academic letters has similar occurrences of prepositional phrases (118.9, 13.7%), attributive adjectives (76.5, 8.8%) and predicative adjectives (7.4, 0.85) to the QS Corpus, but it also has a relatively high frequency of adverbs (49.8, 5.7%). Adverbs are lexical terms expressing the writers’ stances in a direct way and elaborating the information presented in a text (Biber, 1988: 237), and their usage is quite rare in the quantity surveying profession.

Prepositions are an important device for packing high amounts of information into nominal discourse, and prepositional phrases frequently occur in formal and abstract styles (Biber, 1988: 237). They function as postnominal modifiers to explicitly specify and elaborate on referential identity (Biber, 1995: 141), and occur frequently in formal and abstract styles (Biber, 1988: 237), for example, ‘you are required to meet some deadlines in your delivery of QS services, including a complete measurement and valuation of the final account on or before [date], finalization and forwarding the final account to the Contractor for agreement within the Period of Final Measurement ...’ (S10.01.M). The frequencies of occurrence of prepositional phrases are very similar among the four QS Sub-corpora, i.e. Directive (138.9, 15.0%), Procedural (145.6, 15.2%), Checking (128.8, 13.3%) and Monitoring (128.1, 12.9%), as well as among the ten tasks in the QS Corpus and Sub-corpora.

Attributive adjectives are used to elaborate on nominal referents and are highly integrative in their function (Biber, 1995: 141-142). Similar to prepositional phrases, attributive adjectives are in general evenly used among the Directive (76.9, 8.3%), Procedural (63.2, 6.6%), Checking (80.0, 8.2%) and Monitoring (82.5, 8.3%) Sub-corpora, and the ten tasks in the QS Corpus and Sub-corpora. Attributive adjectives function to add attributives to the nominal referents to heighten preciseness and relevance, for example, in a 124-word letter for performing the task of final accounts (S10.07.M), there are ten attributive adjectives, namely, ‘final account’, ‘the captioned Contract’, ‘the last month’, ‘effective measures’, ‘all outstanding issues’, ‘the relevant target dates’, ‘your revised target’, and ‘this overdue final account’. The phrase ‘final account’ is a professional term specific to the quantity surveying practice; ‘last month’ indicates the temporal referential; ‘effective measures’ qualify the demand of the effectiveness of the measures; and ‘all outstanding issues’ identify the kind of the issues. It is observed that ‘the captioned Contract’ is very frequently used in the QS Corpus as an endophoric anaphora.

Predicative adjectives are used for marking stance (Biber, 1988: 237). They are used much less frequently than attributive adjectives by the quantity surveyors, i.e. Directive (4.5, 0.5%), Procedural (6.4, 0.7%), Checking (7.0, 0.7%) and Monitoring (8.7, 0.9%). Comparatively, predicative adjectives are used more in the checking and monitoring exercises where stance is of paramount importance, e.g. ‘these errors are avoidable’ (S08.05.C) and ‘the above situation is not acceptable’

(S10.32.M), and also for the tasks of tendering (6.8, 0.7%) and tender appraisal (7.4, 0.8%) in the Directive Sub-corpus, where the writers mark stance on the appropriateness of the tender submission and tender reports. Predicative adjectives are not found in the tasks of cost planning and contract documentation which, though they also mainly contain didactic letters, are free from the need of marking stance.

Similar to adjectives, adverbs expand on the information in a text (Biber, 1988: 237). The adverbs are occasionally found in the Directive (4.4, 0.5%) and Procedural (1.9, 0.2%) Sub-corpora, and are more frequently used in the Checking (6.0, 0.6%) and Monitoring (8.9, 0.9%) Sub-corpora. Similar to predicative adjectives, adverbs are used more in the checking and monitoring processes, though the quantity surveyors are conservative in expressing stance through the lexical manipulation of adverbs. Adverbs mostly occur in the letters to evaluate the addressees' performance in the delivering of quantity surveying services, for example, 'progressively', 'averagely', 'strongly', 'extremely', 'materially', 'mostly', 'concurrently', and 'appropriately' (S07.07.M). Adverbs are rarely found in the tasks of cost planning, tendering, award of contract, and contract documentation which are mainly performed in didactic and procedural letters. Their frequencies are evenly distributed among the tasks in the Checking and Monitoring Sub-corpora.

Prepositional phrases and attributive adjectives, together with nouns and nominalizations, are the top four linguistic features in the QS Corpus. They form nominals, which in turn reflect an informative discourse in the quantity surveying profession. Prepositional phrases and attributive adjectives are used fairly evenly for different communicative purposes and tasks, whereas predicative adjectives and adverbs are more frequently employed to achieve checking and monitoring purposes, and for those tasks which specifically demand the linguistic construction of stance.

(10) Lexical specificity

In this study, lexical specificity includes type-token ration and mean word length. The type-token ratio is found by counting the number of different lexical items that occur in a text, dividing it by the total number of words in the text, and multiplying by one hundred. A high type-token ratio reflects the use of many different words in a text, representing a more careful word choice and a more precise presentation of information (Biber, 1995: 141-143). The type-token ratio of the QS Corpus (3.3) is substantially lower than those in Biber's (1988: 247-269) analyses for various text types, such as academic professional letters (53.0), press reportage (55.3), press editorials (54.4), press reviews (56.5), religion (50.1), hobbies (53.2), popular lore (53.7), biographies (55.2), official documents (47.8), academic prose (50.6), general fiction (52.7), humor (55.3), and personal letters (52.5).

The significant differences are attributed to the different ways in calculating the type-token ratios. Biber's (1988: 238) approach is to count the lexical items that occur in the first four hundreds words of each text, whereas this study regards the whole corpus or sub-corpora or tasks as an entity in the counting using WordSmith Tools 5.0 (Scott, 2007). As discussed in 5.1, the QS Corpus contains numerous identical and similar letters, making the 'type' fairly constant while the 'token' increases in the inclusion of more letters in the corpus, which yields a low type-token ratio. For comparison purposes, this study took a letter in each Sub-corpus as a unit for the calculation and produced the type-token ratios for the directive (50.5), procedural (54.0), checking (47.0) and monitoring (48.0) letters. In comparing with Biber's (1988: 263) academic professional letters (53.0), except for the procedural letters, these ratios mark a less exact presentation of information (Biber, 1995: 141-143) in the quantity surveying practice. The transactions are in connection with the quantity surveying tasks, and inevitably each letter in the QS Corpus has repetition of words surrounding the tasks, leading to this level of type-token ratio. Nevertheless, the type-token ratios vary greatly among the QS Corpus (3.3), Directive (2.1), Procedural (5.4), Checking (11.5) and Monitoring (8.7) Sub-corpora, indicating the different degrees of repetition of letters or words in the specialized corpus and sub-corpora. In other words, the language use in terms of lexical items varies in a narrow range in the QS Corpus and Sub-corpora, constituting a formulaic pattern of language use.

In the QS Corpus, the type-token ratios are relatively low in those quantity surveying tasks that involve more routine and standard transactions, such as tendering (2.9), tender appraisal (3.3), award of contract (3.9) and contract documentation (3.2) which are mainly contained in the Directive and Procedural Sub-corpora. The other tasks have higher type-token ratios, namely cost planning (11.8), tender documentation (21.9), cost control (20.9), payment (18.4), contractual advice (11.6) and final account (9.0), and their manifestations are not drawn from any 'standard letters' contained in the office manual in the government office. This relative pattern of the ratios among the tasks is generally in line with that in each Sub-corpus, indicating that the choice of words (i.e. type-token ratio) is driven more by the tasks than the communicative purposes in the professional letters.

A long word length marks a conveyance of maximum content in the fewest words (Biber, 1988: 238), and longer words tend to be more specific in meaning than shorter words (Biber, 1995: 141-143). Similar to the type-token ratio, the mean word length (5.0) in the QS Corpus is very close among the four Sub-corpora (from 4.8 to 5.2) and the ten tasks (from 4.8 to 5.3). These figures are compared with those in the type texts analyzed by Biber (1988: 247-269), including academic professional letters (4.8), press reportage (4.7), press editorials (4.7), press reviews (4.7), religion (4.5), hobbies (4.5), popular lore (4.6), biographies (4.5), official documents (4.9), academic prose (4.8), general fiction (4.2), humor (4.5), and personal letters (3.9). The comparison reveals that the mean word length of the QS Corpus is about 15% longer than these text types. Nevertheless, the word length (5.0) in the QS Corpus is not substantially higher, which is attributed to the informative and procedural nature of the transactions.

(11) Lexical classes

Some lexical classes are included in Biber's (1988: 239-241 and 1995: 96) multi-dimensional analyses of English, namely, conjuncts, downtoners, hedges, amplifiers, emphatics, discourse particles and demonstratives. It is noted that the quantity surveyors employ more conjuncts and hedges (mainly the word 'please'), but fewer emphatics, than the academic letters (Biber, 1988: 263). In the QS Corpus, conjuncts (13.3, 1.4%), demonstratives (8.2, 0.9%) and hedges (8.2, 0.9%) are more frequently used than the other lexical classes of downtoners (1.7, 0.2%), amplifiers (4.9, 0.5%), emphatics (0.5, 0.1%), and discourse particles (0.1, 0.1%). Biber's (1988: 263) analysis of academic letters yields the following frequencies: conjuncts (2.5, 0.3%), demonstratives (12.0, 1.4%), hedges (0.3, 0.1%), downtoners (1.6, 0.2%), amplifiers (1.9, 0.2%), emphatics (7.8, 0.9%), and discourse particles (0.2, 0.1%).

Conjuncts explicitly mark logical relations between clauses, so they are important in those discourses which have a highly informational focus, and co-occur frequently with prepositions, passive voice, and nominalizations in highly informational genres such as professional letters (Biber, 1988: 239). Conjuncts are more frequently used in the Directive (16.3, 1.8%) than the Procedural (9.9, 1.0%), Checking (7.8, 0.8%) and Monitoring (12.6, 1.3%) Sub-corpora. Within the Directive Sub-corpus, the two tasks of tendering (26.1, 2.7%) and contractual advice (34.8, 4.0%) which mainly involve giving instructions on the way forward have the highest frequencies of occurrence. The most frequently used conjunct is ‘in accordance with’ with which the writers cite references dealing with the subject matter, e.g. ‘In accordance with Clause [no.] of the General Conditions of Contract I hereby give notice that ...’ (S09.01.D). This echoes the studies conducted by Bhatia et al. (2004: 209) on legal discourse, who found that in legislative texts, ‘in accordance with’ is used to specify the stringent procedure in the context of the statutory instrument (i.e. collocated with ‘shall’), while ‘in pursuance of’ indicates a right to voluntarily adopt a particular course of legal action (i.e. collocated with ‘may’). Other examples of conjuncts are ‘subject to’, ‘according to’, ‘in the event of’, ‘together with’, and ‘in connection with’ (S03.01.D). Conjuncts are used in the monitoring process to make logical relations between clauses for the sake of establishing exposition in the persuasive progression, e.g. ‘according to your letter dated [date] to [contractor], the draft final account enclosed was issued in accordance with GCC Clause [no.] for the Contractor’s agreement of ...’ (S10.10.M).

Demonstratives are used for both text-internal and text-external reference for marking referential cohesion in a text (Biber, 1988: 241). The frequencies of occurrence of demonstratives differ greatly between the Monitoring (12.2, 1.2%) and Directive (5.7, 0.6%) Sub-corpora, but they are nearly identical in the Procedural (9.3, 1.0%) and Checking (9.0, 0.9%) Sub-corpora. The monitoring process often draws referential cohesion, e.g. ‘this Architects’ Instruction’, ‘those subsequent changes’, ‘this deadline’, ‘this issue’ (S07.01.M), but the didactic letters which attempt to attain the extremity of clarity tend to repeat the description of the subjects rather than using demonstratives, e.g. ‘you have completed the required services under Feasibility Stage for the schools as listed out in the attached schedule, ... you can proceed to Tender Stage for individual schools as list out in the attached schedule’ (S01.04.D). Demonstratives are particularly used less in the tasks of tender documentation (4.2, 0.4%), tender appraisal (3.8, 0.4%) and contract documentation (2.7, 0.3%) which are mainly performed in the didactic and checking letters for formulating contractual documents.

Hedges are informal, less specific markers of probability or uncertainty (Biber, 1988: 241). The procedural (18.9, 2.0%) letters which solicit action from the addressees involve far more frequent use of hedges than the directive (6.8, 0.7%), checking (8.4, 0.9%) and monitoring (6.1, 0.6%) letters. The word 'please' is categorized as a hedge in this study, which is the most popular hedge used in the QS Corpus. According to the participants, the word 'please' is used as a conventionalized politeness marker in their community. They use 'please' as conventional politeness to enlist the addressees' feedback, and they do not purposely use this word as a linguistic strategy to pragmatically persuade the addressees to take the actions, since they understand that the addressees are obliged to give the feedback, e.g. 'Please ask your representative to collect ..., would you please contact ...' (S03.51.P), and 'Enclosed please find ...', 'Please ask the Contractor to confirm ...', 'Please deliver to my office the completed information for contract signing ...', 'Please arrange the contractor to inspect the contract documents' (S06.01.D). The procedural letters have relatively more instances of soliciting action, and thus contain more instances of 'please' and as a result have a higher frequency of hedging. This linguistic item is almost never found in the tasks of tendering (2.0, 0.2%), award of contract (3.9, 0.4%), and contractual advice (0.0, 0.0%) in the Directive Sub-corpus, owing to the requirements of certainty in these functions.

Unlike hedges which simply mark a proposition as uncertain, downtoners give some indication of the degree of uncertainty (Biber, 1988: 240). Amplifiers have the opposite effect of downtoners, and are used to indicate the reliability of propositions or the degree of certainty towards a proposition, while emphatics simply mark the presence of certainty (ibid.: 240-241). The quantity surveyors avoid using downtoners, amplifiers and emphatics which may impair the formality and neutrality of their written discourse. In general, these linguistic features are attributive in nature and are more frequently found in the Checking and Monitoring than the Directive and Procedural Sub-corpora. Though rare in the QS Corpus, examples can be cited to illustrate the usage of these linguistic features in the quantity surveying profession, such as ‘the accumulated payment to this Contract is only (downtoner) equal to [no.]%’ (S08.11.C), ‘to obtain all (amplifier) information ..., you must be well (emphatic) aware of our great (amplifier) concern ..., we have continued sending numerous (amplifier) letters and ..., I am extremely (emphatic) disappointed to learn that ...’ (S10.15.M).

The role of discourse particles is for monitoring the informational flow in involved discourse, and is mostly used in spoken discourse (Biber, 1988: 241). This linguistic feature is very rarely found in the QS Corpus.

The frequencies of occurrence of all the lexical classes for the ten tasks, except for those mentioned above, are close to their overall frequencies in the QS Corpus and Sub-corpora. The above anomalies suggest that the communicative purposes and tasks mutually determine the linguistic choices made by the writers.

(12) Modals

Modals and semi-modals can be grouped into three major categories in terms of their meanings, namely ‘permission/possibility/ability’ (e.g. can, could, may and might), ‘obligation/necessity’ (e.g. must, should, (had) better, have (got) to, need to, ought to, be supposed to), and ‘volition/prediction’ (e.g. will, would, shall, be going to) (Biber et al., 1999: 485). Each modal can also be distinguished into deontic (or intrinsic) and epistemic (extrinsic). Deontic modality refers to actions and events that the agents directly control (i.e. meanings related to permission, obligation or prediction), while epistemic modality refer to logical status of events or states (i.e. assessments of likehood: possibility, necessity, or prediction) (ibid.: 485). Biber (1988: 241-242; 1995: 96) includes possibility, necessity and predictive modals in his list of the 67 linguistic features, which distinguish different stances that authors take towards their subject after considering various alternatives and then arguing in favour of one of them (Biber, 1995: 161). In this study, most of the semi-modals found in the QS Corpus were counted as occurrences of predictive modals, including 'you are required/ requested/ urged/ expected to ...', 'your reply/ attention is required/ requested ...', and 'please provide/ return/ deliver/ ask/ incorporate/ check/ obtain/ explain/ catch up/ advise/ ensure/ increase/ prepare/ submit/ settle/ consider ...'. These semi-modals are commonly found in the QS Corpus, and are twice as frequent as the predictive modals (i.e. from 7.0 to 14.7 per 1,000 words).

In the QS Corpus, predictive modal (14.7, 1.5%) is far more frequently used than necessity (5.8, 0.6%) and possibility (1.1, 0.1%) modals. In comparison with Biber's (1988) analysis of academic letters with prediction (11.9, 1.4%), necessity (2.2, 0.3%) and possibility (7.7, 0.9%) modals, the occurrences of predictive modals in the QS Corpus are similar to Biber's (1988), while necessity modals are used more and possibility modals are used less in the QS Corpus. This comparison indicates that the quantity surveyors concentrate on the way forward in the administration of contract (predictive modals) and stress the necessity of the actions for the important issues (necessity modals), while accommodating possibility is limited (possibility modals).

Predictive modals occur mostly in the Procedural Sub-corpus (23.1, 2.4%). This linguistic device is used to solicit follow-up action, e.g. 'Please deliver 20 sets of tender documents with ... to ... You are required to remove ...' (S03.27.P), and 'you will be advised of our decision when the necessary procedures are completed' (S09.46.P). Their occurrences in the other Sub-corpora, including Directive (15.1, 1.6%), Checking (10.5, 1.1%) and Monitoring (12.9, 1.3%), are to a lesser extent due to the fewer demands for the follow-up action. The task of tendering (28.5, 3.0%) in the Procedural Sub-corpora has the highest frequency of predictive modals, owing to the frequent procedures and guidelines written in the letters for the addressees to follow. The tasks of cost planning (8.0, 0.9%) and contractual advice (8.7, 1.0%) in the Directive Sub-corpus have the lowest frequencies, since such letters which aim to give notifications do not explicitly state the follow-up action.

The necessity modals which refer to the logical status of events and states (Biber et al., 1999: 485) are relatively more important in the Directive Sub-corpus (8.4, 0.9%); in particular the task of contract documentation (17.2, 1.9%) which involves the formulation of legal documents, e.g. 'The certified true copies of contract booklets shall be prepared according to the attached Appendix A' (S06.09.D). Necessity modals are also used in the checking (5.0, 0.5%) and monitoring (3.4, 0.3%) letters which are related to the assessments of likelihood (ibid.: 485) during the appraisal of the performance of the quantity surveying consultancy firms, and they are frequently used for the task of tender documentation in the Checking (13.2, 1.3%) and Monitoring (8.9, 0.9%) Sub-corpora. This task involves the formulation of tender documents for tendering in the procurement of building contracts. Necessity modals are rare in the Procedural Sub-corpus (0.3, 0.1%).

Possibility modals are seldom used in the Directive (1.2, 0.1%), Procedural (0.3, 0.1%), Checking (1.1, 0.1%) and Monitoring (1.2, 0.1%) Sub-corpora. This linguistic feature refers to actions and events that the agents directly control (Biber et al., 1999: 485), and is used if there are alternatives to absorb the possibilities, e.g. 'Please also be informed that you can proceed to Tender Stage for ...' (S01.01.D).

The procedural letters offer the fewest alternatives in how to proceed in the development process, and therefore have the lowest occurrence of possibility modals. In the QS Corpus, the tasks of tender appraisal (0.2, 0.1%) and contractual advice (0.5, 0.1%) are infrequent, and possibility modals are not found in the task of contract documentation and payment.

The frequencies of occurrence of the three modals, except for those mentioned above, are evenly distributed among the ten tasks in the QS Corpus and Sub-corpora. It appears that the usage of modals depends more on the communicative purposes than the tasks.

(13) Specialized verb classes

This functional group of linguistic features includes public, private, suasive, and the 'seem and appear' verbs (Biber, 1988: 242; 1995: 96). Public verbs consists of speech act verbs introducing indirect statement (e.g. submit), private verbs express intellectual states such as belief (e.g. believe) and intellectual acts such as discovery (e.g. reflect), and suasive verbs describe indirect directives (e.g. request) and states of volition or desire (e.g. intend) (Quirk et el., 1985: 1180-1183). The verbs of 'seem and appear' are used to mark evidentiality with respect to the reasoning process, representing a strategy used for academic hedging (Biber, 1988: 242). In the QS Corpus, the frequency of public verbs (52.5, 5.5%) is substantially higher than suasive verbs (11.9, 1.2%) and private verbs (11.3, 1.2%), and that of 'seem and appear' verbs (0.1, 0.1%) is negligible. These data differ from those in Biber's (1988: 263) study of academic letters which include public (9.2, 1.1%), suasive (3.7, 0.4%), private (17.1, 2.0%), and the 'seem and appear' verbs (1.0, 0.1%). The quantity surveying letters embody more reporting using the direct and indirect speech acts, as well as indirect directives, than the academic letters; and the quantity surveyors are less frequent in expressing intellectual states and acts than the academics.

The frequent use of public verbs reflects a generalized consensus in the commitment of the quantity surveying practice, and their occurrences are very similar among the Directive (50.2, 5.4%), Procedural (55.0, 5.7%), Checking (50.7, 5.2%), and Monitoring (57.2, 5.8%) Sub-corpora. Public verbs are less extensively used in the task of contractual advice (17.4, 2.0%) in the Directive Sub-corpus, but are comparatively higher in the task of tender documentation (81.6, 8.5%) in the Monitoring Sub-corpus to report the speech acts of the discursive participants in the discourses (Biber, 1995: 152). Examples of public verbs found in the QS Corpus include ‘write’, ‘calculate’, ‘check’, ‘explore’, ‘cause’, ‘spend’, ‘commit’, ‘include’, ‘give’, ‘raise’ and many others.

The frequency of occurrence of private verbs in the Directive (4.8, 0.5%) is far less than those in the Procedural (18.3, 1.9%), Checking (19.0, 2.0%) and Monitoring (15.8, 1.6%) Sub-corpora. The directive letters do not focus on the expression of intellectual states and acts (Quirk et al., 1985: 1181), but give directives in a straightforward manner, and so directive letters have the lowest occurrence of private verbs. In the Directive Sub-corpus, the task of tendering (1.8, 0.2%), in particular, has an exceptionally low frequency of private verbs. The procedural, checking and monitoring letters, on the other hand, are concerned with either the delivery of the guidelines or the evaluation of the deliverables, and they demand the use of private verbs to confer their knowledge in the discourses. The task of payment has the highest frequencies of private verbs in the Checking (28.3, 2.9%) and Monitoring (26.4, 2.5%) Sub-corpora because more figures and concrete knowledge are involved between the writers and the addressees in the task, and thereby result in numerous uses of private verbs to express the intellectual states. The most frequently used private verbs in the QS Corpus are ‘express’, ‘demonstrate’, ‘reflect’, ‘note’ and ‘find’.

The Monitoring (14.5, 1.5%), Directive (11.9, 1.3%), and Checking (11.6, 1.2%) use more suasive verbs than the Procedural (6.9, 0.7%) Sub-corpus. The quantity surveyors use suasive verbs, e.g. ‘ensure’ (S08.01.C), to convince the addressees of the appropriateness and reasonability of the instructions and evaluation, but this linguistic strategy is not popularly adopted in the procedural letters which pursue a plain and neutral elucidation of the guidelines rather than commanding an affective of suasion. In the Directive Sub-corpora, the task of cost planning (26.8, 2.7%) has frequent suasive verbs, as the quantity surveyors attempt to convince the consultancy firms of the transition of the work stages. In the Procedural Sub-corpus (19.4, 1.9%), this task also has high occurrences of suasive verbs. These high frequencies are due to the numerous use of ‘you are required ...’ in the task of cost planning in the two Sub-corpora, of which the word ‘required’ is regarded as a suasive verb in this study. The task of tendering (3.6, 0.4%) in the Procedural Sub-corpus has a comparatively low frequency, since these letters are mainly addressed to the administrative staff for discharging routine procedures, and the writers do not choose this suasive strategy but are informative-oriented in the discourse.

The verbs ‘seem and appear’ occur minimally in the QS Corpus. These verbs are employed in the Checking (0.4, 0.1%) and Monitoring (0.4, 0.1%) Sub-corpora to hedge the writers’ evaluation of the addressees’ performance in the discourses.

Except for the above-mentioned, the frequencies of occurrence of the specialized verb classes are evenly distributed among the ten tasks in the QS Corpus and Sub-corpora. Both the communicative purposes and tasks influence the linguistic choice of public, private and suasive verbs in the quantity surveying profession.

(14) Reduced forms and dispreferred structures

This functional group of linguistic features is dispreferred in edited writing (Biber, 1988: 243). Among the five linguistic features of reduced forms and dispreferred structures in the QS Corpus, split auxiliaries (4.4, 0.5%) are relatively more frequently used, while the others, contractions (2.4, 0.3%), subordinator ‘that’ deletion (1.0, 0.1%), and spilt infinitives (0.1, 0.1%) are almost never found, and stranded prepositions are non-existent. As regards Biber’s (1988: 263) study of academic letters, the frequencies of occurrence are spilt auxiliaries (6.0, 0.7%), contractions (4.7, 0.5%), subordinator ‘that’ deletion (1.9, 0.2%), spilt infinitives (0.0, 0.0%) and stranded preposition (0.1, 0.1%). These two groups of statistical data show that there are no prominent disparities between the quantity surveyors and the academics in using the reduced forms and dispreferred structures.

The occurrences of split auxiliaries in the Checking (6.3, 0.6%) and Monitoring (7.7, 0.8%) are more than those in the Directive (2.0, 0.2%) and Procedural (4.8, 0.5%) Sub-corpora. Split auxiliaries indicate the author’s commitment to the propositions, and thus this linguistic feature is demanded more in the checking and monitoring letters., e.g. ‘Your performance will be closely addressed ...’ (S07.01.M), and ‘you should actively liaise ... Your unsatisfactory performance will be appropriately reflected in ...’ (S07.02.M). As such, the task of contractual advice has a comparatively high frequency of occurrence in the Monitoring Sub-corpus (13.2, 1.3%), but has no occurrences in the Directive and Procedural Sub-corpora. While the Procedural and Monitoring Sub-corpora do not contain any letters for tender appraisal, it is observed that split auxiliaries are not found in the task of tender appraisal in the Directive and Checking Sub-corpora. These findings indicate that there is an extremely high demand for neutrality in the tender analysis process so that the authors’ subjectivity is avoided as far as possible in the letters.

Contractions, a reduced surface form, are dispreferred in formal and edited writing (Biber, 1988: 243); yet they appear, for example, in the form ‘Architect’s Instruction’ which has professional jargon extracted from the building contracts, or as an indication of possession, e.g. ‘Project Manager’s memo’, and ‘the Contractor’s submission’. Contractions are evenly used among the Directive (2.8, 0.3%), Procedural (1.9, 0.2%), Checking (1.1, 0.1%) and Monitoring (2.8, 0.3%) Sub-corpora, but variously used among the ten tasks. Split infinitives, subordinator ‘that’ deletion, and stranded preposition are either minimally used or not used at all in the QS Corpus.

In general, the reduced forms and dispreferred structures are affected more by the communicative purposes than the tasks.

(15) Coordination

This function group consists of phrasal coordination and independent clause coordination which have complementary functions (Biber, 1988: 245; 1995: 96). Phrasal coordination which contains dual or multiple information is expressed in a single phrase as idea-unit expansion, while ‘and’ as an independent clause coordinator is a general purpose connective that marks many different logical relations between two clauses, and has a fragmented style (Biber, 1988: 245). The difference between coordination and subordination is that “the information in a subordinate clause is often place in the background with respect to the superordinate clause” and this can be realized by syntactic hierarchization and position, while the two linguistic units in coordination are in equality and their position can be reversed without a change of meaning (Quirk et al., 1985: 919). The frequencies of occurrence of phrasal coordination (16.3, 1.7%) and independent clauses coordination (5.7, 0.6%)

in the QS Corpus are much higher than those (5.8, 0.7%; 1.5, 0.2%) in Biber's (1988: 263) study of academic letters. In other words, the quantity surveying letters require more idea-unit expansion, and are more fragmented.

Phrasal coordination is frequently used in the Directive (19.5, 2.1%), Checking (15.6, 1.6%) and Monitoring (15.1, 1.5%), as compared with the Procedural Sub-corpus (5.5, 0.6%). In the Directive Sub-corpus, phrasal coordination is prominently found in the tasks of contract documentation (27.9, 3.0%) and contractual advice (26.1, 3.0%), e.g. 'signing and distribution', 'price and performance scores', 'original and duplicate', 'the contractor and other design team members', 'a copy of your calculation of the LD amounts and the substantiations', 'the contract documents and drawings', 'name and address', 'the original and duplicate contract documents' (S06.01.D), 'By this notice and in accordance with', 'duties and powers', and 'in General Conditions of Contract Clause Nos. [no.] and in Special Conditions of Contract Clause Nos. [no.]' (S09.17.D). In the Directive Sub-corpus, the pre-contract tasks of cost planning (7.2, 0.7%) and tendering (17.6, 1.8%) contain phrasal coordination, but there are none in the Procedural Sub-corpus. This means that these two tasks do not require phrasal coordination for idea-unit expansion in the procedural discourse. In contrast, phrasal coordination is found in the post-contract task of contractual advice in the Directive (26.2, 3.0%), Procedural (18.8, 1.9%) and Monitoring (18.1, 1.8%) Sub-corpora, noting that the Checking Sub-corpus does not contain any letters relating to contractual advice.

Similar to phrasal coordination, independent clause coordination occurs more frequently in the Directive (5.4, 0.6%), Checking (6.4, 0.7%), and Monitoring (7.1, 0.7%) than in the Procedural Sub-corpus (3.0, 0.3%). This coordination functions to connect two clauses, e.g. 'Your firm bears the responsibilities and owes the duty of care to the prolongation cost assessment' (S09.10.M). Independent clause coordination is evenly adopted among the tasks in the Checking (except tender appraisal) and Monitoring Sub-corpora, but is not found in the tasks of contract documentation and contractual advice in the Directive Sub-corpus, although phrasal coordination is more frequent in these two tasks. In the Procedural Sub-corpus, however, independent clause coordination is not used in the pre-contract tasks of cost planning and tendering, but it is used in the post-contract task of contractual advice (10.1, 1.0%). The procedural guidelines are straightforward and are not necessarily packed into one sentence to achieve the integrity of the idea-unit expansion. The procedures can be expressed in separate sentences, and the addressees make the connection when reading the letters.

It seems that the linguistic use of coordination is determined by both the communicative purposes and tasks in the QS Corpus.

(16) Negation

Synthetic negation is more integrated (Biber, 1988: 245), e.g. ‘our preliminary comments given to … are by no means approval to the claim assessment’ (S10.15.M), while analytic negation is more fragmented (ibid.: 245), e.g. ‘this is not acceptable’ (S10.15.M). Both analytic (3.6, 0.4%) and synthetic negation (1.7, 0.2%) are infrequently used in the QS Corpus. The frequency of analytic negation (7.2%, 0.8%) in Biber’s (1988: 263) analysis of academic letters is double that found in the QS Corpus, while the frequency of synthetic negation (1.0, 0.1%) in Biber’s (1988: 263) analysis is slightly less than that in the QS Corpus.

Synthetic negation occasionally occurs in the Directive (1.3, 0.1%), Procedural (1.8, 0.1%), Checking (1.5, 0.2%) and Monitoring (2.7, 0.3%) Sub-corpora, but is not used in some tasks, i.e. tendering, award of tender, contract documentation, and contractual advice in the Directive Sub-corpus, cost planning and tendering in the Procedural Sub-corpus, tender appraisal in the Checking Sub-corpus, and payment in the Monitoring Sub-corpus.

Analytical negation occurs much less frequently in the Procedural (0.3, 0.1%) than in the Directive (3.6, 0.4%), Checking (4.2, 0.4%) and Monitoring (4.7, 0.5%) Sub-corpora, since the procedural discourse focuses on what the addresses have to do rather than not do, while the three other discourses occasionally involve directives for not performing some actions, and describe what the addressees have failed to do. Analytic negation is not used in the task of contractual advice in the Directive Sub-corpus, where the notifications are given in a positive way. Analytic negation is used more in the task of tender documentation in the Checking (7.8, 0.8%) and Monitoring (8.9, 0.9%) Sub-corpora when discussing non-compliance in the preparation of the tender documents.

It appears that synthetic and analytic negations do not have any specific pragmatic meanings, but are simply linguistic devices in the quantity surveyors' letter writing. The communicative purposes and tasks do not have a significant influence on the use of negation in the QS Corpus.

This sub-section has presented the findings of and discussion about the application and choice of the 64 linguistic features that were found in the QS Corpus. The next sub-section moves on to describe the quantity surveyors' preferential use of these linguistic features.

5.2.3 Preferential Use of the Linguistic Features

After describing the functions and occurrences of the 64 linguistic features used in the QS Corpus, these linguistic items are analyzed to show the pattern of lexico-grammatical use in the quantity surveying profession. The type-token ratios and mean word lengths which function as lexical indicators are not represented in the frequencies of occurrence, and thus they are excluded. As mentioned in 5.2.1, the grouping of the linguistic features constitutes the ten primary, seven secondary, five tertiary, and eleven auxiliary cores, as well as the twenty-nine periphery.

(1) The primary core

In the QS Corpus, the top ten linguistic features with more than 10 counts per 1,000 words are considered to be the primary core. These linguistic items, in descending order of frequencies of occurrence, are nouns, prepositional phrases, nominalizations, attributive adjectives, public verbs, present tense, second person pronouns, agentless passive, infinitives, and first person pronouns. Tables 5.4 and 5.5 show that this list of ‘over 10 counts per 1,000 words’ is applicable to the linguistic features in each Sub-corpus and task so far for the 10 most frequently occurring ones, except for first person pronouns in the Procedural Sub-corpus (9.4, 1.0%) and infinitives in the task of contract documentation (8.0, 0.9%) in the QS Corpus, for which the frequencies are marginally lower than 10 counts. The frequency of infinitives in the task of contract documentation, however, are complementary to the relatively high frequency of phrasal coordination (27.9, 3.0%), since they serve the same function for idea-unit expansion (Biber, 1988: 232). In general, the top ten linguistic features are consistent, though with variations, across the four Sub-corpora and the ten tasks in the quantity surveying practice.

The primary core constitutes the necessary settings and components of the discourse, including the participants (i.e. first and second person pronouns), the actions (i.e. public verbs, infinitives, agentless passives and present tense), and the nominal subjects or objects (i.e. nouns, prepositional phrases, nominalizations, and attributive adjectives). First and second person pronouns indicate the high degree of involvement of the writers and the addressees (Biber, 1988: 225). Public verbs are used to report the direct and indirect speech acts of the participants in the discursive events (Quirk et al., 1985: 1180). Infinitives offer idea-unit expansion (Biber, 1988: 232), and agentless passive functions to supplement the nominalizations and demote the agents (ibid.: 228). The actions are predominantly expressed in present tense forms to deal with the topics of immediate relevance (ibid.: 224). The nominal forms (Quirk et al., 1985: 335) of nouns, prepositional phrases, nominalizations and attributive adjectives constitute 56.5% of the total linguistic features which dominate the lexical and grammatical constructions of the QS Corpus and make the letters highly informative (Biber, 1988: 227 and 237; Biber, 1995: 141). Bureaucratic language includes frequent use of action verbs, passivizations, nominalizations, and theme construction (Harrison and Young, 2004: 237-239), which are commonly found in the QS Corpus. Nominal phrases also imply vague actions and "possible multiple understandings", which, together with passive verbs and metonymic expressions, are frequently used in bureaucratic discourse (Palli et al., 2009: 309-310) to achieve the communicative purposes of education, self-legitimation, guiding future action, building identity, and promotion (ibid.: 307-308).

(2) The secondary core

The seven linguistic features which have occurrences less than the primary core but more than the other cores and periphery constitute the secondary core. These features are phrasal coordination, predictive modals, conjuncts, suasive verbs, past participial postnominal clauses, private verbs, and gerunds.

As shown in Table 5.4, predictive modals which mark the follow-up action have more than 10 counts in all the Sub-corpora. The directive letters demand fewer expressions of intellectual states and acts through private verbs (4.8, 0.5%) (Quirk et al., 1985: 1181), e.g. ‘stress’ and ‘reflect’, as well as the verbal forms serving nominal function of the actions (Biber, 1988: 227), i.e. gerunds (8.4, 0.9%). Furthermore, the procedural discourse requires comparatively less phrasal co-ordination (5.5, 0.6%) to achieve an integrative function for idea-unit expansion in one clause (ibid.: 245), as well as the two subordination features of conjuncts (9.9, 1.0%) and past participial postnominal clauses (3.1, 0.3%) to construct structural complexity in grammar (ibid.: 229), and has fewer suasive verbs (6.9, 0.7%) to convince the addressees of the actions to be taken (Quirk et al., 1985: 1182). In addition, the comparatively infrequent use of conjuncts (7.8, 0.8%) in the Checking Sub-corpus and past participial postnominal clauses (8.8, 0.9%) in the Monitoring Sub-corpus indicates that the writers do not often require these linguistic items to link procedures and ideas in a logical and sequential order (Biber, 1988: 245) and to configure cohesion among clauses in the letter writing.

Table 5.5 shows that the seven linguistic features in some tasks have frequencies of occurrence less than 10 counts per 1,000 words. The tasks of tender appraisal (3.9, 0.4%), award of contract (5.2, 0.6%) and contract documentation (6.6, 0.7%) which are mainly performed in didactic letters, have comparatively low frequencies of occurrence of private verbs, and this is in line with the low frequency of this linguistic item in the Directive Sub-corpus. This phenomenon extends to gerunds for cost planning (3.2, 0.3%), tendering (8.4, 0.9%), tender appraisal (7.0, 0.8%) and award of contract (5.2, 0.6%) which are also predominantly related to didactic letters. There are other linguistic features which have frequencies less than 10 counts per 1,000 words and are located in the tasks in every Sub-corpus, although these tasks tend to be in the Directive and Procedural Sub-corpora. Such linguistic features include phrasal coordination for the cost planning (6.3, 0.7%) and tendering (9.3, 1.0%) tasks; predictive modals for the cost planning (8.8, 0.9%) and tender documentation (9.2, 0.9%) tasks; conjuncts for the contract documentation (9.3, 1.0%), cost control (7.5, 0.8%), and payment (5.3, 0.5%) tasks; suasive verbs for the tender appraisal (9.3, 1.0%), tender appraisal (8.0, 0.9%) and contract documentation (6.6, 0.7%) tasks; and past participial postnominal clauses for the award of contract (5.2, 0.6%) and cost control (7.5, 0.8%) tasks. These irregular patterns indicate that different tasks have different impacts on the choice of these seven linguistic features in the QS Corpus.

The linguistic features in the secondary core are slightly less consistently used than those in the primary core across the communicative purposes and tasks, as some of these seven linguistic features are infrequently used (i.e. less than 10 counts per 1,000 words) in some Sub-corpora and tasks. The secondary core functions to invoke further transactional and interactive information to foster the precision of the discursive activities according to the contextual situations, including the actions (i.e. phrasal coordination, predictive modals, and gerunds), the writers' persuasive and intellectual motives (i.e. suasive and private verbs), the logical-relation markers (i.e. conjuncts), and the post-modifiers of the referents (i.e. past participial postnominal clauses) (Biber, 1988: 223-245 and 1995: 95-96).

(3) The tertiary core

Similar to the secondary core, the five linguistic features of the tertiary core are used to augment the precision of the discourses. These features are time adverbials, 'be' as main verb, hedges, demonstratives, and past tense. They have occurrences of less than 10 counts in the QS Corpus, yet some of them have frequencies of more than 10 counts in an individual Sub-corpus (Table 5.4). These higher occurrences (i.e. more than 10 counts per 1,000 words) reflect the involvement of specific communicative functions of the linguistic features in the discourse. In the Procedural Sub-corpus, ‘be’ used as main verb (15.4%, 1.6%) marks static and informational style (Biber, 1988: 228), and hedges (18.9, 2.0%) are less specific markers of probability (ibid.: 241) and include the conventional politeness ‘please’. The past tense in the Checking (16.3, 1.7%) and Monitoring (14.2, 1.4%) Sub-corpora functions to signal the temporality of the discursive events (ibid.: 223) for reconciling the past and current statuses. In the Monitoring Sub-corpus, time adverbials (16.3, 1.6%) provide the temporal context (ibid.: 224) in the monitoring process, and demonstratives (12.2, 1.2%) construct referential cohesion in the texts (ibid.: 241).

Table 5.5 shows that the linguistic features for some tasks in the QS Corpus have more than 10 counts per 1,000 words. They are time adverbials for cost planning (16.4, 1.7%), contractual advice (10.2, 1.0%), and final accounts (16.2, 1.6%); ‘be’ as main verb for tendering (14.3, 1.5%), cost control (16.1, 1.7%), contractual advice (11.7, 1.2%), and final accounts (10.3, 1.0%); hedges for tendering (11.2, 1.25) and contract documentation (13.3, 1.4%); demonstratives for cost planning (13.9, 1.5%), cost control (13.7, 1.4%), and final accounts (12.5, 1.3%); and past tense for tender documentation (35.7, 3.6%), cost control (14.0, 1.5%), payment (19.8, 2.0%) and final accounts (13.0, 1.3%). These tasks are located in every Sub-corpus, though tending to be more frequent within the Checking and Monitoring Sub-corpora, which indicates that different tasks have different impacts on the choice of these five linguistic features in the QS Corpus.

Similar to those in the secondary core, the linguistic features in the tertiary core function to invoke further transactional and interactive information to suit the circumstances in the communication, including temporal context (i.e. time adverbials and past tense), stative and informational style of expressions (i.e. ‘be’ as main verb), referential cohesion (i.e. demonstratives), and informal markers of probability (i.e. hedges) (Biber, 1988: 223-245 and 1995: 95-96).

(4) The auxiliary core

The eleven linguistic features of the auxiliary core have occurrences of over 10 counts per 1,000 words for an individual task in the QS Corpus and Sub-corpora. They consists of ‘that’ verb complements, necessity modals, predicative adjectives, independent clause coordination, total adverbs, perfect aspect, amplifiers, split auxiliaries, other adverbial subordinators, ‘by’ passive, and place adverbials. They are linguistically used to achieve the communicative goals of the particular tasks. Table 5.4 shows that these linguistic features have frequencies of occurrence less than 10 counts in the QS Corpus and Sub-corpora, which suggests that they are less commonly adopted than those in the primary, secondary and tertiary cores in the quantity surveying practice. In general, they occur more in the Checking and Monitoring than the Directive and Procedural Sub-corpora. In other words, the former two Sub-corpora have greater variations in language use in terms of these eleven linguistic features.

As shown in Table 5.5 for the QS Corpus, the tasks which have more than 10 counts of these linguistic features include cost planning (12.6, 1.3%), tender documentation (10.8, 1.1%), and contractual advice (11.2, 1.2%) with ‘that’ verb complements; tender documentation (12.3, 1.2%) and contract documentation (17.2, 1.9%) with necessity modals; cost control (11.3, 1.25) with adverbs; and cost planning (11.3, 1.2%) with amplifiers and other adverbials subordinators. As regards those in the Sub-corpora which are not shown in Tables 5.4 and 5.5 but in Tables B1 to B5 (Appendix B), the related tasks include cost planning (10.1, 0.9%) and contractual advice (17.4, 2.0%) with place adverbials, and tendering (11.6, 1.2%) with independent clause coordination in the Directive Sub-corpus; contractual advice (10.6, 1.15) with ‘by’ passives, and cost planning (14.6, 1.4%) with total adverbs in the Procedural Sub-corpus; final account (11.7, 1.25) with perfect aspect in the

Checking Sub-corpus; and payment (11.7, 1.15) with predicative adjective, and contractual advice (13.2, 1.3%) with spit auxiliaries in the Monitoring Sub-corpus. This sporadic distribution indicates that different tasks have different impacts on the choice of these eleven linguistic features in the quantity surveyors' letter writing. The occurrences of the linguistic features in the auxiliary core are greatly influenced by the tasks.

Apart from the informative and interactive functions which have been performed by the linguistic features in the primary, secondary and tertiary cores, the linguistic items in this auxiliary core mainly depict further communicative settings as well as the writers' stance in the written discourse. These linguistic functions include elaboration of the information presented in the professional letters (i.e. 'that' verb complements, predicative adjectives, adverbs, and 'by' passive), the writers' stances (i.e. necessity modals, amplifiers, and split auxiliaries), temporal and spatial contexts (i.e. perfect aspect and place adverbials), and logical connectors (e.g. independent clause coordination and other adverbial subordinators) (Biber, 1988: 223-245 and 1995: 95-96).

(4) The Periphery

The remaining 29 items of the total 64 linguistic features which are not shown in Tables 5.4 and 5.5 are the periphery. These peripheral linguistic features are the pronoun 'it', demonstrative pronouns, indefinite pronouns, direct 'wh' questions, existential 'there', 'that' adjective complements, 'wh' clauses, past participial adverbial clauses, present participial postnominal clauses, 'that' relative clauses on subject position, 'that' relative clauses on object position, 'wh' relatives on subject position, 'wh' relatives on object position, 'pied-piping' relative clauses, sentence relatives, causative adverbial subordinators, concessive adverbial subordinators, conditional adverbial subordinators, downtoners, amplifiers, emphatics, discourse particles, possibility modals, ‘seem and appear’, contractions, subordinator ‘that’ deletion, split infinitives, synthetic negation, and analytical negation. These are lexico-grammatical features occasionally used to suit the particular situations in order to achieve the communicative functions of the discourses, and their extremely low occurrences in the QS Corpus mean that we cannot make any firm interpretation of their relations with the directive, procedural, checking and monitoring purposes. The frequencies and percentages of occurrence of these linguistic features in the QS Corpus, Sub-corpora and tasks can be found in Tables B1 to B5 (Appendix B).

Summing up, the degree of consistency of the use of the 64 linguistic features across the four Sub-corpora and ten tasks diminishes with the descending order of the frequencies of occurrence. The communicative purposes and tasks form the contextual situations, and shape the lexico-grammar of the letters produced by the quantity surveyors in the workplace. Some of these linguistic features are influenced by the communicative purposes and tasks simultaneously (e.g. pronouns; passives; lexical classes; specialized verb classes; coordination). Some rely more on either the communicative purposes (e.g. tense and aspect markers; nominal forms; stative forms; subordination features; prepositional phrases, adjectives and adverbs; modals; reduced forms and dispreferred structures) or the tasks (e.g. place and time adverbials). Others are simply linguistic applications and are not affected by the communicative purposes and tasks (e.g. negation). The linguistic features are used variously across the communicative purposes of the Directive, Procedural, Checking and Monitoring Sub-corpora, which in turn are further influenced considerably by the different quantity surveying tasks in the workplace. In other words, the communicative purposes have greater influence on the choice of linguistic features than the tasks. When the quantity surveyors produce letters in the workplace, the communicative purposes are their primary consideration, followed by the tasks.

With regard to the style of the letters in the QS Corpus, this study reveals that the syntactic construction is simple, without much use of subordination features. Excluding the infinitives (19.6, 2.1%), past participial postnominal clauses (11.4, 1.2%) and 'that' verb complements (6.6, 0.7%), the summation of the frequency counts of the remaining 15 subordination features is 17.6 per 1,000 words, or 1.9% of the total frequency counts. In addition, the stative forms of 'be' as main verb (9.0, 0.9%) and existential 'there' (0.5, 0.1%), possibility (1.1, 0.1%) and necessity modals (5.8, 0.6%) and adverbs (5.5, 0.6%) which are linguistic forms used to express the writers' stance (Biber, 1999: 969-970) are not frequently used. Hedges (8.2, 0.9%) are mainly the word 'please', and the use of downtoners, amplifiers, emphatics and discourse particles (a total of 7.2 and 0.8%) were rare. The frequencies of occurrence of these linguistic features collectively indicate that the letters in the QS Corpus are simple (few subordinations), plain (few modals), and straightforward (few hedges, downtoners, amplifiers, and emphatics).

This section describes the lexico-grammar of the QS Corpus, and the patterns of language use in the quantity surveying government office are identified. The next section will explain why the quantity surveyors produce the letters in the ways they do, through analyzing textualization in the QS Corpus, Sub-corpus and tasks respectively.

5.3 Textualization

Textualization is “the description of functional variation in discourse by focusing on statistically significant features of lexis and grammar” (Bhatia, 2004: 5). The 67 linguistic features included in Biber’s (1995: 141-168) six basic dimensions of variation in English functionally perform discourse tasks and reflect aspects of the communicative situations and production circumstances; these dimensions show how various functional domains are intertwined in discourse (Biber, 1995: 137). The QS Corpus was analyzed using Biber’s (1995: 141-168) six basic dimensions of variation in English, namely ‘Involved versus Informational Production’, ‘Narrative versus Non-narrative Discourse’, ‘Situation-dependent versus Elaborated Reference’, ‘Overtly versus Not Overtly Argumentative’, ‘Non-abstract versus Abstract’, and ‘On-line versus Edited Informational’. Biber (1995: 141-169) has also identified the particular co-occurring linguistic features for each of these six dimensions (Table 2.2).

Biber (1988 and 1995) adopted his multi-dimensional analyses in English to compare various text types, including professional academic administration letters. The statistical scores of the six dimensions in respect of the professional academic letters found by Biber (1995: 141-168), in descending order, are ‘elaborated reference (-6.8)’, ‘overtly argumentation (+3.5)’, ‘informational production (-3.0)’, ‘non-narrative discourse (-2.2)’, ‘on-line informational elaboration marking stance (+1.5)’, and ‘abstract (-0.2)’. These scores indicate the tendency of occurrence as opposed to their counterparts, that is, ‘informational production’ rather than ‘involved production’, ‘non-narrative discourse’ rather than ‘narrative discourse’, and ‘on-line informational’ rather than ‘not on-line informational’. Nevertheless, the present study is not concerned with such tendencies in these pairs, but explores both the positive and negative co-occurring linguistic features of the six dimensions.

Another marked contrast is that Biber’s (1988 and 1995) studies compare different text types (or genres), such as professional academic letters, press reportage and fiction, while this study mainly investigates professional quantity surveyors’ letters. In addition, this study advances Biber’s (1988 and 1995) studies of the six dimensions to the four communicative purposes and ten tasks in the quantity surveying profession.

5.3.1 Compilation of the Co-occurring Linguistic Features

This study adopted Biber’s (1995: 141-169) informed findings of the co-occurring linguistic features for the six dimensions, and grouped such features in the QS Corpus and Sub-corpora, in each case across the ten tasks, to derive the frequencies of occurrence for each dimensions in each group or task. These frequencies of the co-occurring linguistic features were summarized to yield the aggregate frequencies for the six dimensions. In doing so, the frequencies and percentages of occurrence of the co-occurring linguistic features in each dimension were extracted from Table B1 (Appendix B) and reproduced in Table C1 (Appendix C) for the QS Corpus, and similarly from Table B2 to Table C2 for the QS Directive Sub-corpus, from Table B3 to Table C3 for the QS Procedure Sub-corpus, from Table B4 to Table C4 for the QS Checking Sub-corpus, and from Table B5 to Table C5 for the QS Monitoring Sub-corpus. The aggregate of the frequencies and percentages of the co-occurring linguistic features for the six dimensions against the QS Corpus and Sub-corpus are summarized in Table 5.7.

Table 5.7: Six Dimensions of Co-occurring Linguistic Features in the QS Corpus and Sub-corpora

Dimensions for Co-occurring Linguistic Features (Biber, 1988 & 1995)		Aggregate Frequencies (per 1,000 words) and Percentages of Occurrence of the Co-occurring Linguistic Features				
		QS Corpus	Directive Sub-corpus	Procedural Sub-corpus	Checking Sub-corpus	Monitoring Sub-corpus
D1 (+ve)	Involved Production	162.1 (17.1%)	**132.1 (14.1%)**	191.9 (20.0%)	183.9 (19.0%)	201.5 (20.3%)
D1 (-ve)	Informational Production	445.5 (46.7%)	476.2 (51.4%)	442.0 (46.1%)	425.4 (43.8%)	**398.6 (40.2%)**
D2 (+ve)	Narrative Discourse	70.9 (7.5%)	**61.0 (6.5%)**	**65.1 (6.5%)**	81.2 (8.4%)	87.5 (8.9%)
D2 (-ve)	Non-narrative Discourse	128.9 (13.5%)	126.3 (13.6%)	125.2 (13.1%)	130.0 (13.3%)	135.4 (13.6%)
D3 (+ve)	Situation-dependent Reference	17.2 (1.8%)	14.5 (1.6%)	10.2 (1.0%)	16.1 (1.7%)	**26.9 (2.7%)**
D3 (-ve)	Elaborated Reference	150.3 (15.9%)	145.2 (15.6%)	141.1 (14.7%)	162.0 (16.7%)	156.7 (15.8%)
D4 (+ve)	Overt Expression of Argumentation	60.3 (6.3%)	57.8 (6.2%)	67.7 (6.9%)	53.0 (5.4%)	66.9 (6.8%)
D5 (-ve)	Abstract Style	57.2 (6.0%)	63.9 (7.0%)	54.0 (5.7%)	50.9 (5.2%)	49.2 (5.1%)
D6 (+ve)	On-line Informational Elaboration Marking Stance	16.9 (1.9%)	**12.6 (1.3%)**	19.8 (2.0%)	19.1 (1.9%)	22.9 (2.2%)
D6 (-ve)	Not On-line Informational Elaboration Marking Stance	16.3 (1.7%)	19.5 (2.1%)	**5.5 (0.6%)**	15.6 (1.6%)	15.1 (1.5%)

The aggregate of the frequencies and percentages of occurrence of the co-occurring linguistic features for the six dimensions (Biber, 1995: 141-169) against the ten tasks in the QS Corpus are also summarized in Table 5.8. The statistical data for all the co-occurring linguistic features for the ten tasks in the QS Corpus and Sub-corpora can be found in Tables C1 to C5 (Appendix C).

Table 5.8: Six Dimensions of Co-occurring Linguistic Features for the Ten Tasks in the QS Corpus

Dimensions for co-occurring linguistic features		Aggregate Frequencies (per 1,000 words) and Percentages of Occurrence of the Co-occurring Linguistic Features										
		QS Corpus	Cost Planning	Tender Docum-entation	Tender-ing	Tender Appraisal	Award of Contract	Contract Docum-entation	Cost Control	Payment	Contrac-tual Advice	Final Account
		S01 to S10	S01	S02	S03	S04	S05	S06	S07	S08	S09	S10
D1 (+ve)	Involved Production	162.1 (17.1%)	158.7 (16.9%)	169.9 (17.3%)	164.5 (17.5%)	122.1 (12.9%)	147.1 (16.0%)	**110.2 (11.8%)**	**226.5 (23.9%)**	**206.5 (20.6%)**	172.0 (17.9%)	**196.9 (19.8%)**
D1 (-ve)	Informational Production	445.5 (46.7%)	431.5 (45.7%)	429.2 (43.0%)	451.5 (47.6%)	450.6 (48.4%)	482.4 (53.2%)	**533.1 (57.5%)**	**388.7 (40.9%)**	415.8 (41.5%)	458.4 (47.1%)	401.2 (40.5%)
D2 (+ve)	Narrative Discourse	70.9 (7.5%)	75.6 (8.0%)	**113.4 (11.5%)**	67.2 (7.0%)	58.5 (6.3%)	60.9 (6.7%)	49.0 (5.2%)	**71.5 (7.6%)**	**83.7 (8.2%)**	68.6 (7.1%)	**87.2 (8.8%)**
D2 (-ve)	Non-narrative Discourse	128.9 (13.5%)	132.3 (14.0%)	102.2 (10.3%)	129.8 (13.7%)	129.8 (13.9%)	119.9 (13.1%)	126.0 (13.6%)	121.4 (12.8%)	116.3 (11.6%)	116.2 (12.0%)	146.0 (14.7%)
D3 (+ve)	Situation-dependent Reference	17.2 (1.8%)	**27.1 (2.8%)**	15.0 (1.5%)	**8.8 (0.9%)**	17.3 (1.9%)	12.1 (1.4%)	**10.7 (1.2%)**	19.9 (2.2%)	17.5 (1.8%)	**22.7 (2.3%)**	**25.1 (2.5%)**
D3 (-ve)	Elaborated Reference	150.3 (15.9%)	119.7 (12.7%)	141.0 (14.1%)	137.4 (14.6%)	194.4 (20.9%)	**93.6 (10.2%)**	135.3 (14.5%)	133.6 (14.0%)	176.2 (17.7%)	147.3 (15.1%)	160.1 (16.2%)
D4 (+ve)	Overt Expression of Argumentation	60.3 (6.3%)	70.0 (7.3%)	68.7 (6.9%)	74.4 (7.9%)	53.0 (5.7%)	61.0 (6.7%)	49.1 (5.4%)	64.3 (6.8%)	59.1 (5.9%)	51.0 (5.4%)	60.3 (5.9%)
D5 (-ve)	Abstract Style	57.2 (6.0%)	**78.1 (8.2%)**	**78.0 (7.8%)**	59.0 (6.3%)	63.4 (6.7%)	63.9 (7.1%)	49.0 (5.2%)	37.3 (3.9%)	45.7 (4.4%)	62.4 (6.4%)	50.0 (5.1%)
D6 (+ve)	On-line Informational Elaboration Marking Stance	16.9 (1.9%)	26.5 (2.8%)	19.3 (1.9%)	18.4 (1.9%)	7.8 (0.9%)	16.6 (1.8%)	**5.4 (0.6%)**	26.6 (2.7%)	16.3 (1.6%)	23.9 (2.5%)	22.9 (2.2%)
D6 (-ve)	Not On-line Informational Elaboration Marking Stance	16.3 (1.7%)	6.3 (0.7%)	13.1 (1.3%)	9.3 (1.0%)	18.7 (2.0%)	15.6 (1.7%)	27.9 (3.0%)	11.6 (1.2%)	16.8 (1.7%)	20.2 (2.1%)	15.8 (1.6%)

To give a better elucidation of textualization, the QS Corpus was compared with Biber’s (1988: 263) analysis of academic administrative letters. The frequencies and percentages of occurrence of the linguistic features found in Biber’s (1988: 263) multidimensional analyses of the academic administrative letters were grouped in the same way as in this study to be able to compare the two sets of data. This assimilation of Biber’s (1988: 263) sampling of academic letters produced the following aggregate frequencies and percentages of the co-occurring linguistic features: ‘involved production (295.1, 34.0%)’, ‘informational production (378.2, 43.4%), ‘narrative discourse (41.8, 4.9%)’, ‘non-narrative discourse (171.2, 19.7%), ‘situation-dependent reference (53.4, 6.1%)’, ‘elaborated reference (57.2, 6.6%)’, ‘overt expression of argumentation (57.6, 6.7%)’, ‘abstract style (13.3, 1.6%)’, ‘on-line informational elaboration marking stance (24.0, 2.9%)’ and ‘not on-line informational elaboration marking stance (5.8, 0.7%)’. The statistical data of the QS

Corpus as shown in Table 5.7 were compared with this set of data derived from Biber's (1988: 263) study to find out the similarities and differences between the quantity surveying and academic letters. For ease of reference in this thesis, the corpus of academic administrative letters used in Biber's (1988: 263) study is termed 'academic corpus'.

The aggregate frequencies of the co-occurrences for the six dimensions (including +ve and –ve co-occurring linguistic features) are not in the same rank order when the QS Corpus and 'academic corpus' (Biber, 1988: 263) are compared. On the basis of these two sets of data, 'informational production' (Biber, 1995: 141-151), 'involved production' (ibid.: 141-151), and 'non-narrative discourse' (ibid.: 152-155) are on the top in both groups of professional letters, indicating the integrity of these three functional constructs cutting across different professional letters. 'Elaborated reference' (ibid.: 155-159) (probably due to the different approach when counting nominalizations), 'narrative discourse' (ibid.: 152-155), 'overt argumentation' (ibid.: 159-163), and 'abstract style' (ibid. 163-166) are ranked higher among the six dimensions in the QS Corpus than the 'academic corpus' (Biber, 1988: 263). This shows that the quantity surveyors make greater use of these dimensions to persuade the addressees to acknowledge crucial information, stringent processes, and retrospective actions, and, in parallel, the quantity surveyors also concentrate on informative, procedural, and affective strategies to inform the addressees of the actions they should take. Correspondingly, 'situation-dependent reference' (Biber, 1995: 155-159) falls to the bottom rank in the QS Corpus. 'On-line and not on-line informational elaboration marking stance' (ibid.: 166-168) has a low ranking in both groups of professional letters. These findings indicate that the quantity surveying practice embraces the characteristics of informative, interactive, narrative, non-narrative, elaborative, argumentative, and abstract writing. These characteristics are critical indicators of how the quantity surveying professional context is expressed, which is discussed later from the socio-critical perspective (Chapter 7).

5.3.2 Interpretation of the Co-occurring Linguistic Features

In this study, the co-occurring linguistic features of the six dimensions (Biber, 1995: 141-169) were examined across the Sub-corpora and tasks in the QS Corpus (Tables 5.6 and 5.7; Tables C1 to C5 in Appendix C), which were then compared with Biber's (1988: 263) analysis of the 'academic corpus'. The analysis and interpretation of the findings are presented in the order of the six dimensions in the following paragraphs. The frequencies and percentages of occurrence of the linguistic features in the QS Corpus, Sub-corpora and tasks (Tables 5.4 and 5.5, or Tables B1 to B5 in Appendix B), or their aggregate frequencies and percentages of co-occurrence in the QS Corpus, Sub-corpora and tasks (Tables 5.7 and 5.8, or Tables C1 to C5 in Appendix C) are provided in brackets for easy reference.

Dimension 1: 'Involved versus Informational Production' (Biber, 1995: 141-151)

In the QS Corpus, the co-occurring linguistic features for 'involved production' (Biber, 1995: 141-151) mainly include the present tense (51.6, 5.5%), second person pronouns (33.8, 3.6%), first person pronouns (16.4, 1.7%), private verbs (9.3, 1.0%), 'be' as main verb (9.0, 1.0%), and hedges (8.1, 0.9%), while the other co-occurring linguistic features (i.e. subordinator 'that' deletion, contractions, the pro-verb 'do', analytical negation, demonstrative pronouns, emphatics, the pronoun 'it', causative adverbial subordinators, discourse particles, indefinite pronouns, amplifiers, sentence relatives, direct 'wh' questions, possibility modals, independent clauses coordination, 'wh' clauses, stranded prepositions, and total adverbs) have relatively fewer occurrences. These co-occurring linguistic features constitute a significant sector

(17.0%) of the linguistic population in the QS Corpus. The Directive Sub-corpus (132.1, 14.1%) has about one-third fewer occurrences of ‘involved production’ than the other Sub-corpora (183.9, 19.0% to 201.5, 20.3%), as the directive letters demand the addressees perform certain instructions and this didactic discourse has fewer private verbs, use of ‘be’ used as a main verb, and hedges.

The QS Corpus embraces all the co-occurring linguistic features that were identified by Biber (1995: 141-151) for ‘informational production’, including nouns (194.7, 20.6%), prepositional phrases (135.4, 14.3%), attributive adjectives (77.0, 8.1%), agentless passives (24.9, 2.6%), past participial postnominal clauses (11.4, 1.2%) and place adverbials (2.2, 0.2%). Their aggregation amounts to 47.0%, which constitutes an extremely significant segment in the QS Corpus. The Monitoring Sub-corpus mainly contains letters urging the addressees to take action. The nature of the discursive task implies that less information needs to be conveyed, and thus its aggregate frequency for ‘informational production’ (398.6, 40.2%) (ibid.: 141-151) is about 15% less than those in the other three Sub-corpora (425.4, 43.8% to 476.2, 51.4%).

As shown in Table 5.8, the aggregate frequencies of the co-occurring linguistic features for ‘involved production’ (Biber, 1995: 141-151) are relatively higher in the tasks of cost control, payment and final accounts which are mainly performed in the evaluative texts relating to checking and monitoring the performance of the addressees. In contrast, those for ‘informational production’ (ibid.: 141-151) are comparatively low in these three tasks. As regards the other seven tasks which are mainly performed in the directive and procedural letters, the reverse is the case; that is, the aggregate frequencies of the co-occurring linguistic features for ‘involved production’ (ibid: 141-151.) are lower and those for the ‘informational production’ (ibid.: 141-151) are higher. The pattern of distribution of the aggregate frequencies for the tasks in each individual Sub-corpus, as shown in Tables C1 to C5 (Appendix C), is generally similar to the above descriptions. In other words, ‘involved production’ and ‘informational production’ (ibid.: 141-151) are influenced more by the communicative purposes than the tasks.

The ‘informational production’ (Biber, 1995: 141-151) was compared between the QS Corpus and Biber’s (1988: 263) ‘academic corpus’. The aggregate frequencies are high in both the quantity surveying (445.5, 46.7%) and academic (378.2, 43.4%) (Biber, 1988: 263) professional letters, though that of the former is about one-fifth more than the latter. This difference is attributed to the more frequent use of nouns and agentless passive by the quantity surveyors to present technical information.

These two groups of professional letters also have high aggregate frequencies for ‘involved production’ (Biber, 1995: 141-151), but the quantity surveying usage (162.1, 17.1%) is only about a half of the academic (295.1, 34.0%) (Biber, 1988: 263). This substantial difference is mainly due to the academics’ much greater use of present tense, ‘be’ as main verb, and adverbs, and also, but to a lesser extent, private verbs and the pronoun ‘it’, which are attributes in ‘involved production’. It is worth noting that all these linguistic features (except present tense) are devices used to express stance (Biber, 1999: 969-978), though the academics also employ more possibility modals as probability hedges. In other words, the quantity surveyors are relatively more conservative in the expression of personal stance, and deliberately avoid uncertainty, yet their involvement is inevitable since they are responsible for monitoring the quantity surveying processes and take part in the discursive events. The interaction in the quantity surveying profession is grounded more on the exchange of procedural actions than personal ideas. This interpretation is supported by the fact that the quantity surveyors use second person pronouns more than first person pronouns to pursue involvement, whereas the academics use more first person pronouns.

Dimension 2: ‘Narrative Discourse versus Non-Narrative Discourse’ (Biber, 1995: 152-155)

Narrative can be evaluated very differently by addressees from different cultures, and thus speakers (writers) usually through evaluation show how they intend the narrative to be understood (Cortazzi and Jin, 2000: 102-103). Narratives therefore have referential and evaluative functions, while in the latter personal involvement is unavoidable (ibid.: 105). Narrative process involves linguistic and socio-elements and depends on the knowledge and experience the communicators bring to the narrative context (ibid.: 119-120). In addition, socialization takes place through narrative evaluation (ibid.: 118), and story telling (i.e. narrative) is one of the symbolic forms in organizational communication culture and a method with which (Bantz, 1993) to understand organizational expectations (2.6.1). In the QS Corpus, both the positive and negative features of this dimension are found.

Regarding ‘narrative discourse’ (Biber, 1995: 152-155), the QS Corpus contains the co-occurring linguistic features of public verbs (56.0, 5.9%), past tense (6.7, 0.7%), perfect aspect verbs (5.2, 0.6%), present participial postnominal clauses (4.3, 0.5%), synthetic negation (1.7, 0.2%), and third person pronouns (0.6, 0.1%). These six linguistic items constitute 8.0% of the language use in the QS Corpus. In comparison with the checking (81.2, 8.4%) and monitoring (87.5, 8.9%) letters which require ‘narrative discourse’ (ibid.: 152-155) to build up credibility, the directive (61.0, 6.5%) and procedural (65.1, 6.5%) letters are deployed with about one-third fewer narrative descriptions to account for the background of the discursive events. As Table 5.8 shows, the aggregate frequencies and percentages for ‘narrative discourse' (ibid.: 152-155) are more prominent in the tasks of tender documentation, cost control, payment and final account which are mainly performed in the checking and monitoring letters. This prominence is consistently found in these tasks in every Sub-corpus. These findings indicate that the use of 'narrative discourse' (ibid.: 152-155) relies more on communicative purposes than tasks.

The QS Corpus contains two co-occurring linguistic features for 'non-narrative discourse' (Biber, 1995: 152-155), namely present tense verbs (51.6, 5.5%) and attributive adjectives (77.0, 8.1%), which indicate expository and informational writing (Biber, 1995: 154) and make up 13.6% of the language use in the QS Corpus. The four Sub-corpora and the ten tasks have very similar aggregate frequencies for 'non-narrative discourse' (Biber, 1995: 152-155). This means that the quantity surveying discourse has the characteristics of 'non-narrative' (ibid.: 152-155) in every communicative purpose and task.

'Narrative discourse' (Biber, 1995: 152-155) in the quantity surveying data (70.9, 7.5%) is nearly double that of the academic (41.8, 4.9%) (Biber, 1988: 263) due to the different occurrences of public or speech act verbs for introducing indirect statements (Quirk et al., 1985: 1180). The quantity surveyors tend to adopt 'narrative discourse' (Biber, 1995: 152-155) to inform the addressees of the details, findings and evidence in the discursive events. 'Non-narrative discourse' (ibid.: 152-155) in the QS (128.9, 13.5%) and academic letters (171.2, 15.6%) (Biber, 1988), however, are similar, though the former uses it about 25% less than the latter. This difference is caused by the shorter sentence lengths, and thus more frequent use of the present tense in the 'academic corpus' (5.2.2 (1)).

Dimension 3: 'Situation-dependent Reference versus Elaborated Reference' (Biber, 1995: 155-159)

In the QS Corpus, 'situation-dependent reference' (Biber, 1995: 155-159) includes the co-occurring linguistic features of time adverbials (9.6, 1.0%), place adverbials (2.1, 0.2%) and adverbs (5.5, 0.6%). Their total occurrence (17.2, 1.8%) is very small. The monitoring exercise requires more frequent use of these linguistic devices to depict the temporal and spatial information (Biber, 1988: 224), and to elaborate the writers' requirements or stance (Downing and Locke, 2006: 506), thus the Monitoring Sub-corpus (26.9, 2.7%) has an aggregate frequency of nearly twice of those of the other Sub-corpora (10.2, 1.0% to 16.1, 1.7%). 'Situation-dependent reference' (Biber, 1995: 155-159) is used comparatively more frequently in the tasks of cost planning (27.1, 2.8%), contractual advice (22.7, 2.3%) and final accounts (25.1, 2.5%) which are performed in the didactic letters for giving instructions or procedural directives, or in expository letters for discharging checking and monitoring functions. Conversely, this function is used less in the tasks of tendering (8.8, 0.9%) and contract documentation (10.7, 1.2%) which are related to contractual proceedings in tendering and contract signing, where the exact dates, time and venues (counted as nouns in this study) are stated in the letters rather than by using time and place adverbials. Apart from the above exceptions, the occurrences are evenly distributed among the tasks in every Sub-corpus. These findings suggest that both communicative purposes and tasks constitute situational circumstances affecting the 'situation-dependent reference' (ibid.: 155-159) in the quantity surveyors' written discourse.

With regard to 'elaborated reference' (Biber, 1995: 155-159), the QS letters contain nominalizations (131.6, 13.9%), phrasal coordination (16.3, 1.7%), 'wh' relative clauses in subject position (1.5, 0.2%), 'wh' relative clauses in object position (0.6, 0.1%), and ‘pied-piping’ relative clauses (0.5, 0.1%). The total frequency and percentage (150.5, 16.0%) of these linguistic features are far greater than that of ‘situation-dependent reference’ (ibid.: 155-159) (17.2, 1.8%) in this dimension. The four Sub-corpora have very similar occurrences of ‘elaborated reference’ (ibid.: 155-159) (141.1, 14.7% to 162.0, 16.7%), while it is used less in the task of awarding a contract (93.6, 10.2%). This cluster of linguistic features constitutes a referentially explicit discourse which tends to be integrated and informational (Biber, 1995: 155-156). The writers apply the informative and procedural strategies to inform the addressees of the success and non-success of the tenders, and to depict the procedures for the signing of a contract. This straightforward conveyance of the message requires less ‘elaborated reference’ (Biber, 1995: 155-159). In general, the occurrences are evenly distributed among the tasks in every Sub-corpus. The quantity surveying discourse has a similar usage of ‘elaborated reference’ (ibid.: 155-159) across different communicative purposes and tasks.

The aggregate frequencies and percentages for this dimension are compared between the QS Corpus and Biber’s (1988: 263) ‘academic corpus’. The academic letters (53.4, 6.1%) have far more co-occurrences (about three times more) of linguistic features for ‘situation-dependent reference’ (Biber, 1995: 155-159) than the quantity surveying letters (17.2, 1.8%). This great difference is entirely attributed to the substantial use of adverbs in the ‘academic corpus’ (i.e. 49.8, 5.7% versus 5.5, 0.6%). Conversely, the aggregate frequency for ‘elaborated reference’ (ibid.: 155-159) in the quantity surveying letters (150.3, 15.9%) is about three times that of the academic letters (57.2, 6.6%), which is caused by the different approach of counting nominalizations in this study compared with Biber’s (1995: 95) (5.2.2(5)). Undoubtedly, the quantity surveying profession orients towards ‘elaborated reference' rather than 'situation-dependent reference' (Biber, 1995: 152-155).

Dimension 4: 'Overt Expression of Argumentation' (Biber, 1995: 159-163)

According to Biber (1995: 160), there are no negative features for 'not overt expression of argumentation'. This dimension is concerned with persuasion in the discourse, which involves linguistic behaviour that attempts to either change the thinking or behaviour of an audience, or to strengthen its beliefs; and similar to every language use, this process is affected by the situational and socio-cultural contexts in which it takes place (Virtanen and Halmari, 2005: 3). The QS Corpus contains the positive co-occurring linguistic features of infinitives (19.6, 2.1%), suasive verbs (10.3, 1.1%), predictive modals (14.7, 01.5%), necessity modals (5.8, 0.6%), split auxiliaries (4.4, 0.5%), conditional adverbial subordinators (2.9, 0.3%) and possibility modals (1.1, 0.1%) for 'overt expression of argumentation' (Biber, 1995: 159-163). These forms of persuasive language indicate the authors' commitment to the propositions in the persuasive discourse (Biber, 1995: 161-162). Salmi-Tolonen (2005: 95) notes that "argumentative strategies and acceptability of various linguistic means are genre-dependent". Their aggregate occurrence (60.3, 6.3%) is not very high compared with the other dimensions described above, since these linguistic features are not the major ones in the linguistic and grammatical construction of the QS Corpus, for example, nominal groups (including nouns, prepositional phrases, nominalizations and attributive adjectives) used as the theme and complements of the sentences for 'informational production' (Biber, 1995: 141-151) and 'elaborated reference' (ibid.: 155-159) may occur several times in a clause or sentence, while the suasive verbs or modals tend to only occur once in a clause or sentence.

The aggregate frequencies and percentages in the four Sub-corpora vary within a narrow range (53.0, 5.4% to 67.7, 6.9%) in this dimension. The writers adopt these linguistic features to persuade the addressees to acknowledge the crucial information and stringent processes across the ten tasks, among which contract documentation (49.1, 5.4%) has the least. This task has an infrequent use of infinitives (8.0, 0.9%) but a relatively frequent use of necessity modals (17.2, 1.9%), reflecting that the writers stress the necessity and preciseness of the predication in the contract documentation. The task of contractual advice in the Directive Sub-corpus has an exceptionally low aggregate frequency and percentage (8.7, 1.0%), which is attributed to the formulaic style of giving notifications in this particular task (e.g. 'I hereby give notice that ...'), as this linguistic pattern does not involve the use of infinitives and modals. In contrast, the aggregate frequencies and percentages are comparatively high for the tasks of tender documentation (68.7, 6.7%) and cost control (63.4, 7.2%) in the Checking Sub-corpus, in which the writers have deployed numerous suasive verbs, necessity modals, and predictive modals to convince the addressees of the shortcomings and intensify the importance of the subject documents. Apart from these exceptions, the aggregate occurrences are evenly distributed among the tasks in every Sub-corpus. The above findings suggest that the quantity surveying discourse is 'overtly argumentative' in every communicative purpose and task.

The aggregate frequencies and percentages for 'overt expression of argumentation' (Biber, 1995: 159-163) are nearly identical between the QS Corpus (60.3, 6.3%) and 'academic corpus' (57.6, 6.7%) (Biber, 1988: 263). These two groups of professionals employ similar frequent use of infinitives, modals, and conditional adverbials in their argumentative writing, though the quantity surveyors use more suasive verbs to accomplish this function.

Dimension 5: 'Non-abstract Style versus Abstract Style' (Biber, 1995: 163-166)

Biber (1995: 163) does not identify any positive features for 'non-abstract style'. The negative features for 'abstract style' (ibid.: 163) contained in the QS Corpus are agentless passive (24.9, 2.6%), conjuncts (13.3, 1.4%), past participial postnominal clauses (11.4, 1.2%), other adverbial subordinators (2.9, 0.3%), past participial adverbial clauses (2.5, 0.3%) and 'by' passives (2.2, 0.2%). These linguistic features are either in passive form to promote an inanimate referent and demote the animate agent, or to specify the logical relations among propositions (Biber, 1995: 164), and ultimately express the abstractness of the texts. Their total frequencies and percentages (57.2, 6.0%) are similar to the last dimension of 'overt expression of argumentation' (Biber, 1995: 159-163), and also the linguistic features for this 'abstract style' (ibid.: 163-166) are not the major linguistic and grammatical constructions in the QS Corpus.

The Directive Sub-corpus (63.9, 7.0%) has the highest aggregate frequency and percentage for 'abstract style' (Biber, 1995: 163-166), as the directives are concerned with the implementation of professional ideologies which are abstract in nature, while those of the other three Sub-corpora (49.2, 5.1% to 54.0, 5.7%) are very similar. The tasks of cost planning (78.1, 8.2%) and tender documentation (78.0, 7.8%), which are mainly performed in the directive and checking letters respectively, have the highest aggregate frequencies due to the abstract nature of the professional work. The aggregate frequencies of the tasks vary greatly within the same Sub-corpus as well as across the four Sub-corpora. In other words, both communicative purposes and tasks impact the linguistic choice of 'abstract style' (ibid.: 163-166).

'Abstract style' (Biber, 1995: 163-166) is one of the most obvious disparities between the two groups of professional letters in the QS Corpus and Biber's (1988:

263) ‘academic corpus’. Biber’s (1988: 152) study indicates that ‘abstract’ and ‘non-abstract’ styles cannot be distinctly identified in the academic letters, though they are found to be slightly ‘abstract’. In this comparison of their aggregate frequencies, the quantity surveying letters (57.2, 6.0%) have an ‘abstract style’ (Biber, 1995: 163-166) which is four times greater than the academic letters (13.3, 1.6%) (Biber, 1988: 263). This marked difference is attributed to the quantity surveyors’ preferential use of conjuncts (13.3, 1.4%), agentless passive (24.9, 2.6%), and past participial postnominal clauses (11.4, 1.2%) to achieve the abstract nature of the information in their letters.

Dimension 6: ‘On-line versus Not On-line Informational Elaboration Marking Stance’ (Biber, 1995: 166-168)

The positive linguistic features for ‘on-line informational elaboration marking stance’ are to overtly mark the writer’s stance in combination with an informational purpose (Biber, 1995: 168), while a stance is defined as “personal; feelings, attitudes, value judgements, or assessments” expressed in communication (Biber, 1996: 966). The QS Corpus contains demonstratives (8.2, 0.9%) and ‘that’ verb complements (6.6, 0.7%), while the other co-occurring linguistic features of ‘that’ relative clauses in object position, ‘that’ clauses as adjective complements, final prepositions, the use of existential ‘there’, demonstrative pronouns, and ‘wh’ relative clauses in object position have frequencies of occurrence less than 1 per 1,000 words. Their total occurrence (16.9, 1.9%) is very rare, and this cluster of linguistic features is not the major constituent of the linguistic and grammatical constructions in the QS Corpus. Among the four Sub-corpora, the Monitoring (22.9, 2.2%) mostly requires the use of ‘on-line informational elaboration’ (Biber, 1995: 166-168) to mark stance, the Directive (12.6, 1.3%) is the least, and the Procedural (19.8, 2.0%) and Checking

(19.1, 1.9%) are in between. As shown in Table 5.8, the aggregate frequencies of the co-occurring linguistic features for this ‘on-line informational elaboration’ (ibid.: 166-168) vary greatly among the ten tasks. The tasks of tender appraisal (7.8, 0.9%) and contract documentation (5.4, 0.6%) have comparatively low frequencies of occurrence because these two tasks are mainly involved in didactic texts and so do not have to express stance frequently. The variation in occurrences among the ten tasks is also applicable to each Sub-corpus, but it is observed that the variance narrows for the same task across different Sub-corpora. The above findings illustrate that ‘on-line informational elaboration’ (ibid.: 166-168) is influenced by both communicative purposes and tasks to a similar extent.

The negative linguistic feature of phrasal co-ordination (16.3, 1.7%) for ‘not on-line informational elaboration’ (Biber, 1995: 166-168) is noted in the QS Corpus. The Procedural Sub-corpus (5.5, 0.6%) has occurrences of this linguistic feature but they are up to about three times fewer than the other Sub-corpora (15.1, 1.5% to 19.5, 2.1%), as the procedural letters require less phrasal coordination to achieve the integrative function of idea-unit expansion (Biber, 1988: 245) in one clause. Table 5.8 shows that the aggregate frequencies vary greatly among the ten tasks in the QS Corpus. The tender appraisal (18.7, 2.0%) and contract documentation (27.9, 3.0%), which have low occurrences of ‘on-line informational elaboration’ (Biber, 1995: 166-168), require more phrasal co-ordination for ‘not on-line informational elaboration’ (ibid.: 166-168). The aggregate frequencies also vary greatly among the tasks in each Sub-corpus. Thus ‘not on-line informational elaboration’ (ibid.: 166-168) is influenced by both communicative purposes and tasks to a comparable extent.

The co-occurring linguistic features for ‘on-line and not on-line informational elaboration’ (Biber, 1995: 166-168) are not the main grammatical constructs for producing the QS letters, and thus their aggregate frequencies are comparatively low. ‘On-line informational elaboration’ (ibid.: 166-168) is comparable between the quantity surveying (16.9, 1.9%) and academic (24.0, 2.2%) (Biber, 1988: 263) letters. The major linguistic items used by the quantity surveyors and academics for ‘on-line informational elaboration’ (Biber, 1995: 166-168) include ‘that’ verb complements and demonstratives, which function to mark stance in the elaboration of the informative and procedural orientations of the discursive events. The scope of ‘not on-line informational elaboration’ (ibid.: 166-168) is too restricted for comparison since phrasal coordination is the only linguistic feature that has been identified by Biber (1995: 166) in this dimension. Nonetheless, the aggregate frequency of the QS Corpus (16.3, 1.7%) compared with the ‘academic corpus’ (5.8, 0.7%) reflects a fairly high usage of phrasal co-ordination for idea-unit expansion.

In the QS Corpus, the highly frequent use of ‘informational production’ (Biber, 1995: 141-151), ‘involved production’ (ibid.: 141-151), ‘elaborated reference’ (ibid.: 155-159), ‘non-narrative discourse’ (ibid.: 152-155), and ‘narrative discourse’ (ibid.: 152-155) indicates that the quantity surveying discourse conveys lots of information, namely, the writers and the addressees take part in the discursive events (including their professional practices); referents have to be identified in an explicit and elaborated manner to avoid ambiguities; the letters are expository and informational; and they are written with descriptive background employing narratives. The moderately frequent use of ‘abstract style’ (ibid.: 163-166) and ‘overtly argumentation’ (ibid.: 159-163) promotes the use of inanimate referents, abstractness and technicality in topics and purposes, and indicates the writers’ intention to persuade the addressees to acknowledge the information. The infrequent use of ‘on-line informational elaboration’ (ibid.: 166-168) indicates that the writers are not eager to overtly mark stance; and the infrequent use of ‘situation-dependent reference’ (ibid.: 155-159) and ‘not on-line informational elaboration’ (ibid.: 166-168) suggests that the quantity surveyors pursue an ‘elaborated reference’ (ibid.: 155-159) and also a greater use of ‘on-line informational’ discourse (ibid.: 166-168).

The aggregate frequencies of the co-occurring linguistic features for ‘non-narrative discourse’ (Biber, 1995: 152-155), ‘elaborated reference’ (ibid.: 155-159), and ‘overt expression of argumentation’ (ibid.: 159-163) are similar among the four QS Sub-corpora (Table 5.7) and the ten tasks (Table 5.8). The functional domains of these three dimensions are inherent to the quantity surveyors’ letter writing, and their occurrences are therefore not prominently affected by the communicative purposes and tasks. In contrast, the ‘involved production’ (ibid.: 141-151), ‘informational production’ (ibid.: 141-151) and ‘narrative discourse’ (ibid.: 152-155) are affected far more by the communicative purposes than the tasks, while the occurrences of ‘situation-dependent reference’ (ibid.: 155-159), ‘abstract style’ (ibid.: 163-166), ‘on-line informational elaboration’ (ibid.: 166-168) and ‘not on-line informational elaboration’ (ibid.: 166-168) depend on both communicative purposes and tasks. These four groups of co-occurring linguistic features are ranked at the bottom of the QS Corpus in terms of their low aggregate frequencies of occurrence, and thus they are considered to be comparatively less important in the quantity surveyors’ written discourse. Summing up, the quantity surveyors’ linguistic choices in the workplace are either conventionalized due to the inherence in their practice or predominantly determined by the communicative purposes. In addition, the disparities of the aggregate frequencies among the Sub-corpora in each dimension are generally not substantial, suggesting that the quantity surveyors share similar rationales as to the different communicative purposes in their letter writing. This consistency portrays the integrity of the writing style of the quantity surveyors in various situational contexts, i.e. “field”, “tenor” and “mode” (Halliday, 1978: 143-145; 2002: 54-55) and “ideational”, “identity” and “relational” (Fairclough, 1992: 64-65; 2001: 62).

This section explains the reasons why the quantity surveyors choose the linguistic features in the ways that they do in their workplace letter writing. The next section will ascertain the moves of the professional letters in the QS Corpus.

5.4 Moves

Each move or discourse structure represents “a stretch of text serving a particular communication function”, while a sequence of moves builds the text (Biber et al., 2007: 15). The moves of every letter in the QS Corpus (N = 412) were analyzed. It was found that each Sub-corpus has a common pattern of moves among its own letters. These moves are also applicable to all the tasks within the Sub-corpora. In other words, the pattern of moves is entirely determined by the communicative purposes of the letters, while the tasks do not have any observable effects. In addition, it was found in the analysis of lexico-grammar (5.2) and textualization (5.3) that the quantity surveyors’ linguistic choices predominantly rely on the communicative purposes, though the choice is subtly influenced by the tasks, and also professional jargon collocates with particular tasks. On the basis of these two crucial findings, the analysis of the moves in the QS Corpus relies only on the communicative purposes.

According to Swales (1990: 58), a genre represents a class of communicative events with particular communicative purposes commonly recognized in the discourse community (i.e. the quantity surveying profession), which shapes the schematic structure of the discourse and influences and constrains the choice of content and style. In the QS Corpus, each move has its own unique communicative purpose, content, and linguistic characteristics. But each move cannot be considered as a genre because an individual move alone fails to demonstrate the schematic structure of the discourse. Nevertheless, each move has distinct semantic, pragmatic and linguistic functions in the construction of the discourse, and thus it is reasonable to treat the moves as an analytical unit in the study of discourse, as described in this section.

5.4.1 Identifying the Moves

Seventeen moves were identified in the letters in the QS Corpus. These moves are represented in the Directive, Procedural, Checking and Monitoring Sub-corpora in Table 5.9 below. For each move in each Sub-corpus, the number of the occurring letters and their percentages of occurrence (Moves 1 to 17), the numbers of words of the occurring letters and their percentages of the total words (Moves 4 to 10 only), and the average number of words in the occurring letters are shown (Table 5.9). In each Sub-corpus, a sample letter is included in Table 5.9 to show the patterns of language use for these seventeen moves. These four letters are about inviting the submission of tenders for a lift nominated sub-contract (S03.01.D), approving a contractor’s application for the assignment of financial benefit to another party (S09.44.P), expressing concern about the accuracy of the forecast of expenditure prepared by the outsourced quantity surveying consultancy firm (S07.09.C), and urging a consultancy firm to settle a contractor’s financial claims (S09.66.M).

Table 5.9: Moves of the QS Letters in the Four Sub-corpora

Moves	Directive Sub-corpus	Procedural Sub-corpus	Checking Sub-corpus	Monitoring Sub-corpus
1: Open salutation (obligatory)	190 letters (100%) e.g. ‘Dear Sirs,’ (S03.01.D)	93 letters (100%) e.g. ‘Dear Sirs,’ (S09.44.P)	50 letters (100%) e.g. ‘Dear Sirs,’ (S07.09.C)	79 letters (100%) e.g. ‘Dear Sirs’ (S09.66.M)
2: Identifying contract information (obligatory)	190 letters (100%) e.g. ‘[contract title and contract no]’ (S03.01.D)	93 letters (100%) e.g. ‘[contract title and contract no.]’ (S09.44.P)	50 letters (100%) e.g. ‘[consultancy agreement title and no.]’ (S07.09.C)	79 letters (100%) e.g. ‘[contract titles and contract nos.]’ (S09.66.M)
3: Captioned subject matter (optional)	118 letters (62%) e.g. ‘ – ‘ (S03.01.D)	45 letters (48%) e.g. ‘ – ‘ (S09.44.P)	16 letters (32%) e.g. ‘ – ‘ (S07.09.C)	26 letters (33%) e.g. ‘Record of Claims’ (S09.66.M)
4: Establishing the purpose (obligatory/ optional)	93 letters (49%) 3,625 words (12%) 39 words per letter e.g. ‘You are informed that contractors in the List of … are invited to tender for the above works subject to the following conditions:’ (S03.01.D)	57 letters (61%) 1,991 words (30%) 35 words per letter e.g. ‘Further to my letter ref. [reference] dated [date],’ (S09.44.P)	50 letters (100%) 1,085 words (11%) 22 words per letter e.g. ‘I write to express my concern about the accuracy of your forecast of expenditure for projects under the captioned agreement.’ (S07.09.C)	67 letters (85%) 1,791 words (13%) 27 words per letter e.g. ‘Further to my last letter of even reference dated [date] on same subject, I write to register again our grave concern on your sluggish or even stagnant progress on the settlement of contractors’ financial claims for the captioned three Contracts.’ (S09.66.M)
5: Describing the topics (obligatory/ optional)	giving the instructions 190 letters (100%) 7,654 words (26%) 40 words per letter e.g. ‘(a) The conditions as stated in the Special Conditions of Tender entitled ‘Contractors under suspension’ and included in the tender documents. (b) …’ (S03.01.D)	delivering the information 93 letters (100%) 1,555 words (23%) 17 words per letter e.g. ‘please be informed that the Employer has agreed your application for the assignment of your financial benefit for the captioned contracts to [name] in principle.’ (S09.44.P)	reconciling the background/current status 50 letters (100%) 4,343 (42%) 87 words per letter e.g. ‘According to your cashflow forecast for construction cost for the remaining months (i.e. January, February and March) in financial year 2004/05, it is now revealed that there are substantial differences between your forecast and actual expenditures for some projects, as shown in the table below:-‘ (S07.09.C)	reconciling the background/current status 78 letters (99%) 4,441 words (31%) 57 words per letter e.g. ‘With reference to your submission of records of claims dated [date], there was no any progress on the assessment/ settlement of claims even though you had been repeatedly urged. You have neither completed your assessment nor urged the contractors for further substantiation/ agreement.’ (S09.66.M)
6: Justifying the actions (optional)	setting up guidelines 84 letters (44%) 6,762 words (23%) 81 words per letter e.g. ‘Your sealed tender, in duplicate, must be clearly marked with the tender reference and the subject of the outside of the envelope (but should not bear any indication which may relate the tender to the tenderer), addressed to …, and place in …, before 12 noon on Friday, [date]. Late tenders will not be accepted.’ (S03.01.D)	setting up guidelines 13 letters (14%) 338 words (5%) 26 words per letter e.g. ‘Please be noted that any consent given by the Employer will be on the basis that no reliance has been placed on any information form the Employer nor have any representation or warranties been given by the Employer on the Assignor’s financial status. You are required to use the standard from of Deed of Assignment in its entirety as appended to [circular no.] before written consent will be given to the assignment.’ (S09.44.P)	evaluating the performance 33 letters (66%) 2,828 words (28%) 61 words per letter e.g. ‘You are reminded that a realistic cashflow forecast is significant to a precise budgetary control.’ (S07.09.C)	evaluating the performance 71 letters (90%) 4,271 words (30%) 60 words per letter e.g. ‘You will appreciate that we are keen to ensure the quality and timely performance of the consultancy services.’ (S09.66.M)

7: Soliciting the actions (optional)	124 letters (65%) 7,164 words (25%) 58 words per letter e.g. 'The booklet containing the tender documents is to be completed and returned in accordance with the Conditions of Tender and returned intact, together with the duplicate Form of Tender.' (S03.01.D)	66 letters (71%) 2,155 words (32%) 33 words per letter e.g. 'Please prepare and submit 3 copies of the Deed of Assignment for formal execution.' (S09.44.P)	42 letters (84%) 1,495 words (15%) 36 words per letter e.g. 'Please advise me, within one week, the reasons of the inaccuracy and what measures you would take to improve the accuracy of your cashflow forecast in future.' (S07.09.C)	74 letters (94%) 2,928 (21%) 40 words per letter e.g. 'You are therefore advised to make every effort to assess and settle the financial claims with respective contractors without further delay.' (S09.66.M)
8: Attaching auxiliary requirements (optional)	80 letters (42%) 3,444 words (12%) 43 words per letter e.g. 'Tenderers are reminded that the Employer is not bound to nominate for acceptance the lowest or any tender which may be received and reserves the right to negotiate with any tender about the terms of the offer.' (S03.01.D)	-	-	-
9: Highlighting the consequence (optional)	-	-	28 letters (56%) 452 words (4%) 16 words per letter e.g. 'Unless I receive a satisfactory explanation from your office, the above unsatisfactory performance will be appropriately reflected in your performance report.' (S07.09.C)	39 letters (49%) 551 words (4%) 14 words per letter e.g. 'The above unsatisfactory performance will be appropriately reflected in your performance report.' (S09.66.M)
10: Expressing availability/ gratitude (optional)	40 letters (21%) 536 words (2%) 13 words per letter e.g. 'Any query in connection with the tender documents shall be directed to the undersigned at telephone no. [no.]' (S03.01.D)	32 letters (34%) 640 words (10%) 20 words per letter e.g. ' – ' (S09.44.P)	-	4 letter (5%) 99 words (1%) 25 words per letter e.g. ' – ' (S09.66.M)
11: Complimentary closing (obligatory)	190 letters (100%) e.g. 'Yours faithfully,' (S03.01.D)	93 letters (100%) e.g. 'Yours faithfully,' (S09.44.P)	50 letters (100%) e.g. 'Yours faithfully,' (S07.09.C)	79 letters (100%) e.g. 'Yours faithfully,' (S09.66.M)
12: Signature (obligatory)	190 letters (100%) e.g. '[anonymous]' (S03.01.D)	93 letters (100%) e.g. '[anonymous]' (S09.44.P)	50 letters (100%) e.g. '[anonymous]' (S07.09.C)	79 letters (100%) e.g. '[anonymous]' (S09.66.M)
13: Name of the letter sender (obligatory)	190 letters (100%) e.g. '([name])' (S03.01.D)	93 letters (100%) e.g. '([name])' (S09.44.P)	50 letters (100%) e.g. '([name])' (S07.09.C)	79 letters (100%) e.g. '([name])' S09.66.M)
14: Job designation of the letter sender (obligatory)	190 letters (100%) e.g. '[post]' (S03.01.D)	93 letters (100%) e.g. '[post]' (S09.44.P)	50 letters (100%) e.g. '[post]' (S07.09.C)	79 letters (100%) e.g. '[post]' (S09.66.M)
15: Representation of the letter sender (optional)	106 letters (56%) e.g. 'for Director of [name of department]' (S03.01.D)	51 letters (55%) e.g. 'for [post]' (S09.44.P)	8 letters (16%) e.g. ' – ' (S07.09.C)	3 letters (4%) e.g. ' – ' (S09.66.M)
16: Footnote information (optional)	174 letters (92%) e.g. 'c.c. [various parties]' (S03.01.D)	89 letters (96%) e.g. ' – ' (S09.44.P)	48 letters (96%) e.g. ' – ' (S07.09.C)	57 letter (72%) e.g. ' – ' (S09.66.M)
17: Initials of the participants in the letter writing (obligatory)	190 letters (100%) e.g. '[anonymous]' (S-3.01.D)	93 letters (100%) e.g. '[anonymous]' (S09.44.P)	50 letters (100%) e.g. '[anonymous]' (S07.09.C)	79 letters (100%) e.g. '[anonymous]' (S09.66.M)
Total (Moves 4 to 10 only)	190 letters 29,185 words 154 words per letter	93 letters 6,674words 72 words per letter	50 letters 10,203 words 204 words per letter	79 letters 14,081 words 178 words per letter

It is observed that the patterns of moves in the QS letters are entirely different from those in "CARS" model (Swales, 1990: 141), research articles (e.g. Biber and Jones, 2007; Kanoksilapatham, 2007; Lewin et al., 2001), grant proposals (e.g. Connor and Upton, 2004), fundraising letters (e.g. Connor, Anthony, Gladkov and Upton, 2007; Connor, Upton and Kanoksilapatham, 2007), university strategic plan (e.g. Chan, 2009), classroom discourse (e.g. Csomay, 2007) and chairman's letters in corporate annual reports (e.g. Bhatia, 2008). However, the move patterns in the QS letters are in line with the three obligatory moves in business communication letters: "initial reference", "addressing the issue", and "closing" (Ghadessy, 1993), and to certain extent similar to tax computation letters: "opening salutation", "subject", "actions taken", "discussion of issues", "solicit action", "express availability" and "closing salutation" (Flowerdew and Wan, 2006), and business faxes: "salutation", "greetings", "introductory move", "reference to other forms of communication", "notifying the progress of business dealings", "providing further information", "polite closing" and "signature" (Zhu, 2005). In other words, move patterns overlap across genre types in different disciplines.

Communicative purposes are effectively achieved by the collective functions of moves (Zhu, 2005). The moves of the QS Corpus are divided into two parts: the peripheral block and the main text block. The peripheral block indicates the format of letter writing in the government office, and is found to be evenly applied to each QS Sub-corpus. They include Moves 1, 2 and 3 at the beginning and Moves 11 to 17 in the closing sections of the letters. The main text block which constitutes the contents of the letters involves Moves 4 to 10, and these Moves vary across the QS Sub-corpus. In this study, only the main text block of the collected letters was included in the QS Corpus and Sub-corpora.

(1) The periphery block of moves

The open salutation (Move 1) (i.e. ‘Dear Sirs,’) and the identification of the contract titles and contract numbers (or consultancy agreement titles and numbers) in the captions of the letters (Move 2) are obligatory moves, which signify the start of letters and relate the letters to the relevant construction contracts (or consultancy agreements). Move 3 further provides the exact subject matter in the captions of the letters but this move is optional since the writers expect the addressees to find such subject matter in the contents of the letters.

The complimentary closing (Move 11) (i.e. ‘Yours faithfully,’) signifies the end of the letter; the signature of the letter sender (Move 12) is a verification of the letter; the printing of the name of the letter sender (Move 13) is for deictic identification; and the post designation (Move 14) is the title of the letter sender which indicates his delegation and capacity. These moves are obligatory and must be clearly stated in the letters. The representation of the letter sender (Move 15) (i.e. ‘for [government office]’ or ‘for [post designation]’) indicates the letter is issued on behalf of the sending organization or of a more senior staff member when the letter senders do not have the delegation and capacity to do so. Thus, Move 15 is optional.

The footnote information (Move 16) indicates other information that the readers should be aware of, which usually includes enclosures (i.e. ‘Encl’) and carbon copy to other parties (i.e. ‘c.c. [parties]’). This move is subject to the presence of other information and is therefore optional. Finally, the initials of the participants in the letter writing are obligatorily printed at the bottom of the letters (Move 17). The participants include the senior, the peer, the subordinator and the typist, where applicable, and their initials are in the order of seniority. Usually, the letters are signed by the most senior participants.

Biber et al. (2007: 54) also found this cluster of peripheral moves in their investigation of rhetorical moves in fundraising letters. Together with the “date” and “address information” in the letters, they call them “structural elements”. Nickerson (1999: 134) suggests that the salutation, close and signature constitute the establishment of the relationship of the writer and addressee within the mode of a letter, and the appropriate use of these elements can serve as positive strategies when engaged in a face-threatening-act (FTA) (Brown and Levinson, 1987).

(2) The main text block of moves

The main text block (Moves 4 to 10) starts from establishing the purpose through the conveyance of ideas and soliciting action to expressing availability or gratitude. The percentages of occurrence of these moves vary across the four Sub-corpora. The introducing mode of establishing the purpose (Move 4) and the supplementary modes of attaching auxiliary requirements (Move 8), highlighting the consequence (Move 9), and expressing availability or gratitude (Move 10) contain fewer words than the main parts (Moves 5, 6 and 7) of the letters. Move 4 in the Procedural Sub-corpus, however, has a higher proportion of words (30%) because there is a lengthy description of the discursive events in this move in the tendering task. Nevertheless, the main parts of the letters are Moves 5, 6 and 7.

Move 4 (establishing the purpose) is obligatory in the checking (100%), but optional in the directive (49%), procedural (61%) and monitoring (85%) letters. The average length of this move ranges from 22 to 39 words per letter in the four Sub-corpora, with the lengthiest one in the Directive Sub-corpus. Move 4 is sometimes absorbed in Move 3 (captioned subject matter), for example, the captions ‘Preparation of Tender Report’ (S04.01.D) and ‘Order to Commence Work’ (S09.01.D) clearly indicate the purposes of the letters.

Move 4 can also be embedded in Move 5 when describing the topics of the letters, for instance, the sentence ‘I enclose Tender Addendum No.1 in respect of the above contract’ (S03.09.D) is Move 5 implying the instruction of incorporating the amended pages of the Tender Addendum into the tender documents at the return of the tender, since such instruction is explicitly stated in the attached Tender Addendum. This embedding of one move in another is made possible by the intertextuality between the covering letter and the attachment (i.e. Tender Addendum) which are read in conjunction and where the purpose of the letter is interdiscursively identified by the writer’s and addressee’s (tenderers) mutual understanding of the discursive practices of the tendering events. Another example is ‘This Contract was certified complete on [date]’ (S10.01.M). This statement which is categorized as Move 5 is a reconciliation of the past and current statuses for preparing the final accounts after the certified completion, and this motive embraces Move 4 for establishing the purpose of the letter (i.e. reminding the addressee to deliver the final account services). This embedding of a move is built on the professional knowledge that completion of contract triggers the start of the final account period, and the final account is required to be completed and forwarded to the contractor for agreement within twelve months in accordance with the conditions of the contract. This letter (S10.01.M) is intertextually linked, though implicitly, with the contract document, and these two texts are interdiscursively interpreted to ascribe meanings to the discourse.

Move 5 (describing the topics) is the most important part of the letters in the QS Corpus, since this Move obligatorily (100%) occurs in the Directive, Procedural and Checking Sub-corpora, and is nearly obligatory (99%) in the Monitoring Sub-corpus. The remaining 1% is due to the embedding of Move 5 in Move 4 ‘I refer to your letter ref: [reference] dated [date]’ (S08.18.M). The background and status of the incident have already been intertextually described in the quoted 'letter' and they are not required to be repeated, so separate Move 5 is avoided. In view of this very small remaining percentage (i.e. 1%) and the embedding of the move, Move 5 is counted as being entirely obligatory in the QS Corpus and Sub-corpora. However, the average length of Move 5 varies greatly among the Directive (40 words per letter), Procedural (17 words per letter), Checking (87 words per letter), and Monitoring (57 words per letter) Sub-corpora. The procedural letters function to deliver information in this move and, on numerous occasions, the information is an attachment to the letter, e.g. 'Attached please find a copy of …' (S01.16.P), so the expressions are relatively short. In contrast, the directive letters give the instructions in the texts and the number of words is greater. The demand for a lengthy description is very significant in the checking letters, in which the background and current status of the findings in the checking process are conveyed in detail, and this move dominates the number words (42%) in the Checking Sub-corpus. Although Move 5 in the monitoring letters serves the same function of reconciling the status, the reconciliation only involves a brief account of the incidents rather than the detailed findings in the checking letters, and so the average length of Move 5 in the monitoring letters is about half that of the checking letters.

Move 6 (justifying the actions) in the Directive (44%) and in particular Procedural (14%) Sub-corpora for setting up guidelines for the actions occurs less frequently than those in the Checking (66%) and Monitoring (90%) Sub-corpora which involve numerous instances of evaluating the quantity surveying consultancy firms' performance, and the average lengths of Move 6 range from 26 to 81 words per letter. The directive letters sometimes use Move 6 to highlight the guidelines in discharging the work under the instructions and have relatively lengthy texts (81 words per letter), but the procedural letters usually do not require any rhetorical move to justify the actions pertaining to the guidelines which are simpler and much shorter in length (26 words per letter), while the checking and monitoring exercises require numerous occurrences of Move 6 to confer the writers’ knowledge and ideologies in order to persuade the addressees to undertake the actions described, and require more words to evaluate the consultants’ performance (61 and 60 words per letter).

Move 7 (soliciting actions) is present if the writers demand action from the addressees. The frequencies of occurrence of this move in the four Sub-corpora are Directive (65%), Procedural (71%), Checking (84%) and Monitoring (94%). The directive and procedural letters serve to deliver instructions and guidelines, and thereby use Move 7 less often. In contrast, the checking and monitoring letters request addressees’ replies to the rectification and improvement measures, and often use Move 7. The average length of Move 7 is the lowest in the Procedural Sub-corpus (33 words per letter) due to the relatively simplicity of the procedural actions required. The length increases with the functional contexts of the Checking (36 words per letter) and Monitoring (40 words per letter) Sub-corpora in interpersonal interaction, and with that of the Directive Sub-corpus (58 words per letter) due to the need to write a clear and precise instructions for the solicited actions.

Move 8 (attaching auxiliary instructions) is only found in the Directive (42%) Sub-corpus. It has an average length of 43 words per letter which is comparable to other moves in the same Sub-corpus.

Move 9 (highlighting the consequence) is only applicable to the Checking (56%) and Monitoring (49%) Sub-corpora. This move is a routine expression reminding the quantity surveying consultancy firms of the outcome of their shortcomings in the delivering of professional services to the government office, and the average length is 16 and 14 words per letter in the two Sub-corpora respectively.

Move 10 (expressing availability or gratitude) occurs in the Directive (21%), Procedural (34%) and Monitoring (5%) Sub-corpora. The expression of gratitude is only found in the letters informing the tenderers of their success or non-success in the tendering, which are classified as directive letters in this study. The expression of availability is occasionally found in the procedural and directive letters, but rarely in the checking and monitoring letters. The average lengths are 13, 20 and 25 words per letter in these three Sub-corpora respectively. It is observed that in the Monitoring Sub-corpus, Move 10, if present, has more offers to express availability, while the other two are predominantly conventional in context.

The rhetorical moves in the four Sub-corpora are generally in the order of Moves 4 to 10. Nickerson (1999: 135-136) considers that the establishment of purpose (Move 4) and expressing gratitude (Move 10) in a letter are forms of negative politeness strategy (Brown and Levinson, 1987). In some cases, Moves 6 and 7 are reversed by soliciting the action first, followed by providing guidelines for the action. But in all cases Move 5 precedes Move 7; that is, the information is first given to identify the actions required, and then the specific actions are solicited. If there is more than one action to be taken or one alternative action is allowed, the letter contains several groups of sequential Moves 6 and 7 in the Directive and Procedural Sub-corpora, or Moves 5, 6 and 7 in the Checking and Monitoring Sub-corpora, one group for one action at a time, to describe the transactions. In the directive and procedural letters, Move 5 giving instructions and guidelines is the main theme applicable throughout the whole letter, and this move is not required to be mentioned repeatedly in each group. In the checking and monitoring letters, however, Move 5 to reconcile the current status is an inherent part of the incident and varies among incidents, and therefore there is always the combination of Moves 5, 6 and 7 in each group in a letter.

Move 10 expresses gratitude for the submission of tender and can be placed either at the end of the letter before the complimentary closing, e.g. ’Last but not least, your effort in submitting the tender for this Contract is very much appreciated’ (S05.38.D), or at the beginning of the letter before Move 4, e.g. ‘Thank you for your tender for the above. I wish to inform you that on this occasion you were not successful and ...’ (S05.46.D). These alternative positions exemplify the flexibility of the location of Move 10.

All the moves of the main text block tend to occur or co-occur in similar patterns for groups of letters in the Sub-corpora. For instance, in the Monitoring Sub-corpus, the letters for reminding the addressees to provide the deliverables contain Moves 4 and 5 (obligatory) and Move 7 (optional), and Moves 6 and 9 are superfluous, while the letters for reprimanding the addressees of committing shortcomings of the deliverables contain Moves 4, 5 and 6 (obligatory) and Moves 7 and 9 (optional). In addition, it is observed that Move 9 (highlighting the consequence) only occurs in certain groups of letters reprimanding the addressees for the errors found in their submitted documents (Checking Sub-corpus), and for deficiencies found in their deliverables (Monitoring Sub- corpus).

After an overview of the moves in the QS Corpus has been provided, the lexico-grammar and textualization of these moves are described in the following sub-section.

5.4.2 The Lexico-grammar and Textualization of the Moves

The main text block (Moves 4 to 10) in each Sub-corpus was analyzed in terms of their lexico-grammar and textualization. “Different moves have different functional and semantic purposes”, and the move purpose can be realized “through variations in linguistic features" (Biber et al., 2007: 30). The occurrences and functions of the linguistic features in the QS Corpus and Sub-corpora are described in the previous sections (5.2 and 5.3) in this chapter. The analysis of the lexico-grammar and textualization of Moves 4 to 10 was an iterative process using a similar approach, and the findings are compared across the four Sub-corpora. The frequencies and percentages of occurrence of the linguistic features for Moves 4 to 10 compared against the various quantity surveying tasks in the Directive, Procedural, Checking and Monitoring Sub-corpora are detailed in Tables D1 to D4 (Appendix D), from which the frequencies and percentages of occurrence of the 35 linguistic features (Table 5.4) for Moves 4 to 10 in the four Sub-corpora are extracted (Table 5.10).

Table 5.10: The Linguistic Features of Moves 4 to 10 in the
QS Directive, Procedural, Checking and Monitoring Sub-corpora

Linguistic Features		Type	Frequencies (per 1,000 words) and Percentages (%) of Occurrence							
		(see Note)	Sub-corpus	Move 4	Move 5	Move 6	Move 7	Move 8	Move 9	Move 10
1	Nouns	D	217.9 (23.7%)	190.1 (20.8%)	255.6 (27.6%)	237.4 (25.8%)	165.0 (17.9%)	248.5 (27.0%)	-	134.3 (16.1%)
		P	193.0 (20.4%)	181.3 (19.9%)	162.7 (16.6%)	132.1 (12.5%)	203.2 (21.2%)	-	-	300.0 (30.0%)
		C	181.4 (18.8%)	184.3 (19.0%)	219.9 (22.7%)	157.0 (16.8%)	144.5 (14.6%)	-	46.5 (4.6%)	-
		M	156.8 (15.9%)	197.7 (19.7%)	195.9 (19.8%)	137.4 (14.2%)	125.7 (13.0%)	-	34.5 (3.2%)	101.0 (10.0%)
2	Prepositional phrases	D	138.9 (15.1%)	144.6 (15.8%)	160.2 (17.3%)	131.5 (14.3%)	146.3 (15.9%)	92.9 (10.1%)	-	89.6 (10.7%)
		P	145.8 (15.4%)	136.6 (15.0%)	131.2 (13.3%)	156.2 (14.8%)	176.3 (18.4%)	-	-	100.0 (10.0%)
		C	128.7 (13.3%)	167.7 (17.3%)	141.1 (14.6%)	108.6 (11.6%)	110.4 (11.1%)	-	88.5 (8.8%)	-
		M	128.1 (13.0%)	162.5 (16.2%)	139.6 (14.1%)	117.5 (12.1%)	113.0 (11.7%)	-	99.8 (9.2%)	50.5 (5.0%)
3	Nominalizations	D	122.3 (13.3%)	105.9 (11.6%)	129.9 (14.0%)	144.5 (15.7%)	122.0 (13.2%)	87.1 (9.4%)	-	74.6 (8.9%)
		P	135.5 (14.3%)	131.1 (14.4%)	173.0 (17.6%)	135.1 (12.8%)	137.8 (14.4%)	-	-	50.0 (5.0%)
		C	144.7 (15.0%)	151.2 (15.6%)	137.2 (14.2%)	151.0 (16.2%)	131.1 (13.2%)	-	179.2 (17.7%)	-
		M	139.8 (14.2%)	145.7 (14.5%)	129.7 (13.1%)	146.6 (15.2%)	130.8 (13.5%)	-	210.5 (19.5%)	70.7 (7.0%)
4	Attributive adjectives	D	77.1 (8.4%)	70.1 (7.7%)	95.0 (10.3%)	95.4 (10.4%)	60.7 (6.6%)	54.6 (5.9%)	-	0.0 (0.0%)
		P	63.2 (6.7%)	56.8 (6.2%)	81.0 (8.2%)	54.1 (5.1%)	61.7 (6.4%)	-	-	50.5 (5.0%)
		C	79.2 (8.2%)	87.6 (9.0%)	80.1 (8.3%)	90.5 (9.7%)	66.2 (6.7%)	-	42.0 (4.2%)	-
		M	82.0 (8.3%)	89.3 (8.9%)	77.5 (7.8%)	77.3 (8.0%)	100.4 (10.4%)	-	45.4 (4.2%)	10.1 (1.0%)

Table 5.10: The Linguistic Features of Moves 4 to 10 in the
QS Directive, Procedural, Checking and Monitoring Sub-corpora (Cont'd)

Linguistic Features		Type (see Note)	Frequencies (per 1,000 words) and Percentages (%) of Occurrence							
			Sub-corpus	Move 4	Move 5	Move 6	Move 7	Move 8	Move 9	Move 10
5	Public verbs	D	49.9 (5.4%)	55.2 (6.0%)	35.8 (3.9%)	42.1 (4.6%)	66.4 (7.2%)	59.2 (6.4%)	-	29.9 (3.6%)
		P	57.2 (6.0%)	52.2 (5.7%)	52.7 (5.4%)	75.1 (7.1%)	55.7 (5.8%)	-	-	50.5 (5.0%)
		C	58.9 (6.1%)	89.4 (9.2%)	54.6 (5.6%)	34.3 (3.7%)	77.6 (7.8%)	-	39.8 (3.9%)	-
		M	66.1 (6.7%)	84.9 (8.5%)	56.7 (5.7%)	57.8 (6.0%)	88.1 (9.1%)	-	29.0 (2.7%)	60.6 (6.0%)
6	Present tense	D	49.4 (5.4%)	56.8 (6.2%)	37.2 (4.0%)	42.9 (4.7%)	52.6 (5.7%)	68.5 (7.4%)	-	89.6 (10.7%)
		P	62.0 (6.5%)	42.7 (5.2%)	68.2 (6.9%)	96.1 (9.1%)	54.3 (5.7%)	-	-	100.0 (10.0%)
		C	49.5 (5.1%)	42.4 (4.4%)	34.8 (3.6%)	55.9 (6.0%)	82.3 (8.3%)	-	81.9 (8.1%)	-
		M	52.9 (5.4%)	45.8 (4.6%)	35.4 (3.6%)	63.0 (6.4%)	61.5 (6.3%)	-	88.9 (8.2%)	121.2 (12.0%)
7	2nd person pronouns	D	24.5 (2.7%)	38.1 (4.2%)	18.4 (2.0%)	16.1 (1.8%)	27.2 (3.0%)	26.7 (2.9%)	-	74.6 (8.9%)
		P	42.3 (4.5%)	35.7 (4.1%)	19.3 (2.0%)	24.0 (2.3%)	48.7 (5.1%)	-	-	100.0 (10.0%)
		C	38.4 (4.0%)	48.8 (5.0%)	26.9 (2.8%)	36.4 (3.9%)	43.5 (4.4%)	-	112.8 (11.2%)	-
		M	45.6 (4.6%)	35.7 (3.6%)	42.3 (4.3%)	44.7 (4.6%)	45.1 (4.6%)	-	114.3 (10.6%)	40.4 (4.0%)
8	Agentless passive	D	27.7 (3.0%)	20.1 (2.2%)	18.2 (2.0%)	30.6 (3.3%)	34.3 (3.7%)	39.5 (4.3%)	-	14.9 (1.8%)
		P	23.8 (2.5%)	8.0 (0.9%)	30.9 (3.1%)	45.0 (4.3%)	37.1 (3.9%)	-	-	0.0 (0.0%)
		C	23.5 (2.4%)	1.8 (0.2%)	24.9 (2.6%)	21.9 (2.3%)	26.1 (2.6%)	-	64.2 (6.4%)	-
		M	20.7 (2.1%)	7.3 (0.7%)	18.0 (1.8%)	19.9 (2.1%)	24.2 (2.5%)	-	72.6 (6.7%)	30.3 (3.0%)
9	Infinitives	D	15.8 (1.7%)	15.4 (1.7%)	5.4 (0.6%)	7.2 (0.8%)	34.9 (3.8%)	18.6 (2.0%)	-	0.0 (0.0%)
		P	27.1 (2.9%)	16.1 (1.8%)	22.5 (2.3%)	6.0 (0.6%)	37.1 (3.9%)	-	-	50.0 (5.0%)
		C	17.3 (1.8%)	14.7 (1.5%)	9.4 (1.0%)	16.6 (1.8%)	43.5 (4.4%)	-	2.2 (0.2%)	-
		M	25.6 (2.6%)	19.5 (1.9%)	12.4 (1.3%)	22.9 (2.4%)	57.0 (5.9%)	-	0.0 (0.0%)	60.6 (6.0%)
10	1st person pronouns	D	13.7 (1.5%)	27.3 (3.0%)	9.7 (1.0%)	2.4 (0.3%)	26.0 (2.8%)	2.3 (0.2%)	-	29.9 (3.6%)
		P	9.4 (1.0%)	25.1 (2.8%)	7.1 (0.7%)	0.0 (0.0%)	0.9 (0.1%)	-	-	0.0 (0.0%)
		C	19.2 (2.0%)	69.1 (7.1%)	13.1 (1.4%)	11.7 (1.4%)	18.7 (1.9%)	-	15.5 (1.5%)	-
		M	23.4 (2.4%)	66.4 (6.6%)	15.1 (1.5%)	18.3 (1.9%)	18.4 (1.9%)	-	5.4 (0.5%)	80.8 (8.0%)
11	Phrasal co-ordination	D	19.5 (2.1%)	17.9 (2.0%)	19.9 (2.1%)	18.9 (2.1%)	23.5 (2.6%)	16.3 (1.8%)	-	0.0 (0.0%)
		P	5.5 (0.6%)	1.5 (0.2%)	11.6 (1.2%)	9.0 (0.9%)	6.0 (0.6%)	-	-	0.0 (0.0%)
		C	15.7 (1.6%)	7.4 (0.8%)	14.3 (1.5%)	17.3 (1.9%)	23.4 (2.4%)	-	6.6 (0.7%)	-
		M	15.1 (1.5%)	14.5 (1.4%)	11.9 (1.2%)	18.5 (1.9%)	17.8 (1.8%)	-	3.6 (0.3%)	10.1 (1.0%)
12	Predictive modals	D	6.7 (0.7%)	3.6 (0.4%)	10.1 (1.1%)	7.4 (0.8%)	1.1 (0.1%)	13.9 (1.5%)	-	0.0 (0.0%)
		P	10.3 (1.1%)	16.1 (1.8%)	2.6 (0.3%)	12.0 (1.1%)	36.7 (3.8%)	-	-	50.0 (5.0%)
		C	5.5 (0.6%)	0.0 (0.0%)	1.8 (0.2%)	5.7 (0.6%)	20.1 (2.0%)	-	39.8 (3.9%)	-
		M	7.2 (0.7%)	1.1 (0.1%)	3.6 (0.4%)	5.6 (0.6%)	6.8 (0.7%)	-	70.8 (6.6%)	0.0 (0.0%)

Table 5.10: The Linguistic Features of Moves 4 to 10 in the QS Directive, Procedural, Checking and Monitoring Sub-corpora (Cont'd)

Linguistic Features		Type (see Note)	Frequencies (per 1,000 words) and Percentages (%) of Occurrence							
			Sub-corpus	Move 4	Move 5	Move 6	Move 7	Move 8	Move 9	Move 10
13	Conjuncts	D	16.3 (1.8%)	13.2 (1.4%)	14.6 (1.6%)	10.5 (1.1%)	22.1 (2.4%)	23.2 (2.5%)	-	14.9 (1.8%)
		P	9.9 (0.1%)	32.1 (3.5%)	0.0 (0.0%)	0.0 (0.0%)	0.9 (0.1%)	-	-	0.0 (0.0%)
		C	7.8 (0.8%)	2.8 (0.3%)	10.8 (1.1%)	6.7 (0.7%)	4.7 (0.5%)	-	6.6 (0.7%)	-
		M	12.6 (1.3%)	3.9 (0.4%)	16.0 (1.6%)	14.3 (1.5%)	12.3 (1.3%)	-	1.8 (0.2%)	10.1 (1.0%)
14	Suasive verbs	D	11.3 (1.2%)	10.2 (1.1%)	6.4 (0.7%)	2.4 (0.3%)	20.7 (2.2%)	23.2 (2.5%)	-	0.0 (0.0%)
		P	5.1 (0.5%)	0.0 (0.0%)	9.0 (0.9%)	6.0 (0.6%)	13.9 (1.4%)	-	-	0.0 (0.0%)
		C	9.5 (1.0%)	0.9 (0.1%)	5.8 (0.6%)	14.1 (1.5%)	22.1 (2.2%)	-	6.6 (0.7%)	-
		M	11.3 (1.1%)	3.4 (0.3%)	6.3 (0.6%)	10.5 (1.1%)	26.0 (2.7%)	-	1.8 (0.2%)	30.3 (3.0%)
15	Past participial postnominal clauses	D	11.7 (1.3%)	5.8 (0.6%)	21.4 (2.3%)	5.9 (0.6%)	11.9 (1.3%)	9.3 (1.0%)	-	0.0 (0.0%)
		P	15.1 (1.6%)	25.1 (2.8%)	21.2 (2.2%)	18.0 (1.7%)	5.6 (0.6%)	-	-	0.0 (0.0%)
		C	11.9 (1.2%)	38.7 (4.0%)	12.4 (1.3%)	5.3 (0.6%)	3.3 (0.3%)	-	11.1 (1.1%)	-
		M	8.8 (0.9%)	27.9 (2.8%)	8.8 (0.9%)	5.4 (0.6%)	4.1 (0.4%)	-	0.0 (0.0%)	0.0 (0.0%)
16	Private verbs	D	5.8 (0.6%)	17.9 (2.0%)	4.1 (0.4%)	2.1 (0.2%)	4.9 (0.5%)	4.6 (0.5%)	-	14.9 (1.8%)
		P	17.7 (1.9%)	16.6 (1.8%)	9.6 (1.0%)	30.0 (2.8%)	16.7 (1.7%)	-	-	50.0 (5.0%)
		C	12.9 (1.3%)	12.0 (1.2%)	11.3 (1.2%)	14.5 (1.6%)	24.7 (2.5%)	-	42.0 (4.2%)	-
		M	10.0 (1.0%)	6.7 (0.7%)	5.9 (0.6%)	11.2 (1.2%)	7.2 (0.7%)	-	49.0 (4.5%)	70.7 (7.0%)
17	Gerunds	D	8.4 (0.9%)	11.0 (1.2%)	6.8 (0.7%)	4.7 (0.5%)	14.5 (1.6%)	2.3 (0.2%)	-	14.9 (1.8%)
		P	16.3 (1.7%)	32.1 (3.5%)	21.9 (2.2%)	9.0 (0.9%)	3.7 (0.4%)	-	-	0.0 (0.0%)
		C	13.8 (1.4%)	6.5 (0.7%)	15.9 (1.6%)	14.5 (1.6%)	8.7 (0.9%)	-	24.3 (2.4%)	-
		M	11.7 (1.2%)	9.5 (0.9%)	12.6 (1.3%)	12.4 (1.3%)	9.2 (0.9%)	-	21.8 (2.0%)	0.0 (0.0%)
18	Time adverbials	D	7.0 (0.8%)	1.4 (0.2%)	11.9 (1.3%)	1.2 (0.1%)	8.4 (0.9%)	2.3 (0.2%)	-	59.7 (7.1%)
		P	7.0 (0.7%)	17.6 (1.9%)	5.8 (0.6%)	3.0 (0.3%)	0.9 (0.1%)	-	-	0.0 (0.0%)
		C	9.5 (1.0%)	6.5 (0.7%)	6.4 (0.7%)	10.6 (1.1%)	19.4 (2.0%)	-	8.8 (0.9%)	-
		M	16.3 (1.7%)	14.5 (1.4%)	16.7 (1.7%)	19.2 (2.0%)	15.0 (1.5%)	-	5.4 (0.5%)	0.0 (0.0%)
19	'Be' as main verb	D	6.6 (0.7%)	4.4 (0.5%)	6.3 (0.7%)	7.1 (0.8%)	3.4 (0.4%)	13.9 (1.5%)	-	14.9 (1.8%)
		P	15.4 (1.6%)	16.1 (1.8%)	44.4 (4.5%)	6.0 (0.6%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	9.0 (0.9%)	1.8 (0.2%)	10.6 (1.1%)	13.1 (1.4%)	3.3 (0.3%)	-	4.4 (0.4%)	-
		M	11.1 (1.1%)	3.9 (0.4%)	15.3 (1.5%)	15.5 (1.6%)	3.1 (0.3%)	-	7.3 (0.7%)	20.2 (2.0%)
20	Hedges	D	6.5 (0.7%)	13.5 (1.5%)	0.7 (0.1%)	4.3 (0.5%)	11.4 (1.2%)	2.3 (0.2%)	-	29.9 (3.6%)
		P	18.9 (2.0%)	0.0 (0.0%)	10.3 (1.0%)	30.0 (2.8%)	31.6 (3.3%)	-	-	50.0 (5.0%)
		C	8.4 (0.9%)	0.0 (0.0%)	5.3 (0.5%)	5.5 (0.6%)	31.4 (3.2%)	-	0.0 (0.0%)	-
		M	6.1 (0.6%)	1.1 (0.1%)	2.3 (0.2%)	5.6 (0.6%)	15.4 (1.6%)	-	1.8 (0.2%)	40.4 (4.0%)

Table 5.10: The Linguistic Features of Moves 4 to 10 in the
QS Directive, Procedural, Checking and Monitoring Sub-corpora (Cont'd)

Linguistic Features		Type (see Note)	Sub-corpus	Move 4	Move 5	Move 6	Move 7	Move 8	Move 9	Move 10
			Frequencies (per 1,000 words) and Percentages (%) of Occurrence							
21	Demonstratives	D	5.7 (0.6%)	2.2 (0.2%)	3.8 (0.4%)	3.8 (0.4%)	7.1 (0.8%)	12.8 (1.4%)	-	14.9 (1.8%)
		P	9.3 (1.0%)	0.0 (0.0%)	15.4 (1.6%)	6.0 (0.6%)	16.7 (1.7%)	-	-	0.0 (0.0%)
		C	9.1 (0.9%)	0.0 (0.0%)	8.1 (0.8%)	13.1 (1.4%)	13.4 (1.4%)	-	0.0 (0.0%)	-
		M	12.1 (1.2%)	1.7 (0.2%)	12.2 (1.2%)	14.3 (1.5%)	16.7 (1.7%)	-	7.3 (0.7%)	0.0 (0.0%)
22	Past tense	D	0.8 (0.1%)	4.4 (0.5%)	1.0 (0.1%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	-	0.0 (0.0%)
		P	1.9 (0.2%)	0.0 (0.0%)	7.7 (0.8%)	3.0 (0.3%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	16.5 (1.7%)	3.7 (0.4%)	30.6 (3.2%)	8.8 (0.9%)	2.0 (0.2%)	-	2.2 (0.2%)	-
		M	14.2 (1.4%)	5.6 (0.6%)	31.7 (3.2%)	9.4 (1.0%)	3.1 (0.3%)	-	0.0 (0.0%)	0.0 (0.0%)
23	'That' verb complements	D	5.0 (0.5%)	17.7 (1.9%)	3.8 (0.4%)	1.9 (0.2%)	1.1 (0.1%)	9.3 (1.0%)	-	0.0 (0.0%)
		P	9.9 (1.0%)	20.1 (2.2%)	9.0 (0.9%)	36.0 (3.4%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	7.7 (0.8%)	2.8 (0.3%)	8.5 (0.9%)	12.7 (1.4%)	3.3 (0.3%)	-	4.4 (0.4%)	-
		M	7.5 (0.8%)	6.1 (0.6%)	9.5 (1.0%)	10.3 (1.1%)	2.4 (0.2%)	-	3.6 (0.3%)	0.0 (0.0%)
24	Necessity modal	D	8.4 (0.9%)	0.0 (0.0%)	2.7 (0.3%)	14.3 (1.6%)	11.2 (1.2%)	11.6 (1.3%)	-	14.9 (1.8%)
		P	0.3 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	3.0 (0.3%)	0.5 (0.1%)	-	-	0.0 (0.0%)
		C	5.0 (0.5%)	0.0 (0.0%)	3.9 (0.4%)	9.5 (1.0%)	4.7 (0.5%)	-	8.8 (0.9%)	-
		M	3.4 (0.3%)	0.6 (0.1%)	1.8 (0.2%)	6.1 (0.6%)	4.4 (0.5%)	-	0.0 (0.0%)	0.0 (0.0%)
25	Predicative adjectives	D	4.5 (0.5%)	2.2 (0.2%)	2.1 (0.2%)	7.4 (0.8%)	2.2 (0.2%)	9.3 (1.0%)	-	14.9 (1.8%)
		P	6.4 (0.7%)	16.1 (1.8%)	7.1 (0.7%)	0.0 (0.0%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	7.1 (0.7%)	0.0 (0.0%)	6.2 (0.6%)	11.3 (1.2%)	5.4 (0.5%)	-	11.1 (1.1%)	-
		M	8.6 (0.9%)	3.4 (0.3%)	7.9 (0.8%)	15.2 (1.6%)	3.4 (0.4%)	-	9.1 (0.8%)	0./0 (0.0%)
26	Independent clauses coordination	D	5.4 (0.6%)	2.2 (0.2%)	5.5 (0.6%)	3.5 (0.4%)	4.5 (0.5%)	13.9 (1.5%)	-	0.0 (0.0%)
		P	3.0 (0.3%)	4.0 (0.4%)	7.7 (0.8%)	0.0 (0.0%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	6.2 (0.6%)	3.7 (0.4%)	6.0 (0.6%)	6.4 (0.7%)	9.4 (0.9%)	-	6.6 (0.7%)	-
		M	7.1 (0.7%)	2.2 (0.2%)	9.2 (0.9%)	6.8 (0.7%)	7.2 (0.7%)	-	3.6 (0.3%)	30.3 (3.0%)
27	Total adverbs	D	4.4 (0.5%)	0.0 (0.0%)	1.0 (0.1%)	9.5 (1.0%)	4.5 (0.5%)	7.0 (0.8%)	-	0.0 (0.0%)
		P	1.9 (0.2%)	0.0 (0.0%)	5.8 (0.6%)	3.0 (0.3%)	1.4 (0.1%)	-	-	0.0 (0.0%)
		C	6.0 (0.6%)	0.0 (0.0%)	5.1 (0.5%)	5.3 (0.6%)	2.0 (0.2%)	-	48.7 (4.8%)	-
		M	8.9 (0.9%)	0.6 (0.1%)	7.0 (0.7%)	8.7 (0.9%)	6.8 (0.7%)	-	67.2 (6.2%)	0.0 (0.0%)
28	Perfect aspect	D	2.4 (0.3%)	9.9 (1.1%)	3.5 (0.4%)	0.0 (0.0%)	1.1 (0.1%)	0.0 (0.0%)	-	0.0 (0.0%)
		P	1.2 (0.1%)	0.0 (0.0%)	1.9 (0.2%)	15.0 (1.4%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	9.3 (1.0%)	2.8 (0.3%)	9.4 (1.0%)	15.6 (1.7%)	4.0 (0.4%)	-	2.2 (0.2%)	-
		M	9.7 (1.0%)	6.1 (0.6%)	16.9 (1.7%)	10.1 (1.0%)	2.7 (0.3%)	-	0.0 (0.0%)	0.0 (0.0%)

Table 5.10: The Linguistic Features of Moves 4 to 10 in the
QS Directive, Procedural, Checking and Monitoring Sub-corpora (Cont'd)

Linguistic Features		Type (see Note)	Frequencies (per 1,000 words) and Percentages (%) of Occurrence							
			Sub-corpus	Move 4	Move 5	Move 6	Move 7	Move 8	Move 9	Move 10
29	Amplifiers	D	3.2 (0.3%)	2.5 (0.3%)	4.1 (0.4%)	2.7 (0.3%)	3.9 (0.4%)	2.3 (0.2%)	-	0.0 (0.0%)
		P	0.4 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	1.4 (0.1%)	-	-	0.0 (0.0%)
		C	5.4 (0.6%)	0.9 (0.1%)	3.7 (0.4%)	11.3 (1.2%)	2.7 (0.3%)	-	11.1 (1.1%)	-
		M	6.0 (0.6%)	2.2 (0.2%)	4.7 (0.5%)	6.3 (0.7%)	10.6 (1.1%)	-	1.8 (0.2%)	0.0 (0.0%)
30	Split auxiliaries	D	2.0 (0.2%)	1.9 (0.2%)	1.2 (0.1%)	1.5 (0.2%)	3.4 (0.4%)	2.3 (0.2%)	-	0.0 (0.0%)
		P	4.8 (0.5%)	16.1 (1.8%)	0.0 (0.0%)	0.0 (0.0%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	6.3 (0.7%)	0.9 (0.1%)	4.8 (0.5%)	5.0 (0.5%)	2.7 (0.3%)	-	53.1 (5.3%)	-
		M	7.7 (0.8%)	0.6 (0.1%)	6.1 (0.6%)	8.0 (0.8%)	3.4 (0.4%)	-	67.2 (6.2%)	0.0 (0.0%)
31	Other adverbial subordinators	D	3.0 (0.3%)	8.8 (1.0%)	3.8 (0.4%)	4.1 (0.4%)	0.0 (0.0%)	0.0 (0.0%)	-	0.0 (0.0%)
		P	0.6 (0.1%)	0.0 (0.0%)	1.3 (0.1%)	3.0 (0.3%)	0.5 (0.1%)	-	-	0.0 (0.0%)
		C	3.1 (0.3%)	0.0 (0.0%)	3.0 (0.3%)	3.5 (0.4%)	4.7 (0.5%)	-	6.6 (0.7%)	-
		M	3.5 (0.4%)	1.7 (0.2%)	4.1 (0.4%)	5.2 (0.5%)	2.0 (0.2%)	-	0.0 (0.0%)	0.0 (0.0%)
32	'By' passive	D	1.9 (0.2%)	5.5 (0.6%)	0.1 (0.1%)	1.2 (0.1%)	1.3 (0.1%)	4.6 (0.5%)	-	0.0 (0.0%)
		P	3.1 (0.3%)	0.0 (0.0%)	10.9 (1.1%)	12.0 (1.1%)	0.0 (0.0%)	-	-	0.0 (0.0%)
		C	3.1 (0.3%)	4.6 (0.5%)	2.8 (0.3%)	5.0 (0.5%)	0.0 (0.0%)	-	0.0 (0.0%)	-
		M	1.8 (0.2%)	1.1 (0.1%)	2.9 (0.3%)	2.1 (0.2%)	0.7 (0.1%)	-	0.0 (0.0%)	0.0 (0.0%)
33	Place adverbials	D	3.1 (0.3%)	7.7 (0.8%)	5.0 (0.5%)	2.4 (0.3%)	0.0 (0.0%)	2.3 (0.2%)	-	0.0 (0.0%)
		P	1.3 (0.1%)	0.0 (0.0%)	5.1 (0.5%)	0.0 (0.0%)	0.5 (0.1%)	-	-	0.0 (0.0%)
		C	0.6 (0.1%)	0.0 (0.0%)	0.7 (0.1%)	0.0 (0.0%)	1.3 (0.1%)	-	0.0 (0.0%)	-
		M	1.7 (0.2%)	3.4 (0.3%)	1.4 (0.1%)	2.8 (0.3%)	0.0 (0.0%)	-	0.0 (0.0%)	0.0 (0.0%)
Total		D	879.5 (95,5%)	887.5 (97,1%)	902.5 (97.3%)	855.6 (93.1%)	886.4 (96.1%)	877.6 (94.8%)	-	716.4 (85.8%)
		P	924.6 (97.4%)	906.1 (99.5%)	956.9 (97,3%)	930.7 (88.3%)	949.3 (99.0%)	-	-	950.0 (95.0%)
		C	930.2 (96.2%)	953.0 (98.4%)	929.4 (96.2%)	899.5 (96.5%)	960.6 (96.9%)	-	977.6 (97.0%)	-
		M	941.2 (95.5%)	976.0 (97.2%)	936.5 (94.5%)	923.9 (95.8%)	941.1 (97.0%)	-	1,025.3 (94.9%)	838.3 (83.0%)
34	Type-token ratio	D	2.1	6.2	3.1	4.2	3.4	5.0	-	2.1
		P	5.4	5.0	12.4	35.2	7.1	-	-	3.8
		C	11.5	16.2	17.1	24.8	18.4	-	21.1	-
		M	8.7	17.9	15.9	16.3	17.5	-	15.7	37.0
35	Mean word length	D	5.0	4.7	5.6	5.1	4.9	5.2	-	4.6
		P	4.8	4.6	5.1	5.0	4.8	-	-	4.7
		C	5.2	5.1	5.2	5.1	5.0	-	6.0	-
		M	5.0	5.0	4.9	5.0	5.0	-	6.2	4.5

Note: D = Directive Sub-corpus, P = Procedural Sub-corpus,
C = Checking Sub-corpus, M = Monitoring Sub-corpus.

Table 5.10 shows that the 33 linguistic features constitute 83.0% to 99.5% of the 62 identified linguistic features (excluding type-token ratio and mean word length) for the moves in the four QS Sub-corpora. Table 5.10 also indicates that some linguistic features of the moves have more or less frequent use than their respective Sub-corpora, indicating that they have particular functions in different moves. It also shows that some linguistic features in the same move vary across different Sub-corpora, which suggests the influence of the communicative purposes of a particular genre on the same move.

The co-occurrences of the positive and negative linguistic features of the six dimensions (Biber, 1995: 141-169) for each move in the Directive, Procedural, Checking and Monitoring Sub-corpora were analyzed in the same way as those described in 5.2.3. The frequencies and percentages of occurrence of the co-occurring linguistic features in each dimension were extracted from Table D1 (Appendix D) and reproduced in Table E1 (Appendix E) for the QS Directive Sub-corpus, from Table D2 to Table E2 for the QS Procedure Sub-corpus, from Table D3 to Table E3 for the QS Checking Sub-corpus, and from Table D4 to Table E4 for the QS Monitoring Sub-corpus. The aggregate frequencies and percentages of the co-occurrences (Tables E1 to E4) are summarized in Table 5.11.

Table 5.11: Six Dimensions of Co-occurring Linguistic Features (Biber, 1988 & 1995) of the Moves in the Directive, Procedural, Checking and Monitoring Sub-corpora

Six Dimensions of Co-occurring Linguistic Features		Type (see Note)	Aggregate Frequencies (per 1,000 words) and Percentages (%) of Occurrence of Co-occurring Linguistic Features							
			Sub-corpus	Move 4	Move 5	Move 6	Move 7	Move 8	Move 9	Move 10
D1 (+ve)	Involved Production	D	132.4 (14.3%)	169.3 (18.6%)	94.7 (10.2%)	111.1 (12.2%)	142.3 (15.4%)	167.0 (18.0%)	-	328.4 (39.4%)
		P	178.1 (18.7%)	152.7 (16.7%)	179.4 (18.3%)	264.1 (25.1%)	155.5 (16.2%)	-	-	300.0 (30.0%)
		C	174.5 (17.9%)	182.1 (18.9%)	138.2 (14.3%)	179.7 (19.4%)	245.5 (24.7%)	-	334.0 (33.0%)	-
		M	193.2 (19.5%)	175.8 (17.7%)	161.2 (16.1%)	204.7 (21.4%)	192.3 (19.5%)	-	366.4 (34.0%)	494.9 (49.0%)
D1 (-ve)	Informational Production	D	476.4 (51.8%)	438.4 (47.9%)	555.4 (60.0%)	503.2 (54.7%)	418.2 (45.4%)	447.1 (48.5%)	-	238.8 (28.6%)
		P	442.2 (46.7%)	407.8 (44.8%)	432.1 (43.9%)	405.4 (38.4%)	484.4 (50.6%)	-	-	450.0 (45.0%)
		C	425.3 (44.0%)	480.1 (49.5%)	479.1 (49.6%)	383.3 (41.0%)	351.8 (35.4%)	-	252.3 (25.1%)	-
		M	398.1 (40.4%)	488.1 (48.6%)	441.2 (44.5%)	360.3 (37.3%)	367.4 (38.0%)	-	252.3 (23.3%)	191.9 (19.0%)
D2 (+ve)	Narrative Discourse	D	60.7 (6.6%)	70.6 (7.7%)	45.4 (5.0%)	55.3 (6.1%)	76.4 (8.2%)	66.2 (7.2%)	-	29.9 (3.6%)
		P	65.3 (6.8%)	53.2 (5.8%)	69.3 (7.1%)	108.1 (10.2%)	63.1 (6.6%)	-	-	50.0 (5.0%)
		C	89.5 (9.3%)	104.2 (10.8%)	101.7 (10.6%)	61.6 (6.5%)	83.6 (8.4%)	-	46.4 (4.5%)	-
		M	96.4 (9.8%)	106.2 (10.7%)	114.3 (11.5%)	82.0 (8.5%)	97.7 (10.1%)	-	34.4 (3.2%)	60.6 (6.0%)
D2 (-ve)	Non-narrative Discourse	D	126.5 (13.8%)	126.9 (13.9%)	132.2 (14.3%)	138.3 (15.1%)	113.3 (12.3%)	123.1 (13.3%)	-	89.6 (10.7%)
		P	125.2 (13.2%)	104.5 (11.4%)	149.2 (15.1%)	150.2 (14.2%)	116.0 (12.1%)	-	-	150.0 (15.0%)
		C	128.7 (13.3%)	130.0 (13.4%)	114.9 (11.9%)	146.4 (15.7%)	148.5 (15.0%)	-	123.9 (12.3%)	-
		M	134.9 (13.7%)	135.1 (13.5%)	112.9 (11.4%)	139.3 (14.4%)	161.9 (16.7%)	-	134.3 (12.4%)	131.3 (13.0%)
D3 (+ve)	Situation-dependent Reference	D	14.5 (1.6%)	9.1 (1.0%)	17.9 (1.9%)	13.1 (1.4%)	12.9 (1.4%)	11.6 (1.2%)	-	59.7 (7.1%)
		P	10.2 (1.0%)	17.6 (1.9%)	16.7 (1.7%)	6.0 (0.6%)	2.8 (0.3%)	-	-	0.0 (0.0%)
		C	16.1 (1.7%)	6.5 (0.7%)	12.2 (1.3%)	15.9 (1.7%)	22.7 (2.3%)	-	57.5 (5.7%)	-
		M	26.9 (2.8%)	18.5 (1.8%)	25.1 (2.5%)	30.7 (3.2%)	21.8 (2.2%)	-	72.6 (6.7%)	0.0 (0.0%)
D3 (-ve)	Elaborated Reference	D	145.4 (15.7%)	128.2 (14.1%)	151.9 (16.3%)	164.6 (17.9%)	152.2 (16.5%)	108.0 (11.6%)	-	74.6 (8.9%)
		P	141.1 (14.9%)	132.6 (14.6%)	185.2 (18.9%)	144.1 (13.7%)	143.8 (15.0%)	-	-	50.0 (5.0%)
		C	163.0 (16.9%)	160.4 (16.6%)	154.5 (16.0%)	170.1 (18.3%)	155.9 (15.8%)	-	192.4 (19.0%)	-
		M	156.7 (15.9%)	161.4 (16.1%)	143.4 (14.5%)	165.6 (17.2%)	149.2 (15.3%)	-	228.6 (21.2%)	101.0 (10.0%)
D4 (+ve)	Overt Expression of Argumentation	D	48.8 (5.2%)	31.1 (3.4%)	27.9 (3.0%)	44.1 (4.9%)	73.0 (7.9%)	74.2 (8.0%)	-	44.8 (5.4%)
		P	53.1 (5.5%)	48.3 (5.4%)	34.7 (3.6%)	39.0 (3.8%)	88.2 (9.2%)	-	-	150.0 (15.0%)
		C	46.1 (4.8%)	17.4 (1.8%)	28.1 (2.9%)	53.7 (5.6%)	94.4 (9.5%)	-	117.1 (11.7%)	-
		M	58.0 (5.8%)	25.2 (2.5%)	32.2 (3.3%)	56.1 (5.8%)	101.0 (10.5%)	-	147.0 (13.7%)	121.2 (12.0%)

Table 5.11: Six Dimensions of Co-occurring Linguistic Features (Biber, 1988 & 1995) of the Moves in the Directive, Procedural, Checking and Monitoring Sub-corpora (Cont'd)

Six Dimensions of Co-occurring Linguistic Features		Type (see Note)	Aggregate Frequencies (per 1,000 words) and Percentages (%) of Occurrence of Co-occurring Linguistic Features							
			Sub-corpus	Move 4	Move 5	Move 6	Move 7	Move 8	Move 9	Move 10
D5 (-ve)	Abstract Style	D	63.9 (7.0%)	60.8 (6.6%)	60.3 (6.5%)	58.8 (6.2%)	70.7 (7.6%)	76.6 (8.3%)	-	29.8 (3.6%)
		P	54.0 (5.7%)	65.2 (2.2%)	69.4 (7.0%)	81.0 (7.7%)	44.6 (4.8%)	-	-	0.0 (0.0%)
		C	51.0 (5.2%)	48.8 (5.1%)	56.0 (5.8%)	44.5 (4.7%)	39.5 (4.0%)	-	90.7 (9.1%)	-
		M	49.2 (5.1%)	43.0 (4.3%)	52.3 (5.3%)	49.2 (5.1%)	44.0 (4.6%)	-	74.4 (6.9%)	40.4 (4.0%)
D6 (+ve)	On-line Informational Elaboration Marking Stance	D	12.6 (1.3%)	19.9 (2.1%)	7.6 (0.8%)	9.3 (1.0%)	12.7 (1.4%)	22.1 (2.4%)	-	14.9 (1.8%)
		P	19.8 (2.0%)	20.1 (2.2%)	25.0 (2.6%)	48.0 (4.6%)	17.2 (1.8%)	-	-	0.0 (0.0%)
		C	19.1 (1.9%)	2.8 (0.3%)	19.8 (1.9%)	28.0 (3.0%)	17.4 (1.8%)	-	11.0 (1.0%)	-
		M	22.8 (2.2%)	8.4 (0.9%)	26.9 (2.7%)	27.4 (2.9%)	19.4 (1.9%)	-	18.1 (1.7%)	30.3 (3.0%)
D6 (-ve)	Not On-line Informational Elaboration Marking Stance	D	19.5 (2.1%)	17.9 (2.0%)	19.9 (2.1%)	18.9 (2.1%)	23.5 (2.6%)	16.3 (1.8%)	-	0.0 (0.0%)
		P	5.5 (0.6%)	1.5 (0.2%)	11.6 (1.2%)	9.0 (0.9%)	6.0 (0.6%)	-	-	0.0 (0.0%)
		C	15.7 (1.6%)	7.4 (0.8%)	14.3 (1.5%)	12.3 (1.9%)	22.4 (2.4%)	-	6.6 (0.7%)	-
		M	15.1 (1.5%)	14.5 (1.4%)	11.9 (1.2%)	18.5 (1.9%)	17.8 (1.8%)	-	3.6 (0.3%)	10.1 (1.0%)

Note: D = Directive Sub-corpus, P = Procedural Sub-corpus,
C = Checking Sub-corpus, M = Monitoring Sub-corpus.

The lexico-grammar and textualization of Moves 4 to 10 are discussed below, while the (aggregate) frequencies and percentages of the linguistic features (Tables 5.10 and 5.11) are provided in brackets for easy reference in the discussion.

In the Directive Sub-corpus, according to the proximity of the aggregate frequencies among the Moves (Table 5.11), the six moves which are found can be grouped into three batches: Moves 4, 7 and 8 (establishing purpose, soliciting actions, and attaching auxiliary requirements), Moves 5 and 6 (giving instructions, and giving guidelines for the actions), and Move 10 (expressing availability or gratitude). The proximity of Moves 7 and 8 indicates that Move 8 to a large extent involves soliciting action from the addressees. Move 4, however, is not supposed to have extensive overlapping with Moves 7 and 8 in terms of their respective functions, yet the aggregate frequencies of co-occurrence are very similar among them. These findings suggest that the quantity surveyors use similar linguistic strategies to achieve the different functions of the moves in the directive letters.

While Moves 4, 7 and 8 have aggregate frequencies in the six dimensions (Biber, 1995: 141-169) similar to those in the overall Directive Sub-corpus (5.3), there is a comparatively very low aggregate frequency (9.1, 1.0%) for ‘situation-dependent reference’ (Biber, 1995: 155-159) (attributed to time adverbials) in Move 4, and high aggregate frequencies for ‘overt expression of argumentation’ (ibid.: 159-163) (73.0, 7.9% to 74.2, 8.0%) (mainly attributed by infinitives, suasive verbs and predictive modals) and ‘abstract style’ (ibid.: 163-166) (70.7, 7.6% to 76.6, 8.3%) (mainly attributed by conjuncts and agentless passive) in Moves 7 and 8, since Move 4 which functions to establish the purpose of the discourse does not involve argumentation and has less abstract content. Move 5 (describing the topics) and Move 6 (justifying the actions) have the highest aggregate frequencies of ‘informational production’ (ibid.: 141-151) (mainly attributed to nouns, attributive adjectives and agentless passives) but the lowest of ‘involved production’ (ibid.: 141-151) (mainly attributed to first and second person pronouns and present tense). These two moves are the main parts of the didactic letters, and they are highly informative. Move 10 has a distinct function of expressing availability or gratitude and belongs to a separate category.

In the Procedural Sub-corpus, the aggregate frequencies and percentages of the co-occurring linguistic features vary across the moves. It is difficult to identify any trends to support the grouping of the moves, even Moves 5 and 6 which share similar functions of giving instructions and guidelines have disparities in their frequencies. In other words, in the Procedural letters, each move is subject to distinct linguistic choices.

Similar to the Procedural Sub-corpus, trends cannot be identified among the six dimensions in the Checking and Monitoring Sub-corpora to establish any groupings of the Moves. Table 5.11 shows that Moves 4 to 10 have different patterns of dimensions of co-occurring linguistic features. However, it is found that the aggregate frequencies and percentages are very close between the Checking and Monitoring Sub-corpora. These two Sub-corpora are linguistically similar although they are contextually different. Most of the letters in these two Sub-corpora are addressed to the quantity surveying consultancy firms. The checking letters aim to investigate the reasons for the shortcomings arising from the course of delivering the professional services and to explore the corrective actions and preventive measures, whereas the monitoring letters delineate the deficiencies of the delivering of services and urge the consultancy firms to improve their performance.

In the following paragraphs, the Directive, Procedural, Checking and Monitoring Sub-corpora were compared on the basis of Moves 4 to 10 in terms of their (aggregate) frequencies and percentages of the co-occurring linguistic features in the six dimensions of co-occurrence (Biber, 1995: 141-169).

(1) Establishing the purpose (Move 4)

The linguistic strategies of Move 4 vary across the three groups of Directive, Procedural, and Checking/ Monitoring Sub-corpora, of which the Checking and Monitoring Sub-corpora have similar linguistic features for constructing the move. This indicates that the quantity surveyors' linguistic choices are affected by the communicative purposes even though the same motive for establishing the purposes of the letters is under construction. The use of agentless passive in Move 4 is less than that in the other moves, as Move 4 has more instances of mentioning the agents in establishing the relevance in the interaction, e.g. '… regarding mistakes found in the draft tender documents submitted by you' (S02.04.C).

Move 4 in the four Sub-corpora has high aggregate frequencies (410.3, 45.0% to 488.1, 48.6%) for 'informational production' (Biber, 1995: 141-151) for establishing the relevance to the contractual and technical topics, while the aggregate frequencies (157.3, 17.4% to 182.1, 18.9%) for 'involved production' (ibid.: 141-151) are evenly distributed among the Sub-corpora for establishing the interpersonal interaction between the writers and the addressees. The Checking and Monitoring Sub-corpora have comparatively higher aggregate frequencies in the 'informational and involved production' (ibid.: 141-151) since to a large extent their Move 4 involves quoting previous documents and correspondences to introduce the topics, as well as more personal interactions between the quantity surveyors and the consultancy firms in the checking and monitoring tasks. Thus, they have more frequent use of nouns (184.3, 19.0%; 197.7, 19.7%), first person pronouns (69.1, 7.1%; 66.4, 6.6%), public verbs (89.4, 9.2%; 84.9, 8.5%), prepositional phrases (167.7, 17.3%; 162.5, 16.2%), and past participial postnominal clauses (38.7, 4.0%; 27.9, 2.8%).

An example of 'I refer to your interim Payment Certificate No. [no.] for the captioned Contract submitted to our office on [date] for our certification of payment' (S08.15.C) is used to illustrate the above linguistic construction. The 'Certificate No. [no.]', 'Contract', 'office' and '[date]' are the nouns; 'Payment' and 'certification' are the nominalizations; 'I' and 'our' (2 counts) are the person pronouns; 'refer' is the public verb; 'to' (2 counts), 'for' (2 counts), 'on' and 'of' are the prepositions; and '... submitted to our office ...' is the past participial postnominal clause. The writers pack the information into one sentence with the use of nominals, prepositional phrases, and past participial postnominal clauses to establish the immediate relevance of the subject matter. This example typically depicts the grammatical construction of Move

4 in the Checking and Monitoring Sub-corpora, which also explains the relatively low occurrences of the linguistic features of agentless passive (1.8, 0.2%; 7.3, 0.7%), conjuncts (2.8, 0.3%; 3.9, 0.4%), and suasive verbs (0.9, 0.1%; 3.4, 0.3%) in these two Sub-corpora.

The aggregate frequencies and percentages (104.5, 11.4% to 135.1, 13.5%) for ‘non-narrative discourse’ (Biber, 1995: 152-155) are fairly evenly distributed among the four Sub-corpora, while those for ‘narrative discourse’ (ibid.: 152-155) are higher in the Checking (104.2, 10.8%) and Monitoring (106.2, 10.7%) Sub-corpora, which is mainly attributed to the formulaic use of the public verbs, such as ‘I refer to ...’ or ‘I write to ...’, for the sake of establishing the purposes of the letters by referring to previous correspondences and events, whereas the Directive (70.6, 7.7%) and Procedural (53.2, 5.8%) letters point directly to the topics, and have less ‘narrative discourse’ (ibid.: 152-155).

The co-occurring linguistic features of ‘elaborated reference’ (Biber, 1995: 155-159) (128.2, 14.1% to 161.4, 16.1%) in Move 4 are mainly attributed to the frequent use of nominalizations, which are mainly topic-related professional jargon, e.g. ‘cost planning’, ‘tender’, and ‘final account’, and this linguistic feature is used relatively less in the Directive Sub-corpus (105.9, 11.6%) since the didactic letters are straightforward and require less elaboration on the subject matter. The aggregate frequencies of ‘situation-dependent reference’ (ibid.) (6.5, 0.7% to 18.5, 1.8%) are comparatively higher in the Procedural (17.6, 1.9%) and Monitoring (18.5, 1.8%) letters to foster the temporality through using time adverbials, and to convey the writers’ stance through the use of adverbs.

With regard to ‘overt expression of argumentation’ (Biber, 1995: 159-163) (17.4, 1.8% to 48.3, 5.4%), ‘abstract style’ (ibid.: 163-166) (43.0, 4.3% to 65.2, 7.2%), and ‘on-line informational elaboration’ (ibid.: 166-168) (2.8, 0.3% to 19.9, 2.1%), the aggregate frequencies vary among the four Sub-corpora, with the Directive and Procedural on the high side since Move 4 in these two sub-corpora introduces the didactic instructions and procedural information, and requires fewer elaborative but more persuasive strategies. For instance, in the Directive Sub-corpus, the linguistic features of first (27.3, 3.0%) and second (38.1, 4.2%) person pronouns, hedges (13.5, 1.5%), and ‘that’ verb complements (17.7, 1.9%) frequently co-occur to achieve the functions of establishing the purposes and identifying the deictic relevance, e.g. ‘I hereby inform you that ...’ (S01.01.D), ‘In accordance with ..., please be informed of our decisions ...’ (S01.14.D), and ‘I am pleased to inform you that ...’ (S05.17.D). The procedural letters contain relatively more gerunds (32.1, 3.5%), conjuncts (32.1, 3.5%), past participial postnominal clauses (25.1, 2.8%), time adverbials (17.6, 1.9%), predictive modals (16.1, 1.8%), predicative adjectives (16.1, 1.8%), and split auxiliaries (16.1, 1.8%) to elaborate the discursive events and strengthen the exposition and abstractness of the conveyed ideology, e.g. ‘Further to {conjunct} our discussion between your Mr. [name] and our [post] today {time adverbial} on the submitted Deed of Assignment for the captioned contract under your letter dated {past participial postnominal clause}[date] ref. [reference], ...’ (S09.45.P). The ‘that’ verb complement, which is a linguistic device used to express the instructions and information to the addressees, is frequently used in conjunction with suasive and public verbs in Move 4 in the Directive and Procedural Sub-corpora, e.g. ‘remind/ inform/ advise/ notify you that’. In contrast, Move 4 in the Checking and Monitoring Sub-corpora refers to the relevant correspondence, documents, and services for establishing the purposes of the letters, and thus they have much lower aggregate frequencies among the three dimensions of ‘overt expression of argumentation’ (Biber, 1995: 159-163), ‘abstract style’ (ibid.: 163-166), and ‘on-line informational elaboration’ (ibid.: 166-168).

Regarding ‘not on-line informational elaboration’ (Biber, 1995: 166-168) in Move 4, the Directive (17.9, 2.0%) and Monitoring (14.5, 1.4%) have higher aggregate frequencies than the Procedural (1.5, 0.2%) and Checking (7.4, 0.8%) Sub-corpora, since the former have more frequent use of phrasal coordination.

(2) Describing the topics (Move 5)

The linguistic strategies of Move 5 vary across the three groups of Directive, Procedural, and Checking/Monitoring Sub-corpora, of which the directive letters aim to give the instructions; the procedural letters aim to deliver the information; and the checking/ monitoring letters aim to reconcile the background and current status, although they have the same motive for describing the topics in the letter writing. The aggregate frequencies for ‘overt expression of argumentation’ (Biber, 1995: 159-163) in Move 5 in the four Sub-corpora are comparatively lower than those in other moves, which is mainly attributed to the infrequent use of infinitives in Move 5.

The four Sub-corpora have relatively high aggregate frequencies for ‘informational production’ (Biber, 1995: 141-151) (432.1, 43.9% to 555.4, 60.0%) and ‘involved production’ (ibid.: 141-151) (94.7, 10.2% to 179.4, 18.3%), of which the Directive Sub-corpus has the highest for ‘informational production’ (ibid.: 141-151) but the lowest for ‘involved production’ (ibid.: 141-151). In this Sub-corpus, Move 5 is an informative transaction which is conveyed through the nominal forms of nouns (255.6, 27.6%) and nominalizations (129.9, 14.0%), together with the use of attributive adjectives (95.0, 10.3%) to elaborate on the nominals, in order to give more precise instructions, e.g. ‘the Special Conditions of Tender’, ‘Approved Suppliers’, ‘Public Works’, ‘closing date’ and ‘the maximum number’ (S03.01.D). These attributive adjectives add the contexts of quantum, temporality, referential, and qualification to the subject nominals. Move 5, in some cases, is a list of the information the writers forward to the addressees for action, e.g. ‘The conditions as stated in the Special Condition of Tender entitled ‘Contractors under suspension’ and included in the tender documents’ (S03.01.D). The quantity surveyors also frequently use past participial postnominal clauses (21.4, 2.3%) as subordination for packing information, e.g. ‘You are hereby instructed to stop proceeding with all works for … included in the captioned Consultancy Agreement’ (S01.08.D), as well as predictive modals (10.1, 1.1%) to pre-determine the results in pertinence to the instructions given, e.g. ‘On receipt of the written acceptance of your tender from the Main Contractor you will be deemed to be a Nominated Sub-contractor and will be required to enter into a Sub-contract with [the Main Contractor]’ (S05.17.D). Hedges (0.7, 0.1%) and demonstratives (3.8, 0.4%) are occasionally used in Move 5 in the Directive Sub-corpus since the instructions are expected to be direct, clear and precise.

The aggregate frequencies (112.9, 11.4% to 149.2, 15.1%) for ‘non-narrative discourse’ (Biber, 1995: 152-155) are fairly evenly distributed across the four Sub-corpora, while those (45.4, 5.0% to 114.3, 11.5%) for ‘narrative discourse’ (ibid.: 152-155) vary greatly. ‘Narrative discourse’ (ibid.: 152-155) plays an important role in the checking (101.7, 10.6%) and monitoring (114.3, 11.5%) letters, where the reconciliation of the background and current status involves a lengthy and an expository discussion about the errors arising from the course of delivering professional services. The discussion focuses on details and facts (“Civil Service Code”) (4.3.1), which in turn serve as evidence to support the evaluation in the following Move 6. In order to cite discursive events which happened in the past, the writers inevitably have to quote numerous technical nouns (219.9, 22.7%; 195.9, 19.8%) and use the past tense (30.6, 3.2%; 31.7, 3.2%) and public verbs (56.4, 5.6%

and 56.7, 5.7%) for the speech acts, e.g. ‘Mistakes were found in your submitted draft tender documents in the following manner’ (S02.01.C).

The four Sub-corpora do not deviate too much in the aggregate frequencies of ‘situation-dependent reference’ (Biber, 1995: 155-159) (12.2, 1.3% to 25.1, 2.5%), ‘elaborated reference’ (ibid.: 155-159) (143.4, 14.5% to 185.2, 18.9%), ‘overt expression of argumentation’ (ibid.: 159-163) (28.1, 2.9% to 34.7. 3.6%), and ‘abstract style’ (ibid.: 163-166) (52.3, 5.3% to 69.4, 7.0%). Nevertheless, Move 5 in the procedural discourse functions to transmit information and, comparatively, has a more frequent use of gerunds (21.9, 2.2%), phrasal coordination (11.6, 1.2%), ‘be’ as main verb (44.4, 4.5%), and demonstratives (15.4, 1.6%). The purpose of these linguistic features is to transform the information in a straightforward way, and thereby make the information look inevitable and factual, e.g. ‘The following {gerund} are {‘be’ used as main verb} estimated quantities of Construction and Demolition Materials {phrasal coordination} expected to be generated and re-used {phrasal coordination} in this {demonstrative} project. These {demonstrative} estimates are prepared by …’ (S09.25.P), ‘The Tender Closing Date is {be as main verb} [date]’ (S03.51.P), and ‘you are required to amend and submit {phrasal coordination} the following items’ (S09.45.P). The elucidation of procedures uses more demonstratives serving as anaphora to heighten textual cohesion. Although conjuncts can serve to implement cohesive links and logical relations (Biber, 1988: 239) between procedures, this linguistic feature is not found in Move 5 in the Procedural Sub-corpus. This is because the procedural information is plainly and directly described, sometimes in point form, so that the intertextuality among the clauses or sentences is expected to be conflated by the readers. This is a specific communicative behavior of the quantity surveyors in linguistically manifesting technical literature as revealed in the ethnographic study (4.4). Conversely, the writers use conjuncts (10.8, 1.1%; 16.0, 1.6%) in the Checking and Monitoring Sub-corpora to link the events in a chronological and sequential order, e.g. 'Section 2 in the Specification Preliminaries but Section 2A in the Particular Specification' (S02.01.C), while infinitives (9.4, 1.0%; 12.4, 1.3%) are used comparatively infrequently since Move 5 in the checking and monitoring letters focuses mainly on reconciling past and current statuses and not on idea-unit expansion. The writers also use 'be' as a main verb (10.6, 1.1%; 15.3, 1.5%) to represent the facts, e.g. 'The relevant mistaken pages of the draft tender documents were ...' (S02.01.C), and 'that' verb complements (8.5, 0.9%; 9.5, 1.0%) to convey information and express stances, e.g. 'I note that {'that' verb complement} there is {'be' as main verb} no progress at all in the last month {noun} with merely {downtoner} [no]% {noun} progress since [date] {noun} whereas {conjunct} the final account has been {'be' as main verb} overdue {predicative adjective} since mid-June 2006 {noun}' (S10.14.M). It is observed that the nouns are mainly temporal and quantum in nature in the monitoring process.

The aggregate frequencies for 'on-line informational elaboration' (Biber, 1995: 166-168) of the Directive Sub-corpus (7.6, 0.8%) are much lower than those of the other three Sub-corpora (19.8, 1.9% to 26.9, 2.7%), which is attributed to the less frequent use of demonstratives (3.8, 0.4%) and 'that' verb complements (3.8, 0.4%) in the didactic letters. With regard to 'not on-line informational elaboration' (ibid.: 166-168) (11.6, 1.2% to 19.9, 2.1%), the aggregate frequency for the Directive Sub-corpus is the highest.

(3) Justifying the actions (Move 6)

The linguistic strategies of Move 6 vary across the Directive, Procedural, and Checking/ Monitoring Sub-corpora, in which the didactic and procedural letters aim to set up the guidelines for the follow-up action, and the checking and monitoring letters aim to evaluate the performance of the addressees. The aggregate frequencies of the six dimensions (Biber, 1995: 141-169) for Move 6 across the four Sub-corpora are less stable than those in Moves 4 and 5; that is, the aggregate frequencies of Move 6 differ more widely across the Sub-corpora. In addition, the aggregate frequencies (360.3, 37.3% to 503.2, 54.7%) for 'informational production' (Biber, 1995: 141-151) in Move 6 are generally less than those in Moves 4 and 5 in every Sub-corpus, while those for 'involved production' (ibid.: 141-151) (111.1, 12.2% to 264.1, 25.1%) are generally higher. This indicates that Move 6 is more interactive than Moves 4 and 5.

The marked occurrences of 'narrative discourse' (Biber, 1995: 152-155) in Moves 4 and 5 of the Checking and Monitoring Sub-corpora are less prominent in Move 6 (61.6, 6.5% and 82.0, 8.5%). Move 6, however, has similar aggregate frequencies of 'non-narrative' (ibid.: 152-155) in the four Sub-corpora (138.3 15.1% to 150.2, 14.2%). The Procedural Sub-corpus has the highest aggregate frequency for both 'narrative and non-narrative discourse' (ibid.: 152-155). Regarding 'situation-dependent reference' (ibid.: 155-159), the aggregate frequencies are low in the Procedural (6.0, 0.6%), in the mid-range in the Directive (13.1, 1.4%) and Checking (16.4, 1.8%), and high in the Monitoring Sub-corpus (30.7, 3.2%). This reflects the importance of temporality using time adverbials for conducting evaluation of the consultant's performance in the monitoring letters. The aggregate frequencies for 'elaborated reference' (ibid.: 155-159) (144.1, 13.7%) and 'overt expression of argumentation' (ibid.: 159-163) (39.0, 3.8%) in the Procedural Sub-corpus are slightly less than those in the other Sub-corpora (164.6, 17.9% to 170.1, 18.3%; 44.1, 4.9% to 56.1, 5.8%), while those for 'abstract style' (ibid.: 163-166) (44.5, 4.7% to 81.0, 7.7%) and 'not on-line informational elaboration' (ibid.: 166-168) (9.0, 0.9% to 18.9, 2.1%) vary greatly across the four Sub-corpora. Similar to Move 5, the aggregate frequency for ‘on-line informational elaboration’ (ibid.: 166-168) in the Directive Sub-corpus (9.3, 1.0%) is lower than those in other Sub-corpora (27.4, 2.9% to 48.0, 4.6%), with the highest in procedural letters, due to the varying frequencies of the use of demonstratives and ‘that’ verb complements among the Sub-corpora.

In the Directive Sub-corpus, Move 6 (justifying the actions) which functions to set up guidelines for the follow-up action bridges Move 5 (giving instructions) and Move 7 (soliciting actions). It is noted that the frequencies of occurrence of the linguistic features for Moves 5 and 6 are close to each other, suggesting that the linguistic functions of giving instructions and delivering guidelines for the actions are very similar in the quantity surveyors’ practices. Necessity modals, however, are more frequently found in Move 6 (14.3, 1.6%) than Move 5 (2.7, 0.3%), since Move 5 gives the directives and Move 6 specifies what the addressees have or have not to do. Private (2.1, 0.2%) and suasive (2.4, 0.3%) verbs are seldom used in the Directive Sub-corpus, as compared with the others (11.2, 1.2% to 30.0, 2.8%; 6.0, 0.6% to 14.1, 1.5%), since directive expressions neither require private verbs to express intellectual states (Quirk et al., 1985: 1181) nor suasive verbs to describe indirect directives (ibid.: 1182).

Regarding the Procedural Sub-corpora, Move 6 consists of more occurrences of the linguistic features for ‘involved production’ (private verbs, second person pronouns, indefinite pronouns and hedges) (Biber, 1995: 141-151), ‘narrative discourse’ (public verbs) (ibid.: 152-155), ‘abstract style’ (agentless passive, ‘by’ passive, and past participial postnominal clauses) (ibid.: 163-166) and ‘on-line informational elaboration’ (‘that’ verb complements and demonstratives) (ibid.: 166-168); but fewer for ‘situation-dependent reference’ (time and place adverbials, and adverbs) (ibid.: 155-159). In other words, Move 6 deliberately attempts to construct guidelines or procedures for the follow-up action with less emphasis on the temporal, spatial and affective attributes of the discursive events. This procedural move is noted for its very frequent use of public (75.1, 7.1%) and private (30.0, 2.8%) verbs, and hedges (30.0, 2.8%), which are oriented towards the actions to be taken. The public verbs refer to direct or indirect speech acts for doing the works physically, and the private verbs reflect the writers' perception for the intellectual states for doing the works. For example, 'Please {hedge} be noted {private verb} that any consent given {public verb} by the Employer will be on the basis that no reliance has been placed {public verb} on any information from the Employer nor have any representations or warranties been given {public verb} by the Employer on the Assignor's financial status' (S09.44.P).

It is also intriguing to note that Move 6 in the Procedural Sub-corpus has a moderately frequent use of second person pronouns (24.0, 2.3%), whereas first person pronouns are not found in the move. This means that most of the procedural guidelines do not originate from the writers, but are rules and regulations sanctioned in the government office. Nominalizations (135.1, 12.8%) and attributive adjectives (54.1, 5.1%) are required less in the Procedural as compared with the other three Sub-corpora (144.5, 15.7% to 151.0, 16.2%; 77.3, 8.0% to 95.4, 10.4%), since the procedural guidelines are weighted more on concrete than abstract ideas. Conjuncts are not found in the Procedural Sub-corpus, but they exist in the other Sub-corpora (6.7, 0.7% to 14.3, 1.5%). Subordinations are more complexly constructed in the delivering of procedures than directive guidelines and evaluation of the consultants' performance, since the procedural letters have the highest frequencies of past participial postnominal clauses (5.4, 0.6% to 18.0, 1.7%) and 'that' verb complements (1.9, 0.2% to 36.0, 3.4%).

Concerning the Checking and Monitoring Sub-corpora, the function of Move 6 is to express evaluation on the performance of the quantity surveying consultants in the discursive events. This move focuses on what the addressees have done and should have done, and therefore, comparatively, has less aggregate frequencies for 'informational production' (Biber, 1995: 141-151) and 'narrative discourse' (ibid.: 152-155), but more for 'non-narrative discourse' (e.g. present tense and attributive adjectives) (ibid.: 152-155) and 'on-line informational elaboration' (e.g. 'that' verb complements and demonstratives) (ibid.: 166-168). The writers put forward their evaluative stance in Move 6 through adopting suasive verbs (14.1, 1.5%; 10.5, 1.1%), public verbs (34.3, 3.7%; 57.8, 6.0%), and 'that' verb complements (12.7, 1.4%; 10.3, 1.1%) to promote their ideologies about the delivery of services, together with amplifiers (11.3, 1.2%; 6.3, 0.7%) to stress the integrity of the deliverables, e.g. 'You are reminded {suasive verb} that {'that' verb complement} all {amplifier} draft tender documents should be properly prepared, vetted, edited and checked {public verbs} prior to submission for approval' (S02.01.C). The writers also use 'be' as main verb (13.1, 1.4%; 15.5, 1.6%) and predicative adjectives (11.3, 1.2%; 15.2, 1.6%) to mark stance in the evaluation, e.g. 'You are reminded {suasive verb} that {'that' verb complement} a realistic {amplifier} cashflow forecast is {be as main verb} significant {predicative adjective} to a precise {amplifier} budgetary control' (S07.09.C). It is also observed that demonstratives (13.1, 1.4%; 14.3, 1.5%) and perfect aspect (15.6, 1.7%; 10.1, 1.0%) are used relatively frequently in Move 6, e.g. 'Although the above errors, along with some other {demonstratives} errors of a more minor nature, had subsequently been corrected {perfect aspect} before the final account was signed' (S10.57.C). The demonstratives function to identify the referents, either within or beyond the letter, in the writer's evaluation, and the perfect aspect marks the actions in the past with current relevance. These two linguistic strategies function to contrast the communicative settings (i.e. referents and temporality) of the discursive event in order to heighten the writer's evaluation, whose aim is to justify the actions to be solicited from the addressee (Move 7).

In the Checking and Monitoring Sub-corpora, other linguistic features which are used to express the evaluative stance of the writers include split auxiliaries (5.0, 0.5%; 8.0, 0.8%) and adverbs (5.3, 0.6%; 8.7, 0.9%). Examples are '[Client] had made {perfect aspect} exceptionally {amplifier/ adverb} effort on processing the tender document. Because of that, other {demonstrative} works of [client] had seriously {split auxiliaries, adverb} been affected/ delayed {perfect aspect}. I am {'be' as main verb} disappointed {predicative adjective} that your staff with previous experience still {amplifier} fails to comply with our requirement' (S02.08.M), and 'You will appreciate {private verb} that {'that' verb complement} we are {'be' as main verb} keen {predicative attributive} to ensure {suasive verb} the quality and timely {adverb} performance of the consultancy services' (S09.58.M). The pronoun 'it' (6.4, 0.7%; 6.3, 0.7%) is also found in the Checking and Monitoring Sub-corpora to indicate referents of abstract concepts, as well as independent clauses coordination (6.4, 0.7%; 6.8, 0.7%) to provide fragmental information.

(4) Soliciting the actions (Move 7)

Move 7 serves to solicit action from the addressees. The repeated use of the typical grammatical construction 'you are required/ requested to ...' explains the relatively high occurrences of second person pronouns (27.2, 3.0% to 48.7, 5.1%) and suasive verbs (13.9, 1.4% to 26.0, 2.7%) in the move. Conversely, 'be' as main verb (0.0, 0.0% to 3.4, 0.4), 'that' verb complements (0.0, 0.0% to 3.3, 0.3%), predicative adjectives (0.0, 0.0% to 5.4, 0.5%) and adverbs (1.4, 0.1% to 6.8, 0.7%) are infrequently used in Move 7, with the procedural letters as the lowest. These four linguistic features are noted for their function of marking stance, yet they are not required to construct Move 7 (soliciting the actions) in the four Sub-corpora. In addition, hedges (mainly the word ‘please’) occur more in Move 7 than Moves 4, 5 and 6 in all Sub-corpora, and are used mostly in the procedural (31.6, 3.3%) and checking (31.4, 3.2%), then the monitoring (15.4, 1.6%) and directive (11.4, 1.2%) letters. In seeking routine procedural actions, the writers employ a certain amount of politeness (Brown and Levinson, 1987). After checking the documents submitted by the quantity surveying consultancy firms, the writers redress their comments and solicit further amendments of the documents by the addressees. The monitoring process, however, implies the commitment of shortcomings and deficiencies by the consultancy firms and so politeness forms are used less in the letters. When ordering directives to the consultancy firms, this conventional politeness is considered obsolete. Suasive verbs (13.9, 1.4% to 26.0, 2.7%) are also more frequently used in Move 7 in order to convince the addressees to take follow-up action.

Except for the Procedural Sub-corpus (484.4, 50.6%), the aggregate frequencies (351.8, 35.4% to 418.2, 45.4%) for ‘informational production’ (Biber, 1995: 141-151) for Move 7 are in general lower than those for Moves 4, 5 and 6 in the same Sub-corpus. Past participial postnominal clauses are more prominently found in the Directive (11.9, 1.3%) than the other Sub-corpora (3.3, 0.3% to 4.1, 0.4%), while prepositional phrases are used more in the didactic (146.3, 15.9%) and procedural (176.3, 18.4%) letters for soliciting technical and contractual feedback, and attributive adjectives (100.4, 10.4%) are found more in the monitoring letters for soliciting remedial action and improving performance. With regard to ‘involved production’ (ibid.: 141-151) (142.3, 15.4% to 245.5, 24.7%), the Directive Sub-corpus has the lowest aggregate frequency, while the Checking and Monitoring Sub-corpora have the highest, as Move 7 in the checking and monitoring exercises is concerned with the addressees' response on the explanations, corrective actions and preventive measures of the incidents. This is not a routine procedural discourse but highly interactive and interpersonal.

Procedural (63.1, 6.6%) letters have fewer aggregate frequencies for 'narrative discourse' (Biber, 1995: 152-155) than the others (76.4, 8.2% to 97.7, 10.1%), and those for 'non-narrative discourse' (ibid.: 152-155) vary within a narrow range among the four Sub-corpora (113.3, 12.3% to 161.9, 16.7%). Comparatively, the aggregate frequencies for 'situation-dependent reference' (ibid.: 155-159) are low in the Procedural (2.8, 0.3%), in the mid-range in the Directive (12.9, 1.4%), and high in the Checking (22.7, 2.3%) and Monitoring (21.8, 2.2%) Sub-corpora, but are evenly distributed among the four Sub-corpora for 'elaborated reference' (ibid.: 155-159) (143.8, 15.0% to 155.9, 15.8%). In addition, the Monitoring Sub-corpus (101.0, 10.5%) has higher aggregate frequency for 'overt expression of argumentation' (ibid.: 159-163) than the others (73.0, 7.9% to 94.4, 9.5%), for instance, the subordination feature of infinitive occurs more in the monitoring letters (57.0, 5.9%) than the others (34.9, 3.8% to 44.3, 4.5%). The occurrences of 'abstract style' (ibid.: 163-166) in the Directive (70.7, 7.6%) are higher than those in the other three Sub-corpora (39.5, 4.0% to 44.6, 4.8%). The aggregate frequencies for 'on-line informational elaboration' (ibid.: 166-168) is evenly distributed among the four Sub-corpora (12.7, 1.8% to 19.4, 1.9%), while that for 'not on-line informational elaboration' (ibid.: 166-168) in the Procedural (6.0, 0.6%) is the lowest among the four Sub-corpora (17.8, 1.8% to 23.5, 2.6%).

In general, the linguistic strategies of Move 7 are similar among the Directive, Checking and Monitoring Sub-corpora, while the Procedural Sub-corpus has distinct characteristics. The three similar Sub-corpora have more frequent use of the linguistic items in the areas of the agents (first person pronouns), predication (public and suasive verbs, gerunds, and infinitives), and cohesive representation of the follow-up action (phrasal co-ordination and conjuncts). The following 25-word sentence, a typical example, contains all these linguistic features (except gerunds) ‘In addition {conjunct} I {first person pronoun} enclose {public verb} an acknowledgement letter which you are required {suasive verb, agentless passive} to sign and return {infinitives, public verbs, phrasal co-ordination} to me {first person pronoun} within two days of receipt of this letter’ (S03.09.D). Examples of the gerunds are ‘… and the substantiation shall be sent to us for checking {gerund} by [date]. Please deliver to my office the completion information for contract signing {gerund} ... Please arrange the contractor to inspect the contract documents and drawings {gerund} prior to sending to our office’ (S06.01.D). These examples also indicate that the comparatively high occurrences of hedges and predictive modals in Move 7 is to a large extent characterized by the frequent use of the word ‘please’ and the formulaic pattern ‘you are required/ requested to ...’ in soliciting action from the addressees.

Move 7 in the Checking and Monitoring Sub-corpora has comparatively high aggregate frequencies for ‘non-narrative discourse’ (e.g. present tense and attributive adjectives) (Biber, 1995: 152-155), ‘overt expression of argumentation’ (e.g. infinitives, predictive modals and suasive verbs) (ibid.: 159-163), and ‘not on-line informational elaboration’ (e.g. phrasal co-ordination) (ibid.: 166-168). Apart from the linguistic features identified in the last example (S06.01.D), these two Sub-corpora further include private verbs (24.7, 2.5%; 7.2, 0.7%), suasive verbs (22.1, 2.2%; 26.0, 2.7%), ‘wh’ clause subordination (11.4, 1.1%; 4.1, 0.4%), amplifiers (2.7, 0.3%; 10.6, 1.1%), time adverbials (19.4, 2.0%; 15.0, 1.5%), attributive adjectives (66.2, 6.7%; 100.4, 10.4%), infinitives (43.5, 4.4%; 57.0, 5.9%), predictive modals (20.1, 2.0%; 6.8, 0.7%), phrasal coordination (23.4, 2.4%; 17.8, 1.8%) and demonstratives (13.4, 1.4%; 16.7, 1.7%) to solicit a quality and timely performance by the addressees, e.g. 'You are required {suasive verb} to explain {infinitive, public verb} the reasons why {'wh' clause} the errors existed {public verb}, propose {suasive verb} corrective actions and preventive measures {phrasal co-ordination} to avoid {infinitive, private verb} similar errors from happening again {time adverbial}' (S08.15.C), and 'You are urged {suasive verb} to take {infinitive, public verb} effective {attributive adjective} measures to settle {infinitive, public verb} all {amplifier} outstanding {attributive adjective} issues in connection with this {demonstrative} final {attributive adjective} account as soon as possible {time adverbial}' (S10.14.M). These grammatical constructions explain why the 'wh' clauses which infrequently occur in the QS Corpus are more than 10 counts per 1,000 words for this Move in the Checking Sub-corpora. Private verbs are also more frequently used to express the writers' views on the quality of the deliverables in the checking exercise.

Among the various moves in the Procedural Sub-corpus, Move 7 has the highest aggregate frequencies for 'informational production' (e.g. nouns, prepositional phrases and attributive adjectives) (Biber, 1995: 141-151) but the lowest for 'involved production' (e.g. private verbs, present tense and second person pronouns) (ibid.: 141-151), as well as low aggregate frequencies for 'situation-dependent reference' (e.g. time and place adverbials, and adverbs) (ibid.: 155-159) and 'overt expression of argumentation' (e.g. infinitives, predictive modals and suasive verbs) (ibid.: 159-163). This pattern of co-occurrence indicates that the actions are solicited directly, without much use of persuasive strategies to seek the addressees' acknowledgement. The Procedural Sub-corpus has more frequent use of nouns (203.2, 21.2%), nominalizations (137.8, 14.4%), attributive adjectives (82.5, 9.0%) and predictive modals (36.7, 3.8%) in order to achieve a thorough description of the specificity of the actions, such as ‘Please prepare and submit {predictive modals} 3 copies {nominalization} of the Deed {noun} of Assignment {nominalization} for formal {attributive adjective} execution {nominalization}’ (S09.44.P). Similar to Move 6 in the procedural letters, Move 7 has fewer occurrences of first person pronouns (1.3, 0.1%) since the writers are drawing the addressees’ attention to the procedures sanctioned in the organization, rather than their own assertion. Phrasal coordination is comparatively more often used in the Directive, Checking and Monitoring Sub-corpora (17.8, 1.8% to 23.5, 2.6%) to describe the series of actions to be taken, in contrast with the Procedural Sub-corpus (6.0, 0.6%) where the required actions are described one after another in separate sentences to enhance clarity. In addition, public, private and suasive verbs are less frequently used in Move 7 in the Procedural Sub-corpus compared with the other three Sub-corpora.

(5) Attaching auxiliary instructions (Move 8)

Move 8 is only found in the Directive Sub-corpus. Though infrequently used, its size in terms of the number of words is comparable to Moves 5, 6 or 7 in the same letter. This Move serves as a reminder to include the auxiliary instructions and information, and in some cases also seeks the addressees’ actions or makes qualifications to the writer’s position. Under such situational contexts, the linguistic features of this Move are constituted by merging those in Moves 5 and 6 for giving instructions and guidelines, and those in Move 7 for soliciting action. In the example ‘The successful tenderer will be required to enter into a Sub-contract with the Main Contractor of Contract No. [no.]’ (S03.01.D), there is a suasive verb in passive construction (i.e. ‘required’) and a private verb in infinitive form (i.e. ‘to enter’) to underline the action to be taken (as in Move 7) and also a predictive modal (i.e. ‘will be required’) to nominate the results (as in Move 5). The auxiliary information is about the critical dates, and thus a copular verb is used to represent a factual reminder, e.g. 'The anticipated commencement and completion dates for the Main Contract will be June 2004 and May 2005 respectively' (S03.01.D).

(6) Highlighting the consequence (Move 9)

Move 9 is only found in the Checking and Monitoring Sub-corpora, and the linguistic patterns of the Move are very similar between the two Sub-corpora. Similar to Move 7 in the same Sub-corpora, Move 9 has high aggregate frequencies (334.0, 33.0%; 366.4, 34.0%) of co-occurring linguistic features for 'involved production' (Biber, 1995: 141-151), which are realized by private verbs (42.2, 4.2%; 49.0, 4.5%), present tense (81.9, 8.1%; 88.9, 8.2%), second person pronouns (112.8, 11.2%; 114.3, 10.6%) and adverbs (48.7, 4.8%; 67.2, 6.2%), yet those in Move 7 are alternatively realized by private verbs (21.1, 2.1%; 7.2%), present tense (82.3, 8.3%; 61.5, 6.4%), 'wh' clauses (11.4, 1.1%; 4.1, 0.4%), and hedges (the word 'please') (31.4, 3.2%; 15.4, 1.6). In other words, Moves 7 and 9 use different combinations of linguistic features to achieve the same communicative strategy of 'involved production' (ibid.: 141-151). Compared with other moves, Move 9 has lower aggregate frequencies for 'informational production' (ibid.: 141-151) (252.3, 25.1%; 252.3, 23.3%), 'narrative discourse' (ibid.: 152-155) (46.4, 4.5%; 34.3, 3.2%), and 'not on-line informational elaboration' (ibid.: 166-168) (6.6, 0.7%; 3.6, 0.3%), but higher for 'situation-dependent reference' (ibid.: 155-159) (57.5, 5.7%; 72.6, 6.7) (e.g. time adverbial and adverbs), 'elaborated reference' (ibid.: 155-159) (192.4, 19.0; 228.6, 21.2%) (e.g. nominalizations), 'overt expression of argumentation' (159-163) (117.1, 11.7%; 147.0, 13.7%) (e.g. predictive modals and split auxiliaries), and 'abstract style' (163-166) (90.7, 9.1%; 74.4, 6.9%) (e.g. agentless passive).

The phrases of Move 9 are highly repetitive among the letters. Indeed, there is only one version of the consequential effects, i.e. 'your unsatisfactory performance/ shortcomings will be appropriately reflected in your performance report'. This sentence represents the use of second person pronoun ('your'), gerund ('shortcomings'), predictive modal and private verb in present tense and agentless passive ('will be reflected'), adverb and split auxiliary ('will be appropriately reflected'), and nominalizations ('performance' and 'report'). Evaluative statements (similar to Move 6) are sometimes included in Move 9 to attenuate the adversity of the performance reports, such as 'Therefore, the quality of your documents is not considered satisfactory and this will be reflected in your performance report' (S02.07.C). Thus, predicative adjectives (11.1, 1.1%; 9.1, 0.8%) are comparatively more frequently used in Move 9 than the other moves (except Move 6), while nouns, prepositional phrases, attributive adjectives, public verbs, and infinitives, which are frequently used in other moves, are used less in Move 9. It is also found that in the Monitoring Sub-corpus, the quantity surveyors sometimes use 'failing which it will be appropriately reflected in your performance report', and thus the pronoun 'it' has more than 10 counts per 1,000 words for this move in the Sub-corpus than in any of the others.

(7) Expressing gratitude or availability (Move 10)

Move 10 is found in the Directive, Procedural and Monitoring Sub-corpora. The present tense (89.6, 10.7% to 121.2, 12.0%) is the only tense used in them, while 'that' verb complements, past participial postnominal clauses, and adverbs which are frequently used in the other Moves are not found in Move 10.

The Procedural Sub-corpus has the highest aggregate frequency for 'informational production' (Biber, 1995: 141-151) (191.9, 19.0% to 450.0, 45.0%)

and the lowest for 'involved production' (ibid.: 141-151) (300.0, 30.0% to 494.9, 49.05%), while those of the Monitoring Sub-corpus are reversed. Move 10 contains the co-occurring linguistic features for 'narrative discourse' (ibid.: 152-155) (29.9, 3.6% to 60.6, 6.0%) and 'non-narrative discourse' (ibid.: 152-155) (89.6, 10.7% to 150.0, 15.0%), with the Directive Sub-corpus with the lowest in both cases. 'Situation-dependent reference' (ibid.: 155-159) is only found in the Directive (59.7, 7.1%), but 'elaborated reference' (ibid.: 155-159) (50.0, 5.0% to 101.0, 10.0%) occurs in the three Sub-corpora. The aggregate frequency for 'overt expression of argumentation' (ibid.: 159-163) is lower in the Directive (44.8, 5.4%) compared with the other two (150.0, 15.0% and 121.2, 12.0%). 'Abstract style' (ibid.: 163-166) and 'on-line informational elaboration' (ibid.: 166-168) are only found in the Directive (29.8, 3.6% and 14.8, 1.8%) and Monitoring (40.4, 4.0% and 30.3, 3.0%) Sub-corpora, and 'not on-line informational elaboration' (ibid.: 166-168) is only found in the Monitoring Sub-corpus (10.1, 1.0%).

Among the moves in the Directive Sub-corpus, Move 10 has higher aggregate frequencies for 'involved production' and 'situation-dependent reference' (Biber, 1995: 141-151), mid-range for 'on-line informational elaboration' (ibid.: 166-168), and low for the positive and negative features of the other dimensions. When instructing the quantity surveying consultancy firms to prepare the tender reports, formulaic expressions are used, such as 'Should you have any query, please contact me as soon as possible' (S04.01.D). When expressing gratitude to the unsuccessful tenderers for submitting the tenders, the quantity surveyors express 'Last but not least, your effort in submitting the tender for this Contract is very much appreciated' (S05.38.D), and 'Thank you for your tender for the above' (S05.46.D). These examples illustrate the prominence of second person pronouns ('you', 'your'), time adverbials ('as soon as possible', 'Last but not least'), 'be' as main verbs ('Should you have' and 'is very much appreciated'), hedges ('please'), private verbs ('Thank you') and predicative adjectives ('very much appreciated') in these few words, and also exemplify the infrequent use of nouns, prepositional phrases, nominalizations, attributive adjectives, and phrasal co-ordination which are linguistic features used for the construction of nominals, and also that of agentless passive, infinitives, public and suasive verbs in Move 10.

The application of the above cluster of prominent linguistic features is extended to the Procedural Sub-corpus, e.g. 'If you wish to obtain further information about the contract, would you please contact Mr. [name] at telephone no. [no.]' (S03.51.P). Among the various moves in the Procedural Sub-corpus, Move 10 has the highest 'involved production' (Biber, 1995: 141-151) (300.0, 30.0%) for expressing availability. It does not contain any linguistic features to represent 'situation-dependent reference' (ibid.: 155-159), 'abstract style' (ibid.: 163-166), 'on-line and not on-line informational elaboration' (ibid.: 166-168), and has few instances of 'elaborated reference' (ibid.: 155-159), since this Move does not function to convey any information other than details of contact persons, or to function as a form of politeness in the interaction.

Compared with other moves in the Monitoring Sub-corpus, Move 10 has high aggregate frequencies for 'involved production' (494.9, 40.0%) (e.g. private verbs, subordinator 'that' deletion, present tense, analytic negation, first person pronouns, 'be' as main verb, indefinite pronouns, hedges and independent clauses co-ordination) (Biber, 1995: 141-151) and 'overt expression of argumentation' (121.2, 12.0%) (e.g. infinitives, suasive verbs and conditional adverbial subordinators) (ibid.: 159-163), yet low for 'informational production' (191.9, 19.0%) (e.g. nouns and prepositional phrases) (ibid.: 141-151), 'narrative discourse' (60.4, 6.0%) (e.g. past tense and perfect aspect) (ibid.: 152-155) and 'elaborated reference' (101.0, 10.0%) (e.g.

nominalizations) (ibid.: 155-159), and has no linguistic features for 'situation-dependent reference' (e.g. time and place adverbials and adverbs) (ibid.: 155-159). This Move is typically constructed in the following way: 'In case {conditional adverbial subordinator} there {existential 'there'} is {'be' as main verb} anything {indefinite pronoun} {subordinator that deletion} you {second person pronoun} wish {private verb} to draw {infinitive, public verb} our {first person pronoun} attention or {independent clauses coordination} in respect of which {'pied-piping' relative clause} our {first person pronoun} assistance is required {suasive verb, agentless passive}, please {hedge} do not hesitate {private verb, hedge} to contact {infinitive, public verb} the undersigned {noun}' (S10.36.M). As such, the occurrences of these linguistic features are comparatively higher in the Monitoring Sub-corpus, and some of them, which are infrequently used in the QS Corpus as a whole, have more than 10 counts per 1,000 words in Move 10.

Each move has its own communicative function (Biber et al., 2007: 15) in the QS letters, and thus the lexico-grammar and textualization of the moves in the same Sub-corpus differ. By the same token, the same move is found to have different lexico-grammar and textualization to varying extents across the four Sub-corpora. In other words, each move has its own content and style, which in turn is influenced by the communicative purposes of directive, procedural, checking or monitoring, though the influence differs due to the overlapping of functions among them in the same move. For example, Move 4 serves the function of establishing the purpose in the letter, and some linguistic features are found to be more prominently used in one of the Sub-corpora, such as agentless passive, 'that' verb complements and suasive verbs in the Directive Sub-corpus; gerunds, 'be' as main verbs, and past participial postnominal clauses in the Procedural Sub-corpus; and time adverbials, and first person pronouns in the Checking and Monitoring Sub-corpora. Regarding Moves 4, 5, 6 and 7, which are found in all the four Sub-corpora, in general, the Directive and Procedural Sub-corpora have more instances of linguistic features for ‘informational production’ (Biber, 1995: 141-151), ‘abstract style’ (ibid.: 163-166) and ‘on-line informational elaboration’ (ibid.: 166-168), while the Checking and Monitoring Sub-corpora are inclined to have more for ‘involved production’ (ibid.: 141-151), ‘narrative discourse’ (ibid.: 152-155), and ‘situation-dependent reference’ (ibid.: 155-159). The communicative purposes dominate the linguistic choice of moves and the lexico-grammar of the moves.

This section has explored the moves in the QS Corpus and Sub-corpora. The following section will investigate intertextuality and interdiscursivity which are necessary for a complete understanding of the construction of lexico-grammar, textualization and moves in the quantity surveying practices.

5.5 Intertextuality and Interdiscursivity

This section discusses how the letters in the QS Corpus are related syntagmatically (Kristeva, 1986: 36-37; Johnstone, 2002: 139), and how the generic resources (Bhatia, 2004: 87-90) are adopted in written communication. In the QS Corpus, both the peripheral (Moves 1, 2, 3 and Moves 11 to 17) and main text (Moves 4 to 10) blocks of moves have substantial semantic and pragmatic meanings in the sense of intertextuality and interdiscursivity (Fairclough, 1999: 84-85; Bhatia, 2004: 50). The peripheral block which indicates the format of a letter provides the immediate relevance in the first instance, while the main text block further documents the discursive events and details. The analysis of intertextuality and interdiscursivity in this study is described below according to these two blocks of moves.

5.5.1 The Periphery Block of Moves

Concerning the peripheral block of moves in sequential order, the open salutation (Move 1) signals the beginning of the letters. The identification of the consultancy agreement titles and numbers, or the contract titles and numbers, at the caption of the letters (Move 2) establishes a straightforward intertextual link between the letters and the relevant consultancies or construction contracts. This move recalls the participants' knowledge of the relevance of the subject agreements or contracts, and invokes the interdiscursive resources. The captioned subject matter (Move 3) then highlights the specific subjects to further the intertextual and interdiscursive interpretation. After the main text block of moves, which will be discussed in 5.5.2, the complimentary closing (Move 11) denotes the end of the letters. The signatures, names, post designations, and representations of the letter senders (Moves 12, 13, 14 and 15) offer the deictic information, delegation, and capacity of the letter senders, which collectively prompt a brief indication of the contextual situation to enable an expectation of the kinds of intertexts of the letters, for example, in the letters addressed to the contractors at the design and tender stages, the post designation of a chief quantity surveyor induces a perception that the letters are very likely for inviting the submission of tenders or other serious matters relative to the tendering, while that of a senior quantity surveyor or quantity surveyor implies the letter deals with routine processes during the design and tender stages. This perception is built on the knowledge and experience of the discursive participants. These deictic devices are followed by the footnote (Move 16) which is an important peripheral move indicating the mandatory intertexts of the letters, including an indication of attachment (i.e. 'Encl.') to the letters, and a list of the parties who receive a copy of the letters (i.e. 'c.c. [company name or post designation]').

The enclosures can be a correspondence, document or schedule which complement the letters. These interexts are related to the quantity surveying tasks detailed in the letters where the texts are attached through using linguistic expressions such as '... as listed out in the attached schedule' (S01.15.D), 'I enclose Tender Addendum No. 1 in respect of the above contract' (S03.09.D), 'Attached please find a copy of ...' (S01.16.P), 'Please find attached a list of comments on the submitted documents ...' (S10.60.C), 'Copies of the above referred pages from the submitted draft tender documents are attached for your easy reference' (S02.01.C), and 'A copy of [post]'s letter dated [date] is further attached herewith for your attention' (S07.04.M). In general, the covering letters specify what actions the addressees are requested to comply with, and the enclosures provide the information and details for the actions to be taken. The discursive participants share the disciplinary knowledge required to interpret these documents, and rely on their mutual understanding of these interdiscursive resources to achieve better communication. Although the covering letters and the enclosures are two text types, they are read in conjunction to address a complete and integrated aspect of a project, and thus attain a thorough understanding of the discursive events. In the absence of either one of them, the communicative goals cannot be achieved. In addition, due to the frequent adoption of enclosures for letter writing in quantity surveying contexts, the letters in the QS Corpus are usually not lengthy.

The list of the involved parties in the footnote (Move 16) indicates that the letters are not read solely by the addressees but by a number of relevant parties. The real estate and construction industry is known for the complexity of its development processes and the involvement of many parties (Rowlinson and Walker, 1995: 13). All the letter receivers have the right to react or reply to the letters. Each participating party has different interpretations on the subject matter due to his or her variance regarding the foci: architects focus on architecture; engineers focus on engineering; and quantity surveyors focus on contractual and monetary aspects (ibid.: 33). This constitutes a multi-interaction or interdiscursivity among different professionals in the administration of the construction contracts. The professionals compete with each other for the jurisdiction of their specific practices (Abbott, 1988: 33), and such diverse orientations towards the production and interpretation of the letters enrich the intertextuality and interdiscursivity in the discourses.

The last periphery move is the inclusion of the initials of the participants in the letter (Move 17). This move functions to record the acknowledgement of the letters by the staff in the organization for intra-organizational management, marks the flow in the production of the letters, and traces the amendments made by the participants in the development of the letters, thereby integrating the completeness of the intertextuality and interdiscursivity in the genre construction, interpretation, use and exploitation.

5.5.2 Main Text Block of Moves

The letters in the QS Corpus mention prior and future texts (Johnstone, 2002: 139) to situate such letter in the discursive chain. Moves 4, 5 and 6 account for the precedent documents and correspondences, while Moves 7 to 10 predict the future ones. The intertexts (Riffaterre, 1990: 56) consist of the consultancy agreements, construction contracts, practice notes, technical circulars and other regulations sanctioned by the government office, correspondence, and deliverables which include programmes, tender documents, tender appraisal reports, contract documents, financial reports, payment certificates, measurement and valuation of variations, and final accounts. The writers may also make reference to academic books and texts in the production of the letters. The text production involves internal reference to other texts which serve the subject topics and authority, i.e. referential intertextuality (Devitt, 1991: 342-344). In addition, specific instruments have been devised in the real estate and construction industry to facilitate the compilation of the deliverables, such as site instructions to order variations, site diary books to record events on site, payment certificates to sanction payments, quotations to propose prices, and many others. This “cut and paste” method of composition is example of functional intertextuality (Devitt, 1991: 350-352). It is crucial to appreciate that all the above-mentioned texts are distinct genres. The collation of them constitutes a combination of genres (Fairclough, 1992: 68), either explicitly or implicitly, in the text production in the QS Corpus. Table 5.12 summarizes the frequently used intertexts for each move in the four Sub-corpora.

Table 5.12: Frequently Used Intertexts in the QS Sub-Corpora

Moves	Sub-corpus	Tasks	Examples of intertexts
4: Establishing the purpose	Directive	Cost Planning (S01)	letters, Special Conditions of Employment, the Brief, Feasibility Stage, \the required services, the attached schedule
		Tendering (S03)	List of Approved Contractors, period for submission of tender
		Tender appraisal (S04)	project team meeting, the tenders, the captioned contract
		Award of contract (S05)	Contract/ Sub-contract documents, tender, Special Conditions of Employment, the Brief, the required Services, Design/ Tender Stage, the attached schedule
	Procedural	Tendering (S03)	the above contract, website, Agreement No. [no.]
		Contractual advice (S09)	letters, the captioned contract, consent, Deed, Assignment, liquidated damage, payment certificate, certificate for release of retention money
	Checking	Contract documentation (S02)	letters, the captioned consultancy agreement/ contract, Contract No. [no.], nominated sub-contract, draft tender documents, unsatisfactory performance, tender addendum
		Tender appraisal (S04)	letters, the above contract, the tender, your submission, summary of status of tender submission, Contractor Management Handbook
		Cost control (S07)	forecast of expenditure, the captioned consultancy agreement, performance in cost control, programme form
		Payment (08)	letters, the captioned consultancy agreement/ contract, construction cost cashflow, interim payment certificates, Contract No. [no.]
		Final account (S10)	letters, transmittals, facsimiles, final account, Contract No. [no.], the captioned consultancy agreement/ contract, report on completion of contract, the follow-up discussion, breakdowns

Table 5.12: Frequently Used Intertexts in the QS Sub-Corpora (Cont'd)

Moves	Sub-corpus	Tasks	Examples of intertexts
4: Establishing the purpose (cont'd)	Monitoring	Tender documentation (S02)	Tender document, gazette date
		Cost control (S07)	Contract No. [no.]. letters, enclosing tables, the captioned consultancy agreement/ contract, site instruction, draft AL, cost estimation, overdue reply, cost estimation, construction cost cashflow forecast
		Payment (S08)	letters, receipt of payment, interim payments, the captioned contract
		Contractual advice (S09)	letters, the captioned contract, Special Conditions of Contract, sub-contracts, warranties
		Final account (S10)	letters, faxes, emails, transmittals, final account, the captioned consultancy agreement/ contract, unsatisfactory performance, weekly progress report, action plan, programme form, QS services, measurement and valuation
5: Describing the topics	Directive	Cost planning (S01)	Consultancy Agreement, attached list, [project], [client], Consultancy services, Feasibility Study Stage, Design/ Tender Stage
		Tendering (S03)	General/ Special Conditions of Tender, Contractors under suspension, Contractor Management Handbook, tender closing date, tender addendum, the above contract
		Tender appraisal (S04)	memos, agenda, tender documents, tender report, cost analysis form, electronic copy, technical circulars, the three tenders with the highest combined price and performance scores
		Award of contract (S05)	General/ Special Conditions of Contract, tender, tender addendum, liquidated damages, Sections of the Works, written acceptance, Contract/ nominated sub-contract, Construction Stage, List of Approved Contractors
		Contract documentation (S06)	memos, Articles of Agreement, General Conditions of Contract, Contract/ nominated sub-contract documents, Form of Tender, letter of nomination, letter of notification of LD
		Contractual advice (S09)	General Conditions of Contract, date for commencement
	Procedural	Cost planning (S01)	memos, tender progress report, cost estimates, specification,
		Tendering (S03)	the captioned contract, gazette date, list of drawings, tender documents, tender closing date
		Contractual advice (09)	estimated quantities of construction and demolition materials, form of roofing warranty, the captioned contract, letter, the meeting, the assessment of contractors' claim, scope of services under consultancy agreement, application, decision, assignment of financial benefit, assignor, Deed of Assignment, bank's delegation of authority, claims for extension of time, imposition of liquidated damages, substantiation for the claims, the above certificate
	Checking	Tender documentation (S02)	fax, website, tender documents, Specification Preliminaries, Particular Specification, Section of the Works, Main Contract, Notes to Tenderers, Annex A, Summary of Tender, copies of the above, typographical errors, standard documentation, 18 pages attached, tender addendum, fluctuation clause, liquidated damages formula, commencement date, estimated contract value, technical manual, Form of Tender, provisional quantities
		Tendering (S04)	Important note attached to the tender document, General/ Special Conditions of Tender, examination of tender, technical circular
		Cost control (S07)	cashflow forecast, actual expenditure, financial statements, estimated final contract sum, increased contract sum, budget ceilings, granted extension of time, Contract No. [no.], programme form, commencement, completion and extended completion dates, erroneous pages is attached, estimates, payment certificate, final account

Table 5.12: Frequently Used Intertexts in the QS Sub-Corpora (Cont'd)

Moves	Sub-corpus	Tasks	Examples of intertexts
5. Describing the topics (cont'd)	Checking (cont'd)	Payment (S08)	interim payment certificate no., deduction of liquidated damages, extended/ certified completion dates, letters, arithmetical/ calculation/ typing errors, price fluctuation factor, the captioned Contract, liquidated damages, granted extension of time, retention money, acknowledgement of payment
		Final account (S10)	final account, amendments, QS services, queries, measurement/ valuation, rate build-ups, letters, emails, faxes, meeting, remeasurement of provisional quantities, assessment details, sub-contractor's invoice, contract rates, contract drawing supplementary agreement, prolongation cost assessment, documents marked with our comments, contractor's quotation, site instruction, Bills of Variations
	Monitoring	Tender documentation (S02)	letters, facsimiles, the gazette date, the captioned contract, tender programme, Specification
		Cost control (S07)	letters, memos, transmittals, emails, reminders, Site/ Architect's Instructions, drawings, the meeting, work programme, cost estimation, cashflow forecast
		Payment (S08)	letters, payment certificate, Conditions of Contract, the captioned contract, final contract sum
		Contractual advice (S09)	letters, terms and conditions of contract documents, QS services, meetings, prolongation cost assessment, records of claims, third party insurance, warranties, Contract No. [no.], maintenance periods,
		Final account (S10)	letters, emails, urges, final account, progress meeting, Contract, the captioned agreement, final account, period of final measurement, programme form, measurement and valuation of variations, site instruction, priced bills of variations, EOT/LD issue, prolongation cost claim
6: Justifying the actions	Directive	Cost planning (S01)	Tender Stage, the attached schedule, Gazette date, Works contracts, Special Conditions of Employment, written authority
		Tendering (S03)	Tender documents, Sealed tender, Tender board, Tender closing date, Instructions to tenderers, Website
		Tender appraisal (S04)	Proforma tender report, Consolidated tender recommendation, copies of correspondences, Discounted cash-flow analysis, comparison of major unit rates, tender price index, tender closing day
		Award of contract (S06)	Articles of Agreement, Design Stage, Tender Stage, The attached schedule, The letter of nomination, the captioned contract
		Contract documentation (S07)	Contract documents, attached Appendix A, tender correspondence, acceptance letter, the signed Articles of Agreement, certified true copies of contract booklets, validity period
	Procedural	Tendering (S03)	the above
		Contractual advice (S09)	the above estimates, Waster Management Plan, assessment of the volume of construction and demolition waste, QS services, consent, representations or warranties, Deed of Assignment, technical circular, consent, liquidated damages
	Checking	Tender documentation (S02)	tender documents, consultancy services, mistakes and errors, tender addendum, your letter
		Tender appraisal (S04)	nil
		Cost control (S07)	cashflow forecast, budgetary control, cost control, programme form, the above deficiencies, estimates, the estimated final contract sum, payment certificate, final account, liquidated damages, extension of time
		Payment (08)	shortcomings, the above errors, payment certificate, administration of contract, delivery of services
		Final account (S10)	breakdowns, pro-rata ratings, the consultancy services, the meetings, final account, measurement and valuation of variations, adjustment of provisional quantities, properly prepared and checked, expiry date

Table 5.12: Frequently Used Intertexts in the QS Sub-Corpora (Cont'd)

Moves	Sub-corpus	Tasks	Examples of intertexts
6: Justifying the actions (cont'd)	Monitoring	Tender documentation (S02)	contract, Specification, tender document, meeting, programme
		Cost control (S07)	letters, cost control, the captioned contract, consultancy agreement, site/ architect's instructions, payment valuation, final account, estimated cost, actual expenditure, cashflow forecast, QS services, Conditions of Contract
		Payment (S08)	Conditions of Contract, estimated final contract sum, interim payment, estimated future payment, liquidated damages
		Contractual advice (S09)	urgent expedition, maintenance certificate/ period, warranty, QS services, prolongation cost assessment, policy, premium, Conditions of Contract
		Final account (S10)	letters, the meetings, reminders, Practice note, QS services, final account, measurement and valuation, period of final measurement, programme form, EOT/LD issue, prolongation cost assessment
7: Soliciting the actions	Directive	Cost planning (S01)	Tender Stage, justification, percentage/ details of completion of works, current status
		Tendering (S03)	Tender documents, Conditions of Tender, Form of Tender, Acknowledgement of receipt
		Tender appraisal (S04)	Tender documents, Consent, Programme, Statement of convictions, Statement of current/ outstanding contracts in hand, the three tenders with the highest scores, Minutes of meeting, Tender report,
		Award of contract (S05)	General Conditions of Contract, Articles of Agreement, the attached Appendix, The above quotation,
		Contract documentation (S06)	Liquidated damages, Completed information for contract signing, order to commence work, name and address of Contractor, Person to sign on behalf of the Contractor, contract documents and drawings, Nominated sub-contract, Specification and Drawings
	Procedural	Cost planning (S01)	the schedule dates, the captioned consultancy agreement, cost estimates
		Tendering (S03)	tender documents, the gazette date, the tender closing date, return notice
		Contractual advice (S09)	terms and conditions of the Contract, assessment, Deed of Assignment, your letter, the captioned contracts, adjustment to the interest payment, payment certificates
	Checking	Cost planning (S01)	the shortcomings, proposal to improve the quality of work, to explain the reasons, to propose corrective actions and preventive measures,
		Tender appraisal (S04)	explain why, attached Annex 1, letters, to provide the above and copied to this letter, , the captioned contract
		Cost control (S07)	advise the reasons of the inaccuracy, what measures you would take to improved the performance/ accuracy/ avoid recurrence, proposed corrective actions to rectify the current situation, final account
		Payment (S08)	payment certificate, advise what measures you will take to avoid recurrence and to improve your performance
		Final account (S10)	final account, explanation on our queries, the attached list, advise what measures you will take to avoid recurrence and to improve your performance, site instruction, contract rates, rate build-ups, breakdowns

Table 5.12: Frequently Used Intertexts in the QS Sub-Corpora (Cont'd)

Moves	Sub-corpus	Tasks	Examples of intertexts
7: Soliciting the actions (cont'd)	Monitoring	Tender documentation (S02)	tender document, explanation
		Cost control (S07)	slippage of measurement, the reasons of the slow progress/ overdue reply, what measures you will take to avoid recurrence, final account, cost estimates, AIs,
		Payment (S08)	preventive measures, valuation of payment, final account, final contract sum, explanation/ clarification, estimated future payment, interest payment
		Contractual advice (S09)	consultancy agreement, the captioned contract, the Brief, terms and conditions of the contract, warranties, advise me the current status and your target date, advise what measures you will take to avoid recurrence and to improve your performance, financial claims, third party insurance
		Final account (S10)	reminders, meetings, final account, period of final measurement, price bills of variations, rate build-ups, Conditions of Contract, explanation/ clarification, target date, prolongation cost assessment, programme form, remedial measure, site instruction, programme, advise me what measures you will take to catch up the slippage, rectify the shortcomings, and make suitable improvements
8: Attaching auxiliary instructions	Directive	Tendering (S03)	commencement and completion dates, main/ sub-contract, Contract No. [no.], the terms of the offer, tender addendum
		Award of contract (S05)	General/ Special Conditions of Contract, programme, safety plan, third party insurance, notice to public utility companies, application for connection to the site, date of commencement, Specification and Drawings, Technical circular, tender
		Contract documentation (S06)	Order to commence work
	Procedural	Not Applicable	Not Applicable
	Checking	Not Applicable	Not Applicable
	Monitoring	Not applicable	Not Applicable
9: Highlighting the consequence	Directive	Not Applicable	Not Applicable
	Procedural	Not Applicable	Not Applicable
	Checking	Tender documentation (S02)	performance report, contractual rights and remedies, satisfactory explanation, errors made in the draft tender documents, letters *Tender appraisal (S04):* nil
		Tender appraisal (S04)	NIL
		Cost control (S07)	satisfactory explanation, unsatisfactory performance, performance report
		Payment (S08)	shortcomings, performance report
		Final account (S10)	shortcomings, performance report
	Monitoring	Tender documentation (S02)	Nil
		Cost control (S07)	unsatisfactory performance, satisfactory explanation, shortcomings, performance report
		Payment (S08)	unsatisfactory performance, shortcomings, performance report
		Contractual advice (S09)	unsatisfactory performance, performance report
		Final account (S10)	contractual rights and remedies, final account, unsatisfactory performance, performance report

Table 5.12: Frequently Used Intertexts in the QS Sub-Corpora (Cont'd)

10: Expressing availability/ gratitude	Directive	Tendering (S03)	query
		Tender appraisal (S04)	query
		Award of contract (S05)	Tender, contract
	Procedural	Tendering (S03)	further information
	Checking	Not Applicable	Not applicable
	Monitoring	Contractual advice (S09)	immediate expedition
		Final account (S10)	do not hesitate to contact our ...

As shown in Table 5.12, the professional letters in the QS Corpus are linked intertextually with the relevant correspondence in the discursive chain, including letters, faxes, memos, transmittals, emails, minutes of meetings, and meetings. This linguistic approach is often found in the Checking and Monitoring Sub-corpora, in particular Moves 4 and 5. The QS letters are also intertextually linked through using anaphora and noun phrases, such as 'the above', 'the captioned contract/ consultancy agreement', 'the QS Services', and 'Contract No. [no.]'. Table 5.12 also shows that each task calls for similar intertexts (Riffaterre, 1990: 56) specific to the tasks across Moves 4 to 8 (except Move 7 in the Checking and Monitoring Sub-corpora), for example, the task of cost control involves 'cashflow forecast', 'actual expenditure', 'estimated final contract sum', and 'estimates'. This is within expectations since each communicative task has its own deliverables. Move 7 in the Checking and Monitoring Sub-corpora focuses on the remedial measures, thus it involves far fewer intertexts relating to the contractual or technical deliverables. Move 9 (highlighting the consequence), however, has similar intertexts among the different communicative tasks in all the Sub-corpora, since they share the commonly used intertext 'performance report'. Owing to the nature of expressing availability and gratitude, Move 10 is dispensable from the surrounding intertexts of the tasks.

In each QS Sub-corpus, the intertexts are highly repetitive across the moves for the same task, indicating that the centrality and typicality (Hunston, 2002: 23 and 42) of the letters are thoroughly adhered to in terms of their communicative purposes and tasks. For example, the interext 'final account' appears in nearly every move of each letter in the task of final account in the Monitoring Sub-corpus. The main reason for this uniqueness in subjects is due to the fact that each letter in the QS Corpus handles only one, or occasionally a few topics at a particular development stage, shown to a certain extent by the relatively short length of the letters.

The intertexts function to reveal the writers' strategies in reinforcing or re-formulating ideas and beliefs (Bloor and Bloor, 2007: 54). When the same task is compared across the four Sub-corpora, the intertexts, though with some overlapping, vary. For instance, the Directive and Procedural Sub-corpora predominantly contain letters for performing the tasks in the pre-contract stages, including cost planning through tendering to award of contract. The quantity surveyors draw upon the contractual, technical and administrative intertexts to legitimate the instructions in Move 5, e.g. 'General/ Special Conditions of Tender', 'tender closing date', 'tender addendum', 'Contractors under suspension', and 'Contractor Management Handbook', whereas in the same move they rely more on technical intertexts to express the procedural flow, e.g. 'list of drawings', 'tender documents', 'gazette date', and 'tender closing date'. In contrast, the checking and monitoring letters are mainly related to the task of tender documentation in the pre-contract stage, as well as the tasks of cost control, payment, contractual issue and final accounts in the post-contract stage. Unlike the pair of Directive and Procedural Sub-corpora, the intertexts in these two Sub-corpora are close to each other.

With regard to the main text block of Moves 4 to 10, the complexity of intertextuality and interdiscursivity in quantity surveying practices was quantified by counting the intertexts of each letter in the QS Corpus and Sub-corpora. When counting, each move was treated as an entity so that an intertext which occurred repeatedly in several moves of the letter was counted independently in such moves, and also an intertext which appeared more than once in a move was counted only once in that move. The number of the intertexts in each move was then normalized to occurrences per 1,000 words, and on the basis of which the relative percentage of occurrence was obtained. The statistical data for the frequencies and percentages of occurrence of the intertexts for each move across the QS Corpus and Sub-corpora are shown in Table 5.13.

Table 5.13: Frequencies of Intertexts in the QS Corpus and Sub-corpora

Moves		Frequencies (per 1,000 words) and Percentages (%) of Occurrence of Intertexts				
		QS Corpus	Directive Sub-corpus	Procedural Sub-corpus	Checking Sub-corpus	Monitoring Sub-corpus
4	Establishing the purpose	74.4 (14.0%)	50.8 (12.9%)	70.8 (20.0%)	120.7 (26.8%)	98.3 (21.5%)
5	Describing the topics	79.2 (14.9%)	85.3 (21.7%)	95.8 (27.0%)	79.4 (17.7%)	62.6 (13.7%)
6	Justifying the actions	60.4 (11.4%)	77.0 (19.6%)	63.1 (17.8%)	29.3 (6.5%)	54.6 (12.0%)
7	Soliciting the actions	64.0 (12.0%)	54.7 (13.9%)	74.7 (21.1%)	74.2 (16.5%)	73.4 (16.1%)
8	Attaching auxiliary requirements	65.0 (12.2%)	65.0 (16.6%)	-	-	-
9	Highlighting the consequence	135.6 (25.5%)	-	-	146.0 (32.5%)	127.0 (27.8%)
10	Expressing availability or gratitude	53.3 (10.0%)	59.7 (15.3%)	50.0 (14.1%)	-	40.4 (8.9%)
Total		531.9 (100.0%)	392.5 (100.0%)	354.4 (100.0%)	449.6 (100.0%)	456.3 (100.0%)

Table 5.13 shows that the QS Corpus and Sub-corpora have an extremely dense level of intertextuality. For instance, the frequency of occurrence (120.7 per 1,000 words) for Move 4 in the Checking Sub-corpus means an intertext occurs every 8 words. These high frequencies mean that the QS letters have a high level of intertextual explicitness (Kong, 2009: 126). The patterns of the usage of the

intertexts for each move in the four Sub-corpora can be interpreted on the basis of this set of data (Table 5.13).

To achieve the function of Move 4 (establishing the purpose) enabling the addressees to be well aware of the purposes and relevance of the letters, the quantity surveyors attempt to quote all the relevant texts as far as possible to provide the introductory background, in particular in the checking and monitoring letters which have a higher frequency of nominal groups in Move 4 in order to pack all the information together in one sentence, e.g. ‘I refer to the Payment certificate No. [no.] for the captioned contract submitted under your letter ref. [reference] dated [date]’ (S08.17M). The directive and procedural letters, on the other hand, rely more on the contractual documents, e.g. ‘In accordance with [clause no.] of the Special Conditions of Employment and Section [no.] of the Brief’ (S01.01.D), and have much fewer occurrences of intertexts.

In Move 5 (describing the topics), the quantity surveyors refer to the contractual and technical documents that surround the deliverables under the topics. The procedural letters focus on the routine procedures, and, inevitably, they require far more referencing to the surrounding documents than the other functional types of letters, e.g. ‘Attached please find a copy of Project Manager’s memo ... attaching a copy of the Tender Progress Report ...’ (S03.51.P). The directive letters are close to this function of providing procedural guidelines, and they therefore have the second highest occurrence of intertexts. The checking and monitoring letters also require the quoting of intertexts to reconcile the past and current statuses of the discursive events in Move 5, but this reconciliation requires fewer intertexts.

To exercise Move 6 (justifying the actions) in the Directive and Procedural Sub-corpora, the quantity surveyors maintain a high level intertextuality in the letters to elucidate the guidelines for the instructions and procedures, e.g. ‘You are required to use the standard form of Deed of Assignment in its entirety as appended to [technical circular] No. [no.] before written consent will be given to the assignment' (S09.44.P). In contrast, the requirement for intertextuality is less in the Checking and Monitoring Sub-corpora, since the exchange of knowledge and evaluation of performance in this move of the two Sub-corpora are conducted in terms of intellectual constructs and are therefore described in a more abstract way, e.g. 'You will appreciate that we are keen to ensure the quality and timely performance of the consultancy services' (S09.66.M).

As regards Move 7 (soliciting the actions), the Procedural Sub-corpus has the highest numbers of intertexts because the central purpose of the procedural letters is to facilitate the smooth and efficient running of the development projects and bridge prior texts with future texts to ensure a streamlined flow of consecutive routine actions, e.g. 'Please prepare and submit 3 copies of the Deed of Assignment for formal execution' (S09.44.P). The checking and monitoring letters, to a large extent, share this motive in the administration of contracts, though such a motive is initiated by the outcomes of checking or monitoring the deliverables submitted by the counterparts, e.g. 'Please advise me, within one week, the reasons of the inaccuracy and what measures you would take to improve the accuracy of your cashflow forecast in future' (S07.09.C) and 'Please ensure compliance with these deadlines (in submitting the final account)' (S10.01.M). As a result, the Checking and Monitoring Sub-corpora have comparable frequencies of occurrence of intertexts to that of the Procedural Sub-corpus. The Directive Sub-corpus includes letters that give notification, which tend not to specify the intertexts to be returned when soliciting action from the addressees; rather, the addressees are free to decide on the intertexts in responding to the topics, e.g. 'you are require to submit your request with full justification for my consideration' (S01.01.D). Nevertheless, intertexts occur less often when soliciting action in the directive letters

Move 8 (attaching auxiliary requirements) is only found in the Directive Sub-corpus. The number of intertexts in this move is about 20% less than in Moves 5 and 6, and yet all these three moves, used to describe the topics, deliver the guidelines, and attach auxiliary requirements, require numerous surrounding texts to supplement the messages. Move 8 has slightly fewer because some auxiliary requirements only involve the implementation of restrictions in the didactic letters, e.g. 'Please be reminded to keep all the information restricted.' (S04.17.D), and so intertexts are not required.

Move 9 (highlighting the consequence) has the highest number of intertexts and is only found in the Checking and Monitoring Sub-corpora. Move 9 is usually expressed in one sentence, e.g. '... failing which it will be appropriately reflected in your performance report' (S02.01.C), which contains frequent use of the 'performance report'. The 'consultants' performance reports' are the intertexts mentioned in this move, and this reporting system is the sole version of the consequential effect. The formulaic expression of the intertext in this relatively short sentence explains the exceptionally high occurrence of intertexts in the checking and monitoring letters.

Move 10 (expressing availability or gratitude) is not found in the Checking Sub-corpora. Given the nature of the move itself, Move 10 has the lowest frequencies of occurrence of intertexts compared with the other moves in the QS Corpus and Sub-corpora. Its expressions are not constructed of dense intertexts, but just mention the information for future contact or gratitude for submitting the tenders, e.g. 'If you wish to obtain further information about the contract, would you please contract Mr. [staff name] at telephone no. [no.]' (S03.51.P), and '... your effort in submitting the tender for this Contract is very much appreciated' (S05.38.D).

Overall, the Directive and Procedural Sub-corpora have similar total frequencies of occurrence of intertexts, and this similarity is also found in the Checking and Monitoring Sub-corpora. The occurrences in the latter pair of Sub-corpora are about 20% more than those in the former pair, and these differences appear to stem from the inclusion of Move 9 in the checking and monitoring letters which, as described above, have exceptionally high occurrences of intertexts. The Checking Sub-corpus, however, does not embrace Move 10. If Moves 9 and 10 are ignored in the comparison, the total frequencies of the Checking and Monitoring Sub-corpora are about 90% of those of the Directive and Procedural Sub-corpora, suggesting that the didactic and procedural letters require the application of more intertextual resources to convey contractual and technical matters in the administration of contracts, whereas the checking and monitoring letters, which involve to a large extent exchanging knowledge and complaining about the consultants' performance, demand slightly fewer intertexts.

The comparison of the occurrences of intertexts is further refined to consider Move 8 which is a unique characteristic only found in the Directive Sub-corpus. If this move is further set aside to allow a comparison to be made on an equal basis; that is, on the basis of Moves 4 to 7 which are the introductory and main parts of the letters being found in all the four Sub-corpora, the occurrences of intertexts are very similar among the Sub-corpora; the Procedural and Checking have similar frequencies which are about 5% and 14% higher than the Monitoring and Directive Sub-corpora respectively. The similarities between the directive and monitoring letters are attributed to their converged communicative strategies for referring to relevant intertexts to legitimate the ordering and monitoring processes. A more detailed examination of the distribution of the frequencies among the moves in these two Sub-corpora further reveals that the intertexts in the monitoring letters tend to be placed more in Move 4 to establish the scene of the letters, and thus they are not necessarily being repeatedly mentioned in the following moves (i.e. 5 and 6). This tendency is also found in the checking letters.

Summing up, disregarding Moves 8 to 10 which do not occur in all the four Sub-corpora and are supplementary to the construction of the letters in the QS Corpus, the overall extent of intertextuality is broadly similar among the four Sub-corpora. Intertextuality, however, is used differently across the moves in the QS Corpus and Sub-corpora to accord with the communicative strategies of the moves. With the exception of the Procedural Sub-corpus, the occurrences of intertexts vary extensively among the moves in the same Sub-corpus. The procedural letters address the procedures and guidelines in every move, and thus they have an even spread of intertexts through Moves 4 to 7. In contrast, the didactic, checking and monitoring letters mention the preceding and following texts in different foci in different moves, and thus they have a wide range of distribution of intertexts among the moves. Nevertheless, the application of intertextuality and interdiscursivity do not differ greatly among the four Sub-corpora, and this application is tailored to the communicative strategies of the moves in particular tasks.

The QS Corpus is found to be highly intertextual and densely interdiscursive. This is attributed to the numerous and complicated professional activities in the quantity surveying practices, the legal status of the written texts in the transactions, and also the involvement of various parties in the real estate and construction industry. Both the writers and the readers have to draw upon intertextual connections with prior and future texts, as well as to arrive at an interdiscursive interpretation in order to encode and decode the messages. Most of the predicted future texts point to the contractual obligations of the addressees, which prompt an obligatory response and so constitute an obligatory intertextuality.

5.6 Summary

This chapter has given an account of the textual perspective of a critical genre analysis (Bhatia, 2004) of the quantity surveyors' letters in the areas of the lexico-grammar, textualization, moves, intertextuality and interdiscursivity. This chapter has presented the frequently used linguistic features associated with these areas in the QS Corpus, Sub-corpora and tasks, and provided a detailed explanation for their preferential use in terms of their frequencies of occurrence in the six dimensions of co-occurrence (Biber, 1995: 141-169). This chapter has also presented the moves in the QS Sub-corpora, and related them with both particular linguistic features and co-occurrences of linguistic features. These moves outline the strategies the quantity surveyors adopt in their workplace writing, and such strategies vary across the Sub-corpora and/or communicative purposes of the discourses. Each move has its own content and style, which in turn is influenced to varying degrees by the four communicative purposes: directive, procedural, checking and monitoring. Finally, intertextuality and interdiscursivity are discussed to further analyze, interpret and explain the textual perspective of the QS Corpus. The next chapter will discuss the socio-cognitive perspective of the QS Corpus.

CHAPTER 6

CRITICAL GENRE ANALYSIS:

SOCIO-COGNITIVE PERSPECTIVE

The socio-cognitive perspective is concerned with the identification and analysis of generic integrity (Bhatia, 2004: 161) which is employed as part of the typical discursive practices of the quantity surveying culture. Generic integrity is defined as a “socially constructed typical constellation of form-function correlations” (ibid.: 123), and in this study, it represents the quantity surveyors’ realizations of the communicative purposes of the QS letter genre. While language is considered appropriately and effectively used if it can fit the contexts in the particular situations and accomplish valued goals (Spitzberg, 2009: 381), genre is described as language use in a “conventionalized communicative setting” (Bhatia, 2004: 23) to achieve particular goals in the quantity surveying profession. The situational contexts socio-cognitively constrain the language use and genre in the discourses (Fairclough, 1992: 64; 1995: 135; Halliday, 1978: 142; 2002: 54).

The generic integrity of the QS letters is reflected by the “internal indicators (i.e. contextual, textual and intertextual)” (Bhatia, 2004: 125) and “external indicators (i.e. discursive procedures, disciplinary culture and discursive practices)” (ibid.: 127). These indicators are collaboratively explored from four perspectives, i.e. textual, socio-cognitive, ethnographic and socio-critical (ibid.: 163). While the ethnographic perspective (Chapter 5) provides the “practitioner advice and manuals”, “social structure and interaction”, and “history, beliefs, goals of disciplinary culture” (ibid.: 167) in the quantity surveying profession, the textual perspective (Chapter 5) provides the textual characteristics of the QS Corpus in the aspects of lexico-grammar, textualization, moves, and intertextuality and interdiscursivity, this chapter uses these results and findings to further analyze, interpret and explain the socio-cognitive perspective of the QS Corpus, with regard to the quantity surveyors' appropriation of generic resources, which can be “lexico-grammatical, rhetorical and discoursal”, to respond to “recurrent and novel rhetorical situations” in their specific disciplinary culture and practices to shape the generic form of the QS letters and achieve their professional goals (ibid.: 87) (6.1). This chapter also discusses the patterns of intertextuality and interdiscursivity (6.2), as well as audience reception and their “reading and interpretative behaviours” (ibid.: 167) (6.3) in the exploitation of the generic resources of the QS letters, and ends with a summary (6.4).

6.1 Appropriation of Generic Resources

The QS professional letters are constructed, interpreted and used in their “specific academic, social, institutional and professional contexts” to serve socially accepted communicative purposes (Bhatia, 2004: 87) for administrating development projects in the real estate and construction industry. These letters constitute a type of genre which is classified into four sub-genres (i.e. directive, procedural, checking and monitoring) according to their communicative purposes. Quantity surveyors integrate different genres to create hybrid genres, i.e. “genre mixing” and “genre embedding”, in order to achieve multiple purposes and their private intentions, or allow one genre to invade the integrity of another in the colonization of genre, i.e. “genre bending” (ibid.: 87). In such integrating and invading processes, generic resources are allocated from a contributing genre, e.g. ‘standard letters’ in the government office (4.6.2), for constructing another (ibid.: 87). In this study, the integration and invasion include the influence from one letter to another, in terms of the goals, purposes and strategies of the letters, to give a historical and structural account of the development of the varying QS letters. The following discusses the appropriation of generic resources in the Directive (6.1.1), Procedural (6.1.2), Checking (6.1.3) and Monitoring (6.1.4) Sub-corpora.

6.1.1 QS Directive Letters

In the Directive Sub-corpus, the letters were written by the quantity surveyors (i.e. liaison quantity surveyors) and addressed to the outsourced quantity surveying consultancy firms (i.e. project quantity surveyors), the tenderers, and the contractors (including nominated sub-contractors) to give either notification or instructions. The letters addressed to the consultancy firms involved giving directives relating to the proceeding of services to the design stage after the viabilities of the projects were confirmed through carrying out the feasibility studies in cost planning (S01), attending tender assessment meetings and preparing tender reports in tender appraisal (S04), completing the design stage and proceeding to the construction stage at the end of the award of contract (S05), and preparing contract documents to be signed in the contract documentation (S06). The letters addressed to the tenderers gave directives for the submission of tenders, including the incorporation of tender addenda and extensions of the tender period in tendering (S03), as well as to the successful/ unsuccessful tenderers regarding the acceptance/ failure of their tenders in the award of a contract (S05). The letters addressed to the contractors were to notify the ‘order to commence work’ in the contractual advice task (S09). An examination of these letters shows that notification is performed in the cost planning (S01), tendering (S03), award of contract (S05), and contractual advice (S09) tasks, whereas instructions are given in the tendering (S03), tender appraisal (S04), and contract documentation (S06) tasks.

(1) Giving Notification

At the completion of the cost planning task in the inception and feasibility stage of a development project, the government office issues S01.15.D to inform the quantity surveying consultancy firm of the requirement of proceeding to design stage in the performance of services. As explained by the quantity surveyors, this notification of the transition of stages is important because some facilities may not be required to be built due to changes in social demand, economic downturn, for example. It is therefore crucial at the end of the inception and feasibility study stage to confirm whether to proceed to the design stage in order to avoid any abortive works. In particular, the service deliverables in the feasibility study stage are comparatively few, whereas the design stage involves extensive services to be delivered to the project. S01.15.D is reproduced below:

(S01.15.D)

Dear Sirs,

QS Services at Design Stage of Rural Schools

In accordance with [clause no.] of the Special Conditions of Employment and Section [no.] of the Brief, I hereby inform you that you have completed the required services under Feasibility Stage for the rural schools as listed out in the attached schedule.

I hereby instruct you to proceed to Design Stage for these schools.

Yours faithfully,

Managing the consultancy firms is a social action in the quantity surveying discourse. The managing process is dynamic and changes with the situation surrounding S01.15.D. In the focus group, the quantity surveyors explained that after having used S01.15.D for several months, they found that the transition from the feasibility study to the design stage was not so simple. At the design stage of the development project, the project architect, project structural engineer and project building services engineer produce design drawings and materials based on their respective specialized areas. The project quantity surveyors convert these technical requirements into contractual and monetary terms, and finally prepare the tender documents for tendering purposes in the tender stage. The design stage and tender stage extensively overlap with each other. These two stages have to be described together in the same letter to make a clear demarcation of the relevant parties' responsibilities for the abortive works, if any. Owing to this contextual factor, the quantity surveyors amplify S01.15.D to produce S01.01.D for the other development projects:

(S01.01.D)

Dear Sirs,

QS Services at Design Stage and Tender Stage

In accordance with [clause no.] of the Special Conditions of Employment and Section [no.] of the Brief, I hereby inform you that you have completed the required services under Feasibility Stage for the schools in Batches [no.] and [no.] as listed out in the attached schedule, and I hereby instruct you to proceed to Design Stage for these schools.

Please also be informed that you can proceed to Tender Stage for individual schools as listed out in the attached schedule at a date not earlier than 3 months prior to the latest anticipated gazette date of the corresponding works contracts for the individual schools. Should you wish to proceed to Tender Stage for any individual schools at a date earlier than the above arrangement, you are required to submit your request with full justification for my consideration.

Yours faithfully,

In the amplification, first of all, the two paragraphs in S01.15.D are merged into one paragraph in S01.01.D, using the independent clause coordinator 'and'. These paragraphs of the two letters are identical, though their nominal subjects are different (i.e. 'the rural schools' and 'the schools in Batches [no.] and [no.]') due to the specifics of the subjects themselves. The first paragraph of S01.01.D functions to give the notification, using the phrases 'In accordance with ...', 'I hereby inform you that ...', and 'I hereby instruct you to ...', which are formulaic and perform the function of notification inherent in government offices.

The writer (S01.01.D) then adds one more paragraph to the letter. The two paragraphs in S01.01.D are not semantically related, since they respectively concern the 'Design Stage' and 'Tender Stage'. The first paragraph is about the giving of notification, while the second paragraph is not a continuation of the notification but a disclaimer by the writer for not taking responsibility for prematurely starting the 'Tender Stage', yet the meaning of the notification remains unchanged. This disclaimer elucidates the procedures to be taken; that is, the addressee submits the request for the writer's consideration. The two paragraphs which aim to achieve different communicative goals have different grammatical constructions and rhetorical strategies, though the preferential use of nominal groups for packing information is consistently used in both paragraphs. These different communicative goals, namely notification and disclaimer, constitute two different genre constructions embedded in the same letter. The first paragraph constitutes the primary or obligatory generic structure, and the second paragraph constitutes the secondary or optional generic structure. This is a combination of two genres, i.e. interdiscursivity (Fairclough, 1992: 68), in one letter, which is similar to the combination of news reports and advertisements in property magazines (Kong, 2006: 794). The co-existence is pragmatically and interdiscursively allowed to embrace the dichotomy of the declaration of imposition of liabilities to the addressee (first paragraph) and announcement of alternative rights of action by the addressee (second paragraph).

The development between these two letters for the cost planning task elucidates how one letter (S01.15.D) appropriately contributes to another (S01.01.D), i.e. "vertical intertextuality" (Johnstone, 2002: 139), and also how a letter (S01.01.D) is developed to achieve dual purposes by "genre mixing" (Bhatia, 2004: 87), i.e. notification and disclaimer, in the generic form of a letter. This phenomenon of genre construction is restricted not only to a single quantity surveying task (e.g. cost planning), but also across different tasks in varying development stages. As explained by the quantity surveyors in the focus group, the transition of stages is frequently found in every consultancy agreement, and correspondingly, S01.15.D and S01.01.D which perform the cost planning task in the inception and feasibility stage are templates to cater for this situation (transition of stages) and purpose (notification for proceeding to the following stage). Letters are drawn from these templates in response to similar or novel situations to achieve "generic competence" (Bhatia, 2004: 144). For example, S05.33.D which is addressed to the consultancy firm, has a similar communicative goal of announcing the transition from the design and tender stages to construction stage after performing the task of awarding a contract:

(S05.33.D)

Dear Sirs,

QS Services at Construction Stage

In accordance with [clause no.] of the Special Conditions of Employment and Section [no.] of the Brief, I hereby inform you that as far as the captioned main contract, you have completed the required services under Design Stage and Tender Stage for the schools as listed out in the attached schedule. For the avoidance of doubt, the whole Design Stage and Tender Stage for the schools as listed out in the attached schedule will only be completed upon issue of the letter of nomination for the nominated sub-contract to the captioned main contracts by the Architect.

I hereby instruct you to proceed to Construction Stage for the captioned contracts.

Yours faithfully,

S05.33.D is a replication from S01.15.D or S01.01.D, while the definition of the completion of the 'Design Stage and Tender Stage' is added to refine and attenuate the particular situation, i.e. 'For the avoidance of doubt, … to all captioned main contracts by the Architect'. This definition is a disclaimer. Similar to S01.01.D, S05.33.D consists of a mixture of two genre constructions, namely notification and disclaimer, i.e. the primary generic structure of notification embeds the secondary generic structure of disclaimer.

The above analyzed letters, S01.15.D, S01.01.D and S05.33.D, are not 'standard letters' contained in the office manuals of the government office (4.6.2). They are invented by the quantity surveyors and later repeatedly used in the government office to achieve the same communicative goal. The historical development of the construction of these notification letters is traced to their intimation to the ‘standard letter’ S09.01.D which is also a notification issued by the government office, not to the consultancy firms but to the main contractor to order the commencement of work in the contractual advice task at the construction stage:

(S09.01.D)

Dear Sirs,

Order to Commence Work

In accordance with Clause [no.] of the General Conditions of Contract I hereby give notice that the date for commencement of the Works is [date].

Yours faithfully,

This letter has only one sentence with an identical linguistic pattern as the first sentences in S01.15.D, S01.01.D and S05.33.D. This sentence gives the notice to commence the works (Move 5), whereas in the other letters such similar sentences function to highlight the information for establishing the purpose of the letter writing (Move 4) and these letters have other sentences to describe the notices (Move 5), e.g. ‘I hereby instruct you to …’. The above analysis exemplifies the “copying” (Jones and Freeman, 2003: 174) or “cut and paste” (Devitt, 1991: 351) of a given ‘standard letter’ to produce new letters, which both share the same communicative goal of notifying the discharge of obligations under the consultancy agreements or construction contracts. This analysis also shows that the pattern of language use in notification is very formulaic and does not depend on the tasks in question.

S09.01.D is compared with another ‘standard letter’ S03.25.D which is issued by the government office to notify the tenderers of the extension of tender period, aimed to find out the unique generic resources to be appropriated in notification letters.

(S03.25.D)

Dear Sirs,

Extension of Tender Period

You are hereby notified that the period for submission of tenders for the above has been extended by 14 days and you shall now deposit your tender before 12:00 noon on Friday, [date].

A notification of this effect will also be published in the [client] website on [date].

All other "Instructions to Tenderers" remain unaltered.

Please acknowledge receipt of this letter.

Yours faithfully,

Rather than 'in accordance with' the terms and conditions stipulated in the contract documents (S01.15.D, S01.01.D, S05.33.D and S09.01.D), this notification (S03.25.D) is based on the prerogative rules and procedures pertaining to the tender documents that were formally issued to the tenderers. The tendering is situated in the 'offer and acceptance' process in the procurement of a construction contract, and any mistaken procedures may lead to potential litigation. All these listed letters are legally-oriented, but, nevertheless, S03.25.D does not contain the adverbial clause 'In accordance with …' to cite the relevant documents, probably because of the lack of a binding consultancy agreement or construction contract at the moment of interaction. Except for this adverbial, the first sentences in S03.25.D and S09.01.D are constructed of similar "lexico-grammatical and rhetorical resources" (Bhatia, 2004: 84). The lexis and syntax are similar, i.e. 'You are hereby notified that …' and 'I hereby give notice that …' (Move 4), where the adverb 'hereby' and 'that' used as a verb complement are found in both letters, although the first and second person pronouns and active and passive voice are used in contrast, and the verb 'are notified' is transformed to the nominalization 'notice'. In the 'that' clauses, there are nominal groups constructed of nouns, nominalizations and prepositional phrases, i.e. 'the period for submission of the tender for the above has been extended ...' (S03.25.D) and 'the date for commencement of the Work is …' (S09.01.D). S03.25.D, however, further includes the procedural guidelines in three paragraphs (sentences) to elaborate on the notification (Move 5), which is only required in the tendering task.

The writer (S03.25.D) justifies the action to be taken by expressing the guidelines ‘A notification to this effect will also be published in [client] website on [date]. All other “Instructions to Tenderers” remain unaltered’ (Move 6), and finally solicits the action ‘Please acknowledge receipt of this letter’ (Move 7). Unlike S01.01.D in which the second paragraph is not a continuation of the first paragraph for notifying the transition of work stages, the second, third and fourth paragraphs in S03.25.D are a continuation of the notification of the extension of tender period that is expressed in the first paragraph. Thus, the language use in S03.25.D consistently adheres to the specificity of writing a notification, such as the strategies of inclusion ‘to this effect’ and exclusion ‘all other’, the announcements ‘will be published’ and ‘remain unaltered’, and the acknowledgement ‘Please acknowledge’. In addition, S03.25.D has several instances of demonstratives ‘this’ in ‘this effect’, ‘other’ in ‘other Instructions’, and ‘this’ in ‘this letter’ to make the notification cohesive.

After the tender appraisal task, the tenderers are notified of their success or failure in the tendering. S05.01.D is addressed to the successful tenderer to inform him of the award of the contract, and S05.38.D is addressed to the unsuccessful tenderer to express gratitude of the tender submission. Both letters are ‘standard letters’ contained in the office manuals of the government office (4.6.2):

(S05.01.D)

Dear Sirs,

In accordance with the decision made by the Director of [Client] I hereby notify you that your tender in the sum of $[figure] for Contract No.[no.] is accepted.

In addition to the documents defined in Clause [no.] of the General Conditions of Contract as forming the Contract the following correspondence forms part of the Contract:

(i) Tender Addendum No. 1 with [Contractor]'s Certification

In accordance with Clause [no.] of the General Conditions of Contract you are required to execute the Articles of Agreement under seal. Please examine the attached Appendix concerning the formalities that are requested to be observed.

You are requested to attend at the following address at [time] on [date] for the purpose of executing the Articles of Agreement: [address]

In accordance with Clause [no.] of the General Conditions of Contract you are required to submit within 14 days of the date of this acceptance letter your programme showing the order or procedure and methods in which you propose to carry out the Works and the safety Plan in accordance with sub-clause [no.] of the Special Conditions of Contract [clause-no.].

In accordance with Special Conditions of Contract [clause-no.] you are now required to effect the Third party insurance.

You are advised that you should give all due notice to all public utility companies and make immediate application for the connection to the Site of such utility services (electricity, water and telephone) as may be needed for the construction of the Works.

In accordance with General Conditions of Contract Clause [no.] and Special Conditions of Contract Clause [no.], the amount of liquidated damages and the minimum amount of liquidated damages for each Section of the Works shall be as follows:-

The Architect for this Contract, [post], will write to you regarding the date of commencement and the Architect's powers to be delegated to the Architect's representatives.

Yours faithfully,

(S05.38.D)

Dear Sir,

I regret to advise that your tender has not been accepted.

For the purpose of administration of the List of Approved Contractor for Public Works, your tender is regarded as a competitive tender.

In accordance with [client] Technical Circular No. [no.], we provide the following information for your reference:-

Awarded contract sum $[figure]

Details of the successful tender will also be published in the Government Gazette and made available on the Internet in due course. Last but not least, your effort in submitting the tender for this Contract is very much appreciated.

Yours faithfully,

In S05.01.D, the first paragraph (sentence) has the linguistic pattern to give a notification, while the following paragraphs describe the instructions pertaining to the notification. The linguistic strategies for giving instructions are described in another group of the QS directive letters (6.1.1(2)). Considering the notification and instruction as two different genres in the territory of the QS letters, S05.01.D contains "genre mixing" (Bhatia, 2004: 87).

Although S05.38.D serves a notifying purpose, its linguistic pattern is completely different from that of the other notification letters, for instance, the lack of the adverbials ‘in accordance with …’ and ‘hereby’ and the words ‘notify’ or ‘notice’. This difference is attributed to two reasons. First, the notifications in other letters trigger further action along the discursive chains in pertinence of contractual or prerogative terms and conditions, whereas S05.38.D ends the discursive chain and is based on the conventional procedures set in the government office, e.g. ‘administration of the List of Approved Contractor for Public Works’ and ‘Technical Circular’. Second, the nature of S05.38.D is different since it announces the failure of the tenders, and thus the tone is appropriately revised from ‘In accordance with …, I hereby inform/advise you that …’ to ‘I regret to advise that …’. Apart from serving the notification in the first paragraph, S05.38.D aims to give information about the results of the tendering, e.g. ‘For the purpose of administration of …’, ‘In accordance with …, we provide …’, and ‘Details of the successful tender will also be published …’, and express gratitude, e.g. ‘… your effort … is very much appreciated’ in the following paragraphs. Viewing paragraphs two, three and four as procedural rather than didactic discourse, S05.38.D embodies “genre mixing” (Bhatia, 2004: 87) of notification and procedural writing.

Summing up, ‘standard letters’ (4.6.2) serve as a contributing genre to construct ‘non-standard letters’ in the production of notification letters in the government office. The notification letters are highly informative, and also imperative and interactive, with informative communication as the primary concern and interpersonal communication as secondary. The rhetorical strategies and language use adopted in the letters addressed either to the consultancy firms, tenderers or contractors are very similar, for instance, the linguistic use of second person pronouns, place adverbial ‘hereby’, passive voice, perfect tense, ‘that’ clause used as verb complement, and nominal groups (nouns, nominalizations, and prepositional phrases). Disclaimers, when embedded in the notification, are not constructed of the formulaic pattern of notification, but of language use which is bi-directional, negotiable and collaborative (Thomas and Kilmann, 1978) instead, while still maintaining to be highly informative and interactive, e.g. ‘Should you wish to …, you are required to …’ (S01.01.D).

The linguistic pattern ‘In accordance with … I hereby inform/instruct/ notify …’ signals the issuance of notification, but this grammatical pattern is not unique to notification writing and the readers have to note the specific lexis, such as the words ‘hereby’ and ‘instruct/give notice/notify that’, or the “contextualization cues” (van Dijk, 2008b: 162), e.g. S05.38.D. The writers insert ‘hereby’ before the speech act verbs ‘inform’, ‘instruct’, ‘give’ and ‘notify’ in the letters. The adverb ‘hereby’ often accompanies performatives in the genre of wills to effect performances contingently, such as ‘I hereby authorize’ (Finegan, 1982: 19). Although there is the word ‘instruct’, the writers are concerned more with giving a notification than an instruction. These notification letters are a declaration of the imposition of liabilities, and these social and institutional situations constrain the genre construction (Fairclough, 1992: 65).

The writers make the notifications clear and comprehensive by using a ‘that’ clause as a verb complement to make an ‘on-line informational elaboration marking stance’ (Biber, 1995: 166), and, in S01.15.D, for example, the simple perfect tense ‘have completed’ to indicate the temporal context in the description of the narrative (Biber, 1995: 152), attributed adjectives ‘the required services’ and ‘the attached schedule’ to refine the nominal referents (Biber, 1995: 141), infinitive ‘to proceed’ to give “idea unit expansion” (Biber, 1988: 232), noun phrases ‘Feasibility Stage’ and ‘Design Stage’, prepositional phrases ‘… services under Feasibility Stage for … as listed out in the attached schedule', and past participial postnominal clauses 'as listed out in' to pack all the information in one sentence. In fact, this packing strategy is found to be widely used in contractual and technical standard documents in the real estate and construction industry, as revealed in the ethnographic study (4.2).

(2) Giving Instructions

In the Directive Sub-corpus, all the letters performing the tendering task are addressed to the tenderers. As discussed in the ethnographic perspective (4.5.1), there are no contractual relationships between the government office and the tenderers at the moment of interaction, and thus the quantity surveyors (i.e. the participants) have a greater distance with the tenderers than with the quantity surveying consultancy firms. The addressees of a tender invitation letter are many in the course of the bidding. S03.01.D is a 'standard letter' (4.6.2) informing the lift specialists of the submission of tender for the lift installation nominated sub-contract:

(S03.01.D)

Dear Sirs,

You are informed that contractors in the List of Approved Suppliers of Materials and Specialist Contractors for Public Works for Lift, Escalator and Passenger Conveyor Installation are invited to tender for the above works subject to the following conditions:

(a) The conditions as stated in the Special Condition of Tender entitled 'Contractors under suspension;' and included in the tender documents.

(b) A tender submitted by a contractor who is on probation in this category under the List of Approved Suppliers of materials and Specialist Contractors for Public Works, and who, on the tender closing date already holds the maximum number of contracts or is otherwise ineligible to tender according to the Contractor Management Handbook, will not be considered unless within 40 days from and including he tender closing date, he has become eligible for the award of a further contract.

Tender documents may be obtained at [address] during normal office hours.

The booklet containing the tender documents is to be completed and returned in accordance with the Conditions of Tender and returned intact, together with the duplicate Form of Tender. Any query in connection with the tender documents shall be directed to the undersigned at telephone no. [no.].

The anticipated commencement and completion dates for the Main Contract will be June 2004 and May 2005 respectively.

The successful tenderer will be required to enter into a Sub-contract with the Main Contractor of Contract No. [no.].

Your sealed tender, in duplicate, must be clearly marked with the tender reference and the subject of the tender on the outside of the envelop (but should not bear any indication which may relate the tender to the tenderer), addressed to the [client], and placed in the

Tender Box in Room [no.] on the [no.] Floor of the [address], before 12 noon on Friday, [date]. Late tenders will not be accepted.

In the event of a typhoon signal No. 8 or above is hoisted or a black rainstorm warning signal is issued between 9 am and 12 noon on the tender closing date, the tender closing time will be postponed to 12 noon on the first working day of the following week. An announcement of the change will be through the radio.

Tenderers are reminded that the Employer is not bound to nominate for acceptance the lowest or any tender which may be received and reserves the right to negotiate with any tenderer about the terms of the offer.

Should you be unable to submit a tender, please return the documents to the above address as early as possible.

Yours faithfully,

The first and last two paragraphs describe the purpose of the letter (Move 4), attach auxiliary requirements (Move 8), and solicit action (Move 7). These three paragraphs on their own are sufficient to constitute an intact business letter to inform the addressees of the invitation of tender, not necessarily restricted to building a tender but can be applied across various disciplines. The remaining parts of the letter which provide instructions, guidelines and requirements of the tendering process (Moves 5 and 6) are dispensable. Such technical parts can be included as an attachment to the letter, or constitute another letter. In other words, the technical writing of guidelines is embedded in the business letter writing, i.e. “genre embedding” or “genre mixing” (Bhatia, 2004: 87) and this embedding is so obvious that the two dissimilar genre types (business letter and guidelines) can be easily identified. This hybrid genre is comparable to corporate discourse practices, where accounting discourse (i.e. financial/audit report) and public relation discourse (i.e. chairman’s letter) are placed in the same document (i.e. annual report) (Bhatia, 2008: 108).

S03.01.D is legally-oriented. One of the tenders returned by the tenderers will be accepted, and this successful tender together with the acceptance letter constitute a binding contract. During tendering, if there are amendments to the tender documents, the tender addendum issuing letter (S03.09.D) is necessary, as a continuation to the tender invitation letter (S03.01.D). S03.09.D is also a ‘standard letter’ (4.6.2) issued to the tenderers:

(S03.09.D)

Dear Sirs,

Tender Addendum No. 1

I enclose Tender Addendum No. 1 in respect of the above contract. I also enclose an additional copy of this letter with a certification added which you are required to sign and submit with your tender.

Also issued is the revised Electronic Dissemination package (EDP) (EDP reference no. [reference]) together with the revised Licence Conditions (reference no. [reference]) incorporating the changes required by Tender Addendum No. 1.

In addition I enclose an acknowledge letter which you are required to sign and return to me within two days of receipt of this letter.

Yours faithfully,

After the return of tenders, the quantity surveyors begin the tender appraisal by forwarding the returned tenders to the outsourced quantity surveying consultancy firms and requesting them to prepare the tender reports and recommend the acceptance of tenders. In the Directive Sub-corpus, all the letters surrounding the preparation of tender reports are 'standard letters' (4.6.2). S04.01.D is one of them, addressed to the consultancy firm:

(S04.01.D)

Dear Sirs,

Preparation of Tender Report

Attached please find the following documents for your preparation of the tender report for the captioned contract:

1. Copy of memo from the Public Works Tender Board regarding the tenders received (already collected from [client]);
2. Original tender documents of tenders received as listed in the above Tender Board memo (already collected from[client]);
3. Standard [client] tender report (an electronic copy will be e-mailed to you);
4. Cost Analysis Form (an electronic copy will be e-mailed to you).

You are requested to forward the relevant parts of the tender documents to the appropriate design team members within one day. Please check the completeness of the tender documents received and obtain my prior consent before acquiring directly from the tenders for any incomplete information.

Your attention is drawn to the [client] Proforma Tender Report (item 3 above). Please incorporate all necessary information as required in your tender report including consolidated technical recommendation from the Consultants. Copies of correspondence are not necessary to be incorporated unless specially requested. The following information shall be attached to your tender report as appendices:

A. Consultant Architects' consolidated recommendation that the recommended tender is technically acceptable, detail is NOT necessary to be attached;
B. Discounted cash-flow analysis (if any);

C. Comparison of major unit rates of the recommended tender with two other similar [Client] contracts, stating the tender closing dates, contract nos., and contract titles, and adjusting the rates according to the tender price index of the recommended tender closing date;
D. Comparison of major unit rates and major quantities of the three tenders with the highest combined price and performance scores, starting from the recommended tender.

The following documents shall be delivered together with your tender report to my office according to the agreed programme by [date].

I. One additional copy of discount cash flow (if any), provided separately together with the tender report.
II. The original tender documents of the three tenders with the highest combined price and performance scores in accordance with [Circular] No. [no.] Clause [no.].
III. Two signed copies of the cost analysis form. Each copy of the forms shall consist of two parts, one for “New extension” and one for “Conversion”. For the New Extension part, item 02 (Substructure) to item 06 (Site Development) shall be prepared on school bases, i.e. one set for each school.

The copies of “statement of Convictions or No Convictions” and “Statement of Current/Outstanding Contracts in hand” of the three tenders with the highest combined price and performance scores shall be delivered to my office within two days from the date of my notification to you of the three tenders with the highest combined price and performance scores.

Should you have any query, please contact me as soon as possible.

Yours faithfully,

S04.01.D, a 455-word letter, is a relatively long letter in the QS Corpus. It is mainly constructed of simple sentences, starting with ‘Attached please find …’ (Move 5) to make clear the writer’s instruction at the outset, and highlighting the guidelines of the instructions (Move 6), i.e. ‘Your attention is drawn to …’ and ‘One additional copy of discount cash flow …’, and soliciting action from the addressee (Move 7), i.e. ‘You are requested to …’, ‘The following documents shall be delivered …’ and ‘The copies of … shall be delivered to my office …’, in various paragraphs in the letters. S04.01.D ends with a standard statement expressing availability (Move 10), i.e. ‘Should you have any query, please …’. Nominal groups are frequently used to describe the referents in the letter.

During the course of tender appraisal, the government office provides the quantity surveying consultancy firms with the three tenderers with the highest combined price and performance scores, and the tender appraisal focuses on these three tenders. The calculation of the scores is prepared by the quantity surveyors who hold the data for the compilation, and this calculation is not known to the project quantity surveyors. S04.25.D is a ‘standard letter’ (4.6.2) which is then produced:

(S04.25.D)

Dear Sirs,

I refer to the captioned tender exercise which was closed on [date].

After calculation of the combined price and performance scores of the tenders received in accordance with [Circular] No. [no.], the three tenderers with the highest combined price and performance scores are as follows:- { a table listing the information}

You are required to carry out tender examination to the tenders submitted by the above tenderers and submit the Tender Report according to the agreed programme.

You are reminded that the above tender positions are highly confidential and should not be disclosed to anybody including the other project team members.

Yours faithfully,

In order to be aware of any deficiencies and irregularities in the tenders at the early stage of the tender appraisal period, a tender assessment meeting is conducted among the project team members. The quantity surveyors, in writing (e.g. S04.17.D), request that the project quantity surveyor attends the meeting and prepares some drafts of the tender report and the minutes of meeting. S04.17.D is not a ‘standard letter’ (4.6.2) but is disseminated among the quantity surveyors for use in the same circumstances, thus there are eight identical letters (one from each quantity surveyor in the focus group) in the Directive Sub-corpus. S04.17.D is reproduced below:

(S04.17.D)

Dear Sirs,

Tender Assessment Meeting

You are requested to attend a project team meeting to discuss the matters regarding the tenders for the captioned contract. The meeting will be held on [date] at 2:30 pm at [address]. A copy of agenda is attached for reference.

You are required to provide us with a draft of the following for the three tenders with the highest combined price and performance scores not later than [date]:-

(a) Status of submissions by tenderers as referred to in the General and Special Conditions of Tender;
(b) Any non-conforming tenders due to failure to comply with the requirement of the General and Special Conditions of Tender;
(c) Comparison of major quantities/unit rate pricing of the three tenders with the highest combined price and performance and those prepared by you;
(d) Pricing errors exceptionally high/low rates of items;
(e) Any tender qualifications; and
(f) List of selected specialist sub-contractors submitted by the tenderers.

You are also required to prepare the minutes of meeting and submit the draft to the undersigned for comment within 2 working days after the meeting.

Please be reminded to keep all the information restricted.

Yours faithfully,

After the tender appraisal, the accepted tender is returned to the quantity surveying consultancy firm to prepare the contract documents. S06.01.D is a ‘standard letter’ in the government office (4.6.2):

(S06.01.D)

Dear Sirs,

Preparation of Contract Documents

Enclosed please find the following documents for your preparation of the contract documents for signing and distribution:

1. Copy of memo from Director of [Client] accepting the recommended tender (Already collected from our [address]);
2. The original tender documents of the three tenders with the highest combined price and performance scores (Already collected from our [address]);
3. Standard form of the Articles of Agreement (copy will be e-mailed to you);
4. Standard form of the drawing cover sheet (copy will be e-mailed to you);
5. Five copies of the General Conditions of Contract for Building Works for your incorporation into the Original and Duplicate contract documents for signing and distributed contract documents to [post], [QS-consultant] and [post]. Other distributed contract documents shall be incorporated with a photo-copy.

The Contract documents shall be prepared according to the attached Appendix A.

The tender correspondence listed in the acceptance letter shall be agreed with the contractor and other design team members. The “Order to Commence Work” shall be given by the Project Architect (in case of Consultant Architect, shall be confirmed in writing by the Liaison Architect).

Please ask the Contractor to confirm their agreement of the amounts of Liquidated Damages (prior to the agreement by the Contractor, a copy of your calculations of the LD amounts and the substantiations shall be sent to us for checking by [date]). Please deliver to my office the completed information for contract signing including legal document of contract signing, order to commence work, the Chinese name and address of the Contractor, the name and the telephone number of the person who will sign the contract on behalf of the Contractor by [date] the latest. I will return a copy of the signed acceptance letter for your incorporation into the contract documents for signing.

Please arrange the contractor to inspect the contract documents and drawings prior to sending to our office. You shall ask the contractor to confirm that the contract documents and drawings are fully checked and found to be in order.

The contract will be signed at [venue] at [time] on [date]. Please deliver the original and duplicate contract documents for signing (including drawings signed by the xx) to my office the latest by noon [date]. After the signing of contract, I will make you a copy of the signed articles of agreement for your incorporation into the distributed contract documents.

Yours faithfully,

S03.01.D, S04.01.D and S06.01.D are the first letters in the discourse chains of the three quantity surveying tasks, respectively tendering (addressed to the tenderers), tender appraisal, and contract documentation (addressed to the quantity surveying consultancy firms). These three letters are appropriated with similar generic resources to achieve their communicative goals in the professional contexts, namely formulating tendering procedures to fairly procure a construction contract (S03.01.D), soliciting a tender report which fairly appraises and recommends a suitable tenderer to enter the construction contract (S04.01.D), and requesting a contract document to be formally signed by the government office and the successful tenderer (S06.01.D). S03.09.D and S04.25.D are ‘standard letters’ (4.6.2) and S04.17.D is ‘non-standard’, both provide further necessary information to achieve these professional goals.

S03.01.D, S04.01.D and S06.01 have similar rhetorical moves to highlight the directives and guidelines. For example, S03.01.D starts with ‘You are informed that contractors in the list of ... are invited to tender for the above works’ (Move 4) to introduce the purpose of the letter, and then gives the instructions (Move 5) and guidelines (Move 6), followed by soliciting action (Move 7) and attaching auxiliary requirements (Move 8), one by one in each paragraph, to administer the return of tenders. S04.01.D starts with ‘Attached please find the following documents for your preparation of the tender report for the captioned contract’ (Move 5) to give clear instructions, while Move 4 (establishing the purpose) is embedded in the caption ‘Preparation of Tender Report’ (Move 3). This is followed by two sets of Moves 6 and 7 to comply with the instruction, and ends by expressing availability ‘Should you have any query, please contact me as soon as possible’ (Move 10). S06.01.D has a similar move structure to highlight the rhetorical effect, and further attaches the guidelines for preparing the contract documents (Move 6) as an appendix to the letter.

S04.25.D starts with ‘I refer to the captioned tender exercise which was closed on [date]’ (Move 4), next describes the topic ‘… the three tenderers with the highest combined price and performance scores are as follows’ (Move 5), then solicits action ‘You are required to carry out tender examination …’ (Move 7), and finally attaches auxiliary requirements ‘You are reminded that the above tender positions are highly confidential and …’ (Move 8). S04.25.D has four sentences, and each sentence has a unique pattern of colligation, with one ‘wh’ clause as a post-modifier, one ‘that’ verb complement, and two conjunctions ‘and’. Other frequently used linguistic features include attributive adjectives (e.g. the captioned tender exercise), and present/past participial postnominal clauses (e.g. ‘… submitted by the above tenderers’ and ‘… including the other project team members’). All these linguistic features act as modifiers to the referents to achieve precision and clarity, i.e. elaborating, extending and enhancing the message (Downing and Locke, 2006: 281-297).

The sentences in S04.17.D, a ‘non-standard letter’ (4.6.2), have a unique and consistent style. The beginnings of the four paragraphs are ‘You are requested to ...’ (Move 4), ‘You are required to ...’ (Move 7), ‘You are also required to ...’ (Move 7) and ‘Please be reminded to ...’ (Move 8). Paragraph one also contains the details of the instruction: ‘The meeting will be held on [date] at [time] at [address]. A copy of agenda is attached for reference’ (Move 5), while paragraph two lists out the drafts to be provided by the addressee in point form from items (a) to (f) (Move 6). Similar to S04.01.D which is a ‘standard letter’ (4.6.2), these items in S04.17.D are written in fragments or phrases which are constructed of nominal groups, namely nouns, nominalizations, prepositional phrases, attributed adjectives, postnominal clauses, and coordination ‘and’, e.g. ‘Status of submissions by tenderers as referred to in the General and Special Conditions of Tender’. This is an example showing how a ‘standard letter’ (4.6.2) contributes to the construction of non-standard letters in the government office.

Except for the nominal groups, which have the structure of prepositional phrases and present/past participial postnominals, the sentences in these letters reveal five patterns of transitivity (Halliday, 1994: 106) or grammatical colligation:

(i) ‘I’ + ‘refer to/enclose’ + subject matter/correspondences/etc. (e.g. ‘I refer to the captioned tender exercise’)

(ii) ‘Please’ + activity verb (e.g. ‘Attached please find ...’, ‘Please check ... and obtain ...’ and ‘Please incorporate ...’).

(iii) Second person pronoun/ possessive pronoun and nominalization + suasive or public verb in passive voice + infinitive ‘to’/ preposition ‘to’/ ‘that’ (e.g. ‘You are requested to ...’, ‘Your attention is drawn to ...’, and ‘You are informed/reminded that …’).

(iv) Nominal + ‘be’ used as a main verb (e.g. ‘Copies of correspondence are ...’).

(v) Nominal + ‘shall’ + existence or activity verb in active or passive form + prepositional phrase (e.g. ‘Each copy of the forms shall consist of ...’, ‘The following information shall be attached to ...’, ‘The following documents shall be delivered together with ...’, and ‘item 02 to item 06 shall be prepared on ...’).

These patterns frame the sentences, which, together with the complements and modifiers in the forms of prepositional phrase, infinitive clause, ing-clause and ed-clause, build up sentences which are highly informative. The patterns in items (i), (ii) and (iii) are signpost language for initiating and changing the topics in the letters. For those patterns in items (iv) and (v), nominals are conventions to describe contractual and technical information in the quantity surveying profession (4.4), the copular verb ‘be’ used as a main verb is a direct way to give instructions by expressing the writers’ stance in the interaction (Englebretson, 2007: 15), and the modality ‘shall’ is a performative making a promise (Palmer, 1979: 36).

6.1.2 QS Procedural Letters

The letters in the Procedural Sub-corpus were written by the participating quantity surveyors and addressed to three groups of addressees, namely, the outsourced quantity surveying consultancy firms, the administrative staff in other related organizations, and the contractors. The letters addressed to the consultancy firms involved forwarding work schedule for cost planning (S01), soliciting tender booklets for tendering purposes (S03), and conveying information in contractual advice (S09); whilst those to the administrative staff involved the management of the tendering process (S03); and those to the contractors involved processing various applications in contractual advice (S09).

S01.16.P is a 'non-standard letter' (4.6.2) written in the cost planning task and addressed to the quantity surveying consultancy firm regarding the provision of the tender progress report for information:

(S01.16.P)

Dear Sirs,

Attached please find a copy of Project Manager's memo ref. [reference] dated [date] attaching a copy of the Tender Progress Report dated [date] for your information.

You are required to strictly adhere to the scheduled dates for each activity for those contract groups under the packages included in the captioned Consultancy Agreement.

Yours faithfully,

S01.16.P, consisting of two sentences in two paragraphs, is an example of conveying information in the quantity surveyors' discursive practices. The writer provides the information (Move 5) and then solicits action from the addressee (Move 7). In S01.16.P, the site of interaction is the attached 'Tender Progress Report' where the 'schedule dates', 'activity', 'contract group' and 'packages' are represented. The information is expressed in nominal groups in the letter, namely nouns, noun phrases, nominalizations, attributed adjectives, prepositional phrases, and present/past participial postnominal clauses. These linguistic features also frequently occur in the genre of QS directive letters (6.1.1). In addition, the demonstratives ‘each’ and ‘those’ form referential cohesive links to supplement the nominal groups, or function to particularize and identify the referents (Downing and Locke, 2006: 423).

The tender documents related to the lift installation nominated sub-contract are prepared by the quantity surveying consultancy firm, and the writer in S03.35.P asks the firm to forward the tender documents to the relevant government officer to then issue to the tenderers for tendering. S03.35.P is a ‘standard letter’ (4.6.2):

(S03.35.P)

Dear Sirs,

The invitation date for the captioned sub-contract is [date]. Please deliver 11 sets of tender documents with CD-ROM to General Registry office at [address], one working day prior to the invitation date.

You are required to remove surplus tender documents (including CD-ROM), if any, within the following week after tender closing date of [date] from the above office.

Yours faithfully,

S03.35.P contains three simple sentences in two paragraphs, and so there are no clause subordination linking features. The first sentence describes the topic (Move 5) and the others solicit action (Move 7). The conventional grammatical colligations identified in instruction letters (6.1.1(2)), namely ‘thematic nominal group + copular verb’, ‘please + activity verb’ and ‘second person pronoun + suasive verb in passive voice + infinitive’ are used to construct an imperative tone to formally and firmly describe the procedural guidelines, and represent the procedures in a chronological order. The linguistic constructions of this procedural letter are very similar to those of the directive letters (6.1.1).

The discursive practices of the quantity surveyors with the administrative staff in other related organizations are found only in the tendering task. S03.43.P is a ‘standard letter’ (4.6.2) used to inform the administrative staff of the tender invitation and the lists of drawings. This procedure does not form part of the tendering exercise and is solely for administrative purposes.

(S03.43.P)

Dear Sirs,

It is anticipated that the above contract will be invited on the [client] website on [date]. The lists of drawings referred to in the tender documents are enclosed for your information.

Yours faithfully,

In S03.43.P, the first sentence is to establish the communicative purpose of the letter (Move 4) and the second sentence is to deliver the information (Move 5). The details and information are packed together in one sentence using ‘that’ verb complements, propositional phrases, past participial postnominal clauses, attributive adjectives and nominalizations. Most of these linguistics features are within the primary and secondary cores of the QS Corpus (5.2.3). The information is conveyed in passive form in the procedural discourse. The writer uses ‘it’ at the outset to refer to the generalized abstract concept (Biber, 1988: 226) of tender invitation, and uses ‘anticipated’ to hedge the certainty (ibid.: 241) of the tender invitation date.

S03.51.P is another ‘standard letter’ used to communicate with the administrative staff:

(S03.51.P)

Dear Sirs,

In accordance with Agreement No. [no.] dated [date], I wish to inform you that the EDP Reference [reference] for the above Contract for your use in providing the Licensed Services, will soon be ready for collection together with a hard copy of the Licence Conditions for using the EDP. The Tender Closing Date is [date].

Please ask your representative to collect the above from the [address] on [date].

A copy of ‘Return Notice of EDP’ is attached to this letter for your subsequent action.

If you wish to obtain further information about the contract, would you please contact Mr. [name] at telephone no. [no.].

Yours faithfully,

S03.51.P is applicable to the main contract tender documents as well as the tender addendum to the main contract, both of which are related to the ‘Licensed Services’. The identification is the inclusion of the captioned subject matter ‘Tender

Addendum No. 1' (Move 3) in the latter. This is equally applied to the nominated sub-contract tender documents, and their identification is shown at the contract title (Move 2) and captioned subject matter (Move 3).

S09.33.P is a 'standard letter' (4.6.2) addressed to the quantity surveying consultancy firm regarding the transmission of the roofing warranty. The quantity surveying consultancy firm prepared the roofing warranty, and the quantity surveyors vetted the warranty, arranged the signing of the warranty by the management of the government office, and finally forwarded the signed warranty to the consultancy firm for onward distribution.

(S09.33.P)

Dear Sirs,

Roofing Warranty

Enclosed herewith two sets of Duplicate Forms of Roofing Warranty for the captioned contract duly signed for your distribution to the main contractor and the sub-contractor.

Yours faithfully,

Grammatically, S09.33.P is constructed of a past participial adverbial clause which delivers the information (Move 5). The transmission is abbreviated to 'Enclosed herewith ... for your distribution to ...' rather than 'I enclose herewith …' or 'Enclosed herewith are …'. This clause embraces the invisible agent (i.e. the writer) who encloses the documents with the letter ('herewith'), the document itself or the direct object ('Forms of Roofing Warranty'), the nature ('Duplicate'), the quantum ('two sets'), the relevance ('the captioned contract'), the status ('duly signed), the purpose and action (distribution), the agent for the action ('your'), the addressees of the action or the in-direct objects ('the main contractor and the sub-contractor'). Similar to other procedural letters as described above (e.g. S01.16.P, S03.35.P and S03.43.P), ideas and supporting details are packed together in one sentence or clause using propositional phrases, past participial postnominal clauses, attributive adjectives, nouns and nominalizations.

In the contractual advice task, the quantity surveyors sometimes have to exchange opinions with the quantity surveying consultancy firms to facilitate the smooth running of the projects. S09.49.P is an example of this and deals with the payment of interest to the contractor due to the over-deduction of liquidated damages arising from the extension of time:

(S09.49.P)

Dear Sirs,

Extension of Time for Completion Claim No. [no.] and [no.]

I refer to [post]'s letters to the Contractor dated [date] and [date] granting further extension of time for Section [no.] after Liquidated Damages having been deducted, and the interest paid along with Liquidated Damages reimbursed to the Contractor under payment Certificate Nos. [no.] and [no.].

I was informed by the Liaison Architect that the Contractor's relevant claims for the above extensions of time were submitted after the imposition of Liquidated Damages, and that there were inadequacies in the Contractor's submissions for substantiating the claims and the Contractor did not submit the required supplementary information promptly. Under such circumstances, it may not be justified to pay interest to the Contractor for the Liquidated Damages reimbursed to the Contractor if the Contractor had caused delays in submitting or substantiating extension of time claims.

You are requested to look into the above matter and make necessary adjustments to the interest payment in subsequent payment certificates.

Yours faithfully,

S09.49.P is a typical example of abstract and argumentative text written by the quantity surveyors in the government office. If the addressee is a contractor in lieu, the letter is expected to be more certain and conclusive, since the circumstances switch from the exchange of professional knowledge between the government office and the consultancy firm to the interpretation of contractual provisions between a consultant quantity surveyor and a contractor. This communication with the contractor is beyond the quantity surveyors' responsibility, and thus no such letters are found in the QS Corpus.

In the QS Corpus, the discursive practices with contractors and sub-contractors are only found in the contractual advice task. S09.25.P is a 'standard letter' (4.6.2) that provides reference information for the contractor to prepare the 'Waste Management Plan':

(S09.25.P)

Dear Sirs,

Reference Information for Preparation of Waste Management Plan

The following are estimated quantities of Construction and Demolition Materials expected to be generated or re-used in this project. These estimates were prepared by this Department prior to the tendering process and without any knowledge of the method of construction to be used by the successful contractor.

{A table listing the estimated quantities}

Please note the above estimates are provided for information only. In preparing the Waste Management Plan, you are required to make your own assessment of the volume of Construction and Demolition Materials expected to be generated or re-used.

Yours faithfully,

It is observed that S09.25.P is not firmly written, as several instances of disclaimers are found in this 84-word letter to explicitly lessen the degree of accuracy of the estimated quantities and to implicitly exempt the writer from responsibility for the given information, i.e. "strategic ambiguity" (Faber, 2007: 21). The captioned subject matter is 'Reference Information', the first paragraph states 'without any knowledge of', and the second paragraph states 'for information only' and 'make your own assessment'. These exclusion clauses are popularly used in the deliverables of estimates, cashflow forecasts and other services in the quantity surveying profession where anticipation is involved in the exercises. The writer uses the private verb 'note' (Quirk et al., 1985: 1181) to draw the addressee's attention, and this word 'note' intensifies exclusion of the writer's liability. Finally, the writer uses an imperative tone 'you are required' to request the addressee to make his 'own assessment'.

The communication between the government office and the contractors in the Procedural Sub-corpus involves the contractors' application for the assignment of financial benefits to some financial institutions, while the government has the discretion to accept or reject the application. S09.43.P and S09.44.P are two consecutive letters in this respect, and they are not ‘standard letters’ contained in the office manual (4.6.2):

(S09.43.P)

Dear Sirs,

I refer to your letter ref. [reference] dated [date] regarding your application for our consent to the assignment of your financial benefit for the captioned contract to [name of financial institution]. Please be informed that your application is being processed and you will be advised of our decision when the necessary procedures are completed.

Yours faithfully,

(S09.44.P)

Dear Sirs,

Further to my letter ref. [reference] dated [date], please be informed that the Employer has agreed your application for the assignment of your financial benefit for the captioned contract to name of financial institution] in principle. Please be noted that any consent given by the Employer will be on the basis that no reliance has been placed on any information from the Employer nor have any representations or warranties been given by the Employer on the Assignor’s financial status.

You are required to use the standard form of Deed of Assignment in its entirety as appended to [Circular] No. [no.] before written consent will be given to the assignment. Please prepare and submit 3 copies of the Deed of Assignment for formal execution.

Yours faithfully,

In S09.43.P, the first sentence establishes the purpose (Move 4), and the second sentence delivers the information (Move 5). The rhetorical moves and linguistic constructions (e.g. nominal groups and passive voice) of this letter are basically similar to the other procedural letters. The formulaic clause ‘Please be informed that ...’ frames the transition between the two moves and serves as the signpost for delivering information.

As a further example in the Procedural Sub-corpus, S09.50.P is a ‘standard letter’ (4.6.2) informing the lift nominated sub-contractor of the release of retention money:

(S09.50.P)

Dear Sirs,

Release of Retention Money

I refer to the Certificate for the Release of Retention Money issued on [date] and am pleased to advise that a sum of $[figure] is included in the above certificate in respect of the captioned sub-contract works.

Yours faithfully,

This one-sentence letter has two independent clauses in the order of Moves 4 and 5. The release of retention money is a contractual procedure, yet the writer (S09.50.P) uses ‘I refer to’ rather than the procedural obligation ‘In accordance with’ (Biber, 2004: 209) in the establishment of the writing purpose. These two linguistic constructions do not in any way constitute demarcation between didactic and procedural letters, since ‘in accordance with’ is used in every type of letter in the QS Corpus. The ‘in accordance with’ colligates with an agreement or a contract, whilst ‘I refer to’ colligates with a letter or a document as shown in S09.50.P. The past participial postnominal clause ‘issued on [date]’ provides the temporality, and thereby the identification of the ‘Certificate’. The writer uses ‘I am pleased to advise that’ (S09.50.P) instead of ‘I wish to inform you that’ (S03.51.P) because the message regarding the release of money is positive. The writer (S09.50.P) plays the role of an advisor to advise the inclusion of the money in the payment certificate payable to the contractor, and the lift nominated sub-contractor can liaise with the contractor to have payment of the retention money in respect of the nominated sub-contract works. This letter serves as procedural advice rather than contractual advice, and this contextual situation influences the linguistic choices.

Similar to the phenomenon in the directive letters, procedural ‘standard letters’ serve as a contributing genre for constructing procedural ‘non-standard letters’ in the colonization of the procedural letters performing different tasks, i.e. “genre bending” (Bhatia, 2004: 87). But the occurrences of “genre mixing” and “genre embedding” (ibid.: 87) appear to be rare in the procedural letters, though the use of intertextual and interdiscursive resources are still prominent. The four most frequently occurring linguistic features in the QS Corpus (Table 5.4), namely noun, prepositional phrases, attributive adjectives, and nominalizations, together with modifiers in the form of appositions, e.g. ‘one working day prior to the invitation date’ and ‘including CD-ROM’ (S03.35.P), elaborate the message (Downing and Locke, 2006: 281-297) in the procedural discourse. The grammatical pattern ‘determiner + (attributive adjective) + noun’, e.g. ‘The invitation date’ and ‘the captioned sub-contract’, gives an account of the discursive events. The definite article ‘the’ refers to “something which can be identified uniquely in the contextual or general knowledge” (Quirk et al., 1985: 265) shared by the communicators, or “a referent with which the speaker/writer presumes the audience is already familiar” (Faber, 2007: 91). The prepositions ‘of’ and ‘with’ are used to form prepositional phrases to elaborate the subjects; the preposition ‘for’ is used to introduce the reference of the subject matter; the prepositions ‘to’, ‘at’ and ‘from’ are used to confer the spatial arrangement; and the prepositions ‘prior to’, ‘within’ and ‘after’ are used to indicate the temporal sequence in the discursive event. These prepositions establish relations between the nominal units (Downing and Locke, 2006: 531), and the prepositional phrases make clear the settings and circumstances of the discursive events in the communication. In addition, the five patterns of grammatical colligation identified in instruction letters (6.1.1(2)) are also frequently found in the procedural letters. The results of the analysis show that the language use is similar between the directive (excluding notification) and procedural letters, and their marked distinctions are mainly the use of the necessity modal ‘shall’ to promote certainty of the action (Palmer, 1979: 62-63) in the directive letters, the inclusion of disclaimers in the procedural letters, and their own contents, i.e. “contextualization cues” (van Dijk, 2008: 162).

6.1.3 QS Checking Letters

While numerous letters are used identically in similar situations in the Directive and Procedural Sub-corpora, such identical replications are far fewer in the Checking Sub-corpus even though the situations are also found to be similar. This is attributed to the nature of the checking tasks discussed in this section. Most of the checking letters are addressed to the quantity surveying consultancy firms, with a few to the tenderers. All the letters in the Checking Sub-corpus are ‘non-standard’ (4.6.2). The quantity surveyors wrote to the tenderers regarding the checking of their submitted tenders in the tender appraisal task (S04), and to the quantity surveying consultancy firms regarding the checking of their deliverables for the tender documentation (S02), tender appraisal (S04), cost control (S07), payment (S08), and final account (S10) tasks. These checking letters function to comment on or accept the tenderers’ tenders or the consultancy firms’ deliverables, and to report on the discovery of any errors in the consultancy firms’ deliverables.

(1) Giving comments on tender submissions and deliverables

The checking of tender submissions is performed in the tender appraisal task. S04.42.C was written by the quantity surveyors and addressed to the tenderer in respect of some missing submissions in the returned tender:

(S04.42.C)

Dear Sirs,

I refer to your tender dated [date] for the above contract.

An examination of your tender has found that the following have not been submitted /completed:

(a) Outline safety plan
(b) Letter from the concrete supplier
(c) Proposed alternatives to hardwood
(d) Appendix ‘1’ to Annex G to Special Conditions of Tender: List of Selected Specialist Sub-contractors
(e) ISO 9000 Certification for Contractor
(f) Outstanding full set of Schedule of Rates with approximate Quantities - Building Works and Building Services Works

(g) Signed Letter of Indemnity
(h) Outline Waste Management Plan
(i) Completed full set of Equipment and Materials Schedule – Building Services Installation and Plumbing Services Installation
(j) Date of which piling equipment will be available in page FT/2 of Form of Tender
(k) Specification Preliminaries completed with detailed cost breakdown
(l) Summary of Tender completed with detailed cost breakdown
(m) Schedule of Provisional Quantities (other than site safety) with detailed cost breakdown

You are required to provide the above to the Liaison Quantity Surveyor at the above address (Tel No. [no.]) and copied to PQS before your tender is considered further.

Please provide the stated documentation/information within 3 calendar days from the date of this letter.

Yours faithfully,

The first paragraph sets up the purpose of the letter (Move 4). The second paragraph lists out the non-submissions (Move 5). The third and last paragraphs solicit action (Move 7). The listed technical information is expressed in the form of nouns, nominalizations, noun phrases, prepositional phrases, attributive adjectives and past participial postnominal clauses. This representation is ritually used by the quantity surveyors to depict technical and contractual details (4.4), and some of the collocations are professional terms in the quantity surveying, for instance, ‘outline safety plan’, ‘Special Conditions of Tender’, ‘ ISO 9000 Certification for Contractor’, and ‘Specification Preliminaries’.

The discursive practices for giving comments to the consultancy firms are only found in the final account task. Three letters, namely S10.60.C, S10.62.C and S10.68.C, which were written by three different quantity surveyors commenting on the draft final accounts submitted by three different quantity surveying consultancy firms, were compared to find out their similarities and differences in rhetorical strategies, and so to identify their appropriation of generic resources to achieve specific communication goals:

(S10.60.C)

Dear Sirs,

I refer to your draft final account and draft report on completion of contract for the captioned Contract submitted under cover of your letter dated [date]. Please find attached a list of comments on the submitted documents together with the original submitted documents marked with our comments/queries for your necessary action.

Please consider the comments/queries and re-submit the draft final account and draft report on completion of contract, together with the necessary supporting information, on or before [date]. However, to facilitate our checking, please submit the information requested in item 12 of the attached list of comments on or before [date].

Yours faithfully,

(S10.62.C)

Dear Sirs,

Your draft final account, completion report and measurements of A.I.s attached to your transmittal dated [date].

Attached please find the following documents for your necessary action:

1. A copy of your draft account marked with our comments.
2. A copy of your measurement of A.I.s marked with our comments.

After reviewing the final account, completion report and measurements of A.I.s, and provide explanations where necessary, please submit it to my office on or before [date]. Before delivering the revised final account and the completion report to my office, please ensure that all the relevant items of the standard [client] form [no.] in respect of the draft final account have been confirmed and signed.

Yours faithfully,

(S10.68.C)

Dear Sirs,

Draft Final Account

I refer to your letter ref. [reference] dated [date] enclosing breakdowns of some selected variation account items of the captioned draft final account for my vetting.

Please find attached my preliminary comments in handwriting on your breakdowns for your consideration. Some of your approach or methodology of pro-rata rating is considered inappropriate, and your particular attention on this matter is necessary.

I am stressing that in this vetting exercise only some items are selected for inspection, and you must therefore extend your amendments of the spotted deficiencies to all similar items in the final account.

Yours faithfully,

A comparison of checking letters indicates that a set of mutually accessible conventions in genre construction and comprehension (Bhatia, 2004: 115), including the establishment of rhetorical moves and the manifestation of intertextuality and interdiscursivity, is shared in the government office. The quantity surveyors use similar rhetorical and linguistic strategies to convey their comments on the tender submitted by the tenderer and the draft final accounts submitted by the consultancy firms. These similarities are constituted by the professional and discursive practices in the government office, in particular interdiscursivity (Fairclough, 1992: 85) between the letters and the relevant documents, either attached or not attached to the letters. This linguistic standardization, however, depends on the writers' expectations about how the addressees will respond. The quantity surveyors and the consultancy firms communicate with each other from project to project, and they understand their counterpart's organizational values and beliefs. The quantity surveyors expect consultants' realization of the government departmental vision, mission and core values, and civil servants' obligation to ascribe public accountability. The quantity surveyors tend to establish a formulaic letter genre to legitimize the government office (Johnstone, 2002: 157), and add persuasive strategies to the letters to achieve the goals of motivating the consultancy firms.

These letters (S04.42.C, S10.60.C, S10.62.C and S10.68.C) are framed in the patterns of grammatical colligation that are identified in the directive and procedural letters (6.1.1(2)). The types of letter, however, can be distinguished by their respective contents, i.e. "contextualization cues" (van Dijk, 2008b: 162), in the directive, procedural and checking contexts, and also by the lexical choice, e.g. the use of 'examination', 'comments', 'queries', 'reviewing', 'explanations', 'inappropriate', 'inspection', 'amendments', 'deficiencies', and more instances of time adverbials and dates, e.g. 'within 3 calendar days from the date of this letter' and 'on or before [date]' in the checking letters.

(2) Accepting deliverables

In the QS Corpus, only one letter (S02.09.C) was related to the acceptance of deliverables. The quantity surveyors explained that they usually focused on the anomalies of the deliverables instead. S02.09.C was produced under the situation that the quantity surveying consultancy firm submitted a revised tender programme to the government office for vetting. This programme depicted the critical dates for the activities in the tendering process, such as the receipt of tender drawings from the project team members, and completion of the draft tender documents for vetting, with the ultimate aim to meet the date for tendering and the date for tender return. The quantity surveying consultancy firm had already obtained comments from the project architect and engineers in the compilation of the tender programme before submitting it to the government quantity surveying office. S02.09.C is a one-sentence letter:

(S02.09.C)

Dear Sirs,

Your letter ref. [reference] dated [date] regarding the revised tender programme for the above contract is accepted.

Yours faithfully,

After this approval, the tender programme would be distributed to all project team members, including the architect, structural engineer and building services engineer, who would adhere to this programme to provide the information to the project quantity surveyor to compile and complete the tender documents by the target date. This programme is a tool to facilitate communication among the project team members, and is a genre completely different from letter writing. S02.09.C exemplifies the combination of genres in the letter itself and the tender programme, i.e. interdiscursivity (Fairclough, 1992: 68). This approval letter can be used whenever an approval is given, not necessarily limited to the tender programme, and extends to other documents submitted by the quantity surveying consultancy firms, as long as approval is required in the workplace.

(3) Finding mistakes in deliverables

Mistakes were occasionally found in checking the deliverables submitted by the quantity surveying consultancy firms, which would explicitly be communicated in writing by the quantity surveyors to alert the consultancy firms. The following letters are related to this kind of discursive practice, including the tender documentation (S02), cost control (S07), payment (S08) and final account (S10) tasks.

In S02.01.C, during the course of preparing the lift installation nominated sub-contract tender documents, the project quantity surveyor submitted the draft tender documents to the liaison quantity surveyors for vetting. The government office found some mistakes in the documents and informed the project quantity surveyor who then rectified the mistakes. Subsequently, the tender documents were sent out for tendering. After this series of discursive events, the quantity surveyors wrote S02.01.C to remind the consultancy firm of the quality of the tender documents. This involves one quantity surveyor giving comments on the performance of another, suggesting that the discourse is predominantly interpersonal. S02.01.C is reproduced as follows:

(S02.01.C)

Dear Sirs,

I refer to Lift Installation NSC to Contract No. [no.] under the captioned Consultancy Agreement which was tendered out on [date].

Mistakes were found in your submitted draft tender documents in the following manner:-

(a) Discrepancy between Specification Preliminaries page [no.] and Particular Specification page [no.] about Section of the Works for lift installation (i.e. Section 2 in the Specification Preliminaries but Section 2A in the Particular Specification) was noted and raised to your office; and you were requested to review the whole draft tender document.

(b) At review, you had amended the Specification Preliminaries and the entire draft tender document represented that both the existing lift dismantling and new lift installation were to be carried out within Section 2A. This did not comply with the provisions under the Main Contract that the lift dismantling works should be in Section 2 and the lift installation works should be in Section 2A. The relevant mistaken pages of the draft tender documents were Notes to Tenderers page [no.], Specification Preliminaries page [no.], Annex A to Specification Preliminaries page [no.], Particular Specification page [no.] and Summary of Tender page [no.].

Copies of the above referred pages from the submitted draft tender documents are attached for your easy reference.

You are reminded that all draft tender documents should be properly prepared, vetted, edited and checked prior to submission for approval, failing which it will be appropriately reflected in your performance report.

Yours faithfully,

The writer (S02.01.C) refers to the lift installation nominated sub-contract to recall the intertext (Moe 4) in the first paragraph, describes the mistakes (Move 5) in the second and third paragraphs, expresses his stance (Move 6) and highlights the consequence of mistakes (Move 9) in the last paragraph. In S02.01.C, the most distinctive area is the inclusion of narrative to give a detailed account of the mistakes in Move 5, and this narrative occupies a significant proportion of the letter. The co-occurring linguistic features used to perform 'narrative discourse' are found in the second paragraph, such as past tense verbs, perfect aspect verbs, public verbs, and synthetic negation (Biber, 1995: 152).

S07.09.C is another example related to the unsatisfactory performance of cost control task by a quantity surveying consultancy firm. Both this letter (S07.09.C) and the last one (S02.01.C) describe the mistakes in the consultancy firms' deliverables, though these letters are produced for different tasks, namely tender documentation and cost control.

(S07.09.C)

Dear Sirs,

I write to express my concern about the accuracy of your forecast of expenditure for projects under the captioned agreement.

According to your cashflow forecast for construction cost for the remaining months (i.e. January, February and March) in financial year 2004/05, it is now revealed that there are substantial differences between your forecast and actual expenditures for some projects, as shown in the table below:-

{A table listing the figures of the expenditures and the difference}

You are reminded that a realistic cashflow forecast is significant to a precise budgetary control. Please advise me, within one week, the reasons of the inaccuracy and what measures you would take to improve the accuracy of your cashflow forecast in future.

Unless I receive a satisfactory explanation from your office, the above unsatisfactory performance will be appropriately reflected in your performance report.

Yours faithfully,

The genre construction of S02.01.C and S07.09.C are very similar, since both writers apply the same set of rhetorical moves to establish the purposes of the letters (Move 4), reconcile the background (Move 5), evaluate the addressees' performance

(Move 6), and highlight the consequences (Move 9). In S02.01.C, tabulation is used to represent the figures which show the inaccuracy of the cashflow forecast.

The quantity surveyors also found inconsistencies in a payment certificate and issued S08.11.C to the quantity surveying consultancy firms to seek an explanation:

(S08.11.C)

Dear Sirs,

I refer to your interim Payment Certificate No. [no.] for Contract No. [no.] under the captioned Agreement submitted for our certification for payment.

Inconsistency was noted between the amounts of payment for Fire Services Installation included in the “Statement of Value of Workdone by Specialist Sub-contractors” and the percentage of workdone stated in the “Statement of Percentage of Workdone by Specialist Subcontractors”. After being notified about the error, your office has amended the amount of payment from $[figure] to $[figure]. The erroneous statement (2 pages) is attached for your information.

The repeated errors in the Payment Certificate cause our grave concern on the performance of your office especially you have confirmed in your explanation letter dated [date] for previous errors made in Payment certificates, that you would deploy more senior management involvement as well as technical input to ensure the correctness of the future payment certificates.

You are requested to explain the reasons for the errors made in the Payment Certificates, and propose corrective actions and preventive measures to avoid errors from happening again.

In Payment Certificate No. [no.] referred to in para. 1 above, in addition to the error in the Fire services Installation, it is also noted that in the build-up of payment of preliminaries (2 pages attached), 40% of work-related running cost of the preliminaries has been paid whereas the accumulated payment of this Contract is only equal to 38% of the contract sum. You are therefore also required to explain why a higher percentage of preliminaries in respect of work-related running cost than the percentage of workdone was paid.

Unless I receive a satisfactory explanation from you, the above unsatisfactory performance will be appropriately reflected in your performance report.

Your reply by [date] is required.

Yours faithfully,

The genre construction of S08.11.C is very similar to the previous two letters (S02.01.C and S07.09.C) under the same group of letters regarding finding mistakes in the project quantity surveyors’ deliverables. Two errors are identified by the writer (S08.11.C), who establishes the purpose of the letter (Move 4) in the first paragraph, provides a narrative of the incident (Move 5) in the second paragraph, evaluates the consultant’s performance (Move 6) in the third paragraph, solicits feedback from the consultant (Move 7) in the fourth paragraph, provides more narrative (Move 5) and solicits a response (Move 6) regarding the other erroneous incident in fifth paragraph, highlights the consequence (Move 9) in the sixth paragraph, and states the reply due date (Move 7) in the final paragraph. Similar to S02.01.C, the narratives occupy a large segment of the letter. The writer (S08.11.C) uses agentless passive to report the incidents and the second person pronoun ‘your office’ to identify the error-committing party, as well as records that the address has amended the errors.

S10.57.C is about the errors found in a final account. This final account was agreed between the quantity surveying consultancy firm and the contractor, and submitted to the liaison quantity surveyors for vetting before signing. S10.57.C is reproduced below for comparison with other letters:

(S10.57.C)

Dear Sirs,

I refer to the agreed final account for the captioned contract submitted under cover of your letter dated [date], and would draw your attention to the following errors which were observed by our liaison officers during vetting of the draft final account submitted by your company:-

(1) In respect of the valuation of expansion joint:-
   (a) Inclusion of additional quantities of expansion joint (approximately 800m) in the draft final account, whereas such quantities of expansion joint had already been shown on the Contract Drawings.
   (b) No adjustment was made in the draft final account for the revision in expansion joint cover details.
(2) Inclusion of a non-reimbursable item of the EOT granted for School No. [no.] in the prolongation cost assessment.

Although the above errors, along with some other errors of a more minor nature, had subsequently been corrected before the final account was signed, the progress of the final account finalization was inadvertently delayed by more than two months.

You are reminded of your responsibility to ensure that all final accounts have been properly prepared and checked before they are submitted to this office.

Yours faithfully,

In S10.57.C, the writer establishes the purpose of writing the letter ‘I refer to the agreed final account for …’ (Move 4), lists out the major errors ‘draw your attention to the following errors …’ (Move 5), evaluates the consequence ‘the final account finalization was inadvertently delayed by …’ (Move 6), and reminds the addressee of his responsibility for properly preparing and checking the final account

‘You are reminded of …’ (Move 6). In Move 5, the approximate quantity of ‘expansion joint’ is stated in the letter to reflect the extent of the error.

The genre constructions of the above letters regarding the discovery of errors are very similar, although they involve different tasks, namely contract documentation, cost control, payment and final account. In S07.09.C, the usage of the adverbial ‘According to’ in the second paragraph is similar to ‘In accordance with’ which is frequently used in the directive letter genre (6.1.1(1)), yet it is noted that ‘according to’ is not used in the ‘standard letters’ (4.6.2) which are mainly directive and procedural texts. This ritual usage creates a perception that ‘in accordance with’ implies a more formal and legitimized undertaking than ‘according to’ in the government office.

The significance of this group of checking letters is their reconciliation of the background and current status in describing the topics (Move 5), i.e. “narrative discourse” (Biber, 1995: 152), and evaluation of the consultancy firms’ performance in justifying the actions (Move 6), i.e. “on-line informational marking stance” (ibid.: 160), as described in the textual perspective (5.4.2). Similar to the other group of checking letters with regard to giving comments (6.1.3(1)), these letters have more instances of expressing temporality, for example, in S07.09.C, the ‘remaining months’ is listed out as ‘January, February and March’ to promote clarity, and the adverbial ‘now’ gives the temporality of the narrative. The ‘it’ pronoun marks the inexplicit lexical content due to strict time constraints (Biber, 1988: 226) and the existential ‘there’ is fragmented (ibid.: 228); both being placed at the beginning of the clause are markers of subjectivity (Thompson and Hunston, 2000: 21) in expressing the writer’s stance on the issue. S07.09.C is concerned with cost control, and thus the lexis collocates with monetary semantics, such as ‘cashflow forecast’, ‘construction cost’, ‘months’, ‘financial year’, substantial differences’ and ‘forecast and actual expenditures’. In soliciting action from the addressees, e.g. ‘Please advise me, within one week, the reason of the inaccuracy and what measures you would take to improve the accuracy of your cashflow forecast in future’ (S07.09.C), the ‘Please + activity verb’ pattern (6.1.1(2)) is formulaically used in this move, while the apposition ‘within one week’ is added to define the deadline of the action, and also the scope of the reply (i.e. ‘the reason’ and ‘what measures’) is intertextually pre-set by the writer to lead the addressee to provide a ‘meaningful’ explanation for enabling future improvement.

6.1.4 QS Monitoring Letters

All the letters in the Monitoring Sub-corpus are ‘non-standard letters’ (4.6.2) written by the quantity surveyors in the government office and addressed to the quantity surveying consultancy firms. The monitoring exercise involves the issuance of reminders, requisition of actions or clarifications, and the urging of timely performance. The tasks included in this Sub-corpus are cost planning (S01), tender documentation (S02), cost control (S07), payment (S08), contractual advice (S09) and final account (S10).

(1) Issuing reminders

S01.19.M, S08.14.M and S10.01.M are three letters regarding the issuance of reminders in the cost planning, payment and final account tasks. S01.19.M is to remind the quantity surveying consultancy firm to include the cost of the new requirement in the estimate; S08.14.M is to alert the consultancy firm of the accuracy of payment, and S10.01.M is to list out the milestone dates for completion and settlement of final account for the consultancy firm to comply with. These three letters are as follows:

(S01.19.M)

Dear Sirs,

You are reminded that, during the course of preparing cost estimates for lift installation, the specification should be checked to see if it incorporates the requirement for FRP insulation for lift landing doors. The cost effect for such requirement, if any, shall be taken into account in your cost estimates.

Yours faithfully,

(S08.14.M)

Dear Sirs,

I write to express my concern about the recent letters from the Contractor, [name of the contractor], accusing over-certification of electrical installation and under-certification of builder's works in interim payment nos. [no.] to [no.].

Please increase your vigilance, pay more caution and work in more details in the valuation of any payment to the Contractor. Also, this contract is approaching to completion and a more definite estimated final contract sum is essential to avoid any possible over or under payment.

Yours faithfully,

(S10.01.M)

Dear Sirs,

This Contract was certified completion on [date]. According to [client] Practice Note No. [no.] regarding Final Account Reporting System, you are required to meet some deadlines at your delivery of QS services, including a complete measurement and valuation of the final account on or before [date] (Stage 1), finalization and forwarding the final account to the Contractor for agreement within the Period of Final Measurement to be expired on [date] (Stage 2), and settlement of the final account on or before the due date of [date] (Stage 3).

Please ensure compliance with these deadlines.

Yours faithfully,

Among these three letters, only S08.14.M contains Move 4 (establishing the purpose): 'I write to express my concern about … from the Contractor', since the discursive event is specifically initiated by the contractor to discuss the issue. The linguistic and grammatical constructions of Move 4 in this letter, i.e. 'I write to express my concern about the recent letters from the Contractor', are in line with those of other letters expressing concerns in the Checking and Monitoring Sub-corpora. S01.19.M and S10.01.M, however, are discursive events that happened during the course of the cost estimation and finalization of account, where both the writers and the addressees are engaged at the moment of interaction and Move 4 is embodied in Move 5 when delivering the reminders.

Except for the clause mentioned above, the first sentences in the three letters (S01.19.M, S08.14.M and S10.01.M) are Move 5 (describing the topic) employed by the writers to reconcile the current situation. The three writers also exercise their knowledge and power in justifying the actions (Move 6), which are expressed in the second sentence in S01.19.M (i.e. 'The cost effect …'), last sentence in S08.14.M (i.e. 'Also, this contract is approaching to …'), and second sentence in S10.10.M (i.e. 'According to [client] Practice Note …'). Finally, the three writers seek the addressees' responses (Move 7), which are implicitly requested in S01.19.M, and explicitly requested in the second paragraph of S08.14.M (i.e. 'Please increase your …') and last paragraph of S10.01.M (i.e. 'Please ensure compliance …'). In addition, the six patterns of grammatical colligations (6.1.1(2)) that are identified in the instruction, procedural and checking letters (except finding mistakes in deliverables) are also used in this group of monitoring letters to issue reminders.

(2) Requesting clarifications or actions

S07.08.M, S08.16.M and S09.67.M are related to the requests for clarification or action from the quantity surveying consultancy firms in the cost control, payment and contractual advice tasks. S07.08.M is about the late reply of valuation; S08.16.M is about the non-issuance of interim payment, and S09.67.M is about the late submission of third party insurance:

(S07.08.M)

Dear Sirs,

I refer to [contractor]'s letter to your reference [reference] of [date] enclosing tables in relation to valuation of the pumps.

Despite our repeated reminders via e-mail and telephone over the past two weeks, your reply to the above [contractor]'s letter is still outstanding. Your immediate attention to this matter is requested.

Yours faithfully,

(S08.16.M)

Dear Sirs,

Interim Certificate [no.]

I refer to [name of contractor]'s letter ref. [reference] dated [date] to the Project Architect, [name of the architect], with copy to us, alleging that they failed to issue Interim Payment Certificate No. [no.] for an amount of $[figure] for the captioned Contract.

You are requested to provide your explanation/ clarification on the above to our office on or before [date].

(S09.67.M)

Dear Sirs,

Third Party Insurance

It has come to my attention that the third party insurance policies for the captioned contracts are still being checked by you (for groups [no.] to [no.], [no.] and [no.]) and not yet submitted by the Contractor (for group [no.]).

You are required to advise me the following for each of the captioned contracts within 3 days from the date of this letter:-

1. status of the third party insurance polices
2. proposed course(s) of action for any non-compliance found
3. the anticipated date of submission of the third party insurance policies in compliance with the Special Conditions of Contract
4. status of interim payments to Contractors regarding the third party insurance and explain why payments were made, if any, if non-compliance(s) had not been rectified

Please be reminded that according to the Special Conditions of Contract, the Contractor shall lodge with the Employer through the Architect the originals or certified true copies of the policy and copies of the receipts for payment of the current premiums.

Yours faithfully,

Except for the manifestation of the checking results, the genre construction of this group of monitoring letters is similar to that of checking letters giving comments on tender submissions and deliverables. The writers (S07.08.M and S08.16.M) use intertextuality to mention the contractors' letters to set up the purposes of their letter writing at the outset, e.g. 'I refer to [contractor]'s letter …' (Move 4), and then reconcile the current situations 'Despite our repeated reminders ..., your reply to the above [contractor]'s letter is still outstanding' (Move 5) and 'alleging that they failed to issue Interim Payment Certificate …' (Move 5). In contrast, the writer of S09.67.M does not explicitly establish any purpose, but relates the topic with the captioned subject matter 'Third party insurance' (Move 3) and reconciles the current situation 'It come to my attention that ... are still being checked by you ... and not yet submitted by the Contractor...' (Move 5). The reconciliation in the three letters is negatively expressed (e.g. 'outstanding', 'failed', 'not yet submitted') and temporally emphasized (e.g. ‘despite’, ‘repeated’, ‘still’ and ‘not yet’) to foreground the lack of action from the addressees, which is the motive of this group of letters to rectify the situation and facilitate future administration of contract. These lexical and grammatical expressions are markers of the evaluation of “good-bad” (Thompson and Hunston, 2000: 23). These reconciliations set the scene for soliciting action from the consultancy firms: ‘Your immediate attention to this event is requested’ or ‘You are requested/required to …’ (Move 7). The six patterns of grammatical colligation (6.1.1(2)) frame the letters.

(3) Urging timely performance

The letters urging the quantity surveying consultancy firms to perform in a timely manner constitute the majority of the texts in the Monitoring Sub-corpus. S07.04.M, S09.66.M and S10.32.M are letters performing the cost control, contractual advice and final account tasks respectively. S07.04.M is about the overdue reply of cost estimate; S09.66.M is about the sluggish progress in the settlement of contractors’ financial claims; and S10.32.M is about the overdue settlement of final account:

(S07.04.M)

Dear Sirs,

I am writing to express my concern about your overdue reply of cost estimate for proposed site instructions.

According to the information provided by PMC to us (copy attached), your firm has exercised a serious delay in cost estimation:-

{A table listing the critical dates and the delays for the estimation}

Please be reminded that you should provide your estimated costs to PA/PSE/PBSEs within 7 working days from the date of receipt of relevant information for the proposed site instructions. A copy of [post]’s letter dated [date] is further attached herewith for your attention.

Please advise me, within one week, the reasons of the overdue reply and what measures you would take to avoid recurrence and to improve your performance in this respect.

Your unsatisfactory performance will be appropriately reflected in your coming performance report.

Yours faithfully,

(S09.66.M)

Dear Sirs,

Record of Claims

Further to my last letter of even reference dated [date] on same subject, I write to register again our grave concern on your sluggish or even stagnant progress on the settlement of contractors' financial claims for the captioned three Contracts.

With reference to your submission of records of claims dated [date], there was no any progress on the assessment/ settlement of claims even though you had been repeatedly urged. You have neither completed your assessment nor urged the contractors for further substantiation/ agreement.

You will appreciate that we are keen to ensure the quality and timely performance of the consultancy services. You are therefore advised to make every effort to asses and settle the financial claims with respective contractors without further delay.

The above unsatisfactory performance will be appropriately reflected in your performance report.

Yours faithfully,

(S10.32.M)

Dear Sirs,

Progress of Final Account

The final account for the captioned Contract has become overdue since [date]. In addition, the target of [date] for final account agreement fixed at the meeting held on [date] at our office among representatives from yourselves, [name of contractor] and us has lapsed, yet your latest reported progress of agreement is only 89%.

The above situation is not acceptable. You are required to give an account for the above situation and advise us your programme to improve the progress of settlement of the above final account. You are urged to supervise closely the settlement of the above final account, especially in settling unresolved items with the Contractor.

Yours faithfully,

The three writers (S07.04.M, S09.66.M and S10.32.M) express their concerns (Move 4) about the quantity surveying consultants' performance at the start of the letters, and reconcile the background and current statuses in the narratives (Move 5) in the second paragraphs of S07.04.M and S09.66.M and second sentence of S10.32.M. They then appraise the consultants' performance (Move 6) in the third paragraphs of S07.04.M (i.e. 'Please be reminded that …') and S09.66.M (i.e. 'You will appreciate that …') and second paragraph of S10.32.M (i.e. 'The above situation is not acceptable'), and solicit action from the addressees (Move 7) in the fourth paragraph of S07.04.M (i.e. 'Please advise me …'), third paragraph of S09.66.M (i.e. 'You are therefore advised to …'), and second paragraph of S10.32.M (i.e. 'You are required to …'). Finally, the writers (S07.04.M and S09.66.M) highlight the consequence (Move 8) in the last paragraph of the letters, while this move is not found in S10.32.M.

The participants in the focus group explained that the checking and monitoring letters, in particular those relating to describing mistakes and urging timely performance, are derived from a ‘standard’ warning letter contained in the office manuals of the government office (4.6.2). This ‘warning letter’ is required to be signed by the Management of the government office and addressed to the principal level of the consultants before issuing adverse performance reports. This ‘warning letter’ is reproduced below (not included in the QS Corpus):

> Dear Sirs,
>
> Consultancy Agreement No.:
> Project Title :
>
> Warning Letter-Consultant’s Performance
>
> I write to register our concern about your unsatisfactory performance under the captioned Agreement.
>
> 2. (Describe the aspects of unsatisfactory performance or inadequacies in detail). In order to allow us to review the matter in full perspective, you are invited to explain the reasons for the apparently unsatisfactory performance/inadequacies noted above or any factors that may have affected the discharge of the consultancy services to the Government.
>
> 3. You will appreciate that we are keen to ensure the quality and timely performance of the consultancy services. You are therefore advised to make every effort to rectify the shortcomings/inadequacies noted in the above paragraph and make suitable improvements (specify any particular aspects or the standard required, if appropriate). Without prejudice to the Government’s contractual rights and remedies, the matter would be reflected in your performance report which will be submitted to the [Name] Committee and the [Name] Board. Your performance under the agreement may also be taken into account in our future consultant selection exercises.
>
> 4. In case there is anything you wish to draw to our attention or in respect of which our assistance is required, please do not hesitate to contact our (Name of Delegate) at (Telephone Number).
>
> Yours faithfully,

The content of this ‘warning letter’ is so serious that the quantity surveyors modify its language use to suit each new situation (Bhatia, 2004: 144) and to make the discursive resources more appropriate (e.g. Lee, 2009; Du-Babcock, 2006). The first paragraph of this ‘warning letter’ is Move 4 (establishing the purpose). The quantity surveyors amend it from ‘I write to register our concern ...’ to ‘I write to express my concern ...’ (e.g. S07.09.C) or ‘I am writing to express my concern ...’ (e.g. S07.04.M). The lexical words ‘register’ and ‘express’ are public and private verbs respectively (Quirk et al., 1985: 1180-1181), yet the verb ‘express’ increases the indirectness to lessen the seriousness. On a few occasions, the original wordings are used, even adding modifiers to aggravate the degree of seriousness, e.g. ‘I write to register again our grave concern …’ (S09.66.M).

The quantity surveyors amplify the second paragraph of the ‘warning letter’ to describe the mistakes he found in the consultants’ deliverables or the unsatisfactory performance of the consultants, which is Move 5 (describing the topics) for reconciling the background and current status. The ‘warning letter’ does not contain any wordings for this area since the inadequacies cannot be predicted to enable any standardized wordings; rather, it includes a guideline for the quantity surveyors to construct the subject letter (i.e. ‘Describe the aspects of unsatisfactory performance or inadequacies in detail’). Also included in this paragraph of the ‘warning letter’ is Move 7 (soliciting action from the addressee). The quantity surveyors completely amend the standard wording to suit novel situations, such as ‘Please advise me, within one week, the reasons of the inaccuracy and what measures you would take to improve the accuracy of your cashflow forecast in future’ (S07.09.C), and ‘Please advise me, within one week, the reasons of the overdue reply and what measures you would take to avoid recurrence and to improve your performance in this respect’ (S07.04.M). These amendments dampen the extent of the unsatisfactory performance from the perspective of the consultancy firms (i.e. ‘the discharge of the consultancy services to the Government’) to the focal point of the particular events (e.g. ‘to avoid recurrence and to improve your performance in this respect’). S07.04.M and S07.09.C aim to alert the consultants to make improvements, but the ‘warning letter’ has the supplemental purpose of setting up the conditions for issuing an adverse report to the consultancy firm.

There are four sentences in the third paragraph of the ‘warning letter’. The first two sentences are related to Move 6 (justifying the actions), which are sometimes copied by the quantity surveyors for use in the Monitoring Sub-corpus, e.g. ‘You will appreciate that we are keen to ensure the quality and timely performance of the consultancy services. You are therefore advised to make every effort to assess and settle the financial claims with respective contractors without further delay’ (S09.66.M). These exemplars involve conferring knowledge in the evaluation of the consultants’ performance. The quantity surveyors, however, do not frequently use these standard sentences, but construct their own language since this move, which is concerned with the exchange of professional knowledge, requires greater language variability. For example, ‘Please be reminded that you should provide your estimated costs to ... within 7 working days from ...’ (S07.04.M), and ‘The above situation is not acceptable’ (S10.32.M).

The third sentence is irrelevant to the situations in the checking and monitoring letters and is therefore abandoned. The fourth sentence is Move 9 used to highlight the consequence of the unsatisfactory performance, but this sentence regarding ‘consultant selection exercises’ is too remote relative to the checking and monitoring situations. Accordingly, the quantity surveyors amend it to ‘your unsatisfactory performance will be appropriately reflected in your performance report’ (e.g. S07.04.M and S09.66.M).

The last paragraph of the ‘warning letter’ is Move 10 expressing availability. This Move is not found in the checking letters, and is seldom used in the monitoring letters.

The above comparison demonstrates how the genres of the checking and monitoring letters are developed in the government office. The standard ‘warning letter' is the origin of most of the checking and monitoring letters. Except for Move 10 expressing availability, all the moves in the 'warning letter' are applicable to the 'non-standard letters' in the Checking and Monitoring Sub-corpora, although Move 7, soliciting action, is frequently placed at the end of the checking and monitoring letters before Move 9 to highlight the consequences. The contextual factors (Biber et al., 1998: 3) and different situations (Halliday, 1978: 142; 2002: 54) demand that the quantity surveyors amend the language use in the 'warning letter', and this influences the variability in the patterns of their language use.

6.2 Patterns of Intertextuality and Interdiscursivity

This section discusses the intertextuality and interdiscursivity of the letters in the QS Corpus. Some of these letters are 'standard letters' contained in the office manuals (4.6.2) for the quantity surveyors to follow, i.e. "functional referential" (Devitt, 1991: 350), and some are 'non-standard'. These 'standard' and 'non-standard' letters are repetitively used in response to familiar or new situations across different quantity surveying tasks, i.e. "generic intertextuality" (Devitt, 1991: 338) or "vertical intertextuality" (Johnstone, 2002: 139). These two types of intertextuality differ from "referential intertextuality" (Devitt, 1991: 342) which is concerned with the preceding and predicting intertexts surrounding the subject letters, and were statistically counted and presented in the analysis of the textual perspective (Table 5.13). This section elaborates on the linguistic functions of intertextuality and interdiscursivity in order to realize the communicative goals in the QS letters. Such intertextual and interdiscursive resources, which are applied to different extents across the four QS Sub-corpora, are presented under categories such as procedural obligation (6.2.1), signposting language (6.2.2), mutual interpretation (6.2.3), clustering of letters (6.2.4), pre-set formats (6.2.5), tabulated representation (6.2.6), disclaimers (6.2.7), recalling preceding texts (6.2.8) and narratives (6.2.9). The sample QS letters cited above (6.1) are used in the discussion.

6.2.1 Procedural Obligation

The adverbial 'in accordance with' is mainly used in the QS Directive Sub-corpus to specify the procedures in the context of a legal document and therefore induces "procedural obligation" (Bhatia et al.: 2004: 209). The notification letters frequently recall consultancy agreements or construction contracts to establish the relevance and authority. Such explicit referencing is termed "referential intertextuality" (Devitt, 1991: 342), which is a communicative tactic to situate the subject matter and authority in professional communication and the references reflect the profession's activities and relationships (ibid.: 342-344). The rhetorical strategies are not one of the four main ways for drawing on authoritative texts for the subject matter and authority, namely "explicit quotation", "unmarked quotation", "paraphrase", and "interpretation", which are identified by Devitt (1991: 347) in her study of intertextuality in the tax accounting profession. The quantity surveyors only mention the relevant parts of the consultancy agreements or construction contracts, through using 'In accordance with …', but not their contents. They make reference to the agreements/contracts at the time of producing the letters, and expect that the addressees will do the same in the interpretation of the letters. In other words, a social event (e.g. S01.15.D) is contextually incorporated with another social event (e.g. consultancy agreement) in the representation, i.e. "recontextualization" (Fairclough, 2003: 139). The letters and agreements/contracts are read in conjunction, and the writers opt not to include any further quotations, paraphrases or interpretations of the agreements/contracts in the letters.

6.2.2 Signposting Language

As revealed in the ethnographic perspective regarding the writing style of the standard documents in the real estate and construction industry (4.4), there are numerous instances of no cohesive devices to link the paragraphs which must be collectively interpreted. This phenomenon occurs more in the instruction letters where each paragraph constitutes a procedural instruction. The intertextuality among the paragraphs is to be conflated by the readers themselves, and the collective interpretation relies on the readers' knowledge of the matters covered. Such instructions, guidelines, actions and requirements are conveyed through using nominals as the themes and subjects of the sentences, e.g. 'A tender submitted by a contractor', 'Tender documents', 'The booklet containing the tender documents' and 'The anticipated commencement and completion dates for the Main Contract' (S03.01.D). This grammatical construction is a conventional style of writing technical literature in the quantity surveying profession (4.4).

The burden of readability due to the lack of cohesive devices among paragraphs is, to a certain extent, relieved by the use of signposting language, which is a linguistic device conventionally and frequently used for topic initiation and change in letter writing in the government office. As explained by the quantity surveyors, the word 'Please' placed at the beginning of a paragraph (e.g. S01.01.D and S03.25.D) is a conventional politeness marker institutionalized in the government office since this usage has been incorporated into the 'standard letters' (4.6.2), as well as a discourse marker for shifting to another topic or move. Discourse markers are sequentially dependent elements which mark the boundary between units of language use structurally, cohesively and interactionally, such as 'oh', 'well', 'and', 'but', 'or,', 'so', 'because', 'now', 'then', 'I mean', and 'y'know' in spoken discourse (Schiffrin, 1987: 31). Although discourse markers are usually associated with spoken language, the word ‘please’ here achieves these linguistic functions in the QS letters. In addition, signposting language signals the beginning of a rhetorical move, for example, in S03.01.D, there are ‘You are informed that ...’ (Move 4) at the start of the letter to open the dialogue, ‘Tenderers are reminded that ...’ (Move 8) in the penultimate paragraph to turn the topic from the tendering procedures to the qualification of the Employer’s rights in the tendering, and ‘Should you be unable to submit a tender, please return ...’ (Move 7) in the last paragraph to introduce a new topic which shifts the tendering procedures from submitting a tender to not submitting a tender. Between these paragraphs are the instructions and guidelines which are expressed in nominal groups at the thematic position of the sentences. The signposting language also extends to the procedural, checking and monitoring letters. For example, in urging timely performance by the quantity surveying consultancy firms, the writers (S07.04.M and S09.66.M) express their concerns (Move 4) about the consultants’ performance at the start of the letters, i.e. ‘I am writing to express my concern …’ and ‘I write to register my grave concern …’. The writer (S09.66.M) also refers to the previous letter ‘Further to my last letter of …’ to recall the intertextuality of the same subject, which is a matter of recontextualization to define a persistent shortcoming, and thus there is the time adverbial ‘again’ to emphasise the repetition. In contrast, the writer (S10.32.M) makes the interaction less interpersonal by using the nominal group of the deliverable ‘The final account for the captioned Contract’ as the theme of the introductory sentence. These signposting linguistic features serve two purposes; as a signpost for topic development, and as an instrument to invoke an imperative tone.

6.2.3 Mutual Interpretation

The linguistic construction ‘Attached please find’ or ‘Please find attached’ is frequently found in the directive (e.g. S04.01.D and S06.01.D), procedural (e.g. S01.16.P) and checking (giving comments) (e.g. S10.60.C, S10.62.C and S10.68.C) to describe the topics (Move 5) by referring to the attachments or soliciting “horizontal intertextuality” (Johnstone, 2002: 139). This convergence exemplifies similar language use in the same move across different communicative purposes (i.e. directive, procedural and checking) to achieve the linguistic function of recalling intertexts. In addition, ‘Please find enclosed …’ is a negative strategy (i.e. minimizing the imposition) acknowledging the addressee’s negative face needs posed by the enclosure (Nickerson, 1999: 137). If applicable, the attached or enclosed documents are listed out, and the quantity surveyors provide further instructions and information using ‘You are required/requested to …’ (e.g. S04.01.D and S06.01.D) or ‘Please ask/deliver/arrange/deliver’ (e.g. S06.01.D) to solicit action from the addressees. The attachments are usually the quantity surveying deliverables, namely cost plans, tender documents, tender reports, contract documents, financial statements, payment certificates, contractual reports and final accounts (Table 4.4), or the management tools in the real estate and construction industry such as programmes and progress reports, which are in conventionalized or prescribed formats commonly adopted in the quantity surveying profession and are completely different genre types from the QS letters. Some of these deliverables are mainly constructed of tables and figures, e.g. cost plans, financial statements, payment certificates, and final accounts, while others are contractual or reporting texts.

In S02.01.C, for example, the writer in the government office and the addressee in the consultancy firm are in the same profession as quantity surveyors, and both are participating in the same project. The addressee is bound by the consultancy agreement to deliver services diligently and with care. The writer describes the mistakes found in the draft tender documents and criticizes the addressee's performance in the preparation of the documents. In this discourse, the writer and the addressee both refer to the draft tender document, or there is an intersection of two discourses and relationship between two texts (Wodak, 2001: 67), namely the QS letter and the draft tender document. The 'Specification Preliminaries', 'Particular Specification', 'Notes to Tenderers', and 'Summary of Tender' mentioned in the letter are parts of the sub-contract tender documents which must be commensurate with the main contract. The discursive participants share the same quantity surveying knowledge in preparing the tender documents. The disciplinary knowledge is the core of the interdiscursivity (Fairclough, 1992: 85) in this discursive event, which makes possible the combination of two genres in the construction and interpretation of the genre of QS letters.

QS deliverables are "specialized written discourse" and QS letters are "generic written discourse" (Cheng and Mok, 2008: 64). These two groups of intertextual elements work interdiscursively to link professional work with communication letters. This integration is similar to the employment of discoursal practices in law, counseling and therapy to mediation (Candlin and Maley, 1997: 219), or the interaction of arbitrative and litigation practices in arbitration (Bhatia, 2008: 169). The writers and the addressees of the QS letters should have the professional knowledge about the intertextuality and interdiscursivity of QS letters and deliverables when constructing, using and interpreting such hybrid genres. The linguistic characteristics of contractual- and monetary-oriented deliverables are discussed in the discursive practices of quantity surveyors (4.4), and such linguistic features as professional terminology, adverbial clauses, nominal groups (nouns, attributive adjectives and prepositional phrases), nominalizations, active and passive voice, “complex-prepositions”, “binominal and multinominal expressions”, “qualification insertions” (Bhatia, 1994: 153), “metonymic expression” (Palli et al.: 2010: 309), thematic constructions, and the specific use of the pronoun ‘it’ and necessity modal ‘shall’ are adopted in the QS letters as well, indicating the contribution of the formulaic genres of the deliverables when constructing the QS letters.

6.2.4 Clustering of Letters

Some related letters are clustered to facilitate the tendering and contract documentation tasks in the government office, and S03.09.D exemplifies this conventional use of intertextuality and interdiscursivity. This letter starts with ‘I enclose Tender Addendum No. 1 in respect of the above contract’ (Move 5), and thereafter contains three sentences, including ‘I also enclose …’ (Move 7), ‘Also issued is …’ (Move 8) and ‘In addition I enclose ...’ (Move 7). The nominal ‘the above contract’ refers to the contract tile and contract number stated in the caption of S03.09.D, which, together the other caption ‘Tender Addendum No. 1’ provide the intertextual elements to recontextualize the action of tendering. This intertextuality is signalled in the series of the interconnected professional discourses (Warren, 2009: 1). The writer uses thrice ‘I enclose’ and once ‘Also issued is’ in the letter to denote the documents to be forwarded to the tenderers. Each of them is a signpost device giving new information at each turning point. The first ‘I enclose’ is the enclosure of Tender Addendum No. 1; the second ‘I enclose’ is the enclosure of the certification; and the third ‘I enclose’ is the enclosure of the acknowledgement letter. In between the second and third ‘I enclose’ is ‘Also issued is ...’ which relates to another document regarding the ‘electronic dissemination package and licence conditions’.

The three instances of ‘I enclose’ solicit different actions from the tenderers (the addressees). The amended pages under the Tender Addendum No. 1 are required to be incorporated into the tender documents, and this requirement is stated in the explanatory notes of the tender addendum itself; the certification is required to be signed and submitted with the tender; and the acknowledgement letter is required to be signed and returned within two days. This grammatical construction leads to the necessary use of ‘wh’ clauses in object positions, e.g. ‘I also enclose an additional copy of this letter with a certification added which you are required to sign and submit with your tender’. The ‘Also issued is ...’ has nothing to do in return, since it is a revised document to supersede the one that is previously issued. To distinguish the involvement of different documents at various signposting points, the writer (S03.09.D) adds the conjuncts ‘also’ and ‘in addition’, both as cohesive devices and furtherance to inscribe the diversities of function (i.e. ‘I enclose’, ‘I also enclose’, ‘In addition I enclose’, and ‘Also issued is’).

The certification, as it is intertextually referred to in the letter, is a prescribed reply slip which contains the statement ‘I certify that Tender Addendum No. 1 forwarded with this letter has been taken into account in my tender’, and the blank space for inserting ‘Authorized Signature of Tenderer (with Company chop)’, ‘Name of Tenderer’ and ‘Date’. This certification is added to the bottom of S03.09.D. In this way, the tender addendum letter and the certification remain intact as one text which will be bound into the contract documents as contractual correspondence. Similarly, the acknowledgement letter is a prescribed reply letter which contains the addressee (the government office), the salutation (‘Dear Sir,’), the captioned contract title and contract number, the captioned subject (‘Tender Addendum No. 1’), the main text ‘We hereby acknowledge receipt of Tender Addendum No. 1 together with the revised Electronic Dissemination Package and Licence Conditions for the above contract.', the complimentary close ('Yours faithfully'), and the blank space for 'Authorized Signature' and 'Name of Tenderer'. In other words, the wording in the certification and acknowledge letter have already been determined by the government office and the tenderers are only required to signify their agreement to these terms. Negotiation is entirely forbidden in the discourse and the linguistic construction is completely rigid, only demanding a 'yes' or 'no' answer.

The letters to issue the 'tender addendum', 'certification', 'acknowledgement letter' and 'electronic dissemination package' are an integrated group of correspondences in the issuance of tender addendum in the government office. This grouping exemplifies the pre-determined intertextual arrangements in the organization, aiming to collect intact the potential contractual correspondence during the tendering process. This manifestation of genre is a way to achieve the culturally established task in the government office (Eggins and Martin, 1997: 230).

6.2.5 Pre-setting Formats

The use of 'standard letters' in the government office (4.6.2) is discussed in the appropriation of generic resources (6.1). Such 'standard letters' serve as templates for letter production in the organization and contribute to standardize the QS letter genre. This "functional intertextuality" (Devitt, 1991: 350) is extended to manipulate the genre construction of deliverables. For instance, it is explicitly stipulated in the QS letters the use of 'standard [client] tender report' and 'cost analysis form' and the documents required to be prepared and included in the tender report (S04.01.D), 'standard form of the Articles of Agreement' (S06.01.D), 'standard form of Deed of Agreement' (S09.44.P), and 'standard [client] form [no.] in respect of the draft final account' (S10.62.C) in the Directive, Procedural and Checking Sub-corpora. In other words, the quantity surveyors specify the genre of tender reporting, among others, for the project quantity surveyors to follow, i.e. “genre of governance” (Fairclough, 2003: 32). The government needs to legitimize itself by ritualizing the tender reporting, and therefore makes the genre of the deliverables standardized and inflexible (Johnstone, 2002: 157).

The quantity surveyors, however, leave the decisions regarding the approaches and methods of tender appraisals to the project quantity surveyors, since the former relies on the latter to deliver professional quantity surveying services in completing the tender appraisal exercise. The autonomy of the professional work (Fredison, 2001: 122) is maintained by the consultancy firm, while the genre or linguistic representation is restricted to complying with the conventional practice in the government office. This is a typical example showing how the government office (i.e. a bureaucratic organization) uses standardized formats as conventions for the maintenance of centralized control in the management of knowledge (Zorn and Taylor, 2004: 106). In addition, the requisition of the use of the standard formats are conveyed in a persuasive manner, for instance, S09.44.P contains the guideline ‘You are required to use the standard form of Deed of Assignment in its entirety as appended to [Circular] No. [no.] before written consent will be given to the assignment’ (Move 6), and the request for ‘Please prepare and submit 3 copies of the Deed of Assignment for formal execution’ (Move 7). The representations of the guideline and action are clear, firm and exhaustive by expressing the necessity (e.g. ‘you are required to use’), spatiality (e.g. ‘appended to [circular no.]’), temporality (e.g. ‘before’ and ‘will be given’), quantum (e.g. ‘3 copies’), circumstance (e.g. ‘in its entirety’), and elaboration on the referents (e.g. ‘standard form’, ‘written consent’, and ‘formal execution’). In particular, the purpose of the submitted document (i.e. ‘for formal execution’) is specified.

6.2.6 Tabulated Representation

Tabulation is a linguistic technique commonly used in quantity surveying to link the QS letters to some figures in the discourses. This technique is applied to the procedural, checking and monitoring letters. S09.25.P is typically written for the conveyance of information, which consists of Move 5 (describing the topic), Move 6 (justifying the action), and Move 7 (soliciting the action) in two paragraphs. The subject matter or topic is not an abstract concept, but is about the physical data for preparing the 'Waste Management Plan'. The copular verb 'are' is the grammatical choice in this particular event for delivering the data, i.e. 'The following are estimated quantities of Construction and Demolition Materials expected to be generated or re-used in this project', where the theme and subject of the sentence in the form of gerund 'the following' is intertextually linked with the table listing the estimated quantities in the letter, and the past participial postnominal clause, infinitive, and action verb in passive form ('expected to be generated or re-used') are used to post-modify the nominal group ('estimated quantities of Construction and Demolition Materials') in order to give a more thorough description of the referents. The writer (S09.25.P) uses the demonstrative 'these' to cohesively link such data with a disclaimer, i.e. 'These estimates were prepared by this Department prior to the tendering process and without any knowledge of the method of construction to be used by the successful contractor'. This disclaimer is constructed of prepositional phrases (e.g. 'without any knowledge of'), binominal or phrasal coordination (e.g. 'prior to the tendering process and without any knowledge of'), and nominal groups (e.g. 'method of construction'), which are the style of the Standard Form of Contract that is found in this ethnographic study (4.4.1), or the legislative texts that are identified by Bhatia (1994: 153). Following the tabulation of the estimated quantities are two sentences; 'Please note the above estimates are provided for information only’, and ‘In preparing the Waste Management Plan, you are required to …’. For another example, tabulation is used in S07.09.C to represent the figures for the sake of giving background information of the ‘substantial differences’. The tabulation is a visual representation to replace descriptions in prose. The tabulation is an example of a multimodal discourse or the combination of two genres in a letter, i.e. interdiscursivity (Fairclough, 1992: 68).

6.2.7 Disclaimers

The disclaimers employ intertexts to switch topics in the QS letters. The inclusion of disclaimers is discussed in the notification letters, where the writer (S01.01.D) requests the consultancy firm to submit justification for an earlier proceeding to the following development stage. In addition, the sample letter described above (S09.25.P) shows the integration of tabulation and disclaimer in a letter. As another example of disclaimer, S09.43.P establishes the purpose and “referential intertextuality” (Devitt, 1991: 342) using ‘Further to my letter ...’ (Move 4), and then delivers the information using the linguistic pattern ‘please be informed that …’ (Move 5). The writer gains the addressee’s attention by using another framing and signposting device ‘Please be noted that ...’ (Move 6) which gives a disclaimer to the agreement of the consent and limits the liability of the writer in the dealing. The approval is ‘in principle’, and the disclaimer contains such wordings as ‘any’, ‘on the basis that’, ‘reliance’ and ‘status’ which are linguistically tentative and conditional devices. This exclusion strategy is comparable to the above described ‘standard letter’ (S09.25.P) which uses ‘for your information only’ to furnish the estimated quantities of the construction and demolition materials, yet their linguistic strategies differ greatly since the topic in S09.44.P is contractual-oriented whereas that in S09.25.P it is technical-oriented. The disclaimer in S09.44.P is an “unmarked quotation" (Devitt, 1991: 347) that was drawn from the legal adviser's text in the government office since the writer had sought legal advice before replying to the contractor. Moreover, S09.44.P involves an approval of the contractor's application, whereas S09.25.P is solely a conveyance of data which is at the contractor's discretionary use in his contract administration.

6.2.8 Recalling Preceding Texts and Predicting Future Texts

The intertextuality and interdiscursivity with regard to recalling preceding texts and predicting future texts are discussed in the textual perspective (5.5.2). The recall of preceding texts is commonly found in the didactic letters, using the adverbial 'in accordance with'; or in the procedural, checking and monitoring letters where the grammatical pattern 'I refer to …' (e.g. S09.43.P) and 'Further to my letter ref. [reference] dated [date], …' (e.g. S09.44.P) are used to retrieve the preceding correspondence to set the scene of the discourses and establish the purposes of the letter writing. S09.43.P and S09.44.P are intertexts on the same incident, and they are inter-related in the furtherance. Using S04.42.C as an example, this letter is repeatedly used in similar situations and addressed to different tenderers, of which the variants of the letter are the items (a) to (m) listed in the second paragraph. In case the addressee does not respond on time, the writer amends paragraphs one and two to engage "referential intertextuality" (Devitt, 1991: 342), such as 'Further to my letter [date]' and 'your submission of the following are still outstanding for my examination', and then lists out the outstanding information and solicits the action as usual. This repetitive use of the template in similar situations, i.e. "generic intertextuality" (Devitt, 1991: 338) strengthens the rituality of the genre construction and communication in the government office. The first paragraph (S04.42.C) sets up the purpose of the letter (Move 4) and is linguistically and grammatically similar to

Move 4 in many other letters in the QS Corpus. The subject tender is deictically identified because the tenderer may have several tenders in hand at that moment. The identifications include the temporal deixis ‘dated [date]’ and the spatial deixis ‘the above contract’. This sentence depicts the communicative settings at the moment of the interaction. The second paragraph is a list of the non-submitted documents that were found by the quantity surveyors in the tender appraisal. It starts with ‘An examination of your tender has found that the following have not been submitted/ completed’ and then lists out the missing documents from items (a) to (m) (Move 5). The writer uses the nominal ‘An examination of your tender’ as the thematic head or subject of the sentence to report on the findings, and ‘that’ verb complement to give “on-line informational elaboration” (Biber, 1995: 166) of the deficiencies. The penultimate and final paragraphs are to solicit the addressee’s action (Move 7) to provide the non-submitted and incomplete information, and to provide the address, contact telephone number, the relevant parties and the time span for the feedback. The tenderer’s feedback is a requirement for further tender appraisal, and his further submissions are predicted texts.

6.2.9 Narratives

Narratives have referential and evaluative functions (Cortazzi and Jin, 2000: 105), and the narrative process involves linguistic and socio-elements and depends on the knowledge and experience the communicators bring to the narrative context (ibid.: 119-120). This pattern of intertextuality and interdiscursivity predominantly occurs in the checking and monitoring letters. In S01.19.M, S08.14.M and S10.01.M which issue reminders, for example, the three writers employ Move 5 (describing the topics) to reconcile the background and current status of the discursive events. The writer (S01.19.M) reconciles the current situation in an explicit way, using ‘you are reminded that ...' to suggest the cross-referencing between the specification and cost estimate, i.e. "referential intertextuality" (Devitt, 1991: 342). The writer (S08.14.M) reconciles the background through mentioning the contractor's letter and then describing the goal of such a letter using a post-modifier 'accusing over-certification of ... and under-certification of ... in interim payment ...'. In contrast, the writer (S10.01.M) states that 'The Contract was certified completion on [date]'. This declaration means that after the certified completion, the final account stage begins. This implicature is expected to be well understood interdiscursively by the addressee on the basis of his or her professional knowledge.

The three writers then exercise their knowledge and power in Move 6 (justifying the actions). The writer (S01.19.M) addresses the cost effect of the specification, i.e. 'The cost effect for such requirement, if any, shall be taken into account in your cost estimates'. The writer (S08.14.M) solicits a more definite final contract sum to secure accuracy in payment, i.e. 'Also, this contract is approaching completion and a more definite estimated final contract sum is essential to avoid any possible over or under payment'. The writer (S10.01.M) lists out the critical dates for completion of the final account in accordance with the practice note (i.e. 'you are required to meet some deadlines for your delivery of QS services, including a complete measurement and valuation of the final account on or before [date] (Stage 1), finalization and forwarding …, and settlement of …'.

The writer (S09.67.M) further justifies the action to be taken by evaluating the late performance of the consultancy firm through quoting the contractual provision, i.e. 'Please be reminded that according to the Special Conditions of Contract, the Contractor shall lodge with the Employer through the Architect the originals or certified true copies of the policy and copies of the receipts for payment of the current premiums' (Move 6). This sentence is a paraphrase of the 'Special

Conditions of Contract', i.e. "referential intertextuality" (Devitt, 1991: 342). This evaluation refers back to the first paragraph regarding the reconciliation of the current situation. The contactor shall lodge the insurance policies, and the project quantity surveyor is required to check whether the policies are correct before submission, thus the first paragraph states the insurance policies 'are still checked by you (the consultancy firm)' and 'not yet submitted by the Contractor'. This intertextuality maintains that apart from the contractor, the quantity surveying consultancy firm must be responsible for the current lack of insurance policies. This rhetorical strategy is a way to foreground the addressee's lack of action.

Similar to scientific writing which has no sharp distinction between fact and evaluation (Hunston, 1993: 60), the narratives (Move 5: reconciling the background and current status) in the QS letters have referential and evaluative functions (Cortazzi and Jin, 2000: 105). The QS letters, however, usually include further move to evaluate the consultancy firms' performance in order to justifying the action to be sought (Move 6).

6.3 Audience Reception

The appropriation of generic resources (6.1) and patterns of intertextuality and interdiscursivity (6.2) focus on how the writers "bring the readers into the texts" (Flottum et al., 2006: 161) and how the writers express their acknowledgement of the readers (ibid.: 160) in the QS Corpus. In contrast, audience reception, which is concerned with the addressees' reading and interpretative behaviours, provides a comprehensive account of the interaction between the writers and the readers or an "interplay between self and other" (ibid.: 159). The addressees' reading and interpretative behaviours are influenced by the communicative purposes of the QS letters which invite the addressees to expect the contents of the letters and the norms of the letter writing in the discourses. The addressees of the QS letters, including quantity surveying consultancy firms, tenderers, contractors (including nominated sub-contractors) and administrative staff in other related organizations, are professionals or administrative staff participating in the real estate and construction industry and they can realize the implication of the linguistic patterns in their workplaces and professional world. Their reading and interpretive behaviours are regulated by the formulaic genre of the QS letters which helps them to socialize into the industry. In other words, an understanding of the addressees' reading and interpretative behaviours can help the quantity surveyors to realize their achievement of the communicative purposes of the QS letters. The analysis, interpretation and explanation of audience reception of the Directive (6.3.1), Procedural (6.3.2), Checking (6.3.3) and Monitoring (6.3.4) letters are discussed in this section. The sample QS letters cited in the appropriation of generic resources (6.1) are used in the discussion below.

6.3.1 QS Directive Letters

The directive letters are concerned with giving either notification or instructions, and the audience reception of these two groups of letters is discussed below. The directive letters have a "goal-achievement" pattern of organization (Hoey, 2001: 146), including the situation, goal, method of achievement, and evaluation in the discourses. In S01.15.D, for example, the situation is refined by referring to the consultancy agreement using 'in accordance with' and announcing the completion of the required services under the Feasibility Stage; the goal is 'to proceed to Design Stage'; the method of achievement relies on the professional knowledge and practice shared by the quantity surveyors working in the government office and consultancy firm; and the evaluation is 'I hereby instruct you …'.

(1) Giving notification

The acknowledgement of the notifications by the quantity surveying consultancy firms, tenderers and contractors are passive, without any negotiation and is just a ‘give and take’ interaction. The discourses are dominated by the writers and are unidirectional, based on legitimate power (Yukl and Tracy, 1992: 526) which stems from the terms and conditions stipulated in the consultancy agreements, tender documents, and construction contracts. This contextual situation invokes imperative language use in the notification letters. The quantity surveyors inform the consultancy firms of the completion of a development stage (Move 4) and instruct them to proceed to another (Move 5), or notify the contractor of the contract date for ‘commencement of the Works’ (Move 5). These two moves constitute the main propositions in these discursive practices, firstly establishing the purpose, followed by describing the topic or giving the notification.

In these letters, the nominal groups, e.g. ‘Clause [no] of the Special Conditions of Employment’ and ‘Section [no.] of the Brief’ (S01.15.D) and ‘Clause [no.] of the General Conditions of Contract’ (S09.01.D), are parts of the consultancy agreements or construction contracts made between the government office (the writers) and the consultancy firms or contractors (the addressees), stipulating that the consultants shall not proceed to perform any services pertaining to a subsequent stage without written authority, or the dates for commencement of the construction works are contractually required to be defined. These social actions, i.e. “field” (Halliday, 2002: 55), involve contractual rights and obligations between the relevant parties. The writers make an intertextual link between the letters and the agreements/contracts by using ‘in accordance with’, which is an adverbial or a “complex-preposition” frequently used in legal texts (Bhatia, 1994: 143) and bears the meaning of a “procedural obligation” (Bhatia et al., 2004: 209) in order to establish the legitimacy of giving notification at the outset, i.e. "mode" or "symbolic organization" (Halliday, 2002: 55); and the use of deictic first and second pronouns and active voice to foreground the parties' bearings on the contractual positions and their conferring of rights, i.e. "tenor" or "role structure" (Halliday, 2002: 55). As discussed in the ethnographic study (Chapter 4) with regard to the analysis of the Standard Form of Contract (4.4.1(1)), active voice is used to describe the conferring of rights and the agent is explicitly stated, e.g. 'I hereby give notice that …' (S09.01.D), while passive voice is used to describe the transactions under the rights and the agent is demoted, e.g. '… that the period for submission of tenders for the above has been extended by …' (S03.25.D). The formulaic pattern of language use in notification letters, i.e. 'In accordance with Clause [no] of ...., I hereby inform you that ...', alerts the readers to the importance of the subject matter. Although S03.25.D does not contain this linguistic pattern to signal "procedural obligation" (ibid.: 209), the lexical use of the adverbial 'hereby', formal words 'notified' and 'acknowledge', and necessity modal 'shall' collectively draw the readers' serious attention.

The disclaimers included in the notification letters suggest options to the addressees (i.e. quantity surveying consultancy firms) in taking action subsequent to the notifications. The quantity surveyors (e.g. S01.01.D) adopt the conflict-handling style of collaboration (Thomas and Kilmann, 1978), by which they attempt to work with the consultancy firms in an effort to find an "integrative and mutually satisfying solution" (Kirbride et al. 1991: 371). The writer (S01.01.D) sets the condition to proceed to the tender stage at a date 'not earlier than 3 months prior to the latest anticipated gazette date' (Move 6), which aims to ensure that the preparation of the tender document does not start prematurely in order to allow float time for possible change of the decision by the government office to not proceed to the tender stage, thereby minimizing the risk of abortive works. The writer (S01.01.D) informs the addressee of the programme for advanced planning without committing himself to such a declaration since he uses the words ‘you can proceed’ rather than ‘I instruct you to proceed’. In addition, if the addressee wishes to proceed at a date earlier than the ‘arrangement’, he should ‘submit request with full justification’ in order to initiate a discussion about an earlier transition from the ‘Design Stage’ to the ‘Tender Stage’ (Move 7). The consultancy firm is free to negotiate in this discourse.

For the sake of this underlying theme, the writer (S01.01.D) uses passive voice and ‘that’ clause as a verb complement to make the tone less direct, e.g. ‘Please also be informed that you can ...’, and uses the second person pronoun and suasive verb, e.g. ‘you are required to ...’ to indicate that it is the addressee’s obligation to submit the request for proceeding earlier to the ‘Tender Stage’. The word ‘can’ is a modal verb under the category of ‘permission/possibility/ability’ (Biber, 1999: 485), while ‘can’ in this letter functions as intrinsic modality that refers to permission. The writer (S01.01.D) chooses not to use ‘must’ or ‘should’ which implies ‘obligation/necessity’ (ibid.: 485), since the prime consideration of this paragraph is the likelihood of project abortion. The last sentence in the second paragraph contains ‘Should you wish to .....’, in which ‘Should’ means possibility (i.e. ‘If’) and ‘wish’ is a private verb reflecting the “intellectual act” (Quirk et al., 1985: 1181) of the agent ‘you’. Undoubtedly, the consultancy firms are fully aware of these propositions in terms of their shared quantity surveyors’ conventional reading and interpretative behaviours in the workplace.

In S05.33.D, as another example, the writer assumes that the definition of the completion of the ‘Design Stage and Tender Stage’ is understood and agreed by the addressee, and he, therefore, uses the adverbial phrase or legal-oriented “complex-preposition” (Bhatia, 1994: 143) ‘for the avoidance of doubt’ as the theme of the sentence to define the circumstance. This is a collaborative strategy (Kirbride et al. 1991: 371) to avoid any potential conflicts. The nominal group ‘Design Stage … the attached schedule’ which just appears in the immediately precedent sentence to establish the purpose of the letter writing is reused as a whole in this sentence to give the definition, indicating an abandonment of using anaphora to substitute the nominal group in order to achieve clarity in the presentation. In addition, the writer (S03.25.D) includes the quantum, time and date to accomplish the clarity and certainty of the notification, and also adopts the deontic modality ‘shall’ to attenuate the tenderers’ undertaking of the deposition of the tender on time. The modality ‘shall’ here has the sense of guaranteeing that the action will occur (Palmer, 1979: 62).

Notifying the tendering results in S05.01D and S05.38.D illustrates the audience reception of the success and failure in their bidding. In S05.01.D, the writer first notifies the addressee of the success of the tender (Move 4); second gives direction for the inclusion of some contractual matters in the contract documents (Move 5); third informs the addressee of the time, date and venue of the contract execution (Move 6); fourth requests the addressee to execute the contract (Move 7); and finally requests the successful tender to prepare commencement of works under the contract, including procurement of insurance and preparation of work programme to begin the project (Move 8). The grammatical and lexical constructions of Move 4 in S05.01.D are similar to those in S01.15.D, S01.01.D and S05.33.D related to the transition of work stages. In addition, Moves 4, 5, 7 and 8 start with the adverbial ‘In accordance with’ at the beginning of the sentences to establish the legitimacy of the actions, implying “procedural obligation” (Bhatia et al, 2004: 209). It is noted that ‘in accordance with’ is not only used for setting the scene in Move 4, but also for giving instructions and soliciting action in Moves 5, 7 and 8. All these moves which function to give directives are written in similar language or in formulaic patterns.

The quantity surveyors postulated that the pattern ‘in accordance with’ is not restricted to producing notifications and instructions, but extends to other communicative functions in quantity surveyors’ practice when handling contractual matters in quoting contractual clauses, such as ‘In accordance with General Conditions of Contract Clause [no.], I enclose the priced Bills of Variations for your agreement.’ (not included in the QS Corpus) which is frequently used in quantity surveying consultancy firms for forwarding bills of variations to contractors. This linguistic pattern is institutionalized in the real estate and construction industry, exemplifying the unique behaviours of the addressees when reading and interpreting this kind of letter. Nevertheless, from the surface of S05.01.D, lexis is the most direct linguistic tool that can be used to distinguish notifications from instructions, since ‘I hereby notify’ (first paragraph) is used in the notification and ‘You are required/requested to’ (third paragraph) is used in the instruction. S05.01.D also sets up the guidelines for the action, i.e. ‘You are requested to attend at the following address at [time] on [date] for the purpose of executing the Articles of Agreement’ (Move 6).

In contrast with S05.01.D, the writer in S05.38.D first advises the unsuccessful tenderer of the failure of his submitted tender (Move 4); second gives direction that his unsuccessful tender is recorded as a competitive tender for further administration purposes (Move 5); third provides information of the successful tender for reference (Move 8); and finally expresses gratitude for the submission of the tender (Move 10). There is no further action to be taken by the unsuccessful tenderers and therefore Moves 6 and 7 are not found in the letter. The writer (S05.38.D) uses the adverbial ‘For the purpose of’ in Move 5 and ‘in accordance with’ in Move 8 to heighten the circumstances in which the notice and information are made in the moves.

A comparison between the two letters notifying the success and non-success in the tendering exercise reveals that both letters are within the framework of the discourse structure, though the involvement of the moves is not the same between them. Taking these two letters as samples in the sub-genre of the award of the tender, all the moves in each letter are obligatory. Moves 6, 7 and 8 are optional in the Directive Sub-corpus but they are obligatory in the letters (e.g. S05.01.D) to inform the successful tenderers of the award of the contracts. Likewise, Moves 8 and 10 are optional in the Directive Sub-corpus but they are obligatory in the letters (e.g. S05.38.D) to express gratitude to the unsuccessful tenderer. These findings elucidate that each type of letter in terms of its contextualization has a strong tendency to cluster of moves. The tenderers who participate in the bidding activities are familiar with these letters. Both the genre construction and reception are formulaic, constituting a cognitive interaction in a conventional setting.

(2) Giving instructions

Similar to the notification letters, the acknowledgement of the instruction letters by the tenderers and quantity surveying consultancy firms is passive and non-negotiable, and the discourses are unidirectional and dominated by the writers. The legitimate power (Yukl and Tracy, 1992: 526) not only stems from the terms and conditions stipulated in the consultancy agreements, tender documents and construction contracts, but also from the prerogative rules sanctioned by the government office in pursuing fairness to the public, resulting in the use of an imperative tone in the instruction letters.

The tenderers expect formal, clear and firm instructions and guidelines for the tendering process. S03.01.D, a tender invitation letter, is serious and formal since it is inviting a new party (i.e. the lift installation nominated sub-contractor) to join the development project and procuring a new contract (i.e. the lift installation nominated sub-contract). The writer (S03.01.D) understands that relevant information must be comprehensively included in the tender invitation letter, including the eligibility of the tenderers, the collection place of the tender documents, and the conventions for completing the tender documents. He conveys one message in one paragraph, and there are totally nine paragraphs. This rhetorical strategy aims to enhance the clarity of the instructions and guidelines in the letter.

In comparison with S03.01.D which contains nominals, passive voice and copula verbs in the construction of guidelines, S04.01.D involves more instances of second person pronouns (e.g. ‘Please check’ and ‘You are requested’) to make the instructions more direct, since in this case the contractual relationship between the writer (the government office) and the addressee (the consultancy firm) has already been established and accordingly, the extent of interaction or ‘involved production’ (Biber, 1995: 142) has increased. Nevertheless, the instruction letters (S03.01.D, S04.01.D and S06.01.D) have similar structures, lexico-grammar and textualization, and they are didactic and procedural-oriented. They are formal, firm and direct, and describe one major point in one paragraph in displacing the guidelines for the tender submission and tender reporting.

The quantity surveyors frequently use nominalizations and passivizations to promote distance and impersonality (Leech et al., 1982: 145), and thereby attaining the formality of the instruction letters. They also use modifiers, including postnominal clauses, prepositional phrases, and attributive adjectives, to give more adequate and precise information to the referents to enrich information and enhance clarity (Downing and Locke, 2006: 403), infinitives to indicate the course of the actions during the integration and “idea unit expansion” (Biber, 1988: 232), and modal verbs, e.g. ‘may’, ‘shall’, ‘will’, ‘must’ and ‘should’, to define the degree of certainty of the actions (Biber, 1995: 161). The instruction letters have an infrequent use of subordinations, for instance, S04.01.D, a 455-word letter, is mainly constructed of simple sentences, with one compound sentence using ‘and’ co-ordination to link two clauses together (i.e. ‘Please check ... and obtain ...’), and of nominal groups when listing items in the first paragraph (items 1 to 4), third paragraph (items A to D), and fourth paragraph (items I to III) which are instructions and guidelines. The writer (S04.01.D) deliberately uses Arabic figures, English letters and Roman numerals to differentiate the series of representations to avoid confusion in referencing.

6.3.2 QS Procedural Letters

The procedural letters have a “goal-achievement” pattern of organization (Hoey, 2001: 146), where the situation (i.e. ‘attached memo’), goal (i.e. compliance with the ‘Tender Progress Report’), method of achievement (i.e. ‘strictly adhere to’) and evaluation (i.e. ‘you are required to’) are stated in S01.16.P, for example. In procedural discourse, both the writers and addressees (including quantity surveying consultancy firms, contractors, and administrative staff) in the genre construction and interpretation focus on the critical dates, places, quantum and actions. For example, S03.35.P depicts the actions to be taken by the consultancy firm, the required sets of the tender documents, the place for delivering the tender documents, and the removal of the surplus tender documents after the tender closing date. The copular verb ‘is’ and the subject complement ‘[date]’ are used to re-define the subject ‘The invitation date’ (Faber, 2007: 90), which is the centre of the discursive activity. The public verbs ‘deliver’ and ‘remove’ are used to indicate the actions (Quirk et al., 1985: 1180), and the infinitive is used to help the “idea unit expansion” (Biber, 1988: 32). The current procedures are expressed in the simple present tense to deal with the “immediate relevance” (Biber, 1988: 224). In reading S03.35.P, the consultancy firm highlights relevant dates, venues and quantum in the discursive event and this interpretation is perceived in a very straightforward way.

Similar to some letters in the Directive Sub-corpus, S03.51.P, addressed to administrative staff in other related organizations, uses ‘In accordance with’ to set up the writing purpose. But, unlike the didactic texts, this procedural letter uses the private verb ‘wish’ (Quirk et al. 1985: 1181) to manipulate the hedging of politeness, i.e. ‘I wish to inform you that’ (Move 4) rather than ‘I inform you that’ or ‘I hereby inform you that’. This procedural letter also uses ‘Please ask your representative to collect’ (Move 7) rather than the didactic template ‘Please collect’ or ‘You are required/requested to collect’. When the topic is described, the nominals and copular verb are used, i.e. ‘The Tender Closing Date is [date]’ (Move 5). Furthermore, the expression of availability in this procedural letter is found to be more polite than the didactic text, i.e. ‘If you wish to obtain further information about the contract, would you please contact [name] at telephone no. [no.]’ (Move 10) rather than ‘Should you have any query, please contact me as soon as possible’ (S04.01.D). In general, the rhetorical strategies for soliciting action from the addressees are similar between the Directive and Procedural Sub-corpora, while the lexical choices at localized positions are different between them. Nevertheless, the discourse in S03.51.P is very routinely conducted since the letter has been repeatedly issued to the administrative staff from project to project over the years, where the contents and procedures stated in the letter are familiar to the readers. This routine procedure and formulaic genre cause a conventional reading and interpretive behaviour on the part of the addressees in the discourses.

The procedural letters usually consist of giving information and soliciting action (6.1.2), but on some occasions the quantity surveyors have to express their professional knowledge to persuade the consultancy firms to acknowledge the solicited action. In S09.49.P, for example, the first paragraph refers to the relevant correspondence and payment certificates to establish the relevance of granting further extension of time, deduction of liquidated damages and the interest to be paid, including a narrative description of the discursive event that has happened so far (Move 4). All these intertexts and narratives are packed into one sentence through the use of nouns, nominalizations, prepositional phrases, present/past participial postnominal clauses, and conjunct, which is the typical writing style of the quantity surveyors to set up the scene at the outset of the letter. This style exemplifies the intimation of the subordination features used by the quantity surveyors, such as the 'wh' clause that serves the function of subordinating the details to provide additional information about the referents (Biber, 1995: 155), which are not found in the letter, or seldom found in the QS Corpus (5.2.2(8)). In reading this stretch of text, the consultancy firm can recall the background of the discursive event by retrieving the relevant correspondence and payment certificates from their files and referring to the construction contracts to interpret the subject contractual matter. The professional terminology or nominal groups (e.g. 'extension of time', 'liquidated damages' and 'the interest') mark the primary areas the addressee has to explore in the interpretation of the letter.

The writer (S09.49.P), in the second paragraph, exchanges his professional knowledge with the consultant quantity surveyor by quoting the origin and details of the facts through stating 'I was informed by the Liaison Architect that …, and that there were inadequacies in … and the Contractor did not submit …' (Move 5). The existential 'there' reflects an on-line and personal production of information (Biber, 1995: 262), which heightens a neutral form of expression by retrieving the agents and making the writer an outsider in reporting the incident. The writer (S09.49.P) has deliberately negatively evaluated the contractor's performance through making use of the temporality (i.e. 'were submitted after the imposition of Liquidated Damages'), personal stance (i.e. 'inadequacies'), and analytical negation and adverb (i.e. 'did not submit the required supplementary information promptly'). The 'inadequacies' cohere with 'the required supplementary information'. S09.49.P then goes on to give the following guideline: 'Under such circumstances, it may not be justified to …' (Move 6). Using the conditional adverbial 'under such circumstances' which functions as a cohesive device and a signpost for marking further stance, the writer (S09.49.P) concludes his opinion using the pronoun 'it' to give the abstract concept (Biber, 1988: 226) and the possibility modal 'may not be justified' to safeguard his liability. This liability exclusion is expected to be accepted by the addressee (i.e. consultancy firm) since the writer just gives a reminder that the responsibility for the interest payment which is part of the deliverables under the consultancy agreement lies with the addressee. The conclusion is subject to the condition 'if the Contractor had caused delays in ...' which retrospectively qualifies the validity of the details and facts. In the third paragraph, the writer (S09.49.P) solicits action from the addressee: 'You are requested to … and make necessary adjustments to …' (Move 7). The 'necessary' is a strategic ambiguity which creates "ambiguity of meaning" but also provides "a key to resolution which privileges an ideological position" (Faber, 2007: 21). It leaves plenty of room for the nominalization 'adjustments', which can be substantial, minimal or no adjustments at all, highlighting that the responsibility for the interest payment rests with the addressee. The consultancy firm is expected to acknowledge this proposition because he is fully aware of his responsibility stipulated in the consultancy agreement and has cognitive experience in interpreting this ambiguous language in the workplace.

6.3.3 QS Checking Letters

The checking letters are mainly addressed to quantity surveying consultancy firms, with a few to the tenderers. The checking texts are organized in a "problem-solution" pattern (Hoey, 2001: 123) which includes the situation, the problem, the response and the result. The situation is provided in establishing the purpose (i.e. Move 4); the problem as regards the consultancy firms' performance is identified in reconciling the background and current status (Move 5) and the evaluation in justifying the consultants' improvement (Move 6); the response is solicited in asking the consultancy firms to propose remedial measures to improve their performance (Move 7); and the result is evaluated when highlighting the consequence (Move 9), e.g. 'the above unsatisfactory performance will be appropriately reflected in your performance report' (S07.09.C), or in the consultancy firms' replies which constitute other texts in the discursive chain. "Negative evaluation" (ibid.: 156) is a characteristic of the "problem-solution" pattern (ibid.: 123), in particular for those checking letters where mistakes are found in the deliverables and the negatives are reported, rather than the positives, for which the consultancy firms are expected to respond to the problematic situation (ibid.: 156). The checking letters are discussed in three groups, namely giving comments on tender submissions and deliverables, accepting deliverables, and finding mistakes in deliverables.

(1) Giving comments on tender submissions and deliverables

The addressees in this group of QS letters include tenderers and quantity surveying consultancy firms. In reading this group of letters, the addressees usually focus on the results of the checking. The genre construction of this group of letters is similar to that of procedural letters, except the procedural information is replaced by the checking results. In reading and interpreting S04.42.C, the tenderer has to look into the tender documents to trace whether the non-submissions listed by the quantity surveyor in the letter are explicitly requested in the return of the tender, and what these submissions are in the tendering. The tenderer then provides the non-submissions to the government office ‘within 3 calendar days’ which is requested by the quantity surveyor in the letter.

With regard to the letters addressed to the consultancy firms in performing the final account task, the writers in S10.60.C and S10.68.C coincidently use similar rhetorical and linguistic strategies to establish the purposes in the first sentences of the letters (Move 4). The linguistic similarities include first person pronouns (i.e. ‘I refer to’), nominal groups (i.e. the four most frequently occurring linguistic features in the QS Corpus: nouns, nominalizations, attributive adjectives, and prepositional phrases), and postnominal clauses (i.e. ‘… submitted under’, and ‘… enclosing breakdowns’). The writer in S10.62.C, however, uses the second person possessive pronoun ‘your’ in lieu in the first sentence as well (i.e. ‘Your draft final account …’), while the other linguistic features of nominal groups and postnominal clauses remain intact. The quantity surveyors explained that the use of first and second person pronouns does not perform any pragmatic function in this circumstance, and this usage is merely for linguistic diversity. The addressee’s reading and interpretive behaviours of this move are similar to S09.49.P (6.3.2), where the relevant materials are retrieved and the nominal groups of professional terminology are interpreted accordingly.

All the three writers (S10.60.C, S10.62.C and S10.68.C) deliver their comments presented in the attached documents (Move 5), ‘Please find attached a list of comments on the submitted documents together with the original submitted documents marked with our comments/ queries for your necessary action’ (S10.60.C), ‘Attached please find the following documents for your necessary action: 1. A copy of your draft account marked with our comments. 2. …' (S10.62.C), and 'Please find attached my preliminary comments in handwriting on your breakdowns for your consideration' (S10.68.C). These examples show the mode of giving comments on the draft final accounts in the government office, which the consultancy firms must have become accustomed to during their long service with the government. The patterns 'Please find attached' or 'Attached please find' are also conventionally used to accomplish Move 5 (describing the topics) in the directive and procedural letters. In other words, the generic integrity (Bhatia, 2004: 111) of Move 5 is maintained across these three sub-genres with regard to attaching documents to the letters. In addition, all these three sentences explicitly indicate the goals of the return of the comments, such as 'for your necessary action' and 'for your consideration'. Move 5 in the checking letters aims to reconcile the background and current status of the discursive events, and the writers' manuscripts and the attached documents are the sites of interaction between two groups of quantity surveyors situated in different roles.

The writers (S10.60.C and S10.62.C) request the addressees to consider their comments, and review and re-submit the draft final account together with the necessary supporting information on or before the target dates (Move 7). They also specify some particular issues before the closing of the letters, such as submitting some major information earlier and conforming to a standard form in the finalization of the final account. Apart from being frequently used in Move 7 in the directive and procedural letters, the linguistic pattern 'please + activity verb' is also adopted in the checking letters to solicit action from the addressees. Also, the phrasal coordination 'on or before' is used twice in S10.60.C and once in S10.62.C to indicate the deadlines. The consultancy firms are alerted to such requisitions when they read the letters, and usually there are no conflicts with regard to implementing the comments into the deliverables.

By contrast, the writer of S10.68.C does not request any re-submission of the breakdowns, as he considers it is not the appropriate time since the final account has not yet been completed at the moment of the interaction, and expects the re-submission to be accompanied with the submission of the final account at a later stage. The writer, however, invokes his knowledge and power through drawing the addressee's particular attention to the deficiencies, although his comments have already been marked on the attached documents, i.e. 'Some of your approach or methodology of pro-rata rating is considered inappropriate, and your particular attention on this matter is necessary. I am stressing that in this vetting exercise only some items are selected for inspection, and you must therefore extend your amendments of the spotted deficiencies to all similar items in the final account' (S10.68.C). These two sentences provide an evaluation of the consultancy firm's performance (Move 6) and involve an interaction between two quantity surveyors who play different roles in the discourse. When commenting on others' professional work, the writer uses 'some of your approach' to quantify the approach and lessen the extent of inappropriateness, and uses 'is considered' rather than 'is' to hedge the event, yet he also points out the importance of the matter using the adjectives 'particular (attention)' and 'necessary'. The writer (S10.68.C) further makes the disclaimer that the vetting is limited in scope (i.e. 'only some items'), which pragmatically alerts the addressee to check other similar items. The modal auxiliary 'must' is a deontic modality laying obligation (Palmer, 1979: 36), which is used by the writer to echo the word 'stressing' in achieving this proposition of extending the amendments. The words 'inspection' and 'spotted deficiencies' are coherent, while the 'inspection' in these circumstances diminishes the writer's liability on the correctness of the breakdowns of the final account, since such deliverables are prepared by and are the responsibility of the addressee in accordance with the consultancy agreement; the writer only carries out an 'inspection'. In return, the addressee makes a self-appraisal of his performance and follows the reminders or guidance in the letter to amend and re-submit the deliverables, yet whether the 'spotted deficiencies' have been amended in all similar items in the final account would be the next event manifested in the discursive chain.

(2) Accepting deliverables

The acceptance letter (S02.09.C), which is addressed to the quantity surveying consultancy firm, triggers a mutually recognized road map to prepare the tender documents. The writer expresses his view on the approval of the tender programme in a formal, neutral and direct tone. The word 'accepted' is used to confer a view of discharging the services of preparing the tender programme in a proper and reasonable manner. This acceptance infers consensus between the two parties about the activities and the milestone dates in the tendering exercise. The writer (S02.09.C) describes the submission in a nominal group bound by prepositions, past participial postnominal clause, and attributive adjectives, i.e. 'Your letter ref. [reference] dated [date] regarding the revised tender programme for the above contract is accepted'. He uses a nominal phrase as the thematic head of the sentence and passive voice; rather than using 'I accept the revised tender programme for the above contract under your letter ref. [reference] dated [date]'. The nominalization and passivization make the letter more formal, impersonal and distant. Passivization is used to avoid mentioning who accepts the tender programme, and the degree of politeness is reduced if the active voice version is used. This grammatical construction impresses the addressee that the event is accepted based on the submission without subjectivity.

(3) Finding mistakes in deliverables

The quantity surveying consultancy firm is the only type of addressee involved in this group of checking letters where mistakes are found in their deliverables. In the discourses, both the writers and the addressees are in the same profession as quantity surveyors, and their relationship is based on the consultancy agreements made between them. The writers describe the mistakes and criticize the addressees' performance, and the consultancy firms therefore expect evidence in the letters to justify the criticisms. For example, the writer in S02.01.C refers to the lift installation nominated sub-contract to recall the intertext (Move 4), of which the 'tendered out date' is prior to the date of the letter. The writer (S02.01.C) deliberately compares this temporal relationship to establish the scene that the tender documents have already been concluded at the time of the letter writing, thus, undeniably, what are found to be incorrect and rectified before the '[date]' are mistakes committed by the addressee.

Consultancy firms often expect the inclusion of the viewpoint of the government office on the mistaken deliverables. In S02.01.C, the writer gives a narrative account of the mistakes found in the draft tender documents, 'Mistakes were found in your submitted draft tender documents in the following manner' (Move 5), followed by two paragraphs to describe the details which involve a reconciliation of the background and current status of the discursive event. The mistakes are originally a discrepancy between two different parts of the draft tender documents. Even though the writer (S02.01.C) has informed the addressee of the discrepancy, the addressee, after a review, commits another mistake. The writer (S02.01.C) lists out the mistaken pages of the draft tender documents and attached the relevant pages to the letter, as 'Copies of the above referred pages from the submitted draft tender documents are attached for your easy reference' (Move 5).

The writer (S02.01.C) ascribes meaning to the narratives by including his evaluation in the text (Cortazzi and Jin, 2000: 102-103), provides full details to strengthen his proposition, and leaves no room for the addressee to defend, elaborate or negotiate. The addressee appraises the discursive event and confesses to the mistakes by not responding, except in the case of the writer explicitly requesting a reply to suggest preventive measures to improve the quality of the deliverables.

The writer (S02.01.C) uses agentless passives to describe the mistakes in order to promote an inanimate referent (Biber, 1988: 228), e.g. ‘Discrepancies between … and … about … was noted and raised to your office’, since who finds the mistakes is not important in this case. On the contrary, the letter explicitly states ‘you’ and ‘your office’ who is committing the mistakes, e.g. ‘your submitted draft tender document’, ‘raised to your office’, ‘you were requested to …’ and ‘you had amended …’, and this explicit identification (Fairclough, 1992: 64) is the most important topic in the letter. The writer uses the necessity modals ‘should’ and ‘be’ as main verbs to re-define the subjects (Faber, 2007, 90) during the course of committing the mistakes and makes the letter more persuasive. The linguistic use of nominal groups is frequently used to describe the incident, as the referent is legal-oriented, which demands numerous modifiers to express a thorough meaning in the discourse. ‘That’ clauses as verb complement or subordinator are used in the letter to report on the discursive event.

To conclude, the writer of S02.01.C reminds the addressee that ‘all draft tender documents should be properly prepared, vetted, edited and checked prior to submission for approval’ (Move 6). This statement is an evaluation of the addressee’s performance, which can be identified in terms of signals of comparison, subjectivity and social value (Thompson and Hunston, 2000: 13). The quantifier ‘all’ is an intensifier used to perform comparison, the necessity modality and copular verb ‘should be’ and the adverb ‘properly’ signal subjectivity, and the series of actions ‘prepared, vetted, edited and checked’ are the social values in the context of the profession. The writer (S02.01.C) uses the second person pronoun and passive voice ‘you were requested to’ and ‘you are reminded that’ when there is a direct interaction between him and the addressee, rather than the first person pronoun and active voice ‘I request you to’ and ‘I remind you that’. This indirectness is used as a politeness strategy. The writer makes the phrasal coordination of verbs ‘should be properly prepared, vetted, edited and checked’ to link the various processes (i.e. preparing, vetting, editing and checking) in the procurement of a quality tender document and elaborates on the relevance. These procedures are supposed to be taken for granted by the addressee, and thus the writer states ‘failing which it will be appropriately reflected in your performance report’ (Move 9) to highlight the consequence of mistakes. This is a very powerful statement since the scores in the performance report of the addressee will be taken into account by the government office when the addressee bids for consultancies in future. Factually, the addressee has already failed in this aspect, and the writer has sufficient evidence to conclude the matter and reflect this shortcoming in the addressee’s performance report. The ‘pied-piping’ relative clause ‘failing which’ is a hedge to invoke negative politeness (Brown and Levinson, 1987). In return, the addressee is fully aware of the proposition made by the government office, and makes him alert to the quality of the deliverables.

Notwithstanding the similarities in moves in S02.01.C and S07.09.C, the writer of S07.09.C adopts different linguistic strategies to accomplish the same goals of alerting the addressees to their unsatisfactory performance. He uses a more serious tone to set the scene, ‘I write to express my concern about the accuracy of your …’ (Move 4), in contrast with ‘I refer to …’ in S02.01.C. The first person pronouns ‘I’ and ‘my’, private verb ‘express’ and affective ‘concern’ set a highly interactive motive at the beginning of this discursive activity. These linguistic features function as stance markers to express the writer’s attitude and feelings (Biber et al., 1999: 966). At the outset of reading S07.09.C, the addressee draws attention to the seriousness of the subject matter which has already raised the concern of the government office.

Similar to S02.01.C, S07.09.C contains the writer’s evaluation of the addressee’s performance, i.e. ‘You are reminded that a realistic cashflow forecast is significant to a precise budgetary control’ (Move 6). The emphasis of the evaluations is different between these two letters; S02.01.C focuses on the process of preparing the tender documents, whereas S07.09.C concerns the accuracy of the cashflow which is intensified by the adjectives ‘realistic’, ‘significant’ and ‘precise’ to heighten the evaluations of importance and expectedness (Thompson and Hunston, 2000: 24). The main clause ‘You are reminded that’ is a signpost for topic initiation of this motive, which are commonly used in the two letters. S07.09.C includes the qualification ‘Unless I receive a satisfactory explanation’ to the highlighted consequence ‘the above unsatisfactory performance will be appropriately reflected in your performance report’ (Move 9). A mistake has yet to be established at the moment of interaction, since there may be some reasons for the substantial differences between the forecast and actual expenditure which are unknown to the writer. Therefore, the qualification is made and an explanation is sought.

The addressees’ expectation of evidence to justify the finding of mistakes in deliverables is also exemplified in S08.11.C which mentions two errors in a payment certificate. The writer in S08.11.C establishes the purpose of the letter, i.e. ‘I refer to your interim Payment Certificate …’ (Move 4), where the deliverable and the relevant contract are given to set the scene of the interaction. In this case, the writer (S08.11.C) further describes the goal of the deliverable (i.e. ‘submitted for our certification for payment') to highlight this critical moment in the discursive event, which is at the final stage of certifying and sanctioning the payment. The first incident is about the fire services installation payment which has been rectified and proved to be erroneous. In reconciling the background and current status of this incident, the grammatical and linguistic constructions used in S08.11.C are very similar to those in S02.01.C regarding error findings in tender documents, noting that the writers of these two letters are different quantity surveyors in the government office. In S08.11.C, 'Inconsistency was noted between … and …. After being notified about the error, your office had amended the amount of payment …. The erroneous statement (2 pages) is attached for your information' (Move 5), the writer (S08.11.C) provides full details to strengthen his proposition, and leaves no space for the addressee to defend, elaborate and negotiate.

The writer (S08.11.C) then evaluates the addressee's performance in order to justify the action he solicits. The evaluation is direct and reprimanding: 'The repeated errors in … cause our grave concern on the performance of your office especially you have confirmed in your explanation letter dated [date] for previous errors made in …, that you would deploy more senior management involvement as well as technical input to ensure the correctness of the future payment certificates' (Move 6). The writer heightens his imperative tone by using attributives (e.g. 'repeated errors', 'grave concern', 'especially', 'explanation letter' and 'previous errors') to alert the possibility of persistently committing the errors, and recalls the addressee's previous undertaking which is amplified with 'more senior' and expressed in terms of commitment through the deployment of such words as 'ensure', 'correctness' and 'future'. All these lexical and grammatical expressions mark the writer's attitudes, feelings and judgements with regard to the propositional content of the message (Biber et al. 1999: 966).

The aim of S08.11.C, clearly stated in Move 7, is to solicit action from the addressee ‘You are requested to explain the reasons for the errors made in the Payment Certificates, and propose corrective actions and preventive measures to avoid errors from happening again’ (Move 7), and the avoidance of committing errors is the prime consideration. The pattern ‘You are requested’ is conventionally used. An infinitive is used to enable “idea unit expansion” (Biber, 1988: 232), and the activities ‘explain’, ‘propose’ and ‘avoid’ are involved. Attributive adjectives enrich the meaning of the referents (Downing and Locke, 2006: 475), e.g. ‘corrective action’ and ‘preventive measures’, and phrasal coordination binds them together in expanding the ideas (Biber, 1988: 245).

The above series of Moves 5, 6 and 7 (in paragraphs two to four) describes one error, while another series of Moves 5 and 7 (in paragraph five) describes another error. Similar grammatical and linguistic strategies are employed to describe the two errors. In the first incident, the writer (S08.11.C) can make his conclusion in describing the finding as an error and talks about problem solving and emphasizes doing things right. The second incident of ‘preliminaries payment’ is a logical analysis of some percentages that are co-related with each other. The finding is the writer’s judgment and the addressee may have a possible defense, of which the writer is not aware. As such, the writer (S08.11.C) cannot conclude this issue to be an error, but postpones his decision until all the information is available, and therefore keeps on asking the addressee to explain the differences. As regards Move 9, highlighting the consequence, the statement used in S07.09.C is replicated in S08.11.C.

In S10.57.C, the narrative is negative in tone, e.g. ‘errors’, ‘whereas’, ‘no adjustment’, ‘non-reimbursable’, ‘some other errors’ and ‘delayed’ which are the parameters of “good-bad” in evaluation (Thompson and Hunston, 2000: 25), but at the same time downtoners, e.g. ‘a more minor nature’ and ‘inadvertently’, are used to dampen the effect. The writer neither asks for any explanation or corrective actions (Move 7) nor highlights the consequence (Move 9), since the final account has been signed and S10.57.C serves to remind the addressee of his improvement in future consultancy services.

This group of checking letters regarding the finding mistakes in deliverables is very persuasive. Details and evidence are included in the letters to prove the mistakes made by the consultancy firms. Unless explicitly requested in the letters, the consultancy firms usually either do not reply or simply acknowledge the receipt of the letters as a gesture of courtesy.

6.3.4 QS Monitoring Letters

The monitoring letters are addressed to quantity surveying consultancy firms. Similar to the checking letters, the monitoring texts are organized in a “problem-solution” pattern (Hoey, 2001: 123) which includes the situation, the problem, the response and the result. The employment of rhetorical moves and “negative evaluation” (ibid.: 156) to achieve these elements, which is discussed in the checking letters (6.3.3), is also applicable to the monitoring letters. Three groups of monitoring letters are discussed below, namely, issuing reminders, requesting clarifications or actions, and urging timely performance.

(1) Issuing reminders

The three letters issuing reminders (S01.19.M, S08.14.M and S10.01.M) are highly persuasive, yet the three writers use different rhetorical strategies to attain this goal. S01.19.M is expressed in a direct and imperative way, using a necessity modal ‘shall be taken into account’ to order that the addressee takes the advice, though the writer (S01.19.M) includes the hedge ‘if any’ to leave the responsibility for determining the validity of the cost effect to the addressee to safeguard his own liability. In contrast, the writer (S08.14.M) uses a less direct but indicative way to influence the addressee, showing his caution in genre construction and interpretation since the topic of over and under payment is serious and sensitive between the communicators. He (S08.14.M) uses the attributive adjective ‘a more definite’ to indicate the ‘estimated final contract sum’ can be improved, and the adjective ‘essential’ to indicate that the fundamental basis of the accusation lies on how reliable the estimated final contract sum is. In other words, the writer implies that the addressee must produce a realistic final account to eliminate doubt and hesitation about the accuracy of the payment. However, the writer (S08.14.C) uses the attributive adjective ‘any possible’ to hedge the accusation of ‘over or under payment’. The addressee, on receipt of this letter, focuses on defying the contractor’s accusation of under and over payment, and may be reluctant to confess to the writer’s implicature. The writer (S10.10.M) adopts the influencing strategy of legitimacy by putting forward the ‘practice note’ which is a document expressly stated in the consultancy agreement as a requirement of the delivery of quantity surveying services. The writer (S10.10.M) and the addressee must obey the rules and regulations laid down in the ‘practice note’ for the deadlines listed out in the letter. These target dates are non-negotiable. The quantity surveyors make use of the influence tactics of rational persuasion (i.e. logical argumentation), coalition (i.e. seeking others’ aid to persuade) and legitimating (i.e. claiming the authority) (Yukl and Tracy, 1992: 526) to motivate the quantity surveying consultancy firms to perform the professional work.

In seeking the addressees’ feedback, the writer (S01.19.M) does not explicitly solicit specific action from the addressee since he leaves the determination of the requirement of the cost effect to the addressee. But it can be seen that the addressee is expected to take account of the advice in his estimation in future. The writer

(S08.14.M) requests the addressee to ‘increase your vigilance’, ‘pay more caution’ and ‘work in more details’. Actually, these are the comments made by the writer (S08.14.M) to the addressee, and are given in the letter before mentioning the engagement of ‘a more definite estimated final contract sum’ (Move 6). This rhetorical order gives the impression that the sentence ‘Please increase ...’ is a request (i.e. Move 7 for soliciting action), and the sentence ‘Also, the contract is approaching to ...’ is a suggestion (i.e. Move 6 for justify the action). If this order is reversed and the sentences are grammatically adjusted by eradicating the conjunct ‘Also’, the sentence ‘The contract is approaching to ...’ becomes a piece of evidence to support the contractor’s accusation (i.e. Move 5 for reconciling the background), and the sentence ‘Please increase ...’ becomes an evaluation of the corrective actions or a reprimand (i.e. Move 6 for justifying the action). In this event, the writer (S08.14.M) focuses on raising the addressee’s alertness, rather than questioning the addressee’s accountability, since the validity of the contractor’s accusation has yet to be established. The writer (S08.14.M) uses the politeness marker ‘please’ and emphatics ‘increase’, ‘pay more’ and ‘work in more details’ to indicate that there is space for improvement, and these linguistic strategies are signals of comparison in identifying evaluation (Thompson and Hunston, 2000: 13). By contrast, the writer of S10.01.M gives a direct and imperative imposition ‘Please ensure compliance with these deadlines’. The word ‘ensure’ is a suasive verb and ‘compliance’ is a nominalization inferring an abstract ideology of obedience to rules and regulations. This collocation echoes with the ‘practice note’ and reinforces the seriousness and importance of the event, noting that importance is a parameter of evaluation (ibid.: 24).

In reading and interpreting these letters, the consultancy firms apply their professional knowledge to evaluate the circumstances and take their retrospective action. Their reception of the messages is direct and committing.

(2) Requesting clarifications or actions

Unlike the reminders, the letters requesting clarifications or actions (e.g. S07.08.M, S08.16.M and S09.67.M) imply a lack of action by the consultancy firms. Thus, in S07.08.M, the writer sets up the scene to support his claim for the consultancy firm's late reply by using the concessive adverbial subordinator 'Despite' to introduce the background information of the 'repeated reminders' and the 'over the past two weeks', while this subordinator indicates a controversial situation. The attributive adjective 'repeated' is a reiteration of the writer's urgings, and the 'two weeks' indicates the span of time of the writer's effort in the urging. The writer (S07.08.M) uses the nominal group 'your reply to the [contractor]'s letter' as the thematic head of the main clause, 'be' as the main verb, and the predicative adjective 'outstanding' to make his stance on the issue. The writer (S07.08.M) also uses the adverb 'still' in the main clause to echo with 'Despite' in the subordinate clause. Similarly, the writer (S09.67.M) uses the adverbs 'still' and 'not yet' to foreground the late performance of the addressee. The above linguistic devices aim to foreground the outstanding actions which have persisted for a period of time, and therefore exert an influence of pressure (i.e. persistent reminders) (Yukl and Tracy, 1992: 526) on the addressees. The writer (S08.16.M), however, uses 'alleging' to reserve the doubt of the validity of the contractor's claim. As regards the sentence 'they failed to issue ...', the pronoun 'they' refers to the project architect. The contractor has written to the project architect and copied the letter to the project quantity surveyor to report on the incident in the belief that the architect is the overall project administrator though the project quantity surveyor is responsible for the valuation of the payment. The reconciliation is straightforward, solely in reliance with the contractor's letter and reproducing the contractor's allegation, which are grammatical linked by present participial postnominal clause and 'that' clause (i.e. 'alleging that').

The three writers (S07.08.M, S08.16.M and S09.67.M) solicit action from the addressees (Move 7). All the requests are expressed in the passive voice, of which one uses possessive pronoun and nominalization (i.e. 'Your immediate attention to this matter is requested') and the other two use second person pronouns, passive voice, infinitives and activity verbs (i.e. 'You are requested to provide' and 'You are required to advise'). Comparatively, the former version is less precise though it is implicitly understood that the 'attention' refers to replying to the contractor's letter that has been mentioned earlier in the immediately preceding sentence. But this may imply other actions that are at the discretion of the addressees, such as soliciting further information prior to producing the valuation. The latter two versions contain the public verbs 'provide' and 'advise' to transparently solicit action and clearly indicate the kinds of expected actions. S08.16.M demands the 'explanation/ clarification' which is generalized and abstract, and that depends on the addressee's feedback since the writer knows little about the event of the 'non-submission of interim certificate' at the moment of the interaction. In contrast, the writer (S09.67.M) deliberately pre-determines and frames the feedback by listing out the explanation and clarification that are required. The nature of this letter, S09.67.M, differs from S08.16.M, as the writer does not necessarily require any knowledge about the background of the 'third part insurance' since the focus is on the progress of the event, including the 'status', 'course of action', 'date of submission', and the possibility of any over payment. Both writers of S08.16.M and S09.67.M use anaphora to avoid repeatedly mentioning the topics and to maintain cohesion in their letter writing, e.g. 'on the above' and 'the following for each of the captioned contract'. They define the spatial recipients of the action under solicitation, e.g. 'provide ... to our office' and 'advise me', as well as the temporal criteria, e.g. 'on or before [date]' and 'within 3 days from the date of this letter'.

(3) Urging timely performance

Different communicative and linguistic strategies are used by different disciplines to achieve similar goals in a genre type (Bruce, 2009; Giannoni, 2008; Samraj and Monk, 2008). The quantity surveyors are in the same discipline and use similar communicative and linguistic strategies to urge timely performance by the consultancy firms. The writers (S07.04.M and S09.66.M) express their concerns (Move 4) about the quantity surveying consultants' performance at the start of the letter, i.e. 'I am writing to express my concern …' and 'I write to register my grave concern …'. The writer (S09.66.M) also refers to the previous letter 'Further to my last letter of …' to recall the intertextuality of the same subject, which is a matter of recontextualization to define a persistent shortcoming, and thus there is the time adverbial 'again' to emphasise the repetition. By contrast, the writer (S10.32.M) makes the interaction less interpersonal by using the nominal group of the deliverable 'The final account for the captioned Contract' as the theme of the introductory sentence.

The three writers (S07.04.M, S09.66.M and S10.32.M) provide the background of the topics (Move 5), using the "given and new" pattern (Halliday, 1994: 296-297) to highlight the background (the given information) and the current statuses (the new information) in the reconciliation. In this pattern, the informational elements are in a typical sequence of "given" followed by "new" (ibid.: 296), e.g. 'According to …, your firm has exercised a serious delay …' (S07.04.M). They employ adverbials, phrasal nouns and past participial postnominal clauses, i.e. 'According to the information provided by ...' (S07.04.M), 'With reference to your submission of ...' (S09.66.M) and 'the target of [date] for …' (S10.32.M) to illustrate the sources of the background information, and then negatively describe the deficiencies in the current statuses. The negations include 'serious delay', 'no any progress', 'neither completed … nor urged …', and 'the target … has lapsed', and 'yet your latest … is only …'. The three writers strengthen the accusations by using the attributive adjective and noun 'serious delay', the concessive subordinator, adverb and suasive verb 'even though you had been repeatedly urged', and the concessive subordinator and downtoner 'yet ... only ...', by which their professional ideologies are reconciled with the current statuses to identify the controversies which have to be overcome as described in the subsequent moves. In addition, the writer (S07.04.M) tabulates the dates of requesting and providing the cost estimates for some proposed site instructions, and also the time span between the two dates to show the 'serious delay'. The writer (S09.66.M) refers to the records of claim, contrasts the 'no any progress' with the adverbial clause 'even though you had been repeatedly urged', and draws the conclusion that 'You have neither completed your assessment nor urged the contractors for further substantiations/agreement'. The writer (S10.32.M) recalls the target date that was agreed in the previous meeting, highlights the lapse, and reconciles the current situation with the 'latest reported progress' through using the adverbial subordinator 'yet' for the reconciliation.

The quantity surveyors in S07.04.M, S09.66.M and S10.32.M express their knowledge on the subject matter as a means to evaluate the performance of the addressees (Move 6), which is more prominent than the other groups of monitoring letters, namely issuing reminders and requesting clarifications or actions. The writer (S07.04.M) reminds the addressee of the time constraint of the cost estimation 'Please be reminded that you should provide ...', and retrieves the letter which was previously issued by the management of the government office to the consultancy firms for devising the rule of a timely response, i.e. 'A copy of [post]'s letter dated [date] is further attached herewith for your attention'. The writer (S09.66.M) exercises a collaborative strategy by involving the addressee to share the concern through using the persuasive statement ‘You will appreciate that we are keen to ensure the quality and timely performance of the consultancy services’, i.e. “inspirational appeal” (Yukl and Tracy, 1992: 526). The writer of S10.32.M projects his stance, i.e. ‘The above situation is not acceptable’, directly and explicitly, through using nominalization, copular verb in negative form, and predicative adjective, rather than personal pronoun and active voice, e.g. ‘I do not accept the situation’, which are less formal and less polite. The linguistic strategies of the three letters range from “solidarity” to “power” exertion (Hodge and Kress, 1993: 157) in different foci. The writer (S07.04.M) focuses on the legitimated rules and presupposes that a consensus has already been reached between the communicators. The writer (S09.66.M) focuses on the share of professional ideology and expects the addressee to appreciate the pledge of quality and timely performance. The writer (S10.32.M) focuses on personal stance and persuades the addressee to acknowledge that the situation is not acceptable. These strategic variants are not caused by the different tasks, but depend on the writers’ intentions to accomplish the communicative goals and can be used across quantity surveying tasks. However, as explained by the quantity surveyors, these rhetorical strategies appear to have similar effects since the consultancy firms focus on the reprimanding nature rather than the language used in conveying the reprimands in these three letters.

Having depicted the background and transformed the professional and specific knowledge of the discursive events, the three writers (S07.04.M, S09.66.M and S10.32.M) solicit action from the addressees (Move 7), using ‘Please advise me ...’, ‘You are therefore advised to make ...’, and ‘You are required to give ... and advise us your .... You are urged to ...’. The writers use infinitives as the subordinators to confer the writers’ suasion, e.g. ‘advise’, ‘required’ and ‘urges, with the intended actions, e.g. ‘take’, ‘improve’, ‘make’, ‘assess’, ‘settle’, ‘give’, ‘improve’ and ‘supervise’. Time adverbials are employed in the requisitions of the actions to be taken, e.g. ‘within one week’ or ‘without further delay’. Finally, the writers (S07.04.M and S09.66.M) highlight the consequence (Move 8) by using the standard statement ‘Your/The above unsatisfactory performance will be appropriately reflected in your (coming) performance report’. This move is not found in S10.32.C.

The linguistic patterns of this group of monitoring letters urging timely performance are similar to those of the checking letters finding mistakes in deliverables, both are addressed to the consultancy firms for soliciting quality services in the future. The reading and interpretative behaviours of these two groups of letters are similar, where the consultancy firms have to appraise their own performance and make improvements to their performance.

6.4 Summary

The genre analysis in this study explores the realities of the quantity surveying profession, which are complex and dynamic. The professional genre fosters a recognizable character, involves a “specific form of mixing and embedding of two or more generic forms”, and reflects a “gradual development over a period of time in response to subtle changes in its rhetorical contexts” (Bhatia, 2004: 115). The identification of the professional genre comes from the understanding, awareness and background knowledge of the established conventions of the disciplinary and professional community of quantity surveying (ibid.: 115).

The letter is the sole genre type in the QS Corpus. The letters achieve the communicative goal of administrating the quantity surveying consultancy agreements, as well as the contractual and monetary aspects of the building contracts, with the ultimate aims of discharging the obligations under the consultancy agreements and construction contracts properly and fulfilling the writers’ social responsibility. According to the analysis of the findings in this chapter, the situational contexts of the letters in the four Sub-corpora are summarized in Table 6.1 below.

Table 6.1: Situational Context of the QS Corpus

The QS Corpus	Directive Sub-corpus	Procedural Sub-corpus	Checking Sub-corpus	Monitoring Sub-corpus
Communicative goals	Administration of building contracts and QS consultancy agreement			
Communicative purposes	Giving directives for the proceeding of the works.	Providing procedural information necessary for the accomplishment of the works.	Checking the deliverables submitted by the QS consultants.	Monitoring the QS consultants to properly and timely perform their professional services.
Job functions	Giving notifications, Giving instructions	Conveying information	Giving comments, Accepting deliverables, Finding mistakes in deliverables	Issuing reminders, Requesting clarification/ actions, Urging timely performance
Tasks	Cost planning, Tendering, Tender appraisal, Award of contract, Contract documentation, Contractual advice	Cost planning, Tendering, Payment, Contractual advice	Tender documentation, Tender appraisal, Cost control, Payment, Final account	Tender documentation, Cost control, Payment, Contractual advice Final account
Situation-types	The directives are direct, clear and certain to avoid ambiguity, and to establish legitimacy for the actions. The tone is imperative and powerful.	The procedures are precise, transparent and adequate to engage smooth-running of the works. The tone is neutral and solidarity.	The comments are concrete and evaluative to foster rectification of deficiencies and avoidance of recurrence. The tone is neutral, and negatively constructed if errors are found.	The requisitions are convincing and motivating to enable satisfactory performance of the consultancy services and making improvement. The tone is imperative or collaborative, powerful, and negatively constructed if shortcomings are found.

Table 6.1: Situational Context of the QS Corpus (Cont'd)

The QS Corpus	**Directive Sub-corpus**	**Procedural Sub-corpus**	**Checking Sub-corpus**	**Monitoring Sub-corpus**
Contents	This includes the notifications, instructions and the necessary guidelines for the carrying out of the works under the directives. The letters are didactic and informative.	This includes the procedures and the necessary information for the carrying out of the routine works. The letters are referential and informative.	This includes the results of the checking, the evaluation of the deficiencies, and the request for action/ improvement. The letters are descriptive, informative, commentary, expository and persuasive.	This includes the details and evaluation of the shortcomings, and the request for action/ improvement. The letters are descriptive, informative, commentary, expository and persuasive.
Participants (The writers are the 8 QS working in the government office under study.) (The addressees are firms engaged in the real estate and construction industry.)	*Addressees:* Quantity surveying consultancy firms Tenderers (main contracts and lift nominated sub-contracts) Contractors and Lift nominated sub-contractors -	*Addressees:* Quantity surveying consultancy firms - Contractors and Lift nominated Sub-contractors Administrative staff (clerical duties)	*Addressees:* Quantity surveying consultancy firms Tenderers (main contracts and lift nominated sub-contracts) - -	*Addressees:* Quantity surveying consultancy firms - - -
Medium/ Channel (Letters only in this study)	The directives are properly recorded as evidence for the accountability.	The conveyance of procedural information is properly recorded as evidence of compliance.	The deficiencies are properly recorded as evidence in the QS consultant's performance report.	The shortcomings are properly recorded as evidence in the QS consultant's performance report.

The genres are produced in the workplace, and the generic actions vary with time and space. Development projects consist of different tasks at different development stages, each task has its own characteristics, and the various tasks are found overlapping in the communicative purposes of directive, procedural, checking and monitoring. For instance, the lexico-grammar of tendering (S03) and contractual advice (S09) in the Procedural Sub-corpus differ very much in the choice of lexis. The tendering (S03) contains the noun phrases 'invitation date' and 'tender documents', as well as the public verbs 'deliver' and 'remove' (S03.35.P), while the contractual advice (S09) involves nominal groups, nouns and nominalizations 'quantities of Construction and Demolition Materials' and 'estimates', as well as the public and private verbs 'prepare', 'note', 'provide' and 'make' (S09.25.P). This lexico-grammatical comparison is extended across different Sub-corpora, for example, the cost planning (S01) in the Directive Sub-corpus contains the nominal group 'Special Conditions of Employment' which is a legal document, and the verbs 'inform' and 'instruct' (S01.10.D), whereas the cost planning (S01) in the Procedural Sub-corpus contains the nominal group 'Tender Progress Report' which is a technical document scheduling critical dates of activities, and the verbs 'find' and 'adhere' (S01.16.P).

The socio-cognitive perspective emphasizes rhetorical strategies in discursive interactions between the writers and the addressees, which leads to the identification of the various aspects of the generic integrity under study. The Directive and Procedural Sub-corpora contain numerous 'standard letters' (4.6.2) that have been established and sanctioned for use in the government office. Studying these two Sub-corpora reveals how the existing genres impose constraints on the quantity surveyors to conform to the conventions and rhetorical expectations through appropriating generic resources in the same genre construction with similar communicative purposes. The Checking and Monitoring Sub-corpora do not contain any 'standard letters', and they are gradually developed in the exploitation of generic conventions to suit specific contexts and communicative purposes in novel situations (Bhatia, 2004: 144), although they are much influenced by a 'standard letter' that is contained in the office manuals (4.6.2) and performs similar functions. In the process of appropriation of generic resources, intertextual and interdiscursive resources are identified in the QS letters, namely procedural obligation, signposting language, mutual interpretation, clustering of letters, pre-setting formats, tabulated representation, disclaimers, recalling preceding texts and predicting future texts, and narratives. This chapter also discusses the audience's reception of the letters which is concerned with the addressees' reading and interpretative behaviours of the QS letters, and accounts for the interaction between the government office and the quantity surveying consultancy firms, tenderers, contractors (including nominated sub-contractors) and administrative staff in other related organizations.

CHAPTER 7

CRITICAL GENRE ANALYSIS: SOCIO-CRITICAL PERSPECTIVE

The research procedures of the socio-critical perspective of critical genre analysis, focusing on the study of language, power and ideology (Bhatia, 2004), were also adopted in this study. These procedures aim to investigate the social contexts in the quantity surveyors' communication and discourses, including their language use and social structures (i.e. the professional institution and the work organization), the social changes reflected in the professionals' discourses, and their social practices, identities, and motives, all under the influence of the organizational behaviour and socio-cultural backgrounds.

Social structures, social practices, and social events constitute the social contexts in the particular communication settings. According to Fairclough (2003: 23), social structures are abstract entities which can be regarded as an economic structure, a social class, or a language. However, for this research study, social structures refer to the quantity surveying professional institution and the work organization under study. Social practices are ways of controlling the selection of certain structural possibilities and the exclusion of others and the retention of these selections over time in particular areas of social life (ibid.: 23-24). The quantity surveyors' daily work involves their social practices, which have been captured in the QS Corpus. The texts are letters in terms of genre type and represent the social (discursive) events in certain 'styles', i.e. 'identificational meanings' (Fairclough, 2003: 29). In other words, a study of the genres, discourses, and styles (ibid.: 29) of the QS Corpus can reveal the language use, social structures, social changes, social practices, identities, and motives of quantity surveyors in the workplace.

This chapter is divided into four sections, namely organizational ideologies (7.1), organizational culture (7.2), professional ideologies (7.3), and summary (7.4). Each section attempts to address the social constructs of language, power and ideology in the social contexts (including social structures, social practices and social events) of the quantity surveyors' professional world. The examples of the letters in the QS Corpus which are cited in the analysis of the socio-cognitive perspective (Chapter 6) are also referred to in this chapter in discussing the socio-critical perspective.

7.1 Organizational Ideologies

An organizational ideology provides a set of principles which governs the overall conduct of the organization's operations, code of behaviour, the management of people, and its dealings with other organizations (Mullins, 2002: 130). The quantity surveyors, as civil servants in Hong Kong, are trained to commit to the departmental vision, mission and core values (Civil Service Bureau, 2000). The organizational pledges of the government office are 'open', 'fair' and 'just'. These beliefs are disseminated to employees through circulars, office manuals and other means. The employees are helped to achieve these beliefs by being provided with practice notes and guidelines to follow in the workplace, such as 'standard forms, memos and letters' (4.6.2). This standardization is a way of managing the quantity surveyors' social practices in particular areas of social life, i.e. the quantity surveying practices in the government office. This text production process constitutes the 'genres of governance' which are characterized by the concept of recontextualization through the appropriation of elements of one social practice within another (Fairclough, 2003: 32), even though it appears that duplication is more than transformation in the production of the 'standard letters' in the QS Corpus.

The quantity surveyors attempt to accomplish the credentials of being ‘open’, ‘fair’ and ‘just’ in their social practices (Fairclough, 1992: 63) with the quantity surveying consultancy firms, tenderers, contractors (including nominated sub-contractors), and administrative staff in other related organizations in terms of manipulating professional jargon and specific linguistic features in their conveyance of professional knowledge to attain exclusivity in their professional discourses. These ‘contextualization cues’ allow inferences about specific properties of the social situation (van Dijk, 2008: 162), and these organizational ideologies of ‘open’, ‘fair’ and ‘just’ can thus be revealed through analyzing the QS Corpus.

The government office, the quantity surveying consultancy firms, the tenderers, the contractors, and the organizations of the administrative staff were the social structures participating in the social events that were captured in the QS Corpus. These social structures and their roles, ideologies and power in the workplace are described in the ethnographic perspective (Chapter 4). All the letters in the QS Corpus were written by the quantity surveyors in the government office, and all the other parties were the addressees to the various letters. The roles of the government office and the consultancy firms in the discourses are two-fold. The first role involves inter-organizational communication in the workplace where the writer represents the government to liaise with the consultancy firms with regard to the delivery of quantity surveying services, and both parties are bound by the consultancy agreements which are a legal contract. The second role involves a social relationship to share experience since the participants are in the same profession and in the same professional institute (i.e. the HKIS), and they are bound by a social contract to serve the public (Sullivan, 2005: 2). The representatives of the tenderers are not necessarily quantity surveyors, and can be professionals of other disciplines of surveying or non-surveying in the real estate and construction industry, for example, builders, engineers, and building surveyors. At the time when the quantity surveyors in the government office write letters to the tenderers during the course of tendering, a contractual relationship is yet to be established. The addressees are not restricted to one but many tendering firms. Subsequently, the successful tenderer becomes the contractor to the construction contract, and a contractual relationship between the government office and the contractor is formed. This construction contract is the basis of communication between them. The administrative staff in other related organizations are not construction professionals, but the participants need to communicate with them to administer the tendering process.

The social contexts in the quantity surveying letters are the major concerns in the socio-critical perspective. The pledges of ‘open’, ‘fair’ and ‘just’ are a commitment made by the civil service to the public, which is socio-critical. The inter-organizational letters, with various communicative purposes and recipients, are discussed in this section to uncover the quantity surveyors’ realization of such organizational ideologies. As discussed in the socio-cognitive perspective (Chapter 6), letters in the QS Corpus can be categorized into those for giving notification and instructions (Directive Sub-corpus) (7.1.1 and 7.1.2); conveying information to administrative staff, contractors/nominated sub-contractors, and quantity surveying consultancy firms (Procedural Sub-corpus) (7.1.3); giving comments on tenderers’ submissions and quantity surveying consultants’ deliverables, accepting the deliverables, and evaluating the mistakes found in the deliverables (Checking Sub-corpus) (7.1.4, 7.1.5 and 7.1.6); and issuing reminders, requesting clarifications or actions, and urging timely performance by the quantity surveying consultants (Monitoring Sub-corpus) (7.1.7, 7.1.8 and 7.1.9).

7.1.1 Giving Notification to Quantity Surveying Consultancy Firms, Tenderers, and Contractors (Directive Sub-corpus)

In giving a notification, the issuer must have the legitimated or authorized power to give the notification and the receiver must be in a position to be bound by the notification. The two parties are in different roles and power differentials exist upon which the quantity surveyors in the government office attempt to achieve the communicative function of notifying and at the same time invoke their organizational ideologies in the letters. Three letters (S01.01.D, S05.01.D and S09.01.D), addressed to the quantity surveying consultancy firm, the tenderer, and the contractor respectively, are used to exemplify the implementation of the organizational ideologies towards the different letter recipients.

The relationships between the government office and the consultancy firms are built on consultancy agreements, upon which both parties exercise their social power and discharge their contractual obligations. The notification of transition from feasibility study to design stage (S01.01.D) is a contractual requisite under the 'Special Conditions of Employment' in the agreement, which helps to avoid any abortive works and potential disputes, and is beneficial to both parties. This discourse is related to the contractual interaction between two organizations through their respective quantity surveyors who have professional knowledge in common related to the interpretation of the consultancy agreement. In addition, the QS Corpus includes 'standard letters' to notify the success or failure of the tender submissions. The letter of acceptance (S05.01.D) is the one informing the successful tenderer of the award of the contract, which constitutes a binding contract between the government office and the successful tenderer. The notification of the contractor to commence work on site (S09.01.D) is also a 'standard letter' and the discourse is based on the construction contract between the government office and the contractor.

It appears that the quantity surveyors who give the notifications to the consultancy firm, tenderer or contractor dominate the discourses. The writers externalize their ideologies by using neutral language to emphasise their impartiality, for instance, without any expressions using adjectives of the subjective mode (Downing and Locke, 2006: 531); or, in other words, show no interest in the literacy of the discoursal interactions or the texts. This style or identification (Fairclough, 2003: 29) is caused by the social contexts in which the participants play their roles, since the notifications in the directive letters must be clear and certain; otherwise, the consultancy firm or tenderer or contractor may come back seeking clarifications. The communicative and linguistic strategies used by the writers to accomplish the organizational ideologies of ‘open’, ‘fair’ and ‘just’ are discussed in the following paragraphs in the analysis of these three letters.

Open

The declaration of the authority for issuing notifications is the prime means to accomplish ‘open’ in the professional interaction. The writer (S01.01.D) quotes the relevant clauses of the ‘Special Conditions of Employment’ and the ‘Brief’ to give an explicit legitimacy on the contractual rights of action under the consultancy agreement, and informs the addressee of the completion of services under Feasibility Stage, i.e. ‘In accordance with …, I hereby inform you that …’ (S01.01.D). The announcement of the award of the contract is also a practice to accomplish ‘open’, for instance, ‘In accordance with the decision made by the Director of [client] I hereby notify you that ...’ (S05.01.D), where the communicative and linguistic strategies are very similar to those in S01.01.D. Similarly, the government office orders the contractor to commence work in the administration of contract, ‘In accordance with Clause [no.] of the General Conditions of Contract I hereby give notice that the date for commencement of the Works is [date]' (S09.01.D), in which the contractor's obligation is imposed. In these three letters, the 'Special Conditions of Employment', 'decision made by the Director' and 'Conditions of Contract' are quoted to establish the legitimacy of the notifications by using the adverbial subordinator 'in accordance with', which, coupled with the first person pronoun 'I', place adverbial 'hereby', mental process verb 'inform' or 'notify', and 'that' verb complement, constitute a formulaic pattern of giving notification. This stereotype signifies the writers' stance and identities in the social practices, including the physical action, personal belief and social morality (Englebretson, 2007: 6). The implicit paraphrase (i.e. 'in accordance with …') coheres with the place adverbial 'hereby' in the clause, all for the purpose of firmly expressing the writers' discharge of the obligations under the power vested in him by the contractual documents or authorized proceedings. By these means, the writers have committed themselves to the truth and obligations.

Fair

The ideology of 'fair' can be ascribed through a clear and detailed description of what and how the actions subsequent to the notification are conducted. Having established the ideology of 'open', the quantity surveyors move on to instruct the addressees to proceed to the Design Stage (S01.01.D), or list out the procedures for the execution of the contract documents (S05.01.D). This motive of transparently informing the addressees as to what they have to do transforms the ideology of 'fair'. It is found that the communicative and linguistic strategies for achieving 'open' and 'fair' are very similar in the notification letters, for example, regarding 'fair', 'I hereby instruct you to …' (S01.01.D) and 'In accordance with Clause [no.] of the General Conditions of Contract you are required to execute the Articles of

Agreement under seal' (S05.01.D). The subtle differences are the use of 'instruct' in giving the instruction, or the second person pronoun, semi-modal verb and passivization to convey the procedures. The order of commencement of work (S09.01.D) is a one-sentence letter. The relevant clause of the 'General Conditions of Contract' is quoted to establish the legitimacy of the notification (open) and 'I hereby give notice that …' (S09.01.D) is used to explicitly indicate that it is the writer's intention, formally, certainly and directly, to make clear all parties' liability (fair).

Just

Inviting alternatives or action from the addressees is an effective way to accomplish 'just'. The quantity surveyors invite alternatives to the arrangement of starting earlier in the Tender Stage based on the rules laid down in the letter (S01.01.D), or request the submission of programme and insurance for preparing starting work on site based on the terms and conditions in the construction contract (S05.01.D). In the former case, the invitation is not based on contractual terms and thus its language use is not based on the formulaic pattern of notification. The latter case, in contrast, has a contractual basis and contains formulaic patterns such as 'In accordance with Special Conditions of Contract [no.] you are now required to effect the Third party insurance' (S05.01.D). The writer (S05.01.D) uses this language to describe the contractual obligation of the successful tenderer. With regard to notifying the commencement of work, the commencement date is detailed in the letter as a valid record for contract administration and as evidence in cases of contractual dispute, if any (S09.01.D).

The three notifications described above, addressed either to the quantity surveying consultancy firms, tenderers or contractors, are legally-oriented and have similar linguistic constructions and formulaic patterns. While these legal transactions originate from agreements or contracts, or from legal procedures in procuring contracts in professional contexts, the notification letters are manifested in institutional contexts, including accountability to the public (Civil Service Bureau, 2009: 5), which are socio-critical. In the discourses, the participants' power is delegated from the legal documents, organizational hierarchy, and their social identities devised from the organizational behaviour and socio-cultural backgrounds. The ideologies 'open', 'fair' and 'just' are closely linked to the rhetorical moves in the representations; that is, 'open' is embodied in Move 4 establishing the purpose of the letter writing, 'fair' is embodied in Move 5 describing the topics and Move 6 justifying the actions to be solicited from the addressees, and 'just' is embodied in Move 7 soliciting action from the addressees. As discussed in the textual perspective (Chapter 5), each rhetorical move has its own characteristics in terms of linguistic features and textualization, which in turn can be regarded as the linguistic features specific to each of the ideologies of 'open', 'fair' and 'just' respectively; that is, Move 4 and 'open' have similar linguistic characteristics; Move 5 and Move 6 and 'fair'; and Move 7 and 'just'. This compatibility constitutes an ideology framework which consists of socially relevant norms, values, goals and principles that are applied in social practices in the overall interest of the group of quantity surveyors working in the government office (van Dijk, 2008: 34). In addition, due to the repetitive use of notifications in various projects, such notifications are predominantly 'standard letters' contained in the office manuals of the government office (e.g. S05.01.D and S09.01.D) (4.6.2). When a 'standard letter' is not available, the quantity surveyors build an 'antecedent letter' (e.g. S01.01.D) to maintain standardization. Over time, the genre and typicality of language use for notification writing are established in the government office, as a social norm for communication in the organization and an archetype for identification (Sarangi and Roberts, 1999: 15) in the real estate and construction industry.

7.1.2 Giving Instructions to Quantity Surveying Consultancy Firms and Tenderers (Directive Sub-corpus)

The roles, motives and identities of the participants in communicating instructions are similar to those in communicating notifications. Their prime difference is the absolute requirements of contractual reliance in the notification, while instructions are based on the prerogatives sanctioned in the government office. Such prerogatives are manifested under the influence of the organizational ideologies ‘open’, ‘fair’ and ‘just’ to ascribe public accountability, and they also have to comply with professional prerogatives (Freidson, 2001: 12) in quantity surveying. These social contexts are crucial to the management system in the government office.

The participants give instructions to the tenderers regarding the tendering (e.g. S03.01.D and S03.09.D), and to the quantity surveying consultancy firms in the tasks of tender appraisal (e.g. S04.01.D, S04.25.D and S04.17.D) and contract documentation (e.g. S06.01.D). These interactions occur in directive discourses. The tender invitation letter (S03.01.D) was addressed to the lift installation specialists, inviting them to submit tenders for the lift installation nominated sub-contract. The writer (S03.01.D) is in a dominant role to inform the addressees of the actions to be taken, and the addressees are free to submit or not submit the tenders. The acceptance of the tender will constitute a binding contract between the main contractor and the successful lift installation specialist to complete the lift installation. The writer (S03.01.D) is responsible for ensuring the lift installation sub-contract is nominated to the main contractor through the tendering exercise, while the addressees are keen to bid for a construction contract. To achieve the pledges of ‘open’, ‘fair’ and ‘just’, the writer (S03.01.D) informs the addressees of the procedures and conditions for tendering using straightforward and firm language. The letter for returning tenders to prepare the tender report (S04.01.D) is written by the quantity surveyors and addressed to the consultancy firm in the administration of the tender appraisal process. The communicative and linguistic strategies in these two letters are discussed in the following.

Open

Defining the purpose of a discourse can make known the contextual situation and open the dialogue. The writer (S03.01.D) announces the invitation of the tender and the qualification of participating in the tendering at the outset of the letter in order to be 'open'. This ideology is textually attenuated by adopting mental process verbs and passivization, 'are informed', 'are invited', and 'will not be considered' since the tenderers are not one but a group of competitors. The writer (S03.01.D) uses the second person pronoun 'you' to highlight that the addressees are the parties being invited to submit tenders. Tender bidding is a social interaction in these disciplinary, professional, and institutional contexts. Professional terminology is inevitably predominant, including 'List of Approved Suppliers of Material and Specialist Contractors for Public Works for Lift, Escalator and Passenger Conveyor Installation', 'Special Conditions of Tender' and 'Contractor Management Handbook', all in the context of disclosing the criteria in order to avoid any accusation of being not 'open'. These listed documents are the intertextual and interdiscursive resources (Bhatia, 2004: 50) which refine the contextual situation (ibid.: 164) and represent the contents of the discourse. Similarly, the writer (S04.01.D) clearly lists out the documents forwarded to the addressee, as well as the documents that are required to be appended to the tender report. Inevitably, the descriptions of these documents draw upon numerous instances of professional terminology (e.g. ‘tender report’ and ‘cost analysis form’) specific to the task of tender appraisal.

Fair

A clear description of the procedures for compliance by all the tenderers enables an equal basis of competition in the tendering, which can therefore promote the ideology of ‘fair’ (S03.01.D). Using the same linguistic strategies to solicit ‘open’, there are mental and action verbs in passive form to elucidate the procedures (e.g. ‘may be obtained’, ‘is to be completed and returned’, ‘must be clearly marked with ..., addressed to ..., and placed in ...’), and also professional terminology to mark the referents (e.g. ‘tender closing date’, ‘Form of Tender’, ‘Conditions of Tender’, ‘Main Contract’ and ‘Sub-contract’). In addition, formal phrases are used, such as ‘you are informed that’, ‘for the above’, ‘subject to the following conditions’, ‘the conditions as stated in’, ‘ineligible’ and ‘eligible. This is a formal letter; sentences are long and mostly in passive voice, and the tone is distant and impersonal (Leech et al., 1982: 146). Likewise, the writer (S04.01.D) describes the procedures in clarity in order to heighten ‘fair’ interaction, e.g. ‘Your attention is drawn to …’. He uses second person pronouns ‘you’ and ‘your’ to highlight that the addressee is responsible for taking the actions, either explicitly (e.g. ‘you are requested to’) or implicitly (e.g. ‘(you) please incorporate’) stated. The writer plays a dominant discursive role to set out the procedures in the preparation of the tender report, though the communicators share the same motive to complete the tender report and recommend a competitive and technically feasible tenderer for the award of the contract.

Just

Similar to giving notification (7.1.1), inviting alternatives is a sign of ‘just’. Apart from implementing ‘open’ and ‘fair’, the writer (S03.01.D) highlights the critical particulars and the discretion of the tender submission to manifest ‘just’. In the representation of the particulars, the division of labour calls for animate nouns (e.g. ‘team’, ‘members’, ‘consultants’, and ‘Architect’), the deliverables require abstract or process nouns (e.g. ‘report’, ‘analysis’, ‘design’, ‘consent’, ‘proforma’ and ‘details’) and concrete or technical concrete nouns (e.g. ‘documents’, ‘contract’, ‘memo’, ‘cost’, ‘correspondence’ and ‘index’), and the circumstances are described by quantity nouns (i.e. ‘one’, ‘two’, ‘days’, ‘nos.’, ‘scores’ and ‘set’). The discretionary nature of tender submission is expressed by the conditional clause: ‘Should you be unable to submit a tender, please return the documents to …’. Comparatively, S04.01.D is more direct than S03.01.D in giving the instructions on the way forward. Its formality markers include nominalizations (e.g. ‘completeness’ and ‘notification’), nominal groups (e.g. ‘the following documents’, ‘preparation of the tender report’ and ‘my office’), necessity modals (e.g. ‘shall be delivered’), and mental and action verbs grammatically expressed in an imperative tone (e.g. ‘Attached please find’, ‘You are requested’, ‘Please check’, ‘Please incorporate’, ‘obtain my prior consent’ and ‘Your attention is drawn’). Such frequently used syntactic structures and the agentless passive are evidence of formal writing, which impresses the addressee that the transaction is progressing on a neutral and impartial basis.

In the QS Corpus, the letters with regard to giving instructions are mainly ‘standard’ contained in the office manual (4.6.2), including the above two samples. These letters are addressed to either the tenderers to describe the tendering procedures, or the quantity surveying consultancy firms to request the provision of deliverables. The letters are formal, firm, and direct; and the tone is distant and impersonal (Leech et al., 1982: 146), without any particular politeness strategies (Brown and Levinson, 1987) in the linguistic construction, regardless of the conventional politeness ‘please’ which also serves as a discourse marker (Schiffrin, 1987: 31) in the QS letters. Similar to the letters for giving notification, the ideologies ‘open’, ‘fair’ and ‘just’ are embodied in the various rhetorical moves, namely Move 4 (establishing the purpose) for ‘open’, Move 5 (describing the topics) for ‘open’ and ‘fair’, Move 6 (justifying the actions) for ‘fair’, and Move 7 (soliciting the actions) for ‘just’. This compatibility means that each pair shares the same linguistic characteristics. It is also observed that the language use is similar among the various letters for giving instructions, although the professional jargon differs greatly with the various tasks. The language use does not depend on the discursive roles of the different addressees (i.e. the tenderers and the quantity surveying consultancy firms). Nevertheless, the tone and lexico-grammar have been pre-set or institutionalized in the ‘standard letters’ (4.6.2), and this linguistic stereotype heightens the organizational ideologies of ‘open’, ‘fair’ and ‘just’.

7.1.3 Conveyance of Information to Quantity Surveying Consultancy Firms, Contractors, and Administrative Staff in Other Related Organizations (Procedural Sub-corpus)

The administration of contract is a social practice. In order to foster the smooth-running of the development projects, information is conveyed from the government office to the quantity surveying consultancy firms, contractors and other related organizations from time to time during the project development stages, with the ultimate aim of achieving the orderly performance of the quantity surveying tasks.

The government office (the writers) and the addressees in the procedural discourse play collaborative roles to advance the development projects from one stage to another. This motive is central to the discourse which is highly informative and interactive, and where the organizational ideologies are transformed in this network of socio-critical practices, i.e. order of discourse (Fairclough, 2003: 24). The procedural letters are formal, clear and direct in giving the routine guidelines, where the writers play a dominant role to inform the addressees of the actions to be taken, so the language used in the procedural letters is to a certain extent similar to the didactic letters.

Examples of letters addressed to the consultancy firms include providing tender progress report (S01.16.P), requesting tender documents for tendering purpose (S03.35.P), and exchanging knowledge of contractual claims (S09.49.P). Those addressed to the contractor are related to forwarding information for preparation of 'Waste Management Plan' (S09.25.P), and those to the administrative staff deal with the compliance of licensed service (S03.51.P). These discourses are about the transformation of the writers' ideologies in the addressees' mind, and the letters are argumentatively and persuasively written to achieve this aim. The transformation is conducted in the social contexts of the real estate and construction industry, and the manifestation of 'open', 'fair' and 'just' in these letters is discussed below.

Open

Disclosing information signals an 'open' attitude. In providing the tender progress report for information (S01.16.P), the communicators share the goal of establishing a schedule for procuring a construction contract through disclosing the originality, i.e. 'Project Manager's memo … attaching a copy of the Tender Progress Report'. When producing tender documents for tendering purposes (S03.35.P), 'open' is achieved through persistent adherence to the stringent practice notes sanctioned in the government office. Being a ‘standard letter’ drawn from the office manuals (4.6.2), this letter informs the addressees of the particulars of the tendering. To be ‘open’, the writer chooses nominal phrases to be the subject, copular verb, and temporal description as the circumstance, i.e. ‘The invitation date for the captioned sub-contract is [date]’, to define the situation. On the basis of this ‘[date]’, the addressee can plan his follow-up action. In the task of contractual advice (S09.49.P), the procedural discourse involves the exchange of professional knowledge. This interaction is a competition between two professionals in performing their tier of quantity surveying tasks to claim jurisdiction (Abbott, 1988: 33). In this situation, the letters are no longer linguistically straightforward as in the cases of delivering notifications, instructions, and procedural guidelines (e.g. ‘Attached please find’, and ‘you are required’), but involve a more precise declaration of the purpose of the letter writing, e.g. ‘I refer to [post]’s letters to ...’, and a thorough description of the information being delivered. The writer (S09.49.P) achieves this representation by using more modifiers in present participial postnominal clauses, e.g. ‘... granting further extension of time’, and indirect speech act verbs, ‘that’ verb complements, existential ‘there’, and possessive nouns, e.g. ‘I was informed by the Liaison Architect that the Contractor ..., and that there were inadequacies in the Contractor’s submissions for ...’, to highlight the factuality of the event, and thus increase the credibility of being ‘open’.

In communicating with the contractor, the writer (S09.25.P) gives the information in a direct way (i.e. ‘The following are ...’) and emphasizes the origins of the information (i.e. ‘These estimates were prepared by ... without any knowledge of ...’). These communicative strategies and linguistic constructions promote the image of being ‘open’. With regard to the discourses between the government office and the administrative staff in other organizations in the task of tendering, the writer (S03.51.P) uses the formulaic pattern ‘In accordance with Agreement No. …, I wish to inform you that …’ to transform ‘open’. It appears that interaction with the administrative staff is similar to that with other construction professionals, except for the inclusion of the private verb ‘wish’ to hedge the declaration.

Fair

In general, fairness means the procedural requisitions are mutually accepted to be ‘fair’ by both parties in the dealings. The ‘Tender Progress Report’ (S01.16.P) is regarded as a mutually recognized schedule for each party’s action, and this document is attached to the letter. The writer (S03.35.P) allows sufficient time for the addressee to complete, print and deliver the tender documents to the office for the issuance of tenders. He packs the specifications of the action in one sentence, which includes the action, object, quantum, space and time, i.e. ‘Please deliver 11 sets of tender documents with CD-ROM to General Registry office at [address], one working day prior to the invitation date’. This plain language is sufficient to enable a clear declaration of the ‘fair’ action which is required. The writer (S09.49.P) delivers his own professional knowledge to justify the necessity of the addressee to look into the matter, even though the writer hedges such knowledge using conditional adverbials (e.g. ‘under such circumstances’), the pronoun ‘it’ and modalities (e.g. ‘it may not be justified’), and conditional clauses (e.g. ‘if the Contractor had caused’). The writer (S09.25.P) makes a disclaimer (i.e. ‘the above estimates are provided for information only’) to exclude his liability from the accuracy of the information, and this can be interpreted as ‘fair’ since the writer makes known to the addressee the limitations of the information. The writer (S03.51.P) informs the administrative staff of the collection of the licence conditions and the critical tender closing date, and actually this procedural action is regularly taken in every tendering exercise.

Just

The ideology of ‘just’ can better be acknowledged if the procedural actions are justified. The addressees are requested to strictly adhere to the scheduled dates in the ‘Tender Progress Report’ in performing the activities (S01.16.P). Adherence to programme is a universal norm in the real estate and construction industry, as the construction tasks are interlocking and timely performance is of paramount importance. Language use, similar to that in the didactic letters, is straightforward and formulaic, such as ‘Attached please find ... for your information’ and ‘You are required to ...’. The writer (S03.35.P) makes clear the follow-up action for the surplus tender documents by defining the removal of the surplus tender documents after the lapse of a period of time, i.e. ‘You are required to remove surplus tender documents ... within the following week after tender closing date of [date] from the above office’. On the basis of the established ‘open’ and ‘fair’ aspects, the writer (S09.49.) legitimates the action by requesting the addressee to make necessary adjustments to the deliverables, using conventional grammatical and syntactical pattern such as ‘You are requested to ...’. In addition, the writer (S09.25.P) requests the addressee to make his own assessment since it is the contractor’s responsibility to find out the quantities of the construction and demolition materials, while the writer (S03.51.P) asks the administrative staff to collect the materials fin order to complete the particular procedural action.

The transformation of the ideologies ‘open, fair and just’ in the procedural discourse is a social practice, which is influenced by the social contexts in the quantity surveyors’ communication. Two further consecutive letters (S09.43.M and S09.44.M) regarding the contractor's application for assigning financial benefits to financial institutions are described to supplement the above examples, aiming to show the continuity of the ideologies within the discursive chain. The writer (S09.43.M) establishes the purpose of the letter writing, i.e. 'I refer to your letter ... regarding your application for our consent to ...' (open). The word 'consent' implies that the writer has the discretionary power to accept or reject the application. The writer then informs the addressee that 'your application is being processed' (fair) and 'you will be advised of our decision when the necessary procedures are completed' (just). The writer uses passivization to heighten the formality and increase the distance between the participants. After the 'necessary procedures' are completed, the writer issues the second letter (S09.44.M), 'Further to my letter ..., please be informed that the Employer has agreed your application for ...' (open). The language is formal and direct, which is sufficient to achieve the image of being 'open'. The writer then uses a disclaimer, 'Please be noted that any consent given by the Employer will be on the basis that ...', and this disclosure is a discharge of the ideology of being 'fair'. On the basis of being 'open' and 'fair', the writer legitimates the addressee's action to use the standard form of Deed of Assignment (just), using the conventional grammatical and syntactical pattern 'You are required to ...' to solicit such action from the addressee.

The above letters exemplify the exertion of the ideologies of 'open', 'fair' and 'just' by the quantity surveyors for conveying information and guidelines to the quantity surveying consultancy firms, contractors and administrative staff in the procedural discourse. The inclusion of 'standard letters' in the Procedural Sub-corpus is less frequent than that in the Directive Sub-corpus. But, similarly, the ideologies of 'open', 'fair' and 'just' are embodied in the various rhetorical moves as in the letters for giving notification or instructions, namely 'open' in Move 4 (establishing the purpose) and Move 5 (describing the topics), ‘fair’ in Move 5 and Move 6 (justifying the actions), and ‘just’ in Move 7 (soliciting the actions) and Move 9 (highlighting the consequence). The procedural letters are generally written in plain and direct language, in which the procedural actions are intended to be collaboratively, rather than imperatively, fulfilled by the relevant parties. However, the occurrences of some specific circumstances necessitate the variation of language use, such as the inclusion of the exchange of professional knowledge to solicit the participants’ consensus through the use of specific linguistic strategies (e.g. conditional adverbials, conditional clauses, and modality). It is observed that the communicative and linguistic strategies used for the transformation are similar among the different addressees, while the degree of formulaicity of the procedural letters is lower than that of the directive letters in the QS Corpus.

7.1.4 Giving Comments on the Quantity Surveying Consultancy Firm’s Deliverables and the Tenderers’ Submitted Tenders (Checking Sub-corpus)

One of the participants’ roles in the government office is to check the quantity surveying consultancy firms’ deliverables and monitor their performance in the provision of the consultancy services. This checking interaction is similar to the procedural discourse involving the exchange of professional knowledge in the task of contractual advice (S09.49.P), but the competition in claiming jurisdiction (Abbot, 1988: 33) between the professionals in the checking tasks appears to be more direct and the extent of competition is also greater, since the discourse involves one professional giving comments on another in the same disciplinary field. Comments on the tenderer’s submitted tenders, however, are less sensitive because tender appraisal is not checking the quantity surveying deliverables but a necessary procedure prior to acceptance of tender. Examples of the checking letters include commenting on the draft final accounts prepared by the consultancy firms (e.g. S10.60.C, S10.62.C, and S10.68.C), and examining the returned tenders (S04.42.C). The writers who carry out the checking or examination dominate the discourses, and the addressees then refute or comply with the comments. The interactions are socio-critically driven in the professional contexts of quantity surveying. The communication and linguistic strategies adopted to accomplish the ideologies of ‘open’, ‘fair’ and ‘just’ in these letters are described below.

Open

Revealing the checking purpose and background in the discourse is a necessary motive to be ‘open’. The quantity surveyors (S10.60.C, S10.62.C, and S10.68.C) use linguistic strategies similar to those of the didactic and procedural letters, e.g. ‘I refer to your draft final account ...’ and ‘Please find attached a list of comments ...’, to meet the requirement to be ‘open’ by disclosing such information. The organizational pledge is maintained when the returned tenders (S04.42.C) are examined by the project quantity surveyors and the participants. The writer (S04.42.C) explicitly lists out the documents which are not submitted with the tender.

Fair

Under the influence of ‘fair’, negotiation with regard to complying with the checking results is allowed in the interactions. The quantity surveyors (S10.60.C, S10.62.C, and S10.68.C) do not demand complete agreement from the addressees on the comments, but allow room for the addressees to ‘absolve’ themselves from such comments, as the language use is neutral and non-committing, e.g. ‘Please consider the comments/queries ...’, ‘Attached please find the following documents for your necessary action', and 'Please find attached my preliminaries comments ... for your consideration'. The words 'consider', 'necessary', 'preliminary', and 'consideration' heighten the flexibility of the addressees' acknowledgement of the comments, and these representations are caused by the contractual liabilities under the consultancy agreements that the responsibility for taking care of the deliverables rests with the quantity surveying consultancy firms. This motive comes from the ideology of 'fair' that all the participants play their roles according to the consultancy agreement, as well as their societal role as professionals in the same discipline in the exchange of professional knowledge. In the examination of tender, the quantity surveyors (S04.42.C) ask the addressee to submit the missing documents for consideration. The government office has promulgated specific guidelines for the examination of tenders which provide specific criteria for tender assessment.

Just

The explicit requests for reverting actions based on the checking results are a direct way of acknowledging 'just', as the findings are expected to be incorporated into the deliverables. The writers (S10.60.C, S10.62.C, and S10.68.C) request the addressees to consider the comments and re-submit the deliverables by specified dates for the sake of fulfilling the addressees' contractual duties, e.g. 'Please ... and re-submit the draft final account, together with ..., on or before [date]' and 'please submit it to my office on or before [date]'. In tender examination (S04.42.C), the disqualification of tenders, in particular, is the most serious and sensitive consideration. The writer (S04.42.C) reveals the findings in the letter, as he writes 'An examination of your tender has found out that ...', conveying the ideology to the tenderer to solicit a complete assessment of the tender.

All the letters in this category are 'non-standard' in the government office (4.6.2). Under the influence of the organizational ideology which is commonly shared by them, the quantity surveyors produce the letters using a similar pattern of language use. The similarities of language use between the three letters (i.e. S10.60.C, S10.62.C, and S10.68.C) addressed to the quantity surveying consultancy firms are also applicable to the letter (S04.42.C) addressed to the tenderers. As discussed above for the directive and procedural letters, the ideologies of 'open', 'fair' and 'just' are embodied in the various rhetorical moves. The language use is neutral and tentative, strategically soliciting the quantity surveying consultancy firms' and the tenderers' retrospective actions, as well as maintaining their responsibilities and accountability for the agreed actions.

7.1.5 Accepting the Quantity Surveying Consultancy Firms' Deliverables (Checking Sub-corpus)

After the checking of the deliverables submitted by the quantity surveying consultancy firms, the quantity surveyors might accept the deliverables. This group of letters is occasionally found in the QS Corpus, but its situations in terms of the roles, motives and identities are identical with the last group of letters (7.1.4) in giving comments on the deliverables or returned tenders. For example, the consultancy firm submits the 'tender programme' and the government office approves such submitted programme in writing (S02.09.C), while the underlying ideologies 'open', 'fair' and 'just' are embedded in this letter. The writer (S02.09.C) who has the authority to approve the tender programme submission dominates the checking discourse. In these discourses, there is an asymmetrical power relationship between the writer and the addressee in the interactions. But the writer has not enlarged this inherent power, and this makes the approval an event more than a personal interaction, through using nominals, nominalizations, and passivization in the letter, e.g. 'Your facsimile transmission ref. [reference] dated [date] regarding the tender programme for the above contract is approved'. The nominal content indicates an abstract informational focus, as opposed to primarily interpersonal or narrative foci (Biber, 1988: 227). The writer has not made prominent his inherent power by adopting first person pronoun and active voice, as he could have written, for example, 'I accept the tender programme for the above contract under your facsimile transmission ref. [reference] dated [date]' instead. By contrast, this grammatical construction of first person pronoun and active voice is more frequently used in giving notification (Directive Sub-corpus) than in accepting deliverables (Checking Sub-corpus). This impersonalization (S02.09.C) enhances an impression of neutrality and impartiality on the part of the letter writer, and minimizes the power distance between the writer and the addressee to maintain a harmonious relationship. This approach comes from the organizational ideologies of 'open', 'fair' and 'just'. The writer makes known to the addressee of the approval of the tender programme ('open'), in ways that make the addressee know what he has to do after the approval ('fair'), and such approval is based on the facts and details of the submission ('just').

The participants seldom issue letters for the purpose of approving or accepting the deliverables of the quantity surveying consultancy firms since they are not obliged to do so. The 'tender programme', in the above example, can be discussed and agreed by all the parties concerned in the progress meeting and recorded in the minutes of the meeting. Indeed, S02.09.C is the only example found in the QS Corpus of accepting the deliverables of the quantity surveying consultancy firms. This letter has one-sentence which embraces the three constructs of 'open', 'fair' and 'just'. The quantity surveyors, however, affirmed that they apply this pattern of language use to express the approval or acceptance if this kind of letter is required to be issued.

7.1.6 Finding Mistakes in the Quantity Surveying Consultancy Firms' Deliverables (Checking Sub-corpus)

The roles, motive and identities of the communicators in this group of letters remain the same as the last two groups (7.1.4 and 7.1.5) which are also categorized in the Checking Sub-corpus, yet the motive of power exertion is intensified since mistakes are found in the deliverables. This checking exercise involves one quantity surveyor criticizing another in the same profession. This discourse involves disciplinary knowledge to judge the errors, fulfillment of the obligations stipulated in the consultancy agreement, social image of the consultancy firms, and accountability of the government office to the public. In giving the comments, the quantity surveyors in the government office manipulate the social power inherent in their posts and validate their accusation of the commitment of errors by the consultancy firms. This background constructs the social contexts, including professional and institutional contexts, of the discourses. These interwoven contexts underlie the socio-critical practices of the quantity surveyors, in which the ideologies of 'open', 'fair' and 'just' are upheld to ascribe public accountability. The quantity surveyors manipulate the contents of the letters which they intentionally and purposefully include in the representations, and choose the language use with great care to demonstrate their objectiveness, fairness and absence of bias.

The communicative and linguistic strategies used to transform such ideologies are exemplified in S02.01.C regarding the finding of errors in tender documents. This letter combines two foci; that is, informational and interpersonal. The writer (S02.01.C) has made known to the addressee of the mistakes ('open'), of what the addressee has to do in the future ('fair'), and of the consequence of committing the mistakes by the addressee (‘just’).

Open

Similar to the letters described in 7.1.4, revealing the checking purpose and background in the discourse is a necessary motive to deliver ‘open’. The letter therefore states ‘I refer to Lift Installation NSC … under the captioned Consultancy Agreement which was tender out … Mistakes were found in your submitted draft tender documents …’ (S02.01.C).

Fair

Rather than inviting alternatives, delivering clear procedures, or allowing negotiation, the writer (S02.01.C) gives a narrative account of the details and facts about the mistakes committed by the consultancy firm to support his accusation and justify a ‘fair’ handling of the case. Such details and facts are linguistically represented by the use of nominals, passive voice, private verbs, ‘that’ subordination, and copula verbs, e.g. ‘Mistakes were found in ...’, ‘Discrepancy between ... and ... was noted ...’, ‘you had amended the ... and the ... that both the existing ... and the new ... were to be carried out ...’, and ‘copies of the above ... are attached for your easy reference’. Evaluations are implemented in the narratives, which can be found from the lexis in the letters, e.g. ‘mistakes’, ‘discrepancy’, ‘review’, ‘comply’ and ‘properly’ (S02.01.C).

Just

This ideology is transformed through the management system in the government office, where the performance of the quantity surveying consultancy firm is evaluated and the consequential effect is stated. The writer (S02.01.C) chooses not to give direct comments on the performance of the consultancy firm, but mentions that 'all draft tender documents should be properly prepared, vetted, edited and checked prior to submission for approval', and stresses the consequence 'failing which it will be appropriately reflected in your performance report'. As shown in these two sentences, the writer uses the linguistic features of predicative and necessary modals, phrasal coordination, and split auxiliaries to elaborate his ideas, which is similar to the dimension of 'overt expression of argumentation' (Biber, 1995: 160), and thus heightens the argumentation. The lack of other co-occurring features, for example, suasive verbs, conditional subordination, and possibility modals for 'overt expression of argumentation' (ibid.: 160) can be attributed to the writer not presupposing any defense and alternatives that may be validated by the addressee in return. The writer (S02.01.C) leaves no room for any elaboration or negotiation by the addressee in the letter; rather, he deliberately manipulates the language to provide pre-determined imperatives in the written discourse.

There is no 'standard letter' (4.6.2) in connection with the finding of errors in the deliverables prepared by the quantity surveying consultancy firms. As discussed in the socio-cognitive perspective (Chapter 6), the genre constructions of the letters regarding error finding in various tasks are very similar. Such letters involve the tasks of tender documentation (e.g. S02.01.C), cost control (e.g. S07.09.C), payment (e.g. S08.11.C), and final account (e.g. S10.57.C), and all of them are addressed to the quantity surveying consultancy firms. Similar to the directive, procedural, and other checking letters, the ideologies of 'open', 'fair' and 'just' are embodied in the various rhetorical moves, namely 'open' in Move 4 (establishing the purposes) and Move 5 (describing the topics), 'fair' in Move 5 and Move 6 (justifying the actions), and 'just' in Move 7 (soliciting the actions) and Move 9 (highlighting the consequence). Reporting on the discursive events, the language use is firm and direct in expressing the writers' views (e.g. 'Mistakes were found' and 'This did not comply with'), as well as clear and illustrative in describing the narrative (e.g. 'Discrepancy between … and … about … was noted'). With regard to justifying the appropriate actions in future, the writer adopts affective language (e.g. 'You are reminded that all draft tender documents should be properly prepared, vetted, edited and checked'). These communicative strategies exemplify the writer's manipulation of social power in the professional discourse, and how the validity of the accusation of the commitment of errors is built up, all of which legitimates the requirement of follow-up action for improvement.

7.1.7 Issuing Reminders to Quantity Surveying Consultancy Firms (Monitoring Sub-corpus)

The issuance of reminders is not mandatory in the government office. The quantity surveying consultancy firms are supposed to have a thorough understanding of the government's procedures which are disseminated to them through the computer website from time to time. The quantity surveyors issue reminders to draw the quantity surveying consultancy firms' attention when the projects have progressed to some critical development stages, or when there are new requirements to be implemented to the construction contracts. The roles, motives and identities of the communicators in this contextual situation are similar to the procedural discourse for ensuring the smooth-running of the development projects, and also the checking discourse for monitoring the performance of the consultancy firms. The transparent values of 'open', 'fair' and 'just' are upheld in the reminders forwarded to the consultancy firms, such as the inclusion of the cost of the new requirement in the estimate (S01.19.M), alerting the accuracy of payment (S08.14.M), and stating the deadlines for scheduling the completion and settlement of the final account (S10.01.M). The communicative and linguistic strategies adopted in the transformation of the ideologies are discussed below.

Open

Highlighting the aims, backgrounds and reference of the discursive events is the representation used by the quantity surveyors to convey the ‘open’ component. For example, in reminding the consultancy firm of the inclusion of the cost of the new requirement in the estimate, the writer (S01.19.M) states at the beginning of the letter that ‘You are reminded that ...’, i.e. ‘on-line informational elaboration’ (Biber, 1995: 166), and then describes the event, i.e. ‘… during the course of preparing cost estimates for lift installation, the specification should be checked to see if it incorporates the requirement for FRP insulation for lift landing doors’. It is observed that the writer (S01.19.M) uses nouns, nominalizations, gerunds, prepositional phrases, conditional adverbial subordination, necessity modals, and agentless passive to achieve ‘informational production’ (Biber, 1995: 142), ‘elaborated reference’ (Biber, 1995: 155), and ‘overt argumentation’ (Biber, 1995: 160), noting that the reminder is not mandatory but optional, thus these linguistic strategies are tailored to persuade the addressee of the necessity of the action, and to be ‘open’.

In another example which alerts the consultancy firm to the accuracy of the payment, similar to S09.49.P described above for procedural discourse (7.1.3), the writer (S08.14.M) uses first person pronoun to clearly define his position on the subject matter, i.e. ‘I write to express my concern about the recent letters from ...’, and uses present participial postnominal clause to post-modify ‘the recent letters’, i.e. ‘accusing over-certification of electrical installation and ... in interim payment [no.] to [no.]’. This sentence is an introduction, which expresses the writer’s motive and depicts the background and purpose of the letter. Owing to this introductory motive, the linguistic strategies consist of ‘informational production’ (e.g. nouns, and prepositional phrases) (Biber, 1995: 142), and ‘elaborated reference’ (e.g. phrasal co-ordination, and nominalization) (Biber, 1995: 155), while ‘overt argumentation’ (Biber, 1885: 160) is not specifically required.

S10.01.M is about the deadlines for scheduling the completion and settlement of the final accounts. Similar to S03.35.P (i.e. ‘The invitation date for the captioned sub-contract is [date]’) (7.1.3), the writer (S10.01.M) provides the critical date at the beginning of the letter (i.e. ‘This Contract was certified completion on [date]’). This ‘[date]’ dominates the social practice, as it triggers a series of milestone dates which are then mentioned in the letter. In order to legitimate his power to determine such milestone dates, the writer quotes the contractual provision ‘According to [client]’s Practice Note No. [no.] regarding Final Account Reporting System’, and this reference further promotes the ‘open’ ideology.

Fair

Similar to the procedural discourse, an explicit representation of the contents of the reminders can promote the ‘fair’ ideology. The communicative and linguistic strategies used in S01.19.M for achieving ‘open’, as described above, are at the same time applicable to ‘fair’. After introducing the topic, the writer (S08.14.M) requests the addressee: ‘Please increase your vigilance, pay more caution and work in more details ...’. The writer does not provide any concrete evidence to justify whether there are shortcomings of the addressee’s performance, but delivers a logical reminder to raise the reader’s awareness of the ‘accusation’, which is abstract in nature (e.g. ‘vigilance’, ‘caution’, and ‘details’). In addition, the features of phrasal co-ordination and nominalizations adopted in this sentence exemplify the linguistic co-occurrence for ‘elaborated reference’ (Biber, 1995: 155), and the action verbs (e.g. ‘increase’, ‘pay’ and ‘work’) reflect the writer’s discursive power in asking the addressee to discharge his obligations under the consultancy agreement. Departing from the adverbial phrase ‘According to [client]’s Practice Note …’ (open), the writer (S10.01.M) clearly reminds the addressee of the various milestone dates, i.e. ‘you are required to meet some deadlines at your delivery of QS services, including ...’, and this declaration conveys the notion of ‘fair’. This ‘given and new’ (Halliday, 1994: 297) linguistic approach makes prominent the legitimacy of the reminder, and thereby heightens the ideology of ‘fair’. The deliverables and deadlines are listed after the word ‘including’ in the grammatical forms of nominalizations, phrasal nouns and attributive adjectives which are conventionally used by the quantity surveyors to describe contractual and technical matters in their field, e.g. ‘a complete measurement and valuation of the final account on or before [date] (Stage 1)’.

Just

The demand for action in the reminders is the transformation of the ideology of ‘fair’, which is based on the ‘open’ and ‘fair’ constructed in the same letter. For instance, the writer (S01.19.M) is ‘just’ to solicit the action, i.e. ‘The cost effect for such requirement, if any, shall be taken into account in your cost estimates’, in which the linguistic features and strategies are similar to the other sentence in the letter for constructing ‘open’ and ‘fair’. After expressing his concern about the accuracy of the payment, the writer (S08.14.C) solicits action from the addressee, i.e. ‘Also, this contract is approaching to completion and a more definite estimated final contract sum is essential to avoid any possible over or under payment’. This requisition appears to be the main goal the writer wishes to achieve. The first independent clause sets the scene of the current temporal situation (i.e. approaching to completion’), and the second independent clause suggests the quality and standard of the deliverables that are expected (i.e. ‘a more definite estimated final contract sum’) in order to prevent the possible ‘over or under payment’ from happening. Having set out the deadlines for finalizing the account, the writer (S10.01.M) solicits retrospective action from the addressee and in doing so conveys the notion of ‘just’, i.e. ‘Please ensure compliance with these deadlines’. In this letter (S10.01.M), the three organizational ideologies are explicitly expressed in the linguistic progression from ‘According to ...’ through ‘you are required to ...’ to ‘Please ensure compliance ...’. In the QS Corpus, these linguistic constructions signal varying move types.

It is observed that the quantity surveyors do not strongly exert their power inherent in their workplace roles, but adopt a collaborative approach to solicit solidarity in issuing reminders to the quantity surveying consultancy firms, while the formality of the discourse is consistently maintained. On the basis of this situation, the language used by the quantity surveyors when issuing reminders is very similar to that for conveying procedural guidelines, even though many of the procedural letters are ‘standard’ (4.6.2), whereas all the ‘reminders’ are ‘non-standard’. The language use is plain and direct. Similarly to the other groups of letters (7.1.3 and 7.1.6), the ideologies of ‘open’, ‘fair’ and ‘just’ are embodied in the various rhetorical moves of the letters issuing reminders.

7.1.8 Requesting Clarifications or Actions from Quantity Surveying Consultancy Firms (Monitoring Sub-corpus)

The letters issuing reminders do not involve any lack of action by the quantity surveying consultancy firms and are issued based on the writers’ initiation and perceptions of the matter addressed, while the letters for requesting clarifications or actions involve a lack of action by the quantity surveying consultancy firms and are issued to chase them to take intermediate action before the situation worsens. The communicative situation in terms of the roles, motives and identities of the discursive participants are therefore very similar between such two groups, as well as their grammatical and linguistic constructions. Examples of this group of letters are the chasing for valuation of the pumps (S07.08.M) and certification of payment (S08.16.M).

Open

Similar to the reminders, highlighting the aims, background and references of the discursive events can promote the notion of 'open' in the interactions. The writer (S07.08.M) cites the relevant correspondence to disclose the purpose of the letter writing, i.e. 'I refer to [contractor]'s letter ... enclosing tables in relation to valuation of the pumps', and uses a present participial postnominal clause 'enclosing' to post-modify the '[contractor]'s letter'. Similarly, another writer (S08.16.M) uses this linguistic approach, including the post-modifier in the form of present participial postnominal clause, to introduce the topic, i.e. 'I refer to [contractor]'s letter ..., alleging that ...'. This pattern of language use is similar to the introductory sentence in the reminder (S08.14.M) (7.1.7), though the lexical choice of 'accusing' (S08.14.M) and 'alleging' (S08.16.M) reflects different degrees of agreement by the writers on the subject matter raised by the contractors in the two incidents. This expression of views is a social-critical practice of the quantity surveyors in the workplace. Nevertheless, this disclosure of the event denotes the ideology of 'open'.

Fair

A reconciliation of the background and current situation provides a ‘fair’ judgement of the performance of the consultancy firms. For example, ‘Despite our repeated reminders ..., your reply to the above ... is still outstanding.’ (S07.08.M), and ‘alleging that they failed to issue ...’ (S08.16.M). This evaluation of the lack of action justifies the grounds for urging clarifications and actions from the addressees, and this justification construes the ideology of ‘fair’.

Just

Unlike the reminders in which the justification of the actions relies on the mutually recognized professional practice and the legitimated documents (e.g. ‘practice note’), the justification in the letters for requesting clarifications or actions is the non-performance of the consultancy firms. The acknowledgement of compliance with professional practice is a judgement, whereas the description of non-performance is a statement of facts. For the sake of these differences, the writers of the monitoring letters under this category inevitably firmly solicit the retrospective actions from the addressees, using the linguistic strategies ‘Your immediate attention ... is requested’ (S07.08.M) and ‘You are requested to provide your explanation/ clarification ...’ (S08.16.M), rather than those in the reminders for mental process, e.g. ‘... shall be taken into account’ (S01.19.M), ‘... is essential to avoid ...’ (S08.14.M), and ‘Please ensure compliance ...’ (S10.01.M) as described above (7.1.7). This solicitation of actions is a fulfillment of the ideology of ‘just’.

In the case of the letters for issuing reminders, the quantity surveyors exert more workplace power to motivate the addressees to take action. All the writers use negation to describe the lack of action by the addressees, e.g. ‘despite’, ‘still’, ‘outstanding’, ‘failed’, ‘not yet submitted’, as well as the semi-modal verbs, either in active or passive voice, to construct an imperative tone in requesting actions, e.g. ‘Your immediate attention ... is requested’, and ‘You are requested/ required to ...’. This comparison of the letters of ‘reminders’ and ‘requesting clarifications/ actions’ reveals the influence of the various situations on the communicative and linguistic strategies, notwithstanding the proximity of these two groups of letters for facilitating the smooth-running of the development projects in the monitoring function. As with the other groups of letters (e.g. 7.1.3 and 7.1.6), the ideologies of ‘open’, ‘fair’ and ‘just’ are embodied in the various rhetorical moves in this group of letters.

7.1.9 Urging Timely Performance by Quantity Surveying Consultancy Firms (Monitoring Sub-corpus)

The roles, motives and identities of the communicators in this group of letters are very similar to those in letters for reporting on the finding of errors in the deliverables submitted by the quantity surveying consultancy firms (7.1.6), since both groups involve criticisms from one professional to another in the same field. The checking criticism relies on concrete evidence of the errors, although the evaluation of these depends on the discursive participants’ professional knowledge. In contrast, the monitoring criticism relies more on the cognitive perception of the participants of the quantity surveying practices. The demarcation between the right and the wrong way to perform a task, however, may be blurred in the monitoring exercise since there is no such concrete evidence as purported in the checking letters. In other words, the monitoring discourse involves more instances of negotiation between the performers and the evaluators, and thus the claiming of jurisdiction (Abbott, 1988: 33) is more critical between the government office and the consultancy firms.

The QS Corpus contains 62 letters urging timely performance on the part of the quantity surveying consultancy firms, which mainly occurs in the task of final accounts. The following examples include letters complaining about the overdue settlement of final account (S10.32.M), overdue reply of cost estimate (S07.04.M), and sluggish progress on the settlement of contractor's financial claims (S09.66.M), of which their communicative and linguistic approaches to ascribe 'open', 'fair' and 'just' are discussed.

Open

Similar to the other monitoring letters (7.1.7 and 7.1.8), highlighting the writing purposes and describing the background of the discursive events captured in the letters are the communicative strategies that convey the notion of 'open'. With regard to the overdue replied of cost estimate and contractors' claims, both writers (S07.04.M and S09.66.M) express their concern about the consultants' poor performance of the tasks, e.g. 'I am writing to express my concern about your overdue reply ...', and 'I write to register again our grave concern on your sluggish or even stagnant progress ...'. The writers explicitly express their stance through using linguistic features such as first person pronouns (e.g. 'I' and 'my'), private verbs (e.g. 'express' and 'register'), and attributive adjectives and nominalizations (e.g. 'overdue reply', 'grave concern', 'sluggish or even stagnant progress'), which are found to be a very direct way to deliver the writers' identificational meanings (Fairclough, 2003: 37), and thus makes prominent the writers' power inherent in the workplace and the resulting dominance in the socio-critical practice in the letters. To legitimate such inherent power and invoke the writers' ideology of the deficiencies (i.e. 'overdue reply' and 'sluggish or even stagnant progress'), the writers provide the details and facts as valid evidence, and thus they use such adverbial subordinators as ‘According to ...’ and ‘With reference to ...’ to recall the relevant documents, and then point out that ‘your firm has exercised a serious delay’ and ‘there was no any progress’ on the events. The writers open the dialogue by describing the addressees’ poor performance which can be disputed by the addressees and so it is expected to be accompanied with valid evidence such as the documents quoted under ‘According to’ and ‘With reference to’ in the letter; otherwise, the case of underperformance is weakened. Up to this point in the letters, the writers have successfully promoted the ‘open’ ideology.

At the outset of S10.32.M, which complains about the overdue settlement of the final account by the addressee, the writer mentions the overdue date of the final account to appraise the prevailing situation, i.e. ‘The final account for the captioned Contract has become overdue since [date]’. This overdue ‘[date]’ embraces the specific meaning of what should have been done before, which can be intertextually and interdiscursively understood by the participants. This sentence sets the scene of the discourse, and dominates the generic actions throughout the text. This communicative strategy of putting the critical dates at the beginning of the letters is also found in the procedural discourse (i.e. conveyance of information) and monitoring discourse (i.e. issuance of reminders).

Fair

In order to comply with the ‘fair’ ideology, the quantity surveyors provide narratives of the discursive events to legitimate the claim of the overdue performance, and purported evaluation as to what the consultancy firms should have done. The writers (S07.04.M and S09.66.M) move from accusing that there is an ‘overdue reply’ to evaluating what the consultancy firms should do in order to achieve quality service, e.g. ‘Please be reminded that your should provide ... within 7 working days from ...’ and ‘You will be appreciate that we are keen to ensure the quality and timely performance of the consultancy services’. This evaluation involves an exchange of professional knowledge between the writers and the addressees. For instance, the ‘7 working days’ rule has previously been communicated between the government office and the consultancy firms, and the relevant letter is retrieved, mentioned and attached. It is ‘fair’ to request the addressee to obey this established rule. The other evaluation ‘quality and timely performance of the consultancy services’, however, is much more abstract than the time constraint since the writer has not defined the ‘quality and timely performance’. The contextualization cue (van Dijk, 2008: 162) relies on the earlier part of the letter, which reports on the ‘stagnant progress on the settlement of the financial claims’ as shown in the ‘records of claims’. Nevertheless, rectifying this situation may resume a normal standard performance. The evaluation makes clear the writers’ ideology about what the addressees should do in the delivery of services to the government office, which in turn justifies urging the addressees’ action in the following move. To promote the evaluation, the writers have used a necessity modal ‘should provide’ and suasive verb ‘ensure’ to underpin their ideologies in terms of what should have been performed by the consultancy firms.

In the other example, the writer (S10.32.M) contrasts the target date agreed in the previous meeting with the current attainment. The date, venue, and representatives of the meeting are mentioned in the letter. This series of informative dates aims to foreground the poor performance committed by the addressee, and further supports the evaluation, ‘the above situation is not acceptable’. This evaluation is directly expressed using negation and predicative adjective ‘not acceptable’. This choice of the adjective foregrounds the writer’s power in the workplace to discretionally judge the performance of the addressee. Although this evaluative sentence on its own seems to be subjectively written, the evaluation is supported by the reconciliation of the target dates in the letter, and this evaluation is indeed a conclusion drawn from such a reconciliation.

Just

Similar to the letters for reporting errors (7.1.6), the 'just' ideology is transformed through the management system in the government office, where the consultancy firms' performance is evaluated and the consequential effect is stated. After giving a detailed account of the facts ('open') and evaluation ('fair'), the two writers (S07.04.M and S09.58.M) solicit remedial measures from the addressees ('just'), e.g. 'Please advise me, within one week, the reasons of the overdue reply and what measures you would take to avoid recurrence and to improve your performance in this respect', and 'You are therefore advised to make effort to assess and settle the financial claims with respective contractors without further delay'. The word 'advise' is very frequently used by the quantity surveyors in their letters since it is commonly used in phrases in this professional context, for example, 'cost advice', and 'contractual advice'. This word 'advise' embraces a sense of professional interaction and constitutes professional identity. Infinitives are also frequently employed to achieve integration and idea unit expansion (Biber, 1988: 232), as shown in these examples. Time adverbials are used to deploy temporal constraints, e.g. 'within one week' and 'without further delay'. The motive of achieving rectification or improvement is conveyed under the 'just' ideology. Finally, both writers advise that a consequence of poor performance is that 'unsatisfactory performance will be appropriately reflected in your performance report'. The scores in such reports will affect the award of further consultancy agreements from the government office. This scoring system is an execution of the ideologies of 'open', 'fair' and 'just', and the writers intentionally inform the addressees of the existence of this mechanism.

The writer (S10.32.M) asks the addressee for advice on the ways to improve the situation, and further urges him to closely supervise the settlement of the account. This repercussion is a way for the writer to discharge his job responsibility, attain public accountability and fulfill his social responsibility. The language used by the quantity surveyors to request the addressees to rectify the unacceptable situation and achieve the 'just' ideology is similar to that found in the other letters performing different functions, e.g. 'You are required to ...' and 'You are urged to ...'. In these three letters (S07.04.M, S09.58.M and S10.32.M), the first two sentences (i.e. Moves 4 and 5) are informative and the remaining sentences (i.e. Moves 6, 7 and 8) are evaluative.

In sum, the letters urging quantity surveying consultancy firms' timely performance of services are in effect letters of complaint. The quantity surveyors exert various degrees of workplace power in different situations to accomplish their monitoring function. Such exerted power gradually increases from the issuance of reminders through soliciting clarifications or actions to urging timely performance. While maintaining the ideologies of 'open', 'fair' and 'just', the quantity surveyors strengthen the imperative tone by using attributive adjectives (e.g. 'serious delay', 'grave concern', 'sluggish or even stagnant progress', and 'unsatisfactory performance'), predicative adjectives (e.g. 'is not acceptable') and modality (e.g. 'should provide'), suasive verbs (e.g. 'avoid', 'improve', 'ensure', and 'urge') and time adverbials (e.g. 'within 7 working days', 'within one week', and 'without further delay'). All these linguistic features function to express the writers' stance and identities in the discursive events. Their various stances are reflected in the writers' complaints against the addressees. If these linguistic features are removed, the language in these letters is similar to that of the procedural and reminding letters. Similar to other groups of letters described above, the ideologies of ‘open’, ‘fair’ and ‘just’ are embodied in the various rhetorical moves, namely ‘open’ in Move 4 (establishing the purposes) and Move 5 (describing the topics), ‘fair’ in Move 5 and Move 6 (justifying the actions), and ‘just’ in Move 7 (soliciting the actions) and Move 9 (highlighting the consequence).

7.2 Organizational Culture

The organizational ideologies (i.e. ‘open’, ‘fair’ and ‘just’) of the government office determine the culture of the organization (Mullins, 2002: 130). The organizational culture is the body of shared beliefs, values, expectations, and norms of behaviour that shape life in the government office (Hartman, 1996: 149). In other words, the language use by the quantity surveyors is shaped by the hierarchical organizational culture of the government office. As revealed in the questionnaire results in this study (4.1.3), the dimensions of the hierarchy culture type in the government office include ‘dominant characteristics’, ‘organizational leadership’, ‘management of employees’, ‘organization glue’, ‘strategic emphases’, and ‘criteria of success’ (Cameron and Quinn, 1999: 20-21). It is observed that these six dimensions are further refined by some managerial foci that are suggested in the ‘Good Practices for Manager’ (Civil Service Bureau, 2000) for achieving effective management by the civil servants in the government office, namely serving the community, leading people for team and organizational success, managing effectively for results, and leading by example with personal credibility (4.3.1). The following is an attempt to investigate these six dimensions in the government office, through exploring the communicative and linguistic strategies of the letters in the QS Corpus.

7.2.1 Dominant Characteristics

The government office is a very controlled and structured place, and formal procedures generally govern what people do (Cameron and Quinn, 1999: 20-21). Adherence to the organizational ideologies of ‘open’, ‘fair’ and ‘just’ is a social practice in this dimension of dominant characteristics, since the quantity surveyors have to take an interest in the community, meet customer needs and expectations, and build their organizational culture (Civil Service Bureau, 2000). The government office is a bureaucratic organization which has a mandatory practice that the quantity surveyors should give their names and job designations under signatures in every correspondence, including letters, faxes, memos and notes, for both intra-organizational and inter-organizational communication. The ‘names’ are for identification, and the ‘job designations’ serve to indicate the writers’ authority, responsibilities and related duties, and thus their position in the hierarchy and line of accountability. The office manuals describe the writers’ job responsibilities and their vested power in terms of the job designations, while the consultancy agreements between the government office and the quantity surveying consultancy firms stipulate the contractual rights of the government office, which collectively govern what the writers can do in the letter, including the appropriateness of linguistic and grammatical constructions in the written discourse.

Though the letters in the Directive Sub-corpus were produced by the participants (including quantity surveyors and senior quantity surveyors), many of them were signed by the chief quantity surveyors since, according to the office manuals, such directives were issued in the capacity of a superordinate. The legitimacy of the social practices performed in the letters comes from the power explicitly and specifically enacted in the consultancy agreements and building contracts. These letters are mainly for the delivering of notifications, and the writers ritually use the same linguistic patterns ‘In accordance with ..., I hereby instruct/notify/inform you that ...’. For the other letters in the Directive Sub-corpus which do not have an immediate contractual relationship between the writers and the addressees (e.g. tenderers), no matter whether they are signed by the participants or by their chief quantity surveyors, the linguistic patterns for giving the directives are expressed as ‘you are informed that ...’, ‘you are required to ...’, and ‘I enclose ...’. After a certain period of communicating with the government office, the readers can easily observe the hierarchical order of the discourse at a glance of the letters. The ‘I hereby instruct/notify/inform’ pattern is not found in the Procedural, Checking and Monitoring Sub-corpora because the communicative purposes are different. This pattern of language use is equally applied to different addressees, namely the quantity surveying consultancy firms, the tenderers, the contractors, and the other related administrative organizations.

‘Standard forms, memos and letters’ are implemented in the office manuals of the government office to assist the quantity surveyors to perform their tasks in the workplace (4.6.2). These working tools are related to the routine processes that can be standardized, and such processes are mainly involved in the Directive and Procedural discourses, i.e. didactic and informative transactions. This mechanism is a rigid control of written communication by the quantity surveyors in the workplace, and a means to achieve centralized control of professional knowledge which is then transformed into data and information for storage, accumulation, and differentially interpreting and reframing in the course of exercising bureaucratic polities (Zorn and Taylor, 2004: 106). The duplication of the ‘standard’ letters by the quantity surveyors has resulted in numerous identical letters in the QS Corpus. Such ‘standard’ letters are written by senior members for others’ use in the same organization and profession, and thus construct an organizational and professional culture, organizational and professional identification, and generic integrity (Bhatia, 2004: 125). On the basis of these social attributes, the quantity surveyors widely accept the use of ‘standard letters’ which are compatible with their professionalism. They understand that the ‘standard letters’ are implemented to promote the proper functioning of the organizational bureaucratic procedures and enhance uniformity and consistency across written communication in the organization. As a result, the quantity surveyors do not have to pay concern about textual linguistics in the replication of the ‘standard letters’. This standardization explains the uniqueness of the discourse, genre, and style of the letters in the Directive and Procedural Sub-corpora.

Conversely, there are no ‘standard’ letters in the Checking and Monitoring Sub-corpora. But, under the influence of the organizational goals and hierarchical culture, the quantity surveyors produce letters in similar linguistic and grammatical patterns if the letters have the same communicative purpose, such as checking/accepting the deliverables, reprimanding the committing of errors in the deliverables, issuing reminders, requesting clarifications/actions, and urging timely performance by the quantity surveying consultancy firms. This typology of the language and linguistics is swiftly cultivated in the government office, as the quantity surveyors prefer to search for the ‘appropriate’ letters for the specific subject, and then modify them to produce the new letters. Over time, the structure and style of such stereotypical letters become letter writing templates in the organization, which in turn form part of the organizational culture, for instance, the checking and monitoring letters involve various moves stating the subject of concern, describing the background of the discursive events, highlighting the writers’ opinions or requirements on the subjects, and soliciting the addressees’ action. Each move demands specific linguistic and grammatical patterns to construct the rhetorical strategies to accomplish the communicative goals of that move, as described in the Chapters 5 and 6.

The dominant characteristics of the government office heighten the rituality of the operation of the organization, and maintain the culture of the ‘standard’ and ‘antecedent’ letter writing. This constrains the discourse, genre, and style (Fairclough, 2003: 37) of the quantity surveyors’ written communication in the workplace.

7.2.2 Organizational Leadership

The leadership in the government office concerns itself with coordinating, organizing, and smooth-running efficiency (Cameron and Quinn, 1999: 20-21). Each development project has its own contents and characteristics, and there are no completely identical projects. The ten quantity surveying tasks, however, are iterative processes across the different projects. Every project requires cost planning at the feasibility stage, chains of tendering and contract procurement events, and administration of monetary and contractual aspects of the building contracts. These pre-contract and post-contract stages progress in sequential order, and thus coordinating, organizing, and smooth-running efficiency are not only the characteristics of a hierarchical culture, but also the prime considerations in the real estate and construction industry. The organizational leadership is manifested in all the QS Sub-corpus, but more prominently in the Directive and Monitoring than the Procedural and Checking Sub-corpora.

In the Directive Sub-corpus, the quantity surveyor (S01.01.D) demonstrates a smooth transition from the feasibility stage to design and tender stages, by choosing a direct tone, as well as using first person pronouns, active voice, mental verbs (e.g. ‘inform’, and ‘instruct’), formality markers (e.g. ‘hereby’), as well as semi-modal verbs (e.g. ‘you are required’) to highlight his leading role and exert his designated power in this discourse. In addition, the leadership style of writing is inherent with the writers' responsibility and the power vested in him, for instance, in the administration of the tendering process regarding the issuance of the tender invitation letter and tender addendum letter to the tenderers (S03.01.D and S03.09.D), the letters are significant, using such linguistic constructions as 'Please deliver', 'You are required', 'You are informed', 'Your sealed tender, in duplicate, must be clearly marked with ...', 'Tenderers are reminded that', and 'I enclose'. These letters, which aim to give notification and guidelines for subsequent actions, have an imperative tone to foreground the writers' leading role in the administration of the contracts. This imperative tone is lessened in the letters for giving instructions, since there is no such grammatical pattern 'I hereby notify/instruct/inform you that …', while the other patterns found in the Directive Sub-corpus are equally applied in both of the letters giving notifications and instructions.

These didactic letters, on the one hand, explicitly and precisely express the participants' discharging their contractual duties under the consultancy agreements or the construction contracts, as well as the social responsibility for procuring a construction contract during the tendering processes. On the other hand, these letters demonstrate that the writers take the leading role to trigger the start of some critical events in the chain of discursive events, and exemplify their roles in coordinating, organizing, and ensuring smooth-running efficiency (Cameron and Quinn, 1999: 20-21). These representations, actions, and identities are interdiscursively mixed and fabricated (Fairclough, 2003: 37). These motives and their textualization are extended to the procedural discourse where the writers also play a dominant role to inform the addressees of the action to be taken, so there is proximity of language use between the didactic and procedural letters in the QS Corpus.

The quantity surveyors, however, do not stress their inherent power under the consultancy agreements to monitor the performance of the addressees, in particular the letters are 'non-standard' (4.6.2) and the quantity surveyors are free to manipulate the texts in line with their intentions in the specific situation. In accepting the deliverable, the writer (S02.09.C) opts to use the tender programme as the theme in the sentence construction and uses the agentless passive, e.g. 'Your letter … regarding the tender programme for ... is approved'. The agentless passive suggests that the approval may not necessarily be the sole decision made by the writer, but may be a collective decision made by the writer and his senior, or with input from other colleagues in different disciplines such as architects and engineers who also take part in the project. Indeed, approval is based on whether the programme can meet the date for tendering which is the jurisdiction of the employer. In contrast, in another example, the quantity surveyors have made prominent their dominant role in the discursive event by describing the mistakes made by the addressee and then reminding the addressee that the 'draft tender documents should be properly prepared, vetted, edited and checked prior to submission for approval' (S02.01.C). Though not mentioned in the letter, the writer and the addressee must be well aware that the writer is the person to whom the draft tender documents is submitted, and the writer has the discretionary power to approve or disapprove the draft tender documents. The duty of care of the tender documents, however, still rests on the consultancy firms as stated in the consultancy agreements.

The cultural norms of coordinating, organizing, and ensuring smooth-running efficiency (Cameron and Quinn, 1999: 20-21) are prominently found in the Monitoring Sub-corpus. The quantity surveyors rely on the available information to exercise their leadership in the administration of the contracts. The motive for issuing reminders to the consultancy firms is similar to that for delivering procedural guidelines, even though the former (monitoring) is optional and the latter (procedural) is mandatory under the organizational guidelines. In both cases the quantity surveyors do not strongly exert their workplace power, but adopt a collaborative approach (Kirkbride et al., 1991: 371) to soliciting co-operation. However, when requesting clarifications or actions from the consultancy firms, the quantity surveyors tend to mention the efforts they have made in urging the quantity surveying consultants to take action, such as ‘Despite our repeated reminders via e-mail and telephone over the past two weeks’ (S07.08.M), as evidence that their requests are reasonable. The Monitoring Sub-corpus therefore has a frequent use of concessive adverbs, such as ‘despite’, ‘notwithstanding’, ‘though’, ‘although’, and ‘yet’, to highlight the non-compliance of the consultancy firms. The monitoring exercise also involves urging the quantity surveying consultants’ timely performance. The writers make the purpose of writing clear at the outset, stating that ‘I am writing to express my concern about your overdue reply of cost estimate for proposed site instructions.’ (S07.04.M). It reads like a complaint letter, and reflects the leadership and monitoring role of the writer.

Development projects are never static but dynamic. The discursive events are in a chain, one after another in both sequential and chronological order. The modal auxiliary ‘will’ and the semi-modal ‘are required’ in the texts underscore the dynamic progression. The quantity surveyors have to participate in the organizational leadership to ensure smooth-running efficiency. They demonstrate their personal commitment, act ethically and maintain integrity (e.g. open, honest and truthful) to assert their leadership role in the government office (Civil Service Bureau, 2000). “Power” and “solidarity” (Hodge and Kress, 1993: 157) at the two extremes of the continuum are used on different scales by the quantity surveyors to suit the particular situations. Their language use is simple and direct. In contrast, the language use is expected to be more indirect in non-hierarchical organizations in which the leadership is generally considered to exemplify nurturing (the clan), entrepreneurship (the adhocracy), and result-oriented focus (the market). Indirectness may invoke tentative language, such as more instances of hedging (e.g. ‘may’, ‘could’ and ‘I hope’) and modal words (e.g. ‘perhaps’, ‘probably’ and ‘possibly’), which are seldom found in the QS Corpus.

7.2.3 Management of Employees

The management style in the government quantity surveying office is characterized by security of employment, conformity, predictability and stability in relationships (Cameron and Quinn, 1999: 20-21). The civil servants take responsibility for continuous self improvement, such as management practices, updating knowledge, job-related skills and techniques, and seeking feedback (Civil Service Bureau, 2000). Language use in the management of employees is better revealed in the study of intra-organizational communication, but it is beyond the scope of this research study which focuses on inter-organizational communication instead. Nevertheless, the participants stated that they had extended the organizational management style to their management of the outsourced quantity surveying consultancy firms, tenderers, contractors and administrative staff in other related organizations. Accordingly, the management style can be interpreted in terms of the language use in all the QS Sub-corpora, noting that this management style of conformity and predictability is manifested to a greater extent in the Directive and Procedural than Checking and Monitoring Sub-corpora.

Using the series of letters in the procurement of construction contract as examples, S02.09.C puts forward the tender documentation and tendering activities by setting the tender programme as norms for action; S03.35.P requests the delivery of tender documents for tendering; while S03.01.D and S03.09.D give instructions on the tendering processes. All these letters are formal, firm, and impersonal. This communicative style establishes the conformity and predictability of the language use in the tendering processes, which in turn maintains stability and distance in relationships between the government office, the quantity surveying consultancy firms, and the tenderers. As a result, the quantity surveyors are trained to use public verbs (Quirk et al., 1985: 1180) in formal writing (e.g. ‘approve’, ‘require’, ‘inform’, ‘invite’, ‘obtain’, ‘complete’, ‘return’, ‘accept’, ‘make’, ‘remind’, ‘receive’, ‘submit’, ‘enclose’, and ‘sign’), while private verbs (Quirk et al., 1985: 1181) (e.g. ‘believe’ and ‘express’) are seldom used in these activities of contract procurement, and mostly appear in the Directive and Procedural Sub-corpus.

The conformity and predictability of the language use are less in the Checking and Monitoring Sub-corpora, in which the letters are not ‘standard letters’ contained in the office manuals (4.6.2), and thus there is a less duplication in terms of the language use. S02.01.C accounts for the mistakes committed by the quantity surveying consultancy firm, and reminds the firm to raise its alertness and cautiousness in preparing tender documentation in future. Inevitably, this motive prompts the evaluation of the addressee’s performance, including giving comments on the mistakes and justifying the solicitation of action for rectification. This evaluation enriches the content of the exchange of professional knowledge, which requires the linguistic features for promoting an argumentative function (e.g. infinitives, suasive verbs, split auxiliaries, predication and necessity modals), i.e. ‘overt expression of argumentation’ (Biber, 1955: 160). The writer urges the addressee to conform to the normal quantity surveying practice, even though the mistakes may have been due to carelessness and inadvertency. This conformity helps to predict the quality performance of the addressee. The quantity surveyors learn in the government office to conform to this communicative style of accusation and evaluation. As a result, their communicative and linguistic strategies can be predicted.

Driven by the same motive to avoid non-conformity, the quantity surveyors apply similar language and communicative strategies to foster the conformity and predictability of the quantity surveying services performed in the Monitoring Sub-corpus. This consistency in letter writing promotes the impartiality of the government office towards the different consultancy firms which are competitors in the quantity surveying industry, and this regularity is always a topic regarding how best to manage employees in the government office. The conformity is presented in a statement of fact which is foregrounded at the beginning of a letter issuing a reminder, i.e. 'This Contract was certified completion on [date]. According to the [client]'s Practice Note No. [no.] …', and the milestone dates derived from this 'Practice Note' are listed to express the predictability, i.e. 'you are required to meet some deadlines …' (S10.01.M). Alternatively, the non-conformity is highlighted at the beginning of the letter requesting action or urging timely performance, i.e. 'The final account for the captioned Contract has become overdue since [date]' (S10.32.M) or 'I am writing to express my concern about …' (S07.04.M), in either a statement of fact or a personal expression. These non-conformities in the first instance highlight the purpose of the letters, and further indicate the need for improvement and rectification which occupies the remaining part of the letters.

The evaluations of conformities and non-conformities are similar to those of 'good and bad' (Thompson and Hunston, 2000: 25). The engagement of conformities and the rectification of the non-conformities help to promote the predictability of the services to be provided by the consultancy firms to the government office. The writers' communicative strategies enhance this motive, including, as shown in these examples, labeling the conformities and non-conformities with “identificational meanings” through manipulating the style in the letters (Fairclough, 2003: 37), ritualizing the generic actions to heighten the cognitive perception of the conformities and non-conformities (Bhatia, 2004: 23), and embracing the organizational and professional ideologies in the social practice (Fredison, 2001: 106; Fairclough and Wodak, 1997: 279). Over time, the norms of practice are cultivated and maintained by the quantity surveyors (Hartman, 1996: 149-150), and the belief in conformity and predictability are established to maintain stability in the relationship between the government office and the consultancy firms.

The inter-organizational communication shapes the formality and distance of the letters in the QS Corpus. The quantity surveyors focus on details and facts by, for example, referring to the consultancy agreements and completion of the required services, asking for full substantiation for consideration (i.e. seeking feedback), conforming to the organizational pledges of ‘open’, ‘fair’ and ‘just’, and predicting the ongoing events. All these actions aim at maintaining stability in relationships. The demand for conformity and predictability gradually strengthens the uniqueness of language use and the fixity of genres in the government office.

7.2.4 Organizational Glue

The glue that holds the government quantity surveying office together is the set of formal rules and policies (Cameron and Quinn, 1999: 20-21). The government office has a comprehensive set of manuals stipulating the formal rules and policies the quantity surveyors should follow in the workplace. These profile the discursive events, which, together with the quantity surveyors’ professional knowledge, frame their social practices in the government office. The quantity surveyors seek to establish the legitimacy of an action by claiming the authority or rights to make it or by verifying that it is consistent with the organizational policies, rules, practices and traditions. At the same time, the quantity surveyors may conceive different intentions in the discourse, and this leads to language variations in the QS Corpus. The following paragraphs explore the extent of the variation or rigidity of the language use in the organization.

In the pre-contract stage, the writer (S01.01.D) sets up the rights of action by referring to the relevant documents '[clause no.] of the Special Conditions of Employment' and '[clause no.] of the Brief', and uses the first person pronoun 'I', in collaboration with his post designation, to make it clear that he is acting within the organizational provisions. The writer (S01.19.M) issues a reminder to the consultancy firm regarding the cost effects of the recent requirements, in which the textualization of 'informational production' (Biber, 1995: 142), 'elaborated reference' (Biber, 1995: 155), and 'overt argumentation' (Biber, 1995: 160) promotes the concerns of the government office. In another example, the writer (S02.09.C) responds to the submitted tender programme to give a conclusion to the subject matter, thereby triggering the follow-up action. The reply is clear and direct to avoid any ambiguities that may hinder the smooth-running of the organization. The writers (S3.01.D, S3.09.D and S03.35.P) adhere to the rules and polices of the organization by depicting the tendering procedures in the letters. Some of these letters are 'standard letters' pre-set in the office manuals (4.6.2) to avoid any incorrect or misrepresentations. In S02.01.C, although the tender documents have been rectified and the lift installation nominated sub-contract is under tender, the writer still issues the letter to inform the addressee of his failure in properly prepare the tender documents and the possibility of reflecting the mistakes in the performance report. The aim of the performance report is to encourage the consultancy firms to deliver quality services to the government office.

In the post-contract stage, the quantity surveyors conventionally use formulaic linguistic structures to give notification of the commencement of the work, e.g. ‘I hereby give notice that …’ (S09.01.D), and give the procedural information in a direct way, e.g. ‘The following are estimated quantities of …’ (S09.25.P). They comply with the conventional grammatical forms of nominalizations, phrasal nouns, and attributive adjectives to describe contractual and technical matters, such as reminding the quantity surveying consultancy firms of the accuracy of the payment (S08.14.M), and of the deadlines of the completion of the final accounts (S10.01.M), e.g. ‘a complete measurement and valuation of the final account on or before [date]’ (S10.01.M). They also express their stance in requiring the consultancy firms’ timely performance in the tasks of cost control (S07.04.M), contractual advice (S09.66.M), and final accounts (S10.32.M), through using first person pronouns, private verbs, attributive adjectives, and nominalizations to describe the consultancy firms’ performance in a negative way, e.g. ‘I am writing to express my concern about your overdue reply of cost estimate for proposed site instructions’ (S07.04.M), where the negatives include ‘concern’ and ‘overdue’.

Adhering to these formal rules and polices enables the smooth-running administration of the quantity surveying consultancy firms, the tenderers and the contractors. The quantity surveyors (civil servants) are required to focus efforts and direct resources to meet customer (i.e. client departments and the public) needs and expectations, plan and improve services to the customers, and promote collaboration with service partners and agents (i.e. consultancy firms, tenderers and contractors) (Civil Service Bureau, 2000). The above examples indicate that the quantity surveyors consistently perform their duties under the formal rules and policies of the organization, and their need to comply with such rules and policies leads them to produce stereotypical letters within and across the ten quantity surveying tasks. It has been shown in Chapter 5 (textual perspective) that language variation is not caused by the different tasks, but mainly by the communicative purposes of the letters in the performance of the tasks, namely, directive, procedural, checking, and monitoring. The quantity surveyors use different sets of linguistic features to achieve these communicative purposes, even though there is overlap among them. The formal rules and polices profile the social structures, social practices, and social events in the particular communication settings in the government office, and the hierarchical culture constrains the language use in the organization (Fairclough, 1999: 65). The organizational practice of duplicating the 'standard' and 'antecedent' letters lead to the rigidity of the language use , and the retrospective influence among the quantity surveyors for attaining uniqueness in complying with the 'open', 'fair' and 'just' ideologies further limits the extent of language variation in the government office. The stereotypical and formulaic letter writing, as discussed, is a by-product of the formal rules and policies in the government office.

7.2.5 Strategic Emphases

The government quantity surveying office emphasizes permanence and stability (Cameron and Quinn, 1999: 20-21). These are compatible with the other hierarchical characteristics of the government office, including the establishment of a controlled and structured environment, and the glue of formal rules and policies. The bureaucracy and policies are strategically used to enhance permanence and stability. This is comparable to civil servants' focus on managing effectively for results (Civil Service Bureau, 2000), where the quantity surveyors are encouraged to review and improve work processes, procedures and systems, and identify and address problems and concerns through preventive actions. Hence, it is often found in the QS Corpus, in particular the Checking and Monitoring Sub-corpora, formulaic complex sentence such as ‘Please advise me, within one week, the reasons of the overdue reply and what measures you would take to avoid recurrence and to improve your performance in this respect’ (S07.04.M).

The hierarchical culture constrains the genre creativity in the government office. S01.01.D is used whenever there is a transition of stages in the delivery of quantity surveying services, which prescribes norms and frameworks to induce a homogenous pattern of writing in order to maintain a consistent, predicable, and stable delivery of quantity surveying services within the organization. S02.09.C is used whenever the writer is required to accept submissions provided by the outsourced quantity surveying consultancy firm. The didactic and procedural letters (e.g. S3.01.D, S3.09.D, and S03.35.P) give guidelines and procedures, and S02.01.C is used when it is necessary to draw the attention of the quantity surveying consultancy firms to the shortcomings in the delivery of services. S10.01.M is used to remind the consultancy firms of their compliance with certain deadlines, while S10.32.M is employed to urge timely performance by the firms. All these letters dominate the efficiency, control and smooth operations in ongoing projects. Accordingly, the linguistic strategies can be contextually and situationally predicted. The quantity surveyors can strategically select what is included or excluded in their representation of the social event, but this choice has developed into formulaicity so that fairly constant textual structures and moves are found in the QS Corpus.

As discussed in the organizational ideology (7.1), the occurrence of moves is commensurate with the attainment of the ‘open’, ‘fair’ and ‘just’ ideologies in the government office. In addition, as described in the textual perspective (Chapter 5), each move has its own linguistic characteristics notwithstanding the awareness of certain overlaps. This formulaic use of moves and their respective linguistic features are a means to describe the analogue of the communicative purposes of the discursive events, which in turn demonstrate the consistency and objectiveness of the quantity surveyors' social practices. In other words, the quantity surveyors can strategically emphasize the permanence and stability in the government office through routinely regulating and maintaining their communicative and linguistic strategies.

The strategic emphases are predominantly related to the situational type of 'tenor' in the discourse. Tenor relates to the role structure and refers to the cluster of socially meaningful participant relationships (Halliday, 2002: 54). Tenor can be grammatically and linguistically assessed in terms of formality, politeness, and impersonality (Leech et al.: 1982: 146). These three constructs have been discussed in Chapters 4, 5 and 6, and the following is a summary of them.

The formality of a letter reflects the relationship between the writer and the addressee in the social action (Leech et al., 1982: 145). If the relationship is built on rules and regulations, on responsibilities and requirements, or on orders and procedures, then the writer tends to use a formal style. A hierarchical organization is glued together by formal rules and policies (Cameron & Quinn, 1999: 20-21), and the letters produced in the government office are very formal. The formality markers in the QS Corpus include long and complex sentences, bureaucratic vocabulary, more instances of passive voice, impersonal expressions (Leech et al., 1982: 145), and more precise figures and dates. This communicative style, however, is also inherent in the quantity surveyors' educational background, disciplinary knowledge and professional practice (Bhatia, 2004: 146) which have been discussed in the ethnographic perspective (Chapter 4). Using S08.11.C as an example, the writer finds inconsistencies in a payment certificate and draws the attention of the quantity surveying consultancy firm to the shortcomings. This letter is formally written, for instance, the sentences are long and complex (i.e. 28.9 words per sentence); the lexis ‘inconsistency’ and ‘notified’ are bureaucratic vocabulary; there are more instances of passive voice (e.g. ‘Inconsistency was noted between …’ and ‘It is also noted that …’) and impersonal expressions (e.g. ‘40% of work-related preliminaries … has been paid whereas the accumulated payment of this Contract is equal to 38% of the contract sum’); and with precise figures and dates (e.g. ‘Certificate No. [no.]’, ‘40% of … equal to 38%’, ‘… has amended the amount of payment from $[figure] to $[figure]’, and ‘in your explanation letter dated [date]’). It is noted that impersonal expressions are often used by the quantity surveyors to describe events and facts.

Professionals, including quantity surveyors, are trained to adhere to certain codes of behaviour and ethics, and so they are inclined to write formally. In parallel, the hierarchical culture of the government office encourages their employees to adopt institutionalized politeness (Brown and Levinson, 1987) for the sake of promoting organizational image and public accountability. Politeness is not simply referring to social politeness in this study. Politeness is a term in pragmatics (Brown and Levinson, 1987) for whatever choices are made in language use in relation to the need to preserve people’s face in general, or their public self-image. Different situations call for different kinds and degrees of politeness in social practice. The degree of politeness increases with the indirectness of the illocution, which in turn correlates with the degree of option of not performing the intended action being allowed to the addressee. The textual characteristics of such pragmatic politeness comprise a frequent use of hedges, such as the modal verb ‘would’, the word ‘like’, and go on record as incurring debt ‘please’ or ‘I will be grateful if you could …’. Still using S08.11.M as an example, the functional aim of the letter is to reprimand the recipient. The writer is not required to consider the addressee’s response for the sake of achieving something to enable the smooth-running of the project. The inclusion of politeness in the reprimanding letter is virtually a contradiction. Nevertheless, the word ‘please’ is frequently found in the QS Corpus, regardless of the four communicative purposes and the ten tasks. Indeed, the word ‘please’ has been frequently used in the ‘standard’ and ‘antecedent’ letters, upon which the quantity surveyors follow the same language, and this is institutionalized politeness rather individual writer’s pragmatic choice in the letters, e.g. ‘Enclosed please find …’ (S06.01.D), and ‘Please increase your vigilance’ (S08.14.M).

Quantity surveyors are educated and trained to be objective and impartial, while the government office encourages the quantity surveyors to have these values in the workplace. These beliefs cause the quantity surveyors to write impersonally and neutrally. However, the letters in the QS Corpus are heavily interspersed with ‘I’ and ‘you’ which, however, are claimed to be indicators for personal writing or ‘involved production’ (Biber, 1995:142). The numerous occurrences of ‘I’ and ‘you’ are to avoid ambiguity as to which parties are involved in the execution of rights and the conveyance of obligations. The quantity surveyors, whose behaviors are guided by organizational rules and procedures, have to write in adherence to the ‘standard’ and ‘antecedent’ letters, in which ‘I’ and ‘you’ are required language use. Thus, it cannot be suggested that the writers tend to use a personal style. It can also hardly suggest that the quantity surveyors are not exercising politeness since they have no pragmatic choices. In fact, the use of ‘I’ and ‘you’ has been institutionalized in the government office. Sometimes when the parties involved in the discourse are more than the writer and the addressee, ‘I’ and ‘you’ are not sufficient to describe the various parties. Accordingly, the quantity surveyors have a distinctive writing style of third person noun phrases, such as ‘the Contractor’, ‘the Surveyor’, and ‘the Architect’, i.e. metonymic expressions which stand for the legal entity of the party (Palli et al., 2009: 309). Similar to ‘I’ and ‘you’, their purpose is to identify the parties involved in the execution of rights and conveyance of obligations. This enhances the clarity of the discourse and constitutes legal ramifications from the language perspective.

Regardless of the first and second person pronouns and the third person noun phrases which have their own pragmatic mission of deictic identification, the textual characteristics of impersonality include frequent use of passive voice and nominalizations. These features are easily found in the QS Corpus where impartial and neutral opinions are solicited. The writer (S08.11.C) uses ‘I’ and ‘you’ and active voice to describe the interaction, but when dealing with the facts, the writer switches to use passive voice (e.g. ‘Inconsistency was noted between …’). Nevertheless, the formality as a whole remains intact.

Permanence and stability demand a formal, firm and clear style, rather than affective, ambiguous and vague letter writing, in the government office. This style is attributed to both the organizational culture of the government office and the legal nature of the quantity surveying tasks. It can be expected that the language use may be more connotative if the organization belongs to the culture type of market which emphasizes competitive actions and achievement, or more innovative in the culture type of adhocracy which emphasizes acquiring new resources and creating new challenges, or more expressive in the culture type of clan which emphasize human development.

7.2.6 Criteria of Success

The government office defines success on the basis of efficiency, and dependable delivery and smooth scheduling are critical (Cameron and Quinn, 1999: 20-21). The quantity surveyors need to create a work environment which promotes an easy flow and the sharing of information and generates participation and co-operation, and aligns their own goals with those of the government office (Civil Service Bureau, 2000). The dissemination of the 'standard' and 'antecedent' letters in the hierarchical organization works to mould the quantity surveyors' writing style into specific model. The staff benefit from the pre-set tone and style and formulaic lexico-grammatical structures of the workplace writing to supplement their writing proficiency and to enrich their professional knowledge. This ensures a dependable and smooth delivery of services (Cameron and Quinn, 1999: 20-21), saves time and manpower in proof-reading and correcting, and so promotes efficiency in the organization. For instance, the tender programme is a planning tool to formulate the milestone dates for submitting deliverables by the outsourced consultancy firms (quantity surveyors, architect and engineers), and to move the tender documentation process forward (S02.09.C). This enhances the dependable and smooth delivery of services, and also promotes efficiency in the organization. Similarly, the didactic and procedural letters (e.g. S03.01.D, S3.09.D, and S03.35.P) function to secure dependable delivery and smooth scheduling. The implementation of the 'standard' letters in the organization is to a large extent driven by this motive, and the concept of standardization further drives the quantity surveyors to adopt and adapt the 'antecedent' letters.

To achieve a reliable delivery of services, the quantity surveyors write to remind the addressee to avoid recurrence of similar errors committed in the ten tasks (e.g. S02.01.C, S07.09.C, S08.10.C and S10.57.C). Unlike the directive (N = 190) and procedural letters (N = 93) which are virtually mandatory and highly repetitive, the checking (N = 50) and monitoring (N = 79) letters entirely rely on the quantity surveyors' judgement and initiation; yet the motive of fostering dependable delivery and smooth scheduling (Cameron and Quinn, 1999: 20-21) explains the comparable numbers of checking and monitoring letters in the QS Corpus. During the course of this action, the quantity surveyors tend to ask questions and obtain full details before making any decisions on the way forward, e.g. 'Unless I receive a satisfactory explanation from you, the above unsatisfactory performance will be appropriately reflected in your performance report' (S08.11.C). The interpretation and evaluation of this discourse strategy heavily rely on the quantity surveyors' own judgement, but the government office offers guidelines to help them to rank 'unsatisfactory performance' in the 'performance report' (4.5.1). The scoring system is available to solicit consistent and objective views from different quantity surveyors, and the generic actions function to record the events and provide evidence in the operation of the system. A successful monitoring of the quantity surveying consultancy firms ensures the dependable and smooth delivery of services (ibid.: 20-21), and therefore strengthens efficiency in the organization.

Most of the letters in the QS Corpus are referential and informative. This is attributed to the nature of the quantity surveying tasks, the organizational ideologies, and the organizational culture. Due to the culture of standardization, the quantity surveyors concentrate on retrieving the appropriate templates and to a certain extent, at least, neglect critically and creatively to explore the purposes of the letter writing. The appropriate templates embrace the proper tenor and domain of the discursive events, and the quantity surveyors are therefore aided by institutionalized norms in the production of the letters. Through the templates, the quantity surveyors can edit the tenor and domain of the written discourse, and follow the same pattern in the templates to develop the sense and configurations of their letter writing. They can further apply linguistic specialties to attain coherence, and play within the prescribed norms and frameworks in the hierarchy organizational culture to exert their personal style. But generic action dictates the flexibility of pragmatic strategy in the government office. The quantity surveyors adopt pragmatic strategies when they request the outsourced quantity surveying consultancy firms to perform a task which in the autonomy of the consultants. In contrast, a pragmatic strategy is considered unnecessary, or even deliberately forfeited, to avoid misunderstanding by the recipients, in particular when the genres have the function to give notifications or instructions which embrace contractual or legal matters and require an absolutely clear and unambiguous dialogue.

Plain and direct language is considered sufficient to achieve the discursive function in the government office. On the basis of the orientation towards efficiency, the seniors in the government office may be reluctant to accept major deviations from the traditional writing style in the organization. The hierarchical organizational culture does not support stylistic (i.e. away from the organizational writing norms), emotional or rhetorical communication, but encourages fluent, neutral, and brief written discourse. Unnecessary words and information, and subjective and personal feelings may arouse possible accusation of not being ‘open”, ‘fair’, and ‘just’ by the counterparts in the outside consultancy firms, tenderers and contractors, probably caused by the tension of professional competition. As a result, plain and direct texts, using the vocabulary commonly used in the organization, are widely accepted in the government office, even though they may be dull and dry.

7.3 Professional Ideologies

Apart from organizational ideologies and culture, professional ideologies are another discursive property to be investigated in the socio-critical perspective. The following is an attempt to explore the quantity surveyors’ conformity to the nine core values of the surveying professionalism published by the HKIS, through investigating the communicative and linguistic strategies of the QS letters. These nine core values are ‘Act with integrity’, ‘Always be honest’, ‘Be open and transparent in your dealings’, ‘Be accountable for all your actions’, ‘Know and act within your limitations’, ‘Be objective at all times’, ‘Never discriminate against others’, ‘Set a good example’, and

‘Have the courage to take a stand’ (4.2.2). The core values and standards of conduct of civil servants are also surveyed in the ethnographic analysis (4.3.1). It is found that the nine core values of quantity surveying professionalism (HKIS, 2006) and the core values for the Civil Service (HKSAR, 2009) are entirely compatible (Table 4.6). In other words, there is no hindrance in the government office to curb the quantity surveyors from adhering to their professional values, and their language use can satisfy the ideologies of their work organization and professional institution (i.e. the HKIS).

7.3.1 Act with Integrity

Quantity surveyors are advised not to put their own gain above the welfare of their clients or others to whom they have a professional responsibility, and they should respect confidentiality at all times and always consider the wider interests of society in their judgement (HKIS, 2006). In the QS Corpus, it is observed that the quantity surveyors act with integrity, on behalf of the government office, to discharge the power vested in them under the consultancy agreements and building contracts, and in accordance with their professional judgement on the quantity surveying services. One example is about the completion of the required services under a feasibility study, where the letter (S01.01.D), together with its enclosures, includes all the necessary information for the transition from the feasibility stage to design stage and then to the tender stage, and invites possible requests with full substantiation for the starting of the tender stage for further negotiation. Other examples are the approval of the tender programme (S02.09.C), checking the draft tender documents (S02.01.C) submitted by the QS consultancy firms and requesting the delivery of the tender documents (S03.35.P), invitations to submit the tenders (S03.01.D and S03.09.D), and instructing the consultancy firms to prepare the tender reports (S04.01.D) and contract documents (S06.01D). In these tasks, the writers act on behalf of the government office to procure construction contracts. They are bound with the public in a social contract (Sullivan, 2005: 2), and exercise their accountability in the workplace. In these particular settings, the messages are formal, clear and direct in order to assume commercial liability in the consultancy agreements, as well as social responsibility in the social contract. These aspects also extend to the monitoring of the quantity surveying consultancy firms in the post-contract stage, including cost control (e.g. S07.04.M, S07.08.M), payment (e.g. S08.22.M, S08.24.M), contractual advice (e.g. S09.58.M and S09.59.M), and final account (S10.01.M and S10.32.M).

The social practice of the quantity surveyors leads to the usage of specific linguistic features to foster 'informational production' (Biber, 1995: 142) and 'abstract style' (Biber, 1995: 163), for instance, S03.01.D uses nouns (e.g. 'contractors', 'terms', 'materials', 'handbook', 'contracts', 'typhoon', '[date]', '[no.]', 'hours', 'week' and 'floor'), prepositional phrases (e.g. 'in the List of Approved Suppliers of Materials and Specialist Contractors for Public Works for Lift, Escalator and Passenger Conveyor Installation' and 'for the award of'), attributive adjectives (e.g. 'the above works', 'the following conditions' and 'the successful tenderer'), agentless passive (e.g. 'you are informed that' and 'any query shall be directed to'), conjuncts (e.g. 'according to', 'in accordance with' and 'in connection with'), and past participial postnominal clauses (e.g. 'The conditions as stated in … and included in …' and 'a tender submitted by a contractor'). Textualization in the form of 'informational production' (Biber, 1995: 142) functions to reveal the informative transactions in the consideration of the wider interests of the society in the writers' judgement, and the use of an 'abstract style' (ibid.: 163) further highlights the professional ideology of integrity. Among these linguistic items, nouns, in particular, are the primary device used to convey referential meaning (Biber, 1995: 141) and are the most straightforward linguistic means to represent the integrity of the quantity surveyors' social practice. S03.01.D contains animate, abstract/process, technical/concrete, and quantity and place nouns. The integrity of action is an abstract ideology, and thus agents are demoted in passive constructions to promote a static and more abstract presentation of information (Biber, 1988: 228).

As discussed in the textual perspective (Chapter 5), the quantity surveyors very often use the above-mentioned linguistic features in the workplace, and these choices characterize language use in the government office for the sake of pursuing the professional ideology 'act with integrity'. Due to different emphases for various communicative purposes, the cluster of linguistic features for 'informational production' (Biber, 1995: 142) are more frequently used in the Directive, Procedural and Checking than in the Monitoring Sub-corpus. In other words, the former three Sub-corpora involve denser informative transactions, which are intended to make it easier for the readers to perceive the core value of integrity. The Monitoring Sub-corpus, on the other hand, contains more involvement and argumentation to justify the writers' accusation of the shortcomings committed by the quantity surveying consultancy firms. The perception of the writers' professional integrity is therefore less direct. Due to such indirectness, the quantity surveyors include more details and facts to supplement the argumentation in the monitoring exercise, as opposed to the provision of directives, guidelines and checking of documents in the other three Sub-corpora. This narrative discourse is further discussed in relation to the core value 'always be honest'.

7.3.2 Always be Honest

Quantity surveyors are trained to be trustworthy and to never deliberately mislead others, whether by withholding or distorting information (HKIS, 2006). To heighten this core value, quantity surveyors are required to represent the discursive events and their professional knowledge in a clear and firm manner. In the letter regarding the transition of stages (S01.01.D), the writer precisely and firmly announces the completion of the required services in the feasibility stage without any qualifications to reserve any rights of action. The writer does not mention what ‘the required services’ are. This is not because he is trying to mislead or withhold something; rather, such services have been listed in the consultancy agreement and the addressee knows what they are. The quantity surveyors declare the approval of the tender programme (S02.09.C), and give instructions as to the tendering process (S03.01.D and S03.09.D). There is no hedging to induce uncertainty. Certainty is considered necessary in this transaction; otherwise, the addressee may have questions and ask for further clarifications. When required, as in the case of providing reference information to the contractor (S09.25.P), the quantity surveyor includes disclaimers in the letter to alert the addressee of the degree of certainty of the information. In S02.01.C, the communicative goals are the conveyance of information and review of performance of the consultancy firm. The writer describes the mistakes in a narrative style to avoid any accusation of misleading, withholding, or distorting information (HKIS, 2006). The writer conveys his stance by using verbs expressing certainty, such as ‘found’, ‘note’ (Biber et al., 2007: 70), ‘represented’ and ‘reflected’, and uses strategic ambiguity for the sake of pragmatic politeness: ‘failing which it will be appropriately reflected in your performance report’ (S02.01.C). Strategic ambiguity, in this study, refers to “discourse features that create ambiguity of meaning but also provide a ‘key’ to resolution which privileges an ideological position” (Faber, 2007: 21). As in this example, the writer strategically uses ‘failing which’ although the addressee has already failed in the action. The quantity surveyors employ a similar linguistic approach in the monitoring exercise to support their accusations regarding the shortcomings committed by the quantity surveying consultancy firms (e.g. S07.04.M, S09.66.M and S10.32.M).

The writers are influenced by the core value of ‘always be honest’ and tend to put forward evidence to support their claims and to prove their professional ethics. As a result, the letters in the QS Corpus contain the co-occurring linguistic features of ‘narrative and non-narrative discourses’ (Biber, 1995: 152). As discussed in the core value ‘act with integrity’, narrative discourse is more prominent in the monitoring letters, and also in the checking letters where mistakes are found. Taking S09.66.M as an example, the linguistic features include past tense verbs (e.g. ‘there was no progress’), third person pronouns (e.g. ‘the contractor’), perfect aspect verbs (e.g. ‘you had been repeatedly urged’ and ‘you have neither completed … nor urged’), and public verbs (e.g. ‘write’ and ‘register’); while that of non-narrative discourse include present tense verbs (e.g. “I write to’ and ‘we are keen to’) and attributive adjectives (e.g. ‘same subject’, ‘sluggish or even stagnant progress’ and ‘financial claims’). The narrative descriptions function to provide details and facts of the discursive events (i.e. referential), and ascribe meanings through implementing personal establishment in the narrative (i.e. evaluative) (Cortazzi and Jin, 2000: 105). Evaluation is expressed by the use of a range of intensifiers, such as adjectives (e.g. ‘grave concern’, ‘stagnant progress’ and ‘keen’), adverbs (e.g. ‘repeatedly’ and ‘appropriately’), lexical or phrasal repetitions (e.g. ‘sluggish or even stagnant progress’, ‘quality and timely performance’ and ‘assess and settle’), or modal verbs (e.g. ‘will appreciate’) and negatives to refer to events which should have been done (e.g. ‘you have neither completed … nor urged …’) (Cortazzi and Jin, 2000: 107). All these features are found in the sample letter (S09.66.M). This communicative narrative approach fits the style of written discourse associated with a hierarchical organization.

7.3.3 Be Open and Transparent in Your Dealings

Quantity surveyors are encouraged to share full facts with their clients, making things as plain and intelligible as possible (HKIS, 2006). This is totally compatible with the government organizational pledge of ‘open’. These two attributes of professional and organizational ideologies reinforce ‘informational production’ (Biber, 1995: 142) and ‘narrative and non-narrative discourse’ (Biber, 1995: 152) which have been discussed above, and the linguistic properties of the organizational ideologies of ‘open’, ‘fair’ and ‘just’ which have also been discussed in the earlier part (7.1) in this chapter. It is noted that the quantity surveyors make explicit statements to avoid ambiguity or misleading, and use plain language to make procedures clear. The writer (S01.01.D) not only discloses the contractual documents ‘Special Conditions of Employment’ and ‘the Brief’ he is relying on, but also quotes the specific clauses in these documents. The writer in S09.33.P virtually describes the onward processing of the roofing warranty which is a legal document. The agents, actions, objects and circumstances of the process are packed with five prepositional phrases in one sentence with 26 words, i.e. ‘Enclosed herewith two sets of Duplicate Forms of Roofing warranty for the captioned contract duly signed for your distribution to the main contractor and the sub-contractor’ (S09.33.P). The writer (S02.01.C) makes an explicit statement to draw the addressee’s attention to the fact that failing to prepare the draft tender document properly will be appropriately reflected in the performance report. The writer (S07.04.M) refers to the ‘information provided by PMC’ in connection with ‘a serious delay in cost estimation’, tabulates the critical dates and delays, and retrieves the previously issued letter, showing the working days being allowed for the estimation. All the writers mark their stance by using speech act verbs, such as ‘requested’ and ‘reminded’ (Biber, 2007: 71). These social practices, which are captured in the QS Corpus, exemplify the core values of being ‘open’ and ‘transparent’ in professional discourse.

The quantity surveyors employ linguistic features that are specific to ‘on-line informational elaboration stance’ (Biber, 1995: 166), aimed at attaining openness and transparency in the written discourse. These features include demonstratives, ‘that’ clauses as verb complements, ‘that’ relative clauses on object positions, and the existential ‘there’. All of them function to express the writers’ stance, and occur relatively more in the Monitoring Sub-corpus, e.g. ‘this letter’, ‘please be reminded that’, ‘it has come to my attention that’ (S09.67.M), ‘there was no progress’ and ‘you will appreciate that’ (S09.66.M). This linguistic strategy helps the quantity surveyors to report the situation and express their views, and thus enables the addressees to have a thorough understanding of the background of the discursive events and the writers’ opinion. This mutual recognition of the discursive events facilitates communication and interaction between the writers and the addressees, and paves the way for further negotiation between them. On the basis of this ‘on-line informational elaboration’ (ibid.: 166), the writers solicit actions from the addressees, which trigger the following events along the discursive chain. The quantity surveyors use appropriate generic actions to represent the events and their styles or identities, which cause the stereotypical moves in the QS Sub-corpora to clarify the events, including establishing the purpose, describing the topics, justifying the actions, soliciting action from the addressee, and highlighting the consequence.

7.3.4 Be Accountable for All Your Actions

Quantity surveyors are advised to take full responsibility for their actions and not to blame others if things go wrong (HKIS, 2006). The government office is a very controlled and structured place glued together by formal rules and policies (Cameron and Quinn, 1999: 20-21). All members of staff must have a thorough understanding of their roles, job responsibilities, and levels of accountability. These characteristics of organizational culture positively reinforce the core value of ‘be accountable for all your actions’ (HKIS, 2006). The writer (S01.01.D) takes full responsibility for his notification given to the quantity surveying consultancy firm, through using authoritative lexis and conventional syntax for giving directives, e.g. ‘I hereby inform you that ...’ and ‘I hereby instruct you to proceed to .....’. He does not disguise any of his responsibility, but firmly assumes accountability for his action. In the tendering process, the writer (S03.09.D) is delegated with the power in the social action, and he assumes his job responsibility by using first person pronoun and straightforward language, i.e. ‘I enclose an acknowledge letter which you are required to sign and return to me within two days of receipt of this letter’ (S03.09.D). The use of ‘I’ in these didactic letters is commensurate with the post designations of the letter senders which are printed on the letters under their signatures. Such post designations indicate the hierarchical level of authority and accountability of the letter senders in the discursive events. In contrast, the writer (S02.01.C) just states that the revised tender programme is accepted, but does not mention he is the person to accept such a programme. This indirectness is realized in the form of hedging in the discourse, which in turn increases the distance between the writer and the addressee.

In the procedural letters, the quantity surveyors transmit information and request the addressee’s manipulation of such conveyed information, e.g. ‘Attached please find a copy of … for your information. You are required to strictly adhere to …’ (S01.06.P). The first sentence is a statement of the action of transmitting the information the writer includes in the letter, whereas the second sentence is the writer’s ideology about what the addressee has to do based on that conveyed information, i.e. “goal-achievement” pattern (Hoey, 2001: 146). The second sentence contains the linguistic features of semi-modal for the predication, suasive verb, split auxiliary and infinitive to construct ‘overt argumentation’ (Biber, 1995: 160). The writer maintains the smooth-running of the project through informing the addressee of the information, and further enhances his managerial role of monitoring the addressee to take subsequent action based on the conveyed information. These two motives contribute substantially of the quantity surveyors’ sense of accountability and responsibility in the workplace.

The quantity surveyors in the government office play a dominant role in managing the tendering process. The writer (S02.01.C) takes full responsibility for his judgement on the performance of the quantity surveying consultancy firm in the preparation of the draft tender documents. The writers are required to function under the hierarchy of accountability they realize in the organizational and socio-cultural contexts. As a result, the letters contain ‘overt expressions of argumentation’ (Biber, 1995: 160) to persuade the addressees to acknowledge the writers’ messages. This overtly argumentative writing calls for the linguistic features of infinitives, predictive modals, suasive verbs, necessity modals, and split auxiliaries (ibid.: 160), e.g. ‘you were requested to review the whole draft tender document’, and ‘you are reminded that all draft tender documents should be properly prepared, vetted, edited and checked prior to submission for approval, failing which it will be appropriately reflected in …’ (S02.01.C). The quantity surveyors also undertake their accountability for the checking exercise in other tasks (e.g. S04.42.C, S10.62.C, S10.68.C, S07.09.C, S08.19.C and S10.57.C), and the organizational structures and language use of these checking letters are very similar.

The managerial role of the quantity surveyors is very prominent in the Monitoring Sub-corpus. The monitoring exercise involves to a greater extent the exchange of professional knowledge, and therefore has more frequent use of ‘overt argumentation' (Biber, 1995: 160) and its corresponding linguistic features to help the quantity surveyors to persuade the addressees to acknowledge their shortcomings in the delivery of services in various tasks (e.g. S01.19.M, S08.14.M, S10.01.M, S07.08.M, S08.16.M, S09.67.M, S07.04.M, S09.66.M, and S10.32.M). The quantity surveyors are accountable for their actions, yet they need to persuade the quantity surveying consultancy firms to acknowledge the conveyed messages for the sake of reinforcing their accountability for the smooth-running of the projects.

Unlike the didactic and procedural discourses where the interpretation of instructions or procedures constitutes a physical inference according to rules and regulations, the checking and monitoring discourses require a mutual recognition of the professional knowledge between the writers and the addressees, and involve mental inference. Due to these different situations, the checking and monitoring letters have relatively more frequent use of 'overt argumentation' (Biber, 1995: 160) to account for all the quantity surveyors' actions.

7.3.5 Know and Act Within Your Limitation

Quantity surveyors are reminded to be aware of the limits of their competence, and do not commit themselves to more than they can deliver (HKIS, 2006). This core value 'know and act within your limitation' supplements the last one 'be accountable to all your actions' (HKIS, 2006). On the one hand, the writers are encouraged to account for their actions, but on the other, they are reminded not to commit more than they can deliver. For example, the writer in S01.01.D requests the addressee to proceed to the tender stage not earlier than three months prior to the latest anticipated gazette date. The writer (S01.01.D) knows that he is taking a risk if the tender stage starts earlier, since abortion of the project may lead to abortive works and costs, so he requires the addressee to submit a request with full justifications for consideration.

The writer does not work beyond the power vested on him in this situation; he acts in an appropriate way. For the other didactic and procedural letters (e.g. S03.01.D and S03.09.D) which are ‘standard letters’ (4.6.2), accountability falls on the smooth-running of the tendering process, while the implication of the accountability has been explicitly stated in the ‘standard letters’. This fixity of procedures pre-empts any concerns about the ‘limitation’ (HKIS, 2006).

In the QS Corpus, ‘be’ as a main verb is frequently used to provide static information (Biber, 1988: 228), e.g. ‘The following are …’ (S09.25.P), and ‘The invitation date for the captioned sub-contract is [date]’ (S03.35.P). This grammatical pattern indicates that the writers are representing the phenomena or the facts, which in turn strengthens the sense that the writers do not work beyond the limits of their competence. Disclaimers are also frequently found in the procedural letters to limit the quantity surveyors’ liabilities, e.g. ‘Please note the above estimates are provided for information only’ (S09.25.P), ‘if any’ (S03.35.P), ‘Under such circumstances, it may not be justified to …’ (S09.49.P). In addition, the writer in S02.09.C states that the tender programme ‘is approved’, but fails to mention who is the person to approve such programme. This agentless passive removes the animated referents, and suggests the possibility that the letter is a message for informing the approval of the tender programme by someone and not an approval given by the writer, though the writer is still the person responsible for the message. In other words, the writer has limited his responsibility to the extent so far as the details and facts collected by him from other parties to support the approval are correct. The writer has not committed himself to more than he can deliver by employing the strategic use of the nominals as the theme of the sentence ‘your letter … regarding the revised tender programme for the above contract is accepted ’. These passivizations and forms of indirectness are instances of hedging. Likewise, in another letter (S02.01.C), the writer puts forward a narrative description of the mistakes found in the draft tender documents and skillfully limits his responsibility to such information.

Apart from ‘be’ used as a main verb and hedging, private verbs (Quirk et al., 1985: 1181) are used to indicate the limitation of the quantity surveyors’ actions. Examples of these three linguistic features are found in the monitoring letters, for instance, ‘The above situation is not acceptable’ (S10.32.M) is restricted to the situation that was described in that letter; ‘The cost effect for such requirement, if any, …’ (S01.19.M) hedges the possibility of the event; and ‘I write to express …’ (S08.14.M) indicates a private expression which can be subject to review if more information is available. These linguistic features are applied to different tasks in the monitoring exercise. In the QS Corpus, first and second person pronouns are predominantly used for deictic identification to clearly indicate the participants’ obligations and rights in the discourse. These pronouns, together with the use of copular verbs and private verbs, are indicators of ‘involved production’ (Biber, 1955: 142) which are used to linguistically show the writers’ awareness of the limitations of action.

7.3.6 Be Objective at All Times

Quantity surveyors are encouraged to give clear and appropriate advice, and never let sentiment or their own interests cloud their judgement (HKIS, 2006). In the QS Corpus, it is found that the quantity surveyors give clear and factual background information which entails objectivity in the discourses. Although some letters appear to be written in a subjective mode basing on the writers’ professional judgement on the matter, it is found that the writers behave in an objective manner, since they rely on details and facts, and ask for full substantiation for consideration prior to making any conclusions (e.g. S02.01.C and S08.16.C). They use the first and second pronouns ‘I’ and ‘you’ as deictic identifications of the organizations they are representing in the written discourse. This linguistic strategy aims to clearly define each party’s role and responsibility, and increases the distance between the writers and the addressees to heighten formality. Formality can make the letters look objective, thus formal verbs and phrases are frequently noted in the letters in the QS Corpus, and nominals are frequently used as the theme of the sentences which make the events look inevitable. As suggested by Eggins and Martin (1997: 231), formality of the QS letters is promoted by the use of standard unabbreviated syntax, thematic prominence, lexically dense noun phrase structures with heavy post-modification, nominalized vocabulary and elevated vocabulary (Eggins and Martin, 1997: 231). In addition, except for the checking letters finding errors in deliverables and monitoring letters urging timely performance, the QS letters are found to be constructed of “sparse use of minimizing or intensifying adverbs” and “sparse and oblique use of attitudinally loaded vocabulary” in the expression of attitude (ibid.: 231).

While the government organizational ideology of ‘open’ is identical to the core value of ‘be open and transparent in your dealings’ (HKIS, 2006) as described above, the core value of ‘be objective’ is entirely compatible with the organizational ideology of ‘fair and just’ which is mainly embodied in Move 5 (describing the topics), Move 6 (justifying the actions), and Move 7 (soliciting action) of the letters. Many examples have been given in this chapter (7.1) to illustrate the quantity surveyors’ expression of these ideologies in language. The quantity surveyors can attenuate their objectivity by putting more emphasis on these phenomena. ‘Elaborated reference’ (Biber, 1995: 155) can enable this attenuation, which includes nominalizations, phrasal coordination, ‘wh’ relative clauses on object/subject positions, and pied-piping constructions (ibid.: 155). Among these linguistic items, nominalization is the most prominent one in the QS Corpus. Nominalization is the third most frequent linguistic feature in the QS Corpus, while the top two are nouns and prepositional phrases. Nominalization is extremely common in many professional registers (Downing and Locke, 2006: 461), and tends to co-occur with passive constructions and prepositions (Biber, 1988: 227). The high nominal content indicates a high abstract information focus, as opposed to primarily interpersonal or narrative foci (Biber, 1988: 227). The high frequencies of occurrence of nominalizations, passive constructions, and prepositional phrases in the QS Corpus reflect the quantity surveyors' intention to achieve the core value of objectivity in their production of letters. It is also discussed in Chapter 5 (textual perspective) that the frequencies of occurrence of nominalizations are very similar among all the Directive, Procedural, Checking and Monitoring Sub-corpora. This means that the use of nominalizations is independent of the communicative purposes, and is thus an inherent writing style of the quantity surveyors.

The frequencies of occurrence of phrasal coordination in the QS Corpus are much higher than those in the academic letters (Biber, 1988: 263) as described in textual perspective (Chapter 5). The quantity surveyors use phrasal coordination to bind information together in a single phrase for idea unit expansion (Biber, 1988: 245), e.g. 'the anticipated commencement and completion dates for the Main Contract …' (S03.01.D) and 'all draft tender documents should be properly prepared, vetted, edited and checked …' (S02.01.M). These parallel representations, listing the information and actions in chronological or sequential order, promote equal status of such information and actions. This linguistic approach helps to impress the addressees of the writers' objectivity and impartiality in handling the information in the discursive interaction. The 'wh' relative clauses and 'pied-piping' construction, however, are seldom used by the quantity surveyors to elaborate on information concerning referents (Chapter 5). The frequently used '…, failing which it will be appropriately reflected in …' (S02.01.M) is found in Move 10 (highlighting the consequence). Nevertheless, the linguistic strategies of 'informational production' (Biber, 1995: 142), 'elaborated reference' (Biber, 1995: 155), 'overt argumentation' (Biber, 1995: 160), 'abstract style' (Biber, 1995: 163), and 'on-line informational elaboration marking stance' (Biber, 1995: 166) which are features of professional letters promoting the core value of objectivity.

7.3.7 Never Discriminate Against Others

Quantity surveyors are reminded not to discriminate against others (HKIS, 2006). The core value of 'never discriminate against others' is too abstract to be uncovered in the grammatical structures of the letters in the QS Corpus. In addition, it is hardly to find out any lexis or words that have meaning or implication of discrimination. In other words, no sign of discrimination is noted in the letters. Any act of discrimination is working against the organizational pledges of 'open', 'fair' and 'just'. To avoid being accused of discriminating against others, the writers have produced their letters with openness, transparency and objectiveness. They predominantly use public verbs (Quirk et al., 1985: 1180), and in some cases use private verbs (ibid.: 1181) to express the writers' knowledge and views on the deliverables. There is little affection using adjectives and adverbs (Downing and Locke, 2006: 475 and 502). The letters are found to be formal, firm and direct, and the tone is distance and impersonal. All the characteristics of the letters in the QS Corpus, as described above, are opposed to the sense of discrimination. In addition, the quantity surveyors stated in the focus group forum that discrimination is a serious concern within their profession and in the government office. They cautiously avoid discrimination from language aspects in their practices.

7.3.8 Have the Courage to Make a Stand

Quantity surveyors should be prepared to act if they suspect a risk to safety or malpractice of any sort (HKIS, 2006). In the QS Corpus, the letters do not mention malpractice of any sort in the dealings, and there is no concrete clue to make any suggestions or conclusions of this core value in the letters in the QS Corpus. The QS Corpus contains checking and monitoring letters regarding finding mistakes in the deliverables and urging timely performance by the quantity surveying consultancy firms. It has been described above how the quantity surveyors make their stance in the discourse (e.g. using ‘that’ verb complements and speech act verbs), and how they represent their knowledge through the various moves, in particular Move 6 (justifying the actions) which focuses on the exchange of professional knowledge between the writers and the addressees. This core value ‘have the courage to make a stand’ echoes the other core values, especially ‘act with integrity’, and ‘be open and transparent in your dealings’, which explains the writing style of the quantity surveyors in producing expository and persuasive texts.

7.3.9 Set a Good Example

The writers in the QS Corpus have demonstrated their awareness of the other core values of professionalism as discussed above, and in this way they ‘set a good example’. The quantity surveyors’ communicative action aims to reach “mutual understanding and agreement through openness and honesty” (Jones, 2009: 87). They mainly employ “open strategic actions” and seldom use “concealed actions”, i.e. “conscious or unconscious deception” (ibid.: 88-89). As a result, the quantity surveying discourse is not distorted to become “occluded discourse”, “competing discourse”, and “impeded discourse” (ibid.: 91).

7.4 Summary

The analysis of the communicative and linguistic strategies of the letters in the QS Corpus reveals that the quantity surveyors are highly aware of their organizational ideologies, hierarchy-type culture, and core values of professionalism. These social contexts constrain their language use, semantically and pragmatically, in the genre construction, interpretation, use and exploitation (Bhatia, 2004: 145). The dichotomy of professional and bureaucratic orientations, which is related to role behavior, autonomy, client's needs and organization's goals, and conformity to ethics and normative practices (Casey, 2002; Freidson, 1986 and 2001; Harries-Jenkins, 1970; Leicht and Fennell, 2001; Maiste, 1997; Misztal, 2002; Sullivan, 2005), are addressed in this research study. The quantity surveyors can adopt the organizational contexts and at the same time demonstrate their professionalism. This chapter provides an understanding of the relationships among language, power and ideology of the quantity surveyors in the government office. The ideologies of 'open', 'fair' and 'just' are closely linked with the rhetorical moves of the QS letters. The hierarchical culture of the government office (Cameron and Quinn, 1999: 20-21), the core values of civil service (Civil Service Bureau, 2009) and the core values of surveying professionalism (HKIS, 2006) shape the quantity surveyors' writing style in the workplace, where Biber's (1995: 141-168) six basic dimensions of variation in English can be used to explain the linguistic strategies adopted by the quantity surveyors based on both their organizational culture and core values in the QS letters.

CHAPTER 8

CONCLUSIONS AND SUGGESTIONS FOR FUTURE RESEARCH

This chapter presents the conclusions (8.1) and significance (8.2) of the present study, and suggests areas for future research (8.3). In concluding this study, the findings and results in relation to the research questions are summarized (8.1.1 to 8.1.3).

8.1 Conclusions

Answering the three research questions presented in the methodological chapter (3.1) leads to drawing up the conclusions in this study. These three research questions are:

(1) What is the language use in professional letters specific to the workplace discourse of quantity surveyors working in a government office in Hong Kong?

(2) How is the genre of professional letters constructed, used, interpreted and exploited by quantity surveyors working in a government office in Hong Kong?

(3) What are the collective effects of professional and organizational contexts on the language use in professional letters produced by quantity surveyors working in a government office in Hong Kong?

These questions are related to the generic integrity of the professional letters produced by eight quantity surveyors working in a government office in Hong Kong. Such professional letters constitute the QS Corpus which is divided into Directive, Procedural, Checking and Monitoring Sub-corpora in terms of the communicative purposes, and these letters perform ten quantity surveying tasks, namely cost planning, tender documentation, tendering, tender appraisal, award of contract, contract documentation, cost control, payment, contractual advice, and final account.

The communicative purposes and tasks are studied in a matrix setting in this research. The letters in the QS Corpus are addressed to four groups of recipients, namely quantity surveying consultancy firms, tenderers, contractors and sub-contractors, and other related administrative organizations. The following are the conclusions drawn from these studies in respect of the three research questions.

8.1.1 Language Use in QS Professional Workplace Letters

The pedagogical perspectives regarding "discourse as text" and "discourse as genre" (Bhatia, 2004: 19) are used to address this research question. In the QS Corpus, the most frequently used seventeen linguistic features (the primary and secondary cores) dominate the lexico-grammar in the professional letters. These linguistic features work jointly to encode and decode the directives, routine procedures and evaluative propositions in the communicative events, which can be classified into five categories according to their grammatical functions, namely the participants, predication, referents (with elaboration), logical markers, and temporal indicators. The next most frequently used sixteen linguistic features (the tertiary and auxiliary cores) function to make the letters expository and argumentative, aiming to increase the preciseness and persuasiveness of the discourses. These sixteen linguistic features are classified into three further categories, namely stance markers, temporal succession and spatiality, and cohesive devices. In other words, the QS professional letters are primarily informative, and secondarily interactive. The eight categories of linguistic features, which have distinct grammatical functions, indicate the language use in the QS workplace letters in the government office (Table 8.1):

Table 8.1: Linguistic Features Specifically Used in the QS Corpus

Grammatical Functions	**Linguistic Features**			
	Primary Core	**Secondary Core**	**Tertiary Core**	**Auxiliary Core**
1. Participants	first person pronouns, second person pronouns	-	-	-
2. Predication	public verbs, agentless passive, infinitives	private verbs, suasive verbs, gerunds	-	-
3. Referents (with elaboration)	nouns, nominalizations, prepositional phrases, attributive adjectives	past participial postnominal clauses, phrasal coordination	-	-
4. Logical markers	-	conjuncts	-	-
5. Temporal indicators	present tense	predictive modals	-	-
6. Stance markers	-	-	'be' as main verb, hedges	'that' clause as verb complements, predicative adjectives, split auxiliaries, adverbs, necessity modals, amplifiers
7. Temporal succession and spatiality	-	-	time adverbials, past tense	place adverbials, perfect aspect
8. Cohesive devices	-	-	demonstratives	independent clauses coordination, other adverbials subordinators, 'by' passive

These thirty-three linguistic features are employed to define or refine the situational contexts and meanings in the particular settings, and thereby heighten the integrity of the quantity surveying discourse. In the QS Corpus, nouns, prepositional phrases, nominalizations and attributive adjectives are the most frequently used linguistic features. These linguistic items integrate to form nominal groups which are information rich. Very often, nominal groups are placed at the beginning of sentences as subjects and themes of the sentences. The type-token ratios (on individual letter basis, i.e. directive: 50.5; procedural: 54.0; checking: 47.0; and monitoring: 48.0) and mean word length (on sub-corpus basis, i.e. directive: 5.0, procedural: 4.8; checking: 5.2; and monitoring: 5.0) of the QS letters are comparable to those of the academic professional letters at 53.0 and 5.0 respectively (Biber, 1988), which reflects a mid-range of using different words to represent information in a letter, and also of word length to convey the contents of the letters.

Some other twenty-nine linguistic features are not mentioned above, but which are occasionally used in the QS Corpus to pursue variations in language use to accord with the communicative purposes and tasks, are considered as peripheral and less important in the quantity surveyors' letter writing. These peripheral linguistic features are the pronoun 'it', demonstrative pronouns, indefinite pronouns, direct 'wh' questions, existential 'there', 'that' adjective complements, 'wh' clauses, past participial adverbial clauses, present participial postnominal clauses, 'that' relative clauses on subject position, 'that' relative clauses on object position, 'wh' relatives on subject position, 'wh' relatives on object position, 'pied-piping' relative clauses, sentence relatives, causative adverbial subordinators, concessive adverbial subordinators, conditional adverbial subordinators, downtoners, amplifiers, emphatics, discourse particles, possibility modals, 'seem and appear', contractions, subordinator 'that' deletion, split infinitives, synthetic negation, and analytical negation.

The communicative purposes are ways to accomplish the quantity surveying tasks, thus the directive, procedural, checking and monitoring letters are regarded as sub-genres of the QS letters in this study. Each sub-genre has its own prescriptive and connotative forms of systemic associations of lexis and grammar, though they share common language use to maintain the integrity of the QS letters as a whole. The quantity surveying discourse is goal-oriented and context-dependent, and is a social practice of transforming professional and organizational ideologies. Their professional vocabulary has “denotative meaning’ (Goodrich, 1987: 179) beyond the linguistic content of the discourse. In many instances, the quantity surveyors use agentless passive, nominalizations and thematisations to build the “syntax of generalization” (ibid.: 180). This approach is employed in legal discourse to establish distance, impersonalize and allow the possibility of exit from a “unique instance of material conflict” to the “universals of a normative rhetoric” (ibid.: 180), with a familiar objectification of behavior which “generalizes beyond the context and institutionalization” of the text and is operated through stereotypes and typifications (ibid.: 181). This generalization can delete “the context and specific identity of the agents of the processes”, and assume a “straightforward, unproblematic, and continuity between concrete instance and abstract norm” (ibid.: 180). This generalization can be unimpeded by particular forms of legitimation, for instance, modality (e.g. modal auxiliaries, adjectives expressing certainty or uncertainty, and verbs expressing mental and logical processes), intertexuality (e.g. subordinate conjunctions for logical sequence), and particular vocabularies and markers (ibid.: 181-182). This study finds that the quantity surveyors use formal, firm and direct language to encode directives, routine procedures and evaluative propositions in the discursive events in the workplace.

The patterns of co-occurrence of these linguistic features in the QS Corpus indicate that quantity surveying discourse is inherently ‘elaborated reference’ (nominalizations and phrasal coordination), ‘overt argumentation’ (infinitives, suasive verbs, predictive modals, necessity modals, and split auxiliaries) and ‘non-narrative discourse’ (present tense verbs and attributive adjectives), since their occurrences are evenly distributed among the directive, procedural, checking and monitoring letters in the specialized corpus. Quantity surveying discourse is also greatly influenced by the communicative functions of ‘involved production’ (first and second person pronouns, private verbs, present tense verbs, ‘be’ as main verb, adverbs, hedges, and amplifiers), ‘informational production’ (nouns, prepositional phrases, attributive adjectives, place adverbials, agentless passive, and past participial postnominal clauses) and ‘narrative discourse’ (past tense verbs, perfect aspect, and public verbs), while ‘situation-dependent reference’ (time adverbials, place adverbials, and adverbs), ‘abstract style’ (conjuncts, agentless passive, ‘by’ passive, past participial postnominal clauses, and other adverbial subordinators), ‘on-line informational elaboration” (‘that’ clauses as verb complements, and demonstratives) and ‘not on-line informational elaboration’ (phrasal coordination) are comparatively less prominent in the quantity surveyors’ letter writing in terms of the frequencies of occurrence of the linguistic features.

Among the directive, procedural, checking and monitoring letters in the QS Corpus, the directive letters have the lowest co-occurrences of ‘involved production’ and ‘on-line informational elaboration’, but the highest for ‘informational production’ and ‘abstract style’. The checking and monitoring letters have more instances of ‘narrative discourse’ to describe the background of the discursive events, while the monitoring letters require more temporal and spatial descriptions in ‘situation-dependent reference’ and more ‘on-line informational elaboration’ to mark stance. This distribution of the frequencies of occurrence of the six dimensions of variations and their respective linguistic features show that the directive and monitoring letters are at the two extremities in terms of their language use in the QS Corpus, while the procedural and checking letters are between them even though the checking letters tend to have similar linguistic characteristics to the monitoring letters. Nevertheless, the QS Corpus is described to be highly informative and interactive, and overtly elaborative and argumentative.

Seventeen moves are identified in the QS Corpus; ten constitute the periphery block and seven constitute the main text block. The periphery block indicates the format of the letter writing, namely Move 1 (open salutation), Move 2 (identifying contract information) and Move 3 (captioned subject matter) at the beginning of the letters, and Move 11 (complimentary closing), Move 12 (signature), Moves 13, 14 and 15 (name, job designation and representation of the letter sender), Move 16 (footnote information), and Move 17 (initials of the participants in the letter writing) at the end of the letters. The main text block provides the texts of the letters and makes up the QS Corpus in this study. Its seven moves include Move 4 (establishing the purposes), Move 5 (describing the topics), Move 6 (justifying the actions), Move 7 (soliciting the actions), Move 8 (attaching auxiliary requirements), Move 9 (highlighting the consequence), and Move 10 (expressing availability/ gratitude). These moves outline the communicative strategies the quantity surveyors adopt in their workplace writing, and such strategies are used variously across the communicative purposes of directive, procedural, checking and monitoring in the discourses. The lexico-grammar and textualization of the moves differ in the same Sub-corpus and across the four Sub-corpora for the same move. Each move has its own content and style, which in turn is influenced in various degrees by the communicative purposes.

The QS letters are framed mainly by the following six linguistic patterns:

(i) ‘In accordance with …, I hereby inform/instruct/notify …’

(ii) ‘I’ + ‘refer to/enclose’ + subject matter/correspondences/etc. (e.g. ‘I refer to the captioned tender exercise’)

(iii) ‘Please’ + activity verb (e.g. ‘Attached please find ...’, ‘Please check ... and obtain ...’ and ‘Please incorporate ...’).

(iv) Second person pronoun/ possessive pronoun and nominalization + suasive or public verb in passive voice + infinitive ‘to’/ preposition ‘to’/ ‘that’ (e.g. ‘You are requested to ...’, ‘Your attention is drawn to ...’, and ‘You are informed/reminded that …’).

(v) Nominal + ‘be’ used as a main verb (e.g. ‘Copies of correspondence are ...’).

(vi) Nominal + ‘shall’ + existence or activity verb in active or passive form + prepositional phrase (e.g. ‘Each copy of the forms shall consist of ...’, ‘The following information shall be attached to ...’, ‘The following documents shall be delivered together with ...’, and ‘item 02 to item 06 shall be prepared on ...’).

Pattern (i) is a typology in writing notification. Pattern (ii) is unique to Move 4 (establishing the purpose of the letter). Pattern (iii) is usually used in Move 5 (describing the topics) and Move 7 (soliciting action), while pattern (iv) is mainly for Move 6 (justifying the actions) and Move 7 (soliciting action). Patterns (v) and (vi) are found in Move 5 (describing the topics) and Move 8 (attaching auxiliary requirements). These patterns are interspersed with adverbial clauses to construct coherence and cohesion in the letters.

The quantity surveyors can draw upon the discourse structures of writing directive, procedural, checking or monitoring letters, and then fine-tune the letters to suit the particular task or, alternatively, draw upon the particular letter for the particular task in the production of the workplace letters. This study finds that the communicative purposes of the letters are the primary consideration in the quantity surveyors’ letter writing, and the tasks are secondary. The communicative purposes of the letters dominate the choice of moves and the lexico-grammar of the moves. In addition, the QS Corpus is highly intertextual and densely interdiscursive. The professional letters in the QS Corpus link their intertextuality with the relevant correspondence in the discursive chain, including letters, faxes, memos, transmittals, emails, minutes of meetings, as well as the contractual documents and deliverables specific to the quantity surveying practices. Interdiscursivity makes possible the interpretation of numerous intertexts through the disciplinary knowledge and discursive practices in the quantity surveying profession. The analysis of intertextuality reveals that similar intertexts are recalled and predicted in the same task within the same Sub-corpus, but this similarity decreases when comparing the same task across different Sub-corpora. The quantum of the intertexts also varies with the moves and the communicative purposes. All these findings and results suggest that the quantity surveyors' written professional discourse is influenced by the communicative purposes much more than the tasks.

This research study identifies nine distinct intertextual and interdiscursive resources which are strategically applied by the quantity surveyors to different extents across the four Sub-corpora with different communication purposes (i.e. directive, procedural, checking and monitoring). These resources are procedural obligation (e.g. 'in accordance with'), signposting language (e.g. 'You are informed that …') indicating topic development or the beginning of a rhetorical move, mutual interpretation of the covering letters and enclosures, clustering letters in pre-determined intertextual arrangements to collect intact the potential contractual correspondence, pre-setting formats, tabulated representation, including disclaimers in the subject letters, recalling preceding texts and predicting future texts, and narratives.

In sum, the QS professional letters are plain, brief, neutral and direct; and their linguistic constructions vary with the communicative purposes of the tasks, namely directive, procedural, checking and monitoring.

8.1.2 Construction, Use, Interpretation and Exploitation of the Genre of QS Professional Workplace Letters

The socio-cognitive space relating to "discourse as genre" and "discourse as professional practice" (Bhatia, 2004: 19) are used to address this research question. While the government office offers 'standard memos, forms and letters' which are applied to the regularly and frequently occurred quantity surveying events for the staff member to follow in the workplace, the importance of the discursive events calls for the mode of inter-organizational communication predominantly in the letter genres. This thesis has discussed the influence of the standardization of the workplace letters on the writing style of the quantity surveyors, and how the genre of the QS letters is constructed and communicated under the physical circumstances in the government office. The 'standard letters' cause the quantity surveyors to follow the same communicative and linguistic patterns to write the QS workplace letters. The generic resources are appropriately used to respond to similar and novel rhetorical situations, including the invention of 'non-standard letters'. Having been incorporated in the workplace, these 'non-standard letters' become antecedents or templates for further duplication. This cultivation gradually aggravates rituality and constitutes conventional letters in genre construction and communication in the government office. The writers and the addressees share the same disciplinary knowledge and professional practice as to what quantity surveying services exactly have to be committed in the inception and feasibility, design, tender and tender appraisal, award of contract, construction and completion stages. Also, the writers influence the addressees to perceive similar beliefs, values and ideologies of the quantity surveying professional culture for the ways how their services can be achieved. Such professional knowledge, practices and culture collectively ground the interdiscursivity among the discursive participants, and in turn help the quantity surveyors to understand the genre production and interpretation.

The critical genre study of QS letters requires an understanding of social structures, intertextuality and interdiscursivity. This genre is constructed in the context of disciplinary knowledge and professional practice. The quantity surveyors appropriate generic resources from specific genres to build new genres in the colonization of genre, i.e. retrospective and repercussive linkages among the ‘standard letters’ contained in the office manual, and the directive, procedural, checking and monitoring letters contained in the project files. They exploit generic conventions to communicate their private intentions within the context of socially accepted communicative purposes that a particular genre is meant to serve (Bhatia, 2004: 87). Each QS Sub-corpus owes a pattern of generic integrity in terms of textualization, contextualization and pragmatism, and interdiscursivity makes possible genre mixing, genre embedding, genre exploitation, development and change in genres and appropriation of genres among them. The construction, use, interpretation and exploitation of the genres of the QS professional letters in the Directive, Procedural, Checking and Monitoring Sub-corpora, including the discursive procedures and discursive practices captured in the Sub-corpora, are summarized below.

(1) The Genre of QS Directive Letters

The Directive Sub-corpus is mainly constituted by ‘standard letters’ contained in the office manuals, which involve giving notification and instructions of procurement of contract (i.e. tendering, tender appraisal, award of contract, and contract documentation) at pre-tender stage and giving notification for commencement of works (i.e. contractual advice) at post-contract stage. These tasks re-occur from project to project and accordingly, the communicative letters of these tasks are similar on the same incidents and can therefore be standardized. The notifications are made based on the conditions of contract and therefore vary with those changes that may be implemented from time to time in different contracts. Such contractual clauses, however, are very stable. Even though there are changes, the notifications are expressed in the same way as they are conventionally constructed, and, as a result, their linguistic framework and strategies are withheld. In contrast, the instructions vary with the requirements, systems and policies which are dynamically changed in the government office. These changes are absorbed and indicated in the deliverables such as tender documents and tender reports, while the letters which function to convey these deliverables and instruct the way forward usually do not need any changes. The instructive letters are functionally situated in a very stable discursive environment, and thus their linguistic strategies stagnate. As a result, the ‘standard letters’ are not required to be frequently updated, and thus numerous letters in the Directive Sub-corpus are identical.

As regards the ‘non-standard letters’ in the Directive Sub-corpus which relate to notifying transition of works stages (i.e. cost planning and award of contract) and instructing attending tender assessment meeting (i.e. tender appraisal), the former group of letter is constructed in a similar way to the notification described above, while that of the latter is similar to the instructions. These letters were developed in the last ten years to suit the unique and specific characteristics of the projects that were under the purview of the participants, while the generic framework and linguistic and grammatical uses of these letters are based on the ‘standard letters’ in the office manuals. This development is founded on the writers’ perception of linguistic compatibility between texts that have the common communicative function of directive. Once these ‘non-standard letters’ are implemented, the quantity surveyors regard them as templates for use in similar incidents; the more similar the incidents, the more ritualized the templates. The standardization, as either ‘standard letters’ in the office manual or ‘antecedent letters’ in the office project files to suit specific projects, pre-determines the genre of directive letters which remain relatively static, at least in the past ten years, due to the stable discursive environments of text production and interpretation in this communicative purpose.

The letters in the Directive Sub-corpus exemplify the grammatical and syntactic patterns of notification writing: ‘In accordance with ... I hereby inform/ instruct/ notify you that/ to ...’. This linguistic style is inherent in the quantity surveying profession and further enhanced by the mandatory use of the ‘standard letters’ which are incorporated into the office manuals of the government office for the quantity surveyors to follow. This style is also extended to the ‘non-standard letters’ in giving notification. The communicative goals of these letters are the notifications of the proceeding of quantity surveying services from one stage to another, extension of tender periods, accepting tenders, and ordering commencement of works. The delivering of notifications is based on contractual legitimacy or when contractual relationship is yet to be established, on organizational delegation. The quantity surveyors use this pattern of language use to provide the contractual justifications and the contents of the notifications. By the same token, the quantity surveyors use the patterns of linguistic constructions, grammatically and pragmatically, of the ‘standard letters’ to construct the ‘non-standard letter’ to give instructions though the contents are not necessarily identical. The linguistic features predominantly used in the ‘standard letters’, including nouns, nominalizations, passivizations, postnominal clauses, prepositional phrases, attributive adjectives, infinitives and modal auxiliary ‘shall’, and are frequently applied in the ‘non-standard letters’ to promote formality, clarity and certainty. Possibility modals are seldom employed in order to enhance certainty, and the writers do not allow any space for elaboration and negotiation by the addressee in return.

As regards the six patterns of language use in the QS letters (8.1.1), except for patterns (ii) and (iii) which are used to recall the given information and to provide the new information for intertextual constructions, all the other patterns can be used as ways of giving instructions in an imperative tone. These patterns are signposting language used for topic initiation and change in the sense that each new piece of instruction is regarded as a juncture, which are a characteristic of language use in the government office. ‘You are requested/required’ is signpost of Move 4 (establishing the purposes) and Move 7 (soliciting the actions). ‘You are reminded’, ‘Please be reminded’ and ‘Your attention is draw to’ are signposts of Move 6 (justifying the actions) and Move 8 (attaching auxiliary requirements). In case where the same signposting is used, the writer adds the conjunct ‘also’ to distinguish the two points as well as to add cohesion, such as ‘you are required to’ and ‘you are also required to’.

(2) The Genre of QS Procedural Letters

The Procedural Sub-corpus contains ‘standard letters’ for performing the tasks of tendering and contractual advice. These standard letters are for routine procedures that repeat from project to project. Their historical development as a genre is similar to that of the directive ‘standard letters’, yet their generic framework and language use are developed by another route to accomplish the communicative purpose of procedural in the government office. Compared with the Directive Sub-corpus, the Procedural Sub-corpus consists of more ‘non-standard letters’, including a few for cost planning and most for giving contractual advice on an incidental basis. Owing to this unpredictability, the rituality of the procedural letters is less than that of the directive letters. The genre of these non-standard letters therefore embraces more diversification of language use, yet their framework and linguistic and grammatical constructions remain intact in the Procedural Sub-corpus. In other words, the variability is comparatively higher among the procedural letters than the directive letters.

The typicality of a procedural letter is the inclusion of two parts: establishing the purpose of the letter, and providing the information. The details and information are packed together in one sentence using propositional phrases, past participial postnominal clauses, attributive adjectives, nouns and nominalizations. If applicable, tabulation is included to show the figures. The genre construction of the procedural texts is extended from the 'standard letters' to the 'non-standard letters' specifically written by the quantity surveyors for particular functions in the government office. These linguistic convergences among the procedural letters are caused by two constraints. First, the convention of the 'standard letters' is mapped onto the writing style of the quantity surveyors in their workplaces; and second, the integrity of the genre construction for procedural letters in the government quantity surveying office has been established and maintained. It is also observed that different addressees do not cause observable linguistic variation in the quantity surveyors' workplace letters, except the writers' consideration of the types of addressees to construct linguistic strategies for politeness; for example, the politeness markers 'please', though conventional, is comparatively heavier towards the administrative staff in other related organizations, who are regarded as the most remote among the parties participating in the development projects since they have no contractual relationships with the government office. Nevertheless, addressees are not the crucial factor to determine the contextual situations in the QS Corpus; rather, the writers' intention dominates the rhetorical strategies in the letter writing. The writers use hedging and disclaimers to restrict their liability in providing the details and information, which add further contexts to the typicality of the procedural letters.

(3) The Genre of QS Checking Letters

The Checking Sub-corpus does not contain any ‘standard letters’ that are drawn from the office manuals. The discursive practices performed in the checking letters involve checking the deliverables of tender documents, cost control, payments and final accounts prepared by the quantity surveying consultancy firms and the tenders returned by the tenderers. The checking exercise is impossible to be predicted and thus checking letters cannot be standardized. In general, the checking function involves commenting on or accepting the deliverables, and reprimanding the consultants’ performance if mistakes are found. There is a warning letter contained in the office manual to register the consultants’ unsatisfactory performance for taking disciplinary action, and the quantity surveyors use this letter as a template for producing workplace letters that have the communicative purpose of checking. The quantity surveyors’ attention is paid to this warning letter because it serves the same purpose as the reprimanding letters that the unsatisfactory performance is properly recorded in writing and will be reflected in the consultants’ quarterly reports. This warning letter is semi-standard since it leaves space for the quantity surveyors to insert the inadequacies and the standard required. This warning letter, however, is so seriously written that the tone is not appropriate for the checking texts. As a result, the quantity surveyors only follow the rhetorical moves and revise the linguistic strategies.

While the quantity surveyors successfully build the genre of the reprimanding letters, there is no template for them to follow in the construction of the commenting and accepting letters. These two types of checking letters function to inform the addressees of the results of the checking. This function is to a large extent similar to the procedural letters with regard to the conveyance of information, which are either ‘standard’ or ‘non-standard’ letters produced in the government office. The genre of the checking letters was gradually established in the last ten years when the government office launched the policy of outsourcing the consultancies to outside consultants. The role of the quantity surveyors is to monitor the performance of the quantity surveying consultancy firms, and they gradually develop these letters to serve the communicative purpose of checking. Nevertheless, the development of the genre of the checking letters relies less on the ‘standard letters’ compared with the directive and procedural letters.

The quantity surveyors function to monitor the outsourced quantity surveying consultancy firms to administer the building projects, and this specific job function requires the exploitation of a compatible genre type. The checking letters include giving comments on the tenderers' submitted tenders and the consultancy firms’ deliverables, accepting the consultancy firms’ submitted deliverables, and reprimanding their performance if mistakes are found. Although these letters have different sub-functions within the checking function, their organizational structures are very similar. The writers use ‘I refer to ...’ or ‘I write to express ...’ to establish the purposes of the letters (Move 4); and use nouns, nominalizations, or nominal groups (e.g. ‘An examination of your tender has found the following ...’, ‘You letter ... regarding ... for the above contract...’, ‘Mistakes were found ...’, ‘According to your cashflow ...’, ‘Inconsistency was noted between ...’, ‘... the following errors which were observed ...’) which, if necessary, are supplemented with a list of items to furnish the addressees with the comments, and to inform them of the acceptance of deliverables or the finding of errors (Move 5). Alternatively, the writers may use ‘Please find attached ...’ together with the attachments to furnish the addressees with the comments. The writers then evaluate the consultants’ performance, ritually using the collocated phrases ‘your particular attention’ and ‘you are reminded’ to introduce the writers’ knowledge in the discourse (Move 6). Concerning soliciting action from the addressees, the writers use the collocated phrases ‘you are required/ requested to provide/ explain’ or ‘please submit/ advise’ (Move 7). Finally, the writers highlight the consequence, using the standard phrases ‘the above unsatisfactory performance will be appropriately reflected in your performance report’ (Move 9). The letters giving comments are collaborative in seeking the addressees’ responses since the discursive participants are in a “solidarity” relationship more than “power” (Hodge and Kress, 1993: 157); the letters accepting deliverables are imperative since the writers exert their power inherent in the workplace; and the letters reprimanding the consultancy firms’ performance are descriptive and evaluative since the writers persuade the addressees and potential readers to accept the validity of the errors found.

(4) The Genre of QS Monitoring Letters

The Monitoring Sub-corpus does not contain any ‘standard letters’, and all the letters in this Sub-corpus are addressed to the quantity surveying consultancy firms. These discursive practices include issuing reminders, requesting clarifications or actions, and urging timely performance with regard to the cost planning, tender documentation, cost control, payment, contractual advice, and final account tasks. Similar to the checking letters, the monitoring exercise is unpredictable and monitoring letters cannot be pre-set to frame the discursive practices. With the same background as the checking purpose, the monitoring role and function are borne by the government office’s policy of outsourcing the consultancies. The letters urging timely performance are very similar to the reprimanding letters in the Checking Sub-corpus, and, indeed, their historical development of genre is in parallel by sharing the same warning letter as described above, since both of them have a common purpose of reflecting the unsatisfactory performance in the consultants' reports. The letters requesting action are to a certain extent similar to the letters giving comments in the Checking Sub-corpus, though their orientations are different; the monitoring postulates the events that require follow-up action whereas the checking elucidates the results of the checking. The reminders are quite rare in the Monitoring Sub-corpus, and their genre construction is developed on its own to suit the particular situation of the discourse. In sum, the development of the genre of the monitoring letter is very similar to that of the checking letters, as they are initiated by the government office's policy of outsourcing the consultancies, and the roles and motives of the writers (the participants) and the addressees (the quantity surveying consultancy firms) are the same in both Sub-corpora.

The monitoring letters have similar linguistic and grammatical constructions across different sub-purposes of issuing reminders, requesting clarifications, and urging timely performance within the communicative purpose of monitoring. They are also similar to the checking letters in terms of textual features and organizational structures. The similarities are due to the proximity of the checking and monitoring purposes since both groups of letters focus on ensuring the deliverables provided by the quantity surveying consultancy firms are satisfactory, and these letters serve as valid evidence to justify the scores in the performance reports of the consultancy firms. The demarcation between the two functions of checking and monitoring, however, relies on the contents of the letters. The checking letters convey more technical information, while the monitoring letters ascertain the consultants' performance. Both the checking and monitoring letters exhibit persuasion that attempts to either change the thinking of the addressees or strengthen its beliefs, and the persuasive process is affected by the situational and socio-cultural contexts in which it takes place (Halmar and Viranen, 2005: 3-4). These letters are predominantly between quantity surveyors working in the government office and the consultancy firms. They share the same set of beliefs and ideologies in the discourses, in which persuasion takes place.

8.1.3 Influence of Professional and Organizational Contexts on the Genre of QS Professional Workplace Letters

The contextual perspectives regarding “discourse as professional practice” and “discourse as social practice” (Bhatia, 2004: 19) are used to address this research question. The quantity surveyors are trained to have professional practices, conduct, and ethics; and work under the organizational constraints of conventions and rituals to construct and communicate the genres of QS letters in their discursive practices. They have chosen the appropriate genres to achieve their specific professional and organizational goals and perform their activities, including directive-, procedural-, checking- and monitoring-oriented letters, and conventionally employ the mode of letter to achieve these communicative purposes due to the need of a proper record as tangible evidence to show accountability and responsibility, and as legal evidence if there are contractual and legal disputes. Through participating in the production of the letters in the QS Corpus, the quantity surveyors contribute their professional and linguistic knowledge to the construction and interpretation of the specific generic actions. During the process of interaction, they have to consider the addressees’ reception which in turn influences their manipulation of the genre communication for the sake of achieving discursive competence and professional identity. The quantity surveyors use language as a form of discursive and social practice to manifest their professional knowledge in the context of their profession, professionalism, consumerism and managerialism.

The quantity surveyors participate as a member of the two institutions of profession and organization. This study reveals that the quantity surveying profession establishes standards and norms for the conduct of professional activities, while the government office specifies task objectives and controls the means to realize these objectives (Harries-Jenkins, 1970: 53), such as standardizing the production of letters in the government office. The tension between the institutions of professionalism, managerialism and consumerism are uncovered through investigating the quantity surveyors' social practices that are captured in the QS Corpus. This study, however, shows that convergence is more common than divergence between these institutions in terms of the quantity surveyors' written workplace discourse, as their professional and organizational ideologies are close. The quantity surveyors conceive the nine core values of professionalism sanctioned by the HKIS, and these values are compatible with the government ideologies of 'open', 'fair' and 'just' for ascribing public accountability, and also the core values and standards of conduct of civil servants which are described in the Civil Service Code (2009) published by the HKSAR Government. The employees in the government office are trained to be professional, and this training reinforces the professionalism of the quantity surveyors working in the government office. These retrospective effects establish the norms of professionalism of the quantity surveyors, and there are no contradictions that may blur the professional practice of the quantity surveyors.

This compatibility is strengthened by the organizational structure of the government office. This organization is a quantity surveying section of a government department in Hong Kong. Its Head of Grade is a qualified quantity surveyor, not an administrative officer educated and trained to be managerial-oriented and thus outsider of the quantity surveying profession. The government office under study is constituted by a group of quantity surveyors who are bound to the same set of professional tasks by ties of jurisdiction (Abbott, 1988: 33) and attempt to gain control over their own work and affairs (Fredison, 2001: 106). Although they are supposed to collaboratively safeguard their professional and discretionary ideologies rather than standardized production (ibid.: 109), the standardization of letter writing in the government office is widely accepted by the quantity surveyors since such letters are produced in the context of the quantity surveying profession. This study suggests that the institutions of professionalism and managerialism are not necessarily dichotomous, provided that the managerialism is 'professional bureaucratic', or, in other words, within the jurisdiction of the profession. This standardization of written discourse is made possible because of the repetitive nature of the quantity surveying tasks, and such standardization of professional products is found acceptable among the professionals. This standardization is a way of managing the quantity surveyors' social practices in the government office, or a process of appropriating elements among social practices through recontextualization and socialization. This process of standardization, however, is influenced by the communicative purposes of the letters. The directive and procedural discourses are related to the delivery of prerogatives and guidelines which are routine in nature, whereas the checking and monitoring discourses are related to expressing affect, evaluation and comments which are spontaneous. Nevertheless, the standardized letters embed the norms and beliefs of the organization, by which the quantity surveyors attempt to intimate the language and gradually cultivate the expectations of the writing norms. In quantity surveying discourse, ideology is a collective practice to entail identification more than a set of mental representations. This explains the inflexibility of the genre and sub-genres of the professional letters produced in the government office.

The quantity surveyors can exert their professional power and workplace power to accomplish the tasks under their employment contracts with the government office and their social contracts with the public. Their language variance is brought by their implementation of these inherent powers towards various communicative purposes. They are fully aware of their positions in different situations, and understand the role they play in the societal discourse. The social structures include the focus group of quantity surveyors employed in the government office to take up the role to monitor other quantity surveying professionals in the performance of services, and also their own professional institution (i.e. HKIS) which is governing their behaviour, beliefs and values in delivering quantity surveying services. Both structures provide overall constraints on discourses, which affect such diverse discourse properties as topic choice, local coherence, lexical style or rhetorical figures (van Dijk, 2001: 118). There are no linguistic signs that quantity surveyors' professionalism is suppressed by the hierarchy organizational culture. The quantity surveyors are employed to deliver their professional knowledge at work and it is illogical for the organization to suppress their professionalism. Instead, during the course of externalizing their professional knowledge, the quantity surveyors are positively influenced by the organizational culture on their professional quality and communicative strategies and styles. The quantity surveyors are influenced by the hierarchical culture to focus on details and facts before making any decisions on the way forward, and to use neutral language. The professional and organizational contexts have intervened and interacted with each other to give a compound effect on the quantity surveyors' behaviour in written discourse.

The ideologies of 'open', 'fair' and 'just' closely link with the rhetorical moves in letter representations. In general, 'open' is embodied in Move 4 (establishing the purpose) and Move 5 (describing the topics); 'fair' is embodied in

Move 5 (describing the topics) and Move 6 (justifying the actions), and ‘just’ is embodied in Move 6 (justifying the actions), Move 7 (soliciting the actions), Move 8 (attaching auxiliary requirements), and Move 9 (highlighting the consequence). Each rhetorical move has its own characteristics in term of linguistic features and textualization, which can therefore be regarded as the linguistic characteristics of each ideology (i.e. ‘open’, ‘fair’ and ‘just’) respectively. These findings are equally applied to the four QS Sub-corpora which have different communicative purposes.

The analysis of the QS Corpus shows that the letters are formal, firm/certain, and straightforward/direct. The formality markers include the frequent use of nominalizations and passive voice; certainty is constructed of static forms (e.g. ‘be’ as main verb); and straightforward language involves second person pronouns and semi-modals (e.g. ‘you are required to …’). In addition, language variation is observed among the different groups of letters in the four Sub-corpora, such as letters for giving notifications and instructions, conveying information, checking deliverables, and urging timely performance. The language and linguistic features adopted by the quantity surveyors to heighten their organizational ideologies of ‘open’, ‘fair’ and ‘just’ in these groups of letters are summarized in Table 8.2.

Table 8.2: Communicative and Linguistic Strategies Used by the Quantity Surveyors to Manifest the Organizational Ideologies of 'Open, Fair and Just'

Group of Letter (language use)	Ideology of 'Open'	Ideology of 'Fair'	Ideology of 'Just'
Directive Sub-corpus: Giving notifications (imperative, legal-oriented with contractual reliance)	*Communicative strategies:* declare legitimacy or authority for issuing the notifications *Linguistic strategies:* adverbial subordinator, 1st person pronoun, active voice, place adverbial, mental process verb (e.g. 'In accordance with …, I hereby inform you that …')	*Communicative strategies:* describe what and how the actions subsequent to the notifications are conducted *Linguistic strategies:* adverbial subordinator, 1st & 2nd person pronouns, active/passive voice, place adverbial, mental process verb (e.g. 'In accordance with …, I hereby instruct you to/ you are required to …')	*Communicative strategies:* invite alternative actions (optional) *Linguistic strategies:* adverbial subordinator, 2nd person pronoun, semi-modal verb, passivization (e.g. 'In accordance with …, you are required to …')
Directive Sub-corpus: Giving instructions (imperative, based on prerogatives)	*Communicative strategies:* define the purpose of the instructions *Linguistic strategies:* professional jargon, noun, mental and action verbs (e.g. 'you are informed that contractors in the List of … are invited to tender for the above work')	*Communicative strategies:* describe the procedures for compliance *Linguistic strategies:* 1st & 2nd person pronouns, nominalization, nominal group, necessity modal, mental/action verbs (e.g. 'Attached please find …)	*Communicative strategies:* solicit action and invite alternatives *Linguistic strategies:* 2nd person pronoun, semi-modal verb, predictive modal, passivization (e.g. 'you are required to …', and 'you will be advised of …')
Procedural Sub-corpus: Conveying information (collaborative)	*Communicative strategies:* disclose the originality of the information *Linguistic strategies:* nominal phrase as subject, copular verb, temporal description, past participial postnominal clause, indirect speech act verb, 'that' verb complement, existential 'there' (e.g. 'The following are … expected to be generated …', 'please be informed that the Employer has agreed to your application …')	*Communicative strategies:* ensure the procedural requisitions are mutually accepted by both parties, and include disclaimers *Linguistic strategies:* conditional adverbial, pronoun 'it', modality (e.g. 'under such circumstance … it may be …')	*Communicative strategies:* solicit action and justify the actions *Linguistic strategies:* 2nd person pronoun, semi-modal verb, passivization. time and space adverbials (e.g. 'you are required to … within the following week … to the above office')
Checking Sub-corpus: Commenting on deliverables (tentative and non-committing)	*Communicative strategies:* reveal the purposes of the checking *Linguistic strategies:* 1st person pronoun, nominal phrase, past participial postnominal clause (e.g. 'I refer to your draft final account for … submitted under …')	*Communicative strategies:* negotiate the compliance of the checking results *Linguistic strategies:* tentative words (e.g. 'consider', 'necessary', 'preliminary', consideration')	*Communicative strategies:* request reverting actions based on the checking results *Linguistic strategies:* active voice time and space adverbials (e.g. 'Please submit it to my office on or before [date]')

Table 8.2: Communicative and Linguistic Strategies Used by the Quantity Surveyors to Manifest the Organizational Ideologies of 'Open, Fair and Just' (Cont'd)

Checking Sub-corpus: Accepting deliverables (impersonalization)	*Communicative strategies:* express the acceptance *Linguistic strategies:* nominal phrase, nominalization, passivization (e.g. your … is approved')	*Communicative strategies:* express the acceptance *Linguistic strategies:* nominal phrase, nominalization, passivization (e.g. your … is approved')	*Communicative strategies:* express the acceptance *Linguistic strategies:* nominal phrase, nominalization, passivization (e.g. your … is approved')
Checking Sub-corpus: Finding errors in deliverables (illustrative, elaborative and reprimanding)	Communicative strategies: reveal the purposes of the checking and the discursive background *Linguistic strategies:* nominal phrase, passivization, private verb, 'that' subordination, copular verb (e.g. 'mistakes were found in …')	*Communicative strategies:* give narrative account of the details and facts about the errors *Linguistic strategies:* Nominal phrase, Passivization, past tense, private verb (e.g. discrepancy between … and … was noted and raised to your office, and you were requested to review …'	*Communicative strategies:* evaluate the performance and highlight the consequence *Linguistic strategies:* predicative and necessity modals, private verb, passive voice, phrasal coordination, split auxiliary, pronoun 'it' (e.g. 'you are reminded that all draft tender documents should be properly prepared, vetted, edited and checked' and 'it will be appropriately reflected in your performance report')
Monitoring Sub-corpus: Reminders (illustrative and persuasive)	*Communicative strategies:* highlight the aims, background and references of the discursive events *Linguistic strategies:* 1st person pronoun, private verb, past participial postnominal clause, nominal phrase, passivization, time adverbial (e.g. 'I write to express my concern about … accusing …', and 'The Contract was certified completion on [date].')	*Communicative strategies:* represent the contents of the reminders *Linguistic strategies:* 1st and 2nd person pronouns, nominalization, gerund, preposition phrase, conditional adverbial and coordination, necessity modal, agentless passive, past participial postnominal clause, attributive adjectives (e.g. 'you are reminded that ..', and 'a complete measurement and valuation of the final account')	*Communicative strategies:* solicit compliance of the reminders *Linguistic strategies:* nominal phrase, nominalization, necessity modal, suasive verb (e.g. 'the cost effect for such requirement shall be taken into account' and 'please ensure compliance with these deadlines')
Monitoring Sub-corpus: Requesting clarifications/ actions (persuasive and reprimanding)	*Communicative strategies:* highlight the aims, background and references of the discursive events *Linguistic strategies:* 1st person pronoun, private verb, past participial postnominal clause (e.g. 'I refer to …, alleging that …')	*Communicative strategies:* Reconcile the background and current situation *Linguistic strategies:* negative construction, concessive adverbial (e.g. 'Despite our repeated reminders')	*Communicative strategies:* Solicit retrospective action *Linguistic strategies:* 2nd person pronoun, semi-modal verb, predictive modal, passivization (e.g. 'you are requested to …')

Table 8.2: Communicative and Linguistic Strategies Used by the Quantity Surveyors to Manifest the Organizational Ideologies of ‘Open, Fair and Just’ (Cont’d)

Monitoring Sub-corpus: Urging timely performance (persuasive, elaborative and reprimanding)	*Communicative strategies:* highlight the aims, background and references of the discursive events *Linguistic strategies:* 1st person pronoun, private verb, attributive adjective, nominalization, adverbial subordinator, nominal phrase, adjective, time adverbial (e.g. ‘I write to express my grave concern about your overdue reply …’, ‘according to’, and the final account for the captioned Contract has become overdue since [date]’)	*Communicative strategies:* give narrative account of the details and facts about the events and evaluate on what should have been done *Linguistic strategies:* ‘be’ used as main verb, predicative adjective, phrasal coordination, necessity modal, suasive verb, necessity modal, time adverbial (e.g. ‘The above situation is not acceptable’, ‘quality and timely performance of the consultancy services’, and ‘Please be reminded that you should provide … within 7 working days’)	*Communicative strategies:* evaluate the performance and highlight the consequence *Linguistic strategies:* 2nd person pronoun, semi-modal verb, passivization, infinitive, time adverbial, pronoun ‘it’, predictive modal, private verb (e.g. ‘you are requested to …’, ‘you are therefore advised to make effort to assess and settle the financial claims .. without further delays’ and ‘it will be appropriately reflected in your performance report’)

Professional quantity surveyors are taught to be neutral, impartial, un-biased, objective and accountable, and these professional attributes are also the values of a hierarchy-type organization. The quantity surveyors therefore have no hesitation in performing these shared values in their written discourse. The six dimensions of the hierarchy-type culture of the organization constrain the quantity surveyor’s writing style. Although the linguistic effects overlap across the six dimensions, each dimension has its specific contribution to the quantity surveyors’ language use.

(1) The dominant characteristics (controlled and structured place) of the government office encourage the use of ‘standard’ and ‘antecedent’ letters in similar discursive events to standardize the letter writing for the sake of enhancing consistence. The degree of acceptance for these templates by the employees is commensurate with how close they are with the quantity surveyors’ written register and how far they can attain the functional aims in the workplace. The more the templates are close to the written register, or the more they can help with the tasks, the more they are realized in the

organization.

(2) The organizational leadership (exemplifying smooth-running efficiency) is on a sliding scale between the two extremes of imperative and solidarity to suit the different communicative purposes, and causes language variations in the QS Corpus. Examples of the imperative are letters giving notifications and instructions, whereas those of the solidarity are letters conveying information or delivering reminders.

(3) The management style (conformity, predictability, and stability in relationships) leads the quantity surveyors to focus on details and facts, and prefers conformities to non-conformities. To achieve this style, the quantity surveyors use public verbs to demonstrate neutrality and adopt the strategy of 'overt argumentation' (infinitives, suasive verbs, spilt auxiliaries, prediction and necessity modals) to persuade the addressees to acknowledge their ideology.

(4) The organization glue (formal rules and policies) reinforces the rituality of the language used in the organization. The quantity surveyors use nominalizations, phrasal nouns, and attributive adjectives to describe the contractual and technical matters in the workplace. In addition, they use first person pronouns, private verbs, attributive adjectives and nominalizations to express their stance on these matters.

(5) The strategic emphases (permanence, stability, and smooth operation) focus on tenor in communication. Tenor deals with the relationships between the writers and the addressees. The written discourse is formal, polite, and impersonal in the government office. The prescribed norms and framework for writing induce a homogenous pattern of writing to maintain a consistent and stable delivery of quantity surveying services within the organization.

(6) The criterion of success (efficiency) demands plain and direct language to achieve efficiency. Thus, the government office does not support stylistic and emotional texts; rather, a fluent, neutral and brief writing style is the norm in the government office. Unnecessary words and information, and subjective and personal feelings risk possible accusation of being biased and unfair, which are prohibited in the organization.

Apart from the organizational ideologies and culture, the core values of surveying professionalism impose further constraints on the writing style of the quantity surveyors. The compatibility of the hierarchical culture and core values of the quantity surveying professionalism reinforces the linguistic constraints in the government office, and thus heightens the rituality of the quantity surveyors' letter writing. This study has demonstrated how Biber's (1995) six basic dimensions of variation in English can be used to explain the linguistic strategies adopted by the quantity surveyors to achieve their nine core values of professionalism (HKIS, 2006) which is compatible with the core values for the civil service (HKSAR, 2009). Nevertheless, the pairings of the core values and Biber's (1995) dimensions might have over-simplified the collective effects of the linguistic strategies used by the quantity surveyors to express their style and identity. These linguistic dimensions, to a different extent, overlap across the nine core values.

(1) 'Act with integrity' is achieved by 'informational production' (nouns, prepositions, and attributive adjectives) and 'abstract style' (conjuncts, agentless passives, and past participial postnominal clauses).

(2) 'Always be honest' is achieved by both 'narrative discourse' (past tense verbs, third persons pronouns, prefect aspect verbs, and public verbs) (Biber, 1988), and 'non-narrative discourse' (present tense verbs, and attributive adjectives) (Biber, 1988), since the quantity surveyors focus on details and facts.

(3) ‘Be open and transparent in your dealings’ are achieved by ‘on-line informational elaboration marking stance’ (demonstratives, ‘that’ clauses as verb complements, ‘that’ relative clauses, and existential ‘there’).

(4) ‘Be accountable for your actions’ is achieved by ‘overt argumentation’ (first person pronouns, predictive modal, suasive verbs, split auxiliary, infinitives, and necessity modal).

(5) ‘Know and act within your limitations’ is achieved by ‘involved production’ (‘be’ used as a main verb, agentless passive, hedging, private verb, first and second person pronouns).

(6) ‘Be objective at all times’ is achieved by ‘elaborated reference’ (nominalizations, and phrasal coordination).

(7) ‘Have the courage to make a stand’ is achieved by ‘on-line informational elaboration marking stance’, which is similar to ‘be open and transparent in your dealings’.

(8) ‘Never discriminate against others’ is avoided by complying with ‘be open and transparent in your dealings’ and ‘be objective at all times’.

(9) ‘Set a good example’ is a summary of all of the above.

Quantity surveyors are experts in the real estate and construction industry to deal with construction contracts and costs. They have established a written register within their own profession, which is, to a certain extent, influenced by the legal register since their jobs are mainly legal-oriented. Their language structures are characterized by long and complex sentences, many nominals and nominalizations, and adjectivals and adverbials to provide a thorough description of the subjects, and accommodate all logical progression and information as far as possible, within one sentence. Echoing Sullivan’s (2005: 2) suggestion that professionals (including quantity surveyors) establish for themselves “shelters from pure market competition”, which is a privilege granted on the basis of specific expertise, quantity surveyors write for specialists in the construction industry, but not the general public. They can, therefore, use professional terminology and specific linguistic features to construct their own professional language in the expression of their ideologies. In the analysis of the tenor, the formality, politeness and impersonality specific of the quantity surveying professionalism coincides with the hierarchical culture. The quantity surveyors' professional attributes of being neutral, impartial and un-biased are comparable to the government office's core values of open, fair and just. As these professional and organizational beliefs are compatible with each other, the employees could maintain their own professionalism and at the same time accommodate the bureaucratic system of the organization.

8.2 Significance of the Present Study

The contributions of the present study are discussed in three areas: collaborative approach of research (8.2.1), integrative approach of research (8.2.2), and pedagogical implications (8.2.3). The collaborative parties refer to practitioners in the related professions and discourse researchers. The integrative approach suggests supplements to Bhatia's (2004) critical genre analysis, which is the theoretical and analytical framework in this study. Pedagogical implications are applied to professionals-in-training and students in the real estate and construction field.

8.2.1 Collaborative Approach of Research

There are numerous studies conducted in the language use of a range of professional, institutional and workplace discourses, including law, medical and health care, academy, social work, business, media, and political, yet it is extremely difficult to find books and papers with regard to the language use by the professionals in the field of quantity surveying or in the real estate and construction industry, even though the quantity surveying service is included in professional services as one of the four key industries in the Hong Kong Economy (Census and Statistics Department, 2009). Quantity surveyors focus on their specialized disciplinary knowledge and professional practice, and regard language and discourse as peripheral to their practice. This study raises the awareness of quantity surveyors about the importance of discursive competence (Bhatia, 2004: 144) in their delivery of professional work in workplace communication. This study bridges language use and professional practice in the real estate and construction industry, by making a unique contribution to inform novice and expert professionals' understanding of the conventionalized patterns of genre construction and comprehension in the quantity surveying community.

The bridging, however, requires an understanding of both quantity surveying practice and linguistic knowledge. Although the acquisition of professional knowledge and culture specific to the profession is considered a key to the success of studying professional communication (e.g. Sin, Jones and Petocz, 2007; Zhu and White, 2009; Dressen-Hammouda, 2008), scholars and researchers in the academic field tend to focus on textual features and language use in professional discourses, probably, because of the difficulty of access by academia into the specified domains of the professional world. Thus, scholars suggest collaborative alliances between practitioners and discourse and communication researchers (e.g. Cheng, 2009b; Renkema, 2009).

The present study is one of the few discourse and communication research studies which is conducted collaboratively by a linguistic analyst and professionals (i.e. professional quantity surveyors). This study is related to the real practice of quantity surveyors and their authentic workplace letters, and is based on the interpretation and input from active quantity surveyors working in a government office in Hong Kong. This study is a practicum of researching professional communication beyond mere linguistic input which is too one-sided and insufficient to understand the contexts of the discourses. This research contributes to the study of professional communication in real contexts.

8.2.2 Integrative Approach of Research

The present research suggests an integrative approach of studying genres. Genre analysis is a tool to explore the language used to achieve different culturally established tasks (e.g. Eggins and Martin, 1997: 236; Lee, 2001: 10), for instance, the quantity surveying professional culture. In other words, genre study requires an understanding of socio-cultural situation which is broad and deep. Bhatia's (2004) multidimensional and multi-perspective framework to critical genre-based analysis (CGA) of written discourse, which is the analytical framework adopted to study the quantity surveying profession in this study, is constructed in "textual", "socio-cognitive", "ethnographic" and "socio-critical" perspectives. The framework of Bhatia's (2004) CGA, however, is required to be refined to suit particular research goals, as in this study.

While Bhatia's (2004) framework implies quantitative and qualitative analysis of the genre of QS letters, he does not specifically propose any methods for deriving the statistical significance of lexico-grammar in the quantitative aspect. He only suggests a corpus-based approach of linguistic analysis, and does not detail why corpus-based is adopted. This study adds two points regarding this aspect in his framework. First, corpus-based and corpus-driven approaches to corpus studies are compared, and it is found from the literature review that corpus-based approach is relevant to an empirical analysis of lexico-grammar in CGA. Second, Biber's (1988 and 1995) multidimensional analysis of variation of English, which is a corpus-based approach, can be integrated into the "textual perspective" of Bhatia's (2004) multidimensional and multi-perspective framework to assess lexico-grammar and textualization. This study, however, is not concerned with the tendencies of either one or other of the pairs in the six dimensions of communication functions (e.g. "involved production" versus "informational production"), but explores both the positive and negative co-occurring linguistic features in such dimensions. In addition, this study advances Biber's (1988 and 1995) studies of the six dimensions to the varying communicative purposes and tasks in the quantity surveying profession.

This study also refines the "socio-cognitive perspective" (Bhatia, 2004), which is concerned with contextual or situational analysis of the professional communication. This study relates this perspective to contexts of situation using Halliday's (1978, 2002 and 2003) conceptions of "social semiotic", "semiotic structure" and "functional component of semantics", and Fairclough's (1992) conceptions of language use with regard to "identity", "relational" and "ideational" in the construction of systems of knowledge and belief in discourses. This integration of principles enables a clearer understanding of the underlying theme of "socio-cognitive perspective", which has been applied to this study or can be considered by other researchers when using Bhatia's (2004) CDA model.

With regard to the "ethnographic perspective" (Bhatia, 2004), this study contributes a literature review to define what professions, professionals and professionalism are. The prevailing use of 'professional communication' is elusive. 'Professional' has been used as a general term to describe a person's skill and ability at work. For instance, it is often seen from staff appraisal reports that supervisors use this term in their comments, without any implications regarding the subordinates' professional qualifications and background, as the staff may be a layman, not a professional. The definitions of professionals and professionalism in this study connote the term ‘professional communication’ for future research study.

As stated by Bhatia (2004: 163), the “socio-critical perspective” in his framework overlaps with critical discourse analysis. Critical discourse analysis (CDA) can be combined with any approach of text analysis (van Dijk, 2001: 96). This study focuses on professional and organizational contexts in quantity surveyors’ written discourse from the “socio-critical perspective”. Thus, it is necessary to convert such intangible contexts into tangible attributes for text analysis. With regard to professional contexts, this study follows Bhatia’s (2004) suggestion to investigate the structure and publications of professional bodies, and further suggests that the tangible attributes that are found in the investigation, such as core values of professionalism, are the subjects to be examined in the text analysis. These procedures are equally applied to convert the organizational ideologies into tangible attributes for text analysis, such as the core values of civil servants in this study. This study also suggests the use of Organizational Culture Assessment Instrument (OCAI) (Cameron and Quinn, 1999) to define the cultural type of the organization under study and the characteristics specific to the cultural type. These characteristics are the tangible attributes of organizational contexts to be revealed in the texts.

The present study has demonstrated an approach based on integrating various theories, principles and methodologies in genre study. An integrative approach is expected to be continually used by genre analysts, and this study has suggested some combinations pertaining to professional communication.

8.2.3 Pedagogical Implications

The present study is a critical genre study of written discourse. Texts are grouped as a genre in terms of their conventionally recognized criteria or purposive goals, reflecting a culturally recognized artifact (Li, 2001: 10). The generic integrity of the QS Corpus and Sub-corpora is identified through investigating the text-internal (i.e. contextual, textual, and intertextuality) and text-external (i.e. discursive procedures, disciplinary culture, and discursive practices) aspects of the genre (Bhatia, 2004: 125-127). Text-internal aspects constitute lexico-grammatical, discoursal, and rhetorical features of the textualization of the genre, while text-external aspects constitute socio-rhetorical, contextual, and procedural elements which make the genre possible (Bhatia, 2004: 219). These text-internal and text-external indicators are embodied in Bhatia's (2004) multidimensional and multi-perspective framework to critical genre-based analysis (CDA) of written discourse, including "textual", "socio-cognitive", "ethnographic" and "socio-critical" perspectives. The studies on these four perspectives collectively elucidate how the genre of QS letters, divided into the sub-genres of directive, procedural, checking and monitoring letters, is constructed, interpreted, used and exploited. This study helps students and professionals-in-training to understand and internalize both a typical communicative structure and "the conventionalized patterns of knowledge, beliefs and experience" (Bhatia, 1993: 183) of the quantity surveying community in genre construction and comprehension; as well as help them to raise their awareness of the rationale underlying professional discursive practices, and the importance of discursive competence in the delivery of professional work in their future workplaces.

The present study relates language use to ideologies and power. Students and professionals-in-training must be aware of the contexts in their workplaces to achieve efficient and effective communication, rather than only concentrate on the textual aspects. This study helps them to understand that professional letters can be produced in a variety of ways in different situations. The quantity surveying professional letters, however, are constructed in conventionalized genres and are very formulaic, because of the repeated recurrences of discursive events from project to project in the profession. One of the participants in the focus group stated that it is beneficial to novice quantity surveyors to provide them with standard letters of varying tasks for "copying" (Jones and Freeman, 2003: 174), and later they can have the ability to amend the standard letters to suit the particular situations when they gather professional experience and become socialized into the professional community. This pedagogical approach is at the cost of innovative writing and development from the language aspect. This 'standardization' is worth debating in both quantity surveying and academic fields, and this research raises this question for future studies by the academia, in particular in the area of English for Specific Purposes.

Competence in genre production is important to success in the professional life of a quantity surveyor. Professional institutes always conduct Continuing Professional Development (CPD) events to engage sustainable development of their members, and the Hong Kong Institute of Surveyors has participated in this scheme for more than fifteen years. The importance of the integration of "discursive competence", "disciplinary knowledge" and "professional practice" to acquire professional expertise (Bhatia, 2004: 146) is well understood by professionals. Discursive competence, including the construction, use, interpretation and exploitation of the genre of QS letters, is therefore an important programme in CPD events. This study contributes to this area of sustainable development of quantity surveyors or other related professionals.

To summarize, the present study helps students and professionals-in-training to understand the importance of "textual competence", "generic competence" and "social competence" (Bhatia, 2004: 144), which constitute "discursive competence" in their workplace communication.

8.3 Suggestions for Future Research

Quantity surveyors manifest the genre and language use that are realized in their professional community to externalize their professional views and advice in the delivery of services. The similarities of such genre and language use in quantity surveying may be distorted by their background and environmental factors, such as their professionalism, professional culture, professional identification, organizational ideologies and culture, social status, and social power. Each kind of organization has its own missions and targets, and because of such different perceptions, the organizational cultures and philosophies vary across organizations. The organizational beliefs and values dictate the criteria used to measure the organizational effectiveness and success, which in turn help quantity surveyors to predict and evaluate the most appropriate types of influence strategies that could be deployed to accomplish task objectives within the organization. The communicative and linguistic strategies specific to the written discourse of quantity surveyors therefore vary across different organizations.

The written discourse of quantity surveyors can be investigated in different organizational types, functionally (government, developer, consultant and contractor) and culturally (clan, adhocracy, market and hierarchy) (Cameron and Quinn, 1999), and a comparison of the findings among these organizational types enables the drawing of conclusions not limited to individual organization but across the boundary of organizations, as well as the relationship between organizational functions and organizational cultures. A matrix combination of these organizations, as shown below, represents sixteen categories of organizations (Type A to P) in this research study:

Table 8.3: Categorization of Work Organizations
in Quantity Surveying Profession

Organization Types	Developer	Consultant	Contractor	Government
Clan	*A*	*E*	*I*	*M*
Adhocracy	*B*	*F*	*J*	*N*
Market	*C*	*G*	*K*	*O*
Hierarchy	*D*	*H*	*L*	*P*

This categorization depicts the working environment of quantity surveyors. The written texts within each category are regarded as sub-corpora (i.e. sub-corpora A to P) for comparison with each other to find out whether there are common textual, intertextual and interdiscursive features among quantity surveyors to justify the existence of a register in their profession, and how do these features compare across different organizational types. Probably not all these sixteen categories will be covered in the research, or some of them in fact do not exist in the real estate and construction industry. The research study can explore the organizational types that can be found in the survey. In addition, while the present thesis only studies letter genres, future studies can include other genres such as email and meeting minute, as well as the quantity surveying deliverables such as cost plans, tender documents, tender reports, financial reports, and final accounts to investigate the entire genre set, genre system and disciplinary genre (Bhatia, 2004: 55) in the quantity surveying profession. This future research package can provide an in-depth understanding of the whole set of genres and language use specific to the quantity surveying, and comprehensively represent the written discourse in this profession.

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APPENDIX A

THE HONG KONG POLYTECHNIC UNIVERSITY
DEPARTMENT OF ENGLISH

QUESTIONNAIRE FOR PhD RESEARCH PROJECT

A CRITICAL GENRE STUDY OF WRITTEN PROFESSIONAL DISCOURSE

Part I – Personal Information

Please tick the appropriate answer.

1. Gender:
( ) Male ( ) Female

2. Age:
( ) 25 and less ( ) 26 – 30 ( ) 31 – 35 ( ) 36 – 40
( ) 41 – 45 ( ) 46 – 50 ( ) 51 – 55 ( ) 56 – 60
( ) 65 – 70 ( ) 71 – 75 ( ) 76 and above

3. Highest academic level achieved:
( ) Diploma ( ) Higher diploma
( ) Bachelor's degree ( ) Master's degree
( ) Others (please specify): ____

4. Professional member in quantity surveying:
( ) The Hong Kong Institute of Surveyors (HKIS)
( ) The Royal Institution of Chartered Surveyors (RICS)
( ) Others (please specify): ____

5. Years of working experience:
( ) 5 and less ( ) 6 – 10 ( ) 11 – 15 ( ) 16 – 20
( ) 21 – 25 ( ) 26 – 30 ( ) 31 and above

6. Years of post-qualification experience (i.e. after becoming a professional member of HKIS or RICS in quantity surveying):
( ) 5 and less ( ) 6 – 10 ( ) 11 – 15 ( ) 16 – 20
( ) 21 – 25 ( ) 26 – 30 ( ) 31 and above

Part II – Work Organization

Please tick the appropriate answer.

7. Nature of my work organization:
( ) Government ( ) Government-related (e.g. Housing Authority)
( ) Developer ( ) Consultant
( ) Contractor ( ) Sub-contractor
( ) Others (please specify) ____

8. Number of staff in my work organization:
( ) 10 and less ( ) 11 – 20 ( ) 21 – 30 ( ) 31 – 40
( ) 41 – 50 ( ) 50 – 60 ( ) 61 and above

9. Number of years I have worked in my organization:
( ) 5 and less ( ) 6 – 10 ( ) 11 – 15 ( ) 16 – 20
( ) 21 – 25 ( ) 26 – 30 ( ) 31 and above

APPENDIX A

Part II – Work Organization (Cont'd)

Please tick the appropriate answer.

10. Rank in current job (Please specify job title (optional): ________________________________):
    ( ) Junior
    ( ) Middle rank
    ( ) Top management

11. Language used for written communication in my workplace:
    ( ) Chinese only ( ) English only
    ( ) Mainly Chinese & sometimes English ( ) Mainly English & sometimes Chinese
    ( ) About 50% Chinese & 50% English
    ( ) Others (please specify) ____

12. Language used for spoken communication in my workplace:
    ( ) Chinese only ( ) English only
    ( ) Mainly Chinese & sometimes English ( ) Mainly English & sometimes Chinese
    ( ) About 50% Chinese & 50% English
    ( ) Others (please specify) ____

Part III – Organizational Culture Assessment Instrument (Cameron & Quinn, 1999: 18-27)

Please give scores to the four alternatives (A, B, C and D) in Questions 13 to 18 by dividing 100 points among these four alternatives, depending on the extent to which each alternative is similar to your organization, and give a higher number of points to the alternative that is most similar to the organization.

13.	**Dominant Characteristics**	**Score**
A	My organization is a very personal place. It is like an extended family. People seem to share a lot of themselves.	
B	My organization is a very dynamic and entrepreneurial place. People are willing to stick their necks out (*Footnote 1*) and take risks.	
C	My organization is very results-oriented. A major concern is with getting the job done. People are very competitive and achievement-oriented.	
D	My organization is a very controlled and structured place. Formal procedures generally govern what people do.	
	Total	**100**

14.	**Organizational Leadership**	**Score**
A	The leadership in my organization is generally considered to exemplify mentoring, facilitating, or nurturing.	
B	The leadership in my organization is generally considered to exemplify entrepreneurship, innovating, or risk-taking.	
C	The leadership in my organization is generally considered to exemplify a no-nonsense, aggressive, results-oriented focus.	
D	The leadership in my organization is generally considered to exemplify coordinating, organizing, or smooth-running efficiency.	
	Total	**100**

Footnote 1: "If you stick your neck out, you bravely say or do something that might be criticized or might turn out to be wrong." (Sinclair et. el., 2006: 954).

Part III – Organizational Culture Assessment Instrument (Cont'd)

15.	**Management of Employees**	**Score**
A	The management style in my organization is characterized by teamwork, consensus, and participation.	
B	The management style in my organization is characterized by individual risk-taking, innovation, freedom, and uniqueness.	
C	The management style in my organization is characterized by hard-driving competitiveness, high demands, and achievement.	
D	The management style in my organization is characterized by security of employment, conformity, predictability, and stability in relationships.	
	Total	**100**

16.	**Organization Glue**	**Score**
A	The glue that holds my organization together is loyalty and mutual trust. Commitment to my organization runs high.	
B	The glue that holds my organization together is commitment to innovation and development. There is an emphasis on being on the cutting edge.	
C	The glue that holds my organization together is the emphasis on achievement and goal accomplishment. Aggressiveness and winning are common themes.	
D	The glue that holds my organization together is formal rules and policies. Maintaining a smooth-running organization is important.	
	Total	**100**

17.	**Strategic Emphases**	**Score**
A	My organization emphasizes human development. High trust, openness and participation persist.	
B	My organization emphasizes acquiring new resources and creating new challenges. Trying new things and prospecting for opportunities are valued.	
C	My organization emphasizes competitive actions and achievement. Hitting stretch targets and winning in the marketplace are dominant.	
D	My organization emphasizes permanence and stability. Efficiency, control and smooth operations are important.	
	Total	**100**

18.	**Criteria of Success**	**Score**
A	My organization defines success on the basis of the development of human resources, teamwork, employee commitment, and concern for people.	
B	My organization defines success on the basis of having the most unique or newest products. It is a product leader and innovator.	
C	My organization defines success on the basis of winning in the marketplace and outpacing the competition. Competitive market leadership is key.	
D	My organization defines success on the basis of efficiency. Dependable delivery, smooth scheduling, and low-cost production are critical.	
	Total	**100**

Part IV – Influence of Organizational Culture on Professionalism

The HKIS has sanctioned the "Nine Core Values of Professionalism". These nine core values are:
1 Act with integrity
2 Always be honest
3 Be open and transparent in your dealings
4 Be accountable for all your actions
5 Know and act within your limitations
6 Be objectives at all times
7 Never discriminate against others
8 Have the courage to make a stand
9 Set a good example

Please rank the positive influence of your organizational culture on your nine core values of professionalism by ticking (✓) the appropriate answer. "Strongly Agree" means that your organizational culture has strongly reinforced your conformity to the core values of professionalism, and so on.

Questions	**Strongly Agree**	**Agree**	**Neither Agree nor Disagree**	**Disagree**	**Strongly Disagree**
I have been positively influenced by my organizational culture with respect to my nine core values of professionalism:					
19. **Act with integrity** (Never put my own gain above the welfare of my clients or others to whom I have a professional responsibility. Respect their confidentiality at all times and always consider the wider interests of society in my judgement.)	( )	( )	( )	( )	( )
20. **Always be honest** (Be trustworthy in all that I do – never deliberately mislead, whether by withholding or distorting information.)	( )	( )	( )	( )	( )
21. **Be open and transparent in my dealings** (Share the full facts with my clients, making things as plain and intelligible as possible.)	( )	( )	( )	( )	( )
22. **Be accountable for all my actions** (Take full responsibility for my actions and do not blame others if things go wrong.)	( )	( )	( )	( )	( )
23. **Know and act within my limitations** (Be aware of the limits of my competence and not be tempted to work beyond these. Never commit to more than I can deliver.)	( )	( )	( )	( )	( )
24. **Be objective at all times** (Give clear and appropriate advice. Never let sentiment or my own interests cloud my judgement.)	( )	( )	( )	( )	( )
25. **Never discriminate against others.**	( )	( )	( )	( )	( )
26. **Have the courage to make a stand** (Be prepared to act if I suspect a risk to safety or malpractice of any sort.)	( )	( )	( )	( )	( )
27. **Set a good example** (Remember that both my public and private behaviour could affect my own, the Institute's and other members' reputation.)	( )	( )	( )	( )	( )

APPENDIX A

Part V – Written Texts for Delivery of Quantity Surveying Services in Workplace

Please provide your samples of ***English letters*** *from your workplace when you return this questionnaire. The following are examples of written texts that might be found in your workplace.*

Development Stages	**Quantity Surveying Tasks**	**Text Types**
Inception & Feasibility Study	Cost planning & Preliminary cost advice	Cost report + Letters, memos, faxes, transmittals, emails, etc.
Design & Tender	Tender documentation & Tendering	Tender document (*Footnote 2*) + Letters, memos, faxes, transmittals, emails, etc.
Tender Appraisal & Award of Contract	Tender report & Contract documentation	Tender report & Contract document *(Footnote 2)* + Letters, memos, faxes, transmittals, emails, etc.
Construction	Cost control	Cost report/ Financial statement + Letters, memos, faxes, transmittals, emails, etc.
	Payment application/ recommendation	Payment certificate + Letters, memos, faxes, transmittals, emails, etc.
	Contractual advice (including claims)	Contractual & claims report + Letters, memos, faxes, transmittals, emails, etc.
Completion	Final account	Final account + Letters, memos, faxes, transmittals, emails, etc.
All Stages	Meeting, etc.	Minutes, agendas, etc. + Letters, memos, faxes, transmittals, emails, etc.

References

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Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features

Biber's (1995) Linguistic Features for the analysis				Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
				S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
				Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
A	Tense and aspect markers	1	Past tense	6.7	0.7	0.0	0.0	35.7	3.6	0.0	0.0	1.4	0.2	0.0	0.0	1.3	0.1	14.0	1.5	19.8	2.0	4.1	0.4	13.0	1.3
		2	Perfect aspect	5.2	0.5	5.0	0.5	9.6	1.0	1.1	0.1	1.1	0.1	8.7	1.0	0.0	0.0	8.2	0.9	9.5	0.9	6.3	0.6	9.4	1.0
		3	Present tense	51.7	5.4	52.9	5.6	38.4	3.9	67.1	7.1	41.3	4.4	51.8	5.7	42.4	4.6	53.0	5.6	51.1	5.1	56.0	5.8	54.6	5.5
B	Place and time adverbials	4	Place adverbials	2.1	0.2	8.8	0.9	0.4	0.0	0.2	0.0	1.4	0.2	6.9	0.8	0.0	0.0	2.4	0.3	1.1	0.1	7.6	0.8	1.0	0.1
		5	Time adverbials	9.6	1.0	16.4	1.7	8.1	0.8	6.1	0.6	8.0	0.9	5.2	0.6	8.0	0.9	6.2	0.7	8.8	0.9	10.2	1.0	16.2	1.6
C	Pronouns and pro-verb	6	First-person pronouns	16.5	1.7	18.3	1.9	16.5	1.7	10.1	1.1	10.5	1.1	12.1	1.3	14.6	1.6	20.5	2.2	23.2	2.3	26.6	2.7	23.2	2.3
		7	Second-person pronouns	33.9	3.6	34.0	3.6	38.4	3.9	31.8	3.3	21.9	2.4	41.8	4.6	19.9	2.1	52.3	5.5	43.4	4.3	28.5	2.9	43.0	4.4
		8	Third-person pronouns (excl. *it*)	0.5	0.1	0.0	0.0	0.8	0.1	0.0	0.0	0.2	0.0	0.0	0.0	1.3	0.1	0.7	0.1	1.1	0.1	0.5	0.1	1.0	0.1
		9	Pronoun *it*	1.7	0.2	0.6	0.1	2.7	0.3	0.8	0.1	0.2	0.0	0.0	0.0	0.0	0.0	4.4	0.5	6.9	0.7	0.7	0.1	3.8	0.4
		10	Demonstrative pronouns	0.6	0.1	0.0	0.0	2.7	0.3	0.0	0.0	0.7	0.1	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	1.0	0.1	1.3	0.1
		11	Indefinite pronouns	2.9	0.3	2.5	0.3	0.4	0.0	3.4	0.4	8.8	0.9	0.0	0.0	1.3	0.1	1.7	0.2	0.8	0.1	2.9	0.3	1.1	0.1
		12	Pro-verb *do*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
D	Questions	13	Direct *WH* questions	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0
E	Nominal forms	14	Nominalizations	131.4	13.8	113.4	12.0	125.2	12.6	121.3	12.8	173.9	18.7	75.4	8.3	106.1	11.4	121.0	12.7	157.8	15.8	126.9	13.0	141.9	14.4
		15	Gerunds	11.0	1.2	3.2	0.3	11.9	1.2	8.4	0.9	7.0	0.8	5.2	0.6	22.5	2.4	11.6	1.2	10.3	1.0	12.9	1.3	13.6	1.4
		16	Total other nouns	194.5	20.4	155.6	16.5	197.1	19.8	215.3	22.7	191.6	20.6	227.8	25.1	261.3	28.2	166.8	17.5	178.7	17.9	195.4	20.1	150.7	15.2
F	Passives	17	Agentless passives	24.9	2.6	25.8	2.7	34.2	3.4	27.6	2.9	24.6	2.6	32.8	3.6	22.5	2.4	15.4	1.6	22.5	2.2	25.1	2.6	21.4	2.2
		18	*by*-passives	2.2	0.2	3.8	0.4	6.9	0.7	0.0	0.0	0.8	0.1	2.6	0.3	4.0	0.4	3.1	0.3	1.9	0.2	6.1	0.6	1.5	0.2
G	Stative forms	19	*be* as main verb	9.0	0.9	0.0	0.0	10.0	1.0	14.3	1.5	6.4	0.7	6.6	0.7	2.7	0.3	16.1	1.7	6.9	0.7	11.7	1.2	10.3	1.0
		20	Existential *there*	0.5	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.3	0.0	0.0	1.0	0.1	1.3	0.1
H	Subordination features	21	*that* verb complements	6.6	0.7	12.6	1.3	10.8	1.1	6.1	0.6	1.9	0.2	10.0	1.1	2.7	0.3	9.6	1.0	7.2	0.7	11.2	1.2	7.4	0.7
		22	*that* adjective complements	0.1	0.0	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		23	*WH*-clauses	0.6	0.1	0.0	0.0	0.4	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	4.4	0.5	3.8	0.4	0.5	0.1	0.7	0.1
		24	Infinitives	19.6	2.1	22.1	2.3	21.9	2.2	24.5	2.6	13.8	1.5	20.5	2.3	8.0	0.9	21.5	2.3	23.2	2.3	21.2	2.2	23.2	2.3
		25	Present participial adverbial clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
		26	Past participial adverbials clauses	2.5	0.3	8.8	0.9	2.7	0.3	0.0	0.0	5.9	0.6	1.6	0.2	1.3	0.1	1.7	0.2	1.5	0.1	2.9	0.3	1.6	0.2
		27	Past participial postnominal clauses	11.4	1.2	14.5	1.5	14.2	1.4	10.1	1.1	16.2	1.7	5.2	0.6	11.9	1.3	7.5	0.8	10.3	1.0	14.9	1.5	10.2	1.0
		28	Present participial postnominal clauses	4.3	0.5	6.3	0.7	3.5	0.4	4.2	0.4	6.5	0.7	6.6	0.7	5.3	0.6	1.4	0.1	3.4	0.3	0.7	0.1	2.9	0.3
		29	*that* relative clauses on subject position	0.3	0.0	1.9	0.2	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	0.3	0.0	0.4	0.0	0.0	0.0	0.4	0.0
		30	*that* relative clauses on object position	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		31	*WH* relatives on subject position	1.5	0.2	0.0	0.0	1.9	0.2	3.4	0.4	1.4	0.2	1.3	0.1	1.3	0.1	0.7	0.1	0.8	0.1	0.2	0.0	1.3	0.1
		32	*WH* relatives on object position	0.6	0.1	0.0	0.0	0.4	0.0	3.4	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		33	Pied-piping relative clauses	0.5	0.1	0.0	0.0	0.4	0.0	0.0	0.0	0.4	0.0	1.3	0.1	0.0	0.0	0.0	0.0	0.8	0.1	0.0	0.0	1.0	0.1
		34	Sentence relatives	0.4	0.0	0.0	0.0	1.2	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	1.5	0.1	0.2	0.0	1.0	0.1
		35	Causative adverbial subordinators	0.4	0.0	0.0	0.0	3.8	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.3	1.1	0.1	0.0	0.0	0.4	0.0
		36	Concessive adverbial subordinators	0.4	0.0	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	0.8	0.1	0.0	0.0	0.7	0.1	0.0	0.0	0.2	0.0	1.1	0.1
		37	Conditional adverbial subordinators	2.8	0.3	3.2	0.3	1.9	0.2	5.9	0.6	6.8	0.7	0.0	0.0	0.0	0.0	1.7	0.2	0.8	0.1	1.0	0.1	1.3	0.1
		38	Other adverbial subordinators	2.9	0.3	11.3	1.2	4.6	0.5	0.8	0.1	4.7	0.5	2.5	0.3	0.0	0.0	2.1	0.2	4.2	0.4	1.5	0.2	3.4	0.3
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	135.4	14.2	147.4	15.7	119.5	12.0	135.6	14.3	128.3	13.8	142.5	15.7	153.8	16.6	128.2	13.5	138.0	13.8	155.2	15.9	126.5	12.8
		40	Attributive adjectives	77.2	8.1	79.4	8.4	63.8	6.4	62.7	6.6	88.5	9.5	67.2	7.4	83.6	9.0	68.4	7.2	65.2	6.5	60.2	6.2	91.4	9.2
		41	Predicative adjectives	6.1	0.6	0.0	0.0	6.1	0.6	7.0	0.7	7.1	0.8	3.9	0.4	0.0	0.0	6.8	0.7	7.2	0.7	4.4	0.5	9.1	0.9
		42	Total adverbs	5.5	0.6	1.9	0.2	6.5	0.7	2.5	0.3	7.9	0.8	0.0	0.0	2.7	0.3	11.3	1.2	7.6	0.8	4.9	0.5	7.9	0.8
J	Lexical specificity	43	Type-token ratio	3.3		11.8		21.9		2.9		3.3		3.9		3.2		20.9		18.4		11.6		9.0	
		44	Mean word length	5.0		4.9		5.1		4.8		5.2		4.9		5.1		5.0		5.3		5.0		5.0	
K	Lexical classes	45	Conjuncts	13.3	1.4	13.9	1.5	15.4	1.5	20.5	2.2	11.2	1.2	19.2	2.1	9.3	1.0	7.5	0.8	5.3	0.5	11.9	1.2	11.9	1.2
		46	Down toners	1.7	0.2	0.6	0.1	1.5	0.2	0.0	0.0	0.0	0.0	4.3	0.5	0.0	0.0	1.4	0.1	2.3	0.2	3.9	0.4	3.5	0.4
		47	Hedges	8.2	0.9	9.5	1.0	3.5	0.4	11.2	1.2	7.6	0.8	3.9	0.4	13.3	1.4	7.9	0.8	7.2	0.7	8.5	0.9	7.4	0.7
		48	Amplifiers	4.9	0.5	11.3	1.2	6.1	0.6	0.2	0.0	4.7	0.5	3.4	0.4	2.7	0.3	8.5	0.9	8.0	0.8	0.7	0.1	8.7	0.9
		49	Emphatics	0.5	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	0.7	0.1	0.4	0.0	0.5	0.1	1.2	0.1
		50	Discourse particles	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	1.1	0.1	0.0	0.0	0.1	0.0
		51	Demonstratives	8.2	0.9	13.9	1.5	4.2	0.4	8.9	0.9	3.8	0.4	6.6	0.7	2.7	0.3	13.7	1.4	9.1	0.9	10.7	1.1	12.5	1.3
L	Modals	52	Possibility modals	1.1	0.1	2.5	0.3	1.9	0.2	2.5	0.3	0.2	0.0	1.3	0.1	0.0	0.0	1.4	0.1	0.0	0.0	0.5	0.1	1.3	0.1
		53	Necessity modals	5.8	0.6	3.2	0.3	12.3	1.2	4.4	0.5	7.8	0.8	2.6	0.3	17.2	1.9	3.1	0.3	1.9	0.2	1.0	0.1	3.2	0.3
		54	Predictive modals	14.7	1.5	8.8	0.9	9.2	0.9	22.1	2.3	16.4	1.8	15.3	1.7	14.6	1.6	12.0	1.3	12.6	1.3	11.2	1.2	11.8	1.2
M	Specialized verb classes	55	Public verbs	52.5	5.5	61.1	6.5	61.5	6.2	61.9	6.5	46.4	5.0	45.6	5.0	41.1	4.4	44.8	4.7	49.5	4.9	52.4	5.4	58.5	5.9
		56	Private verbs	11.3	1.2	10.1	1.1	18.8	1.9	11.1	1.2	3.9	0.4	5.2	0.6	6.6	0.7	19.5	2.1	27.8	2.8	13.2	1.4	15.4	1.6
		57	Suasive verbs	11.9	1.2	25.8	2.7	14.6	1.5	9.3	1.0	8.0	0.9	19.2	2.1	6.6	0.7	17.1	1.8	14.1	1.4	12.2	1.3	12.1	1.2
		58	*seem* and *appear*	0.1	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	1.1	0.1	0.0	0.0	0.3	0.0
N	Reduced forms and dispreferred structures	59	Contractions	2.4	0.3	2.5	0.3	0.8	0.1	0.0	0.0	1.4	0.2	6.6	0.7	2.7	0.3	3.8	0.4	4.2	0.4	5.4	0.6	1.6	0.2
		60	Subordinator *that* deletion	1.0	0.1	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.8	0.5	3.8	0.4	2.2	0.2	1.8	0.2
		61	Stranded preposition	0.0	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		62	Split infinitives	0.1	0.0	1.9	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.4	0.0	0.2	0.0	0.1	0.0
		63	Split auxiliaries	4.4	0.5	4.4	0.5	6.9	0.7	5.7	0.6	0.0	0.0	2.1	0.2	2.7	0.3	7.5	0.8	6.5	0.6	3.9	0.4	7.4	0.7
O	Co-ordination	64	Phrasal co-ordination	16.3	1.7	6.3	0.7	13.1	1.3	9.3	1.0	18.7	2.0	15.6	1.7	27.9	3.0	11.6	1.2	16.8	1.7	20.2	2.1	15.8	1.6
		65	Independent clauses co-ordination	5.7	0.6	7.6	0.8	8.5	0.9	6.1	0.6	3.0	0.3	9.2	1.0	0.0	0.0	9.9	1.0	5.0	0.5	6.1	0.6	7.0	0.7
P	Negation	66	Synthetic negation	1.7	0.2	3.2	0.3	2.3	0.2	0.0	0.0	2.9	0.3	0.0	0.0	0.0	0.0	2.4	0.3	0.4	0.0	4.6	0.5	2.4	0.2
		67	Analytic negation	3.6	0.4	5.0	0.5	8.1	0.8	3.4	0.4	3.2	0.3	3.9	0.4	1.3	0.1	1.7	0.2	2.7	0.3	1.9	0.2	4.9	0.5
Total				953.9	100.3	941.3	99.6	994.5	100.1	950.3	100.3	930.2	99.9	906.9	99.7	927.2	99.8	951.2	100.1	1,001.0	99.6	973.9	100.4	988.5	99.5

Notes: The above frequencies and % exclude type-token ratio (43) and mean word length (44).
The totals of the % are sometimes not equal to 100% because the figures are rounded up to one decimal in the calculation.

The QS Directive Sub-corpus APPENDIX B2

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features

Biber's (1995) Linguistic Features for the analysis				Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
				S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
				Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
A	Tense and aspect markers	1	Past tense	0.8	0.1	0.0	0.0	-	-	0.0	0.0	1.6	0.2	0.0	0.0	1.3	0.1	-	-	-	-	0.0	0.0	-	-
		2	Perfect aspect	2.4	0.3	5.8	0.5	-	-	2.0	0.2	0.0	0.0	8.7	1.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		3	Present tense	49.4	5.3	53.6	5.6	-	-	68.2	7.1	41.8	4.5	51.8	5.7	42.4	4.6	-	-	-	-	52.2	5.9	-	-
B	Place and time adverbials	4	Place adverbials	3.1	0.3	10.1	0.9	-	-	0.4	0.0	1.6	0.2	6.9	0.8	0.0	0.0	-	-	-	-	17.4	2.0	-	-
		5	Time adverbials	7.0	0.8	18.8	1.7	-	-	5.2	0.5	7.4	0.8	5.2	0.6	8.0	0.9	-	-	-	-	0.0	0.0	-	-
C	Pronouns and pro-verb	6	First-person pronouns	13.7	1.5	21.0	1.9	-	-	12.8	1.3	10.6	1.1	12.1	1.3	14.6	1.6	-	-	-	-	43.5	5.0	-	-
		7	Second-person pronouns	24.8	2.7	33.3	3.6	-	-	17.2	1.8	22.1	2.4	41.8	4.6	19.9	2.1	-	-	-	-	0.0	0.0	-	-
		8	Third-person pronouns (excl. *it*)	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.1	-	-	-	-	0.0	0.0	-	-
		9	Pronoun *it*	0.0	0.0	0.0	0.1	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		10	Demonstrative pronouns	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		11	Indefinite pronouns	4.8	0.5	2.9	0.3	-	-	6.4	0.7	9.8	1.1	0.0	0.0	1.3	0.1	-	-	-	-	0.0	0.0	-	-
		12	Pro-verb *do*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
D	Questions	13	Direct *WH* questions	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
E	Nominal forms	14	Nominalizations	122.1	13.2	105.7	12.0	-	-	110.3	11.5	172.8	18.6	75.4	8.3	106.1	11.4	-	-	-	-	87.0	9.9	-	-
		15	Gerunds	8.4	0.9	2.9	0.3	-	-	1.6	0.2	6.6	0.7	5.2	0.6	22.5	2.4	-	-	-	-	0.0	0.0	-	-
		16	Total other nouns	217.9	23.5	145.5	16.5	-	-	221.8	23.1	185.9	20.0	227.8	25.1	261.3	28.2	-	-	-	-	295.7	33.7	-	-
F	Passives	17	Agentless passives	27.7	3.0	25.3	2.7	-	-	38.1	4.0	25.4	2.7	32.8	3.6	22.5	2.4	-	-	-	-	0.0	0.0	-	-
		18	*by*-passives	1.9	0.2	4.3	0.4	-	-	0.0	0.0	0.8	0.1	2.6	0.3	4.0	0.4	-	-	-	-	0.0	0.0	-	-
G	Stative forms	19	*be* as main verb	6.6	0.7	0.0	0.0	-	-	11.2	1.2	6.6	0.7	6.6	0.7	2.7	0.3	-	-	-	-	17.4	2.0	-	-
		20	Existential *there*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
H	Subordination features	21	*that* verb complements	5.0	0.5	13.8	1.3	-	-	3.6	0.4	1.6	0.2	10.0	1.1	2.7	0.3	-	-	-	-	17.4	2.0	-	-
		22	*that* adjective complements	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		23	*WH*-clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		24	Infinitives	15.8	1.7	22.4	2.3	-	-	24.1	2.5	13.9	1.5	20.5	2.3	8.0	0.9	-	-	-	-	0.0	0.0	-	-
		25	Present participial adverbial clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		26	Past participial adverbials clauses	3.3	0.4	10.1	0.9	-	-	0.0	0.0	6.6	0.7	1.6	0.2	1.3	0.1	-	-	-	-	0.0	0.0	-	-
		27	Past participial postnominal clauses	11.7	1.3	10.1	1.5	-	-	11.2	1.2	17.2	1.9	5.2	0.6	11.9	1.3	-	-	-	-	0.0	0.0	-	-
		28	Present participial postnominal clauses	6.0	0.6	5.1	0.7	-	-	4.8	0.5	7.4	0.8	6.6	0.7	5.3	0.6	-	-	-	-	0.0	0.0	-	-
		29	*that* relative clauses on subject position	0.4	0.0	2.2	0.2	-	-	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		30	*that* relative clauses on object position	0.5	0.1	0.0	0.0	-	-	0.0	0.0	1.6	0.2	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		31	*WH* relatives on subject position	2.2	0.2	0.0	0.0	-	-	6.4	0.7	1.6	0.2	1.3	0.1	1.3	0.1	-	-	-	-	0.0	0.0	-	-
		32	*WH* relatives on object position	1.1	0.1	0.0	0.0	-	-	6.4	0.7	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		33	Pied-piping relative clauses	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		34	Sentence relatives	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		35	Causative adverbial subordinators	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		36	Concessive adverbial subordinators	0.2	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.8	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		37	Conditional adverbial subordinators	3.4	0.4	2.9	0.3	-	-	4.8	0.5	7.4	0.8	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		38	Other adverbial subordinators	3.0	0.3	13.0	1.2	-	-	1.6	0.2	4.9	0.5	2.5	0.3	0.0	0.0	-	-	-	-	0.0	0.0	-	-
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	138.9	15.0	147.7	15.7	-	-	129.5	13.5	128.6	13.8	142.5	15.7	153.8	16.6	-	-	-	-	165.2	18.8	-	-
		40	Attributive adjectives	76.9	8.3	86.2	8.4	-	-	60.0	6.3	87.6	9.4	67.2	7.4	83.6	9.0	-	-	-	-	60.9	6.9	-	-
		41	Predicative adjectives	4.5	0.5	0.0	0.0	-	-	6.8	0.7	7.4	0.8	3.9	0.4	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		42	Total adverbs	4.4	0.5	0.0	0.2	-	-	4.8	0.5	9.0	1.0	0.0	0.0	2.7	0.3	-	-	-	-	0.0	0.0	-	-
J	Lexical specificity	43	Type-token ratio	2.1		10.7		-		4.5		2.6		3.9		3.2		-		-		4.5		-	
		44	Mean word length	5.0		4.9		-		4.9		5.2		4.9		5.1		-		-		4.8		-	
K	Lexical classes	45	Conjuncts	16.3	1.8	15.9	1.5	-	-	26.1	2.7	12.3	1.3	19.2	2.1	9.3	1.0	-	-	-	-	34.8	4.0	-	-
		46	Down toners	0.9	0.1	0.7	0.1	-	-	0.0	0.0	0.0	0.0	4.3	0.5	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		47	Hedges	6.8	0.7	8.0	1.0	-	-	2.0	0.2	7.4	0.8	3.9	0.4	13.3	1.4	-	-	-	-	0.0	0.0	-	-
		48	Amplifiers	3.2	0.3	10.9	1.2	-	-	0.4	0.0	4.1	0.4	3.4	0.4	2.7	0.3	-	-	-	-	0.0	0.0	-	-
		49	Emphatics	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		50	Discourse particles	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		51	Demonstratives	5.7	0.6	13.0	1.5	-	-	10.4	1.1	3.3	0.4	6.6	0.7	2.7	0.3	-	-	-	-	8.7	1.0	-	-
L	Modals	52	Possibility modals	1.2	0.1	2.9	0.3	-	-	4.8	0.5	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		53	Necessity modals	8.4	0.9	2.9	0.3	-	-	8.4	0.9	8.2	0.9	2.6	0.3	17.2	1.9	-	-	-	-	0.0	0.0	-	-
		54	Predictive modals	15.1	1.6	8.0	0.9	-	-	16.4	1.7	16.4	1.8	15.3	1.7	14.6	1.6	-	-	-	-	8.7	1.0	-	-
M	Specialized verb classes	55	Public verbs	50.2	5.4	58.7	6.5	-	-	76.0	7.9	47.5	5.1	45.6	5.0	41.1	4.4	-	-	-	-	17.4	2.0	-	-
		56	Private verbs	4.8	0.5	7.2	1.1	-	-	1.8	0.2	3.3	0.4	5.2	0.6	6.6	0.7	-	-	-	-	17.4	2.0	-	-
		57	Suasive verbs	11.9	1.3	26.8	2.7	-	-	14.4	1.5	8.2	0.9	19.2	2.1	6.6	0.7	-	-	-	-	0.0	0.0	-	-
		58	*seem* and *appear*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
N	Reduced forms and dispreferred structures	59	Contractions	2.8	0.3	0.7	0.3	-	-	0.0	0.0	1.6	0.2	6.6	0.7	2.7	0.3	-	-	-	-	8.7	1.0	-	-
		60	Subordinator *that* deletion	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		61	Stranded preposition	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		62	Split infinitives	0.0	0.0	0.0	0.2	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		63	Split auxiliaries	2.0	0.2	5.1	0.5	-	-	4.4	0.5	0.0	0.0	2.1	0.2	2.7	0.3	-	-	-	-	0.0	0.0	-	-
O	Co-ordination	64	Phrasal co-ordination	19.5	2.1	7.2	0.7	-	-	17.6	1.8	18.8	2.0	15.6	1.7	27.9	3.0	-	-	-	-	26.1	3.0	-	-
		65	Independent clauses co-ordination	5.4	0.6	8.7	0.8	-	-	11.6	1.2	3.3	0.4	9.2	1.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
P	Negation	66	Synthetic negation	1.3	0.1	3.6	0.3	-	-	0.0	0.0	3.3	0.4	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
		67	Analytic negation	3.6	0.4	5.8	0.5	-	-	6.4	0.7	3.3	0.4	3.9	0.4	1.3	0.1	-	-	-	-	0.0	0.0	-	-
Total				928.2	99.9	928.8	99.6	-	-	959.9	100.2	929.6	100.4	906.9	99.7	927.2	99.8	-	-	-	-	878.5	100.2	-	-

Notes: The above frequencies and % exclude type-token ratio (43) and mean word length (44).
The totals of the % are sometimes not equal to 102% because the figures are rounded up to one decimal in the calculation.

The QS Procedural Sub-Corpus APPENDIX B3

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features

Biber's (1995) Linguistic Features for the analysis				Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
				S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
				Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
A	Tense and aspect markers	1	Past tense	1.9	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	6.6	0.7	-	-
		2	Perfect aspect	1.2	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	4.1	0.4	-	-
		3	Present tense	62.0	6.5	48.5	4.7	-	-	65.8	7.0	-	-	-	-	-	-	-	-	-	-	54.8	5.5	-	-
B	Place and time adverbials	4	Place adverbials	1.3	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	4.6	0.5	-	-
		5	Time adverbials	7.0	0.7	0.0	0.0	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	7.6	0.8	-	-
C	Pronouns and pro-verb	6	First-person pronouns	9.4	1.0	0.0	0.0	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	15.7	1.6	-	-
		7	Second-person pronouns	42.3	4.4	38.8	3.8	-	-	48.0	5.1	-	-	-	-	-	-	-	-	-	-	29.4	2.9	-	-
		8	Third-person pronouns (excl. *it*)	0.1	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
		9	Pronoun *it*	1.5	0.2	4.9	0.5	-	-	1.8	0.2	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
		10	Demonstrative pronouns	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
		11	Indefinite pronouns	1.5	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
		12	Pro-verb *do*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
D	Questions	13	Direct *WH* questions	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
E	Nominal forms	14	Nominalizations	135.5	14.1	165.0	16.1	-	-	133.5	14.2	-	-	-	-	-	-	-	-	-	-	136.9	13.7	-	-
		15	Gerunds	16.3	1.7	4.9	0.5	-	-	16.0	1.7	-	-	-	-	-	-	-	-	-	-	18.3	1.8	-	-
		16	Total other nouns	193.0	20.1	223.3	21.8	-	-	208.2	22.2	-	-	-	-	-	-	-	-	-	-	155.2	15.5	-	-
F	Passives	17	Agentless passives	23.8	2.5	29.1	2.8	-	-	16.0	1.7	-	-	-	-	-	-	-	-	-	-	41.1	4.1	-	-
		18	*by*-passives	3.1	0.3	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	10.6	1.1	-	-
G	Stative forms	19	*be* as main verb	15.4	1.6	0.0	0.0	-	-	17.8	1.9	-	-	-	-	-	-	-	-	-	-	11.7	1.2	-	-
		20	Existential *there*	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
H	Subordination features	21	*that* verb complements	9.9	1.0	4.9	0.5	-	-	8.9	0.9	-	-	-	-	-	-	-	-	-	-	12.7	1.3	-	-
		22	*that* adjective complements	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		23	*WH*-clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		24	Infinitives	27.1	2.8	19.4	1.9	-	-	24.9	2.7	-	-	-	-	-	-	-	-	-	-	33.0	3.3	-	-
		25	Present participial adverbial clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		26	Past participial adverbials clauses	1.5	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
		27	Past participial postnominal clauses	15.1	1.6	43.7	4.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	-	-	26.4	2.6	-	-
		28	Present participial postnominal clauses	3.1	0.3	14.6	1.4	-	-	3.6	0.4	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
		29	*that* relative clauses on subject position	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		30	*that* relative clauses on object position	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		31	*WH* relatives on subject position	0.1	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
		32	*WH* relatives on object position	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		33	Pied-piping relative clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		34	Sentence relatives	0.1	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
		35	Causative adverbial subordinators	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		36	Concessive adverbial subordinators	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		37	Conditional adverbial subordinators	5.2	0.5	4.9	0.5	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
		38	Other adverbial subordinators	0.6	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	2.0	0.2	-	-
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	145.6	15.2	145.6	14.2	-	-	142.3	15.1	-	-	-	-	-	-	-	-	-	-	153.1	15.3	-	-
		40	Attributive adjectives	63.2	6.6	34.0	3.3	-	-	65.8	7.0	-	-	-	-	-	-	-	-	-	-	60.3	6.0	-	-
		41	Predicative adjectives	6.4	0.7	0.0	0.0	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	5.6	0.6	-	-
		42	Total adverbs	1.9	0.2	14.6	1.4	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
J	Lexical specificity	43	Type-token ratio	5.4		34.0		-		2.3		-		-		-		-		-		14.3		-	
		44	Mean word length	4.8		5.2		-		4.6		-		-		-		-		-		5.1		-	
K	Lexical classes	45	Conjuncts	9.9	1.0	0.0	0.0	-	-	14.2	1.5	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
		46	Down toners	2.4	0.3	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	8.1	0.8	-	-
		47	Hedges	18.9	2.0	19.4	1.9	-	-	21.4	2.3	-	-	-	-	-	-	-	-	-	-	13.2	1.3	-	-
		48	Amplifiers	0.4	0.0	14.6	1.4	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		49	Emphatics	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		50	Discourse particles	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		51	Demonstratives	9.3	1.0	19.4	1.9	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	13.2	1.3	-	-
L	Modals	52	Possibility modals	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
		53	Necessity modals	0.3	0.0	4.9	0.5	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
		54	Predictive modals	23.1	2.4	14.6	1.4	-	-	28.5	3.0	-	-	-	-	-	-	-	-	-	-	11.7	1.2	-	-
M	Specialized verb classes	55	Public verbs	55.0	5.7	77.7	7.6	-	-	46.3	4.9	-	-	-	-	-	-	-	-	-	-	72.5	7.2	-	-
		56	Private verbs	18.3	1.9	29.1	2.8	-	-	21.4	2.3	-	-	-	-	-	-	-	-	-	-	10.1	1.0	-	-
		57	Suasive verbs	6.9	0.7	19.4	1.9	-	-	3.6	0.4	-	-	-	-	-	-	-	-	-	-	13.2	1.3	-	-
		58	*seem* and *appear*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
N	Reduced forms and dispreferred structures	59	Contractions	1.9	0.2	14.6	1.4	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
		60	Subordinator *that* deletion	1.2	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	4.1	0.4	-	-
		61	Stranded preposition	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
		62	Split infinitives	0.6	0.1	14.6	1.4	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
		63	Split auxiliaries	4.8	0.5	0.0	0.0	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
O	Co-ordination	64	Phrasal co-ordination	5.5	0.6	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	18.8	1.9	-	-
		65	Independent clauses co-ordination	3.0	0.3	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	10.1	1.0	-	-
P	Negation	66	Synthetic negation	1.8	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	6.1	0.6	-	-
		67	Analytic negation	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
Total				959.6	99.9	1,024.5	99.9	-	-	939.5	100.2	-	-	-	-	-	-	-	-	-	-	1,001.2	99.8	-	-

Notes: The above % exclude type-token ratio (43) and mean word length (44).
The totals of the % are sometimes not equal to 102% because the figures are rounded up to one decimal in the calculation.

The QS Checking Sub-corpus APPENDIX B4

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features

Biber's (1995) Linguistic Features for the analysis				Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
				S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
				Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
A	Tense and aspect markers	1	Past tense	16.3	1.7	-	-	33.8	3.4	-	-	0.0	0.0	-	-	-	-	6.6	0.7	24.7	2.5	-	-	11.4	1.2
		2	Perfect aspect	9.3	1.0	-	-	4.9	0.5	-	-	8.9	1.0	-	-	-	-	8.0	0.9	10.8	1.1	-	-	11.7	1.2
		3	Present tense	50.0	5.1	-	-	39.7	4.0	-	-	37.7	4.0	-	-	-	-	59.0	6.6	44.8	4.5	-	-	60.1	6.1
B	Place and time adverbials	4	Place adverbials	0.6	0.1	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	2.2	0.2	0.5	0.1	-	-	0.3	0.0
		5	Time adverbials	9.5	1.0	-	-	4.9	0.5	-	-	12.6	1.3	-	-	-	-	3.6	0.4	9.8	1.0	-	-	13.2	1.3
C	Pronouns and pro-verb	6	First-person pronouns	19.7	2.0	-	-	17.2	1.7	-	-	9.6	1.0	-	-	-	-	21.1	2.4	24.2	2.5	-	-	22.0	2.2
		7	Second-person pronouns	38.6	4.0	-	-	39.2	3.9	-	-	20.0	2.1	-	-	-	-	47.3	5.3	46.3	4.7	-	-	37.7	3.8
		8	Third-person pronouns (excl. *it*)	1.1	0.1	-	-	1.0	0.1	-	-	1.5	0.2	-	-	-	-	1.5	0.2	0.5	0.1	-	-	1.1	0.1
		9	Pronoun *it*	3.8	0.4	-	-	2.9	0.3	-	-	1.5	0.2	-	-	-	-	6.6	0.7	5.7	0.6	-	-	3.1	0.3
		10	Demonstrative pronouns	1.0	0.1	-	-	2.9	0.3	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	1.1	0.1
		11	Indefinite pronouns	0.3	0.0	-	-	0.0	0.0	-	-	1.5	0.2	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.3	0.0
		12	Pro-verb *do*	0.0	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
D	Questions	13	Direct *WH* questions	0.1	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	0.0	0.0	-	-	0.0	0.0
E	Nominal forms	14	Nominalizations	143.8	14.8	-	-	122.6	12.2	-	-	182.1	19.5	-	-	-	-	115.1	12.9	167.8	17.0	-	-	139.3	14.1
		15	Gerunds	13.9	1.4	-	-	12.3	1.2	-	-	10.4	1.1	-	-	-	-	12.4	1.4	11.8	1.2	-	-	18.0	1.8
		16	Total other nouns	180.7	18.6	-	-	201.6	20.1	-	-	232.4	24.9	-	-	-	-	142.0	16.0	167.8	17.0	-	-	171.0	17.3
F	Passives	17	Agentless passives	23.4	2.4	-	-	34.3	3.4	-	-	19.2	2.1	-	-	-	-	12.4	1.4	23.7	2.4	-	-	22.9	2.3
		18	*by*-passives	3.0	0.3	-	-	7.8	0.8	-	-	0.7	0.1	-	-	-	-	3.6	0.4	2.1	0.2	-	-	1.4	0.1
G	Stative forms	19	*be* as main verb	8.9	0.9	-	-	11.3	1.1	-	-	5.2	0.6	-	-	-	-	18.2	2.0	5.7	0.6	-	-	7.1	0.7
		20	Existential *there*	0.8	0.1	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	3.6	0.4	0.0	0.0	-	-	0.9	0.1
H	Subordination features	21	*that* verb complements	7.8	0.8	-	-	10.8	1.1	-	-	3.7	0.4	-	-	-	-	9.5	1.1	6.2	0.6	-	-	8.0	0.8
		22	*that* adjective complements	0.1	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
		23	*WH*-clauses	2.5	0.3	-	-	0.0	0.0	-	-	3.0	0.3	-	-	-	-	6.6	0.7	5.1	0.5	-	-	0.9	0.1
		24	Infinitives	17.1	1.8	-	-	20.1	2.0	-	-	12.6	1.3	-	-	-	-	24.0	2.7	21.6	2.2	-	-	11.7	1.2
		25	Present participial adverbial clauses	0.0	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
		26	Past participial adverbials clauses	1.7	0.2	-	-	3.4	0.3	-	-	1.5	0.2	-	-	-	-	2.2	0.2	1.5	0.2	-	-	0.6	0.1
		27	Past participial postnominal clauses	11.9	1.2	-	-	15.7	1.6	-	-	8.9	1.0	-	-	-	-	2.9	0.3	7.7	0.8	-	-	16.6	1.7
		28	Present participial postnominal clauses	2.3	0.2	-	-	2.9	0.3	-	-	0.0	0.0	-	-	-	-	1.5	0.2	2.1	0.2	-	-	3.1	0.3
		29	*that* relative clauses on subject position	0.2	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.5	0.1	-	-	0.3	0.0
		30	*that* relative clauses on object position	0.1	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.3	0.0
		31	*WH* relatives on subject position	1.5	0.2	-	-	2.5	0.2	-	-	0.0	0.0	-	-	-	-	0.0	0.0	1.0	0.1	-	-	2.3	0.2
		32	*WH* relatives on object position	0.2	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	0.0	0.0	-	-	0.0	0.0
		33	Pied-piping relative clauses	0.9	0.1	-	-	0.5	0.0	-	-	3.0	0.3	-	-	-	-	0.0	0.0	1.0	0.1	-	-	0.6	0.1
		34	Sentence relatives	0.9	0.1	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	1.0	0.1	-	-	1.4	0.1
		35	Causative adverbial subordinators	1.2	0.1	-	-	2.5	0.2	-	-	0.0	0.0	-	-	-	-	2.2	0.2	1.0	0.1	-	-	0.6	0.1
		36	Concessive adverbial subordinators	0.8	0.1	-	-	1.0	0.1	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	1.7	0.2
		37	Conditional adverbial subordinators	1.4	0.1	-	-	2.0	0.2	-	-	3.0	0.3	-	-	-	-	1.5	0.2	0.5	0.1	-	-	0.9	0.1
		38	Other adverbial subordinators	3.1	0.3	-	-	5.4	0.5	-	-	3.0	0.3	-	-	-	-	1.5	0.2	1.5	0.2	-	-	3.4	0.3
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	128.8	13.3	-	-	127.5	12.7	-	-	126.6	13.5	-	-	-	-	112.2	12.6	143.1	14.5	-	-	129.0	13.0
		40	Attributive adjectives	80.0	8.2	-	-	70.1	7.0	-	-	94.7	10.1	-	-	-	-	80.8	9.1	59.7	6.1	-	-	90.9	9.2
		41	Predicative adjectives	7.0	0.7	-	-	7.4	0.7	-	-	5.2	0.6	-	-	-	-	7.3	0.8	5.7	0.6	-	-	8.0	0.8
		42	Total adverbs	6.0	0.6	-	-	6.4	0.6	-	-	0.0	0.0	-	-	-	-	9.5	1.1	7.7	0.8	-	-	5.7	0.6
J	Lexical specificity	43	Type-token ratio	11.5		-		23.6		-		14.3		-		-		28.0		20.6		-		18.8	
		44	Mean word length	5.2		-		5.1		-		5.2		-		-		5.1		5.3		-		5.1	
K	Lexical classes	45	Conjuncts	7.8	0.8	-	-	12.8	1.3	-	-	3.0	0.3	-	-	-	-	5.1	0.6	4.1	0.4	-	-	10.0	1.0
		46	Down toners	2.0	0.2	-	-	1.5	0.1	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.5	0.1	-	-	4.6	0.5
		47	Hedges	8.4	0.9	-	-	3.4	0.3	-	-	8.9	1.0	-	-	-	-	8.7	1.0	6.2	0.6	-	-	12.3	1.2
		48	Amplifiers	7.4	0.8	-	-	7.8	0.8	-	-	8.9	1.0	-	-	-	-	5.1	0.6	7.7	0.8	-	-	7.4	0.7
		49	Emphatics	0.6	0.1	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	0.5	0.1	-	-	1.1	0.1
		50	Discourse particles	0.5	0.1	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	1.5	0.2	-	-	0.3	0.0
		51	Demonstratives	9.0	0.9	-	-	2.5	0.2	-	-	7.4	0.8	-	-	-	-	15.3	1.7	10.3	1.0	-	-	10.3	1.0
L	Modals	52	Possibility modals	1.1	0.1	-	-	1.5	0.1	-	-	1.5	0.2	-	-	-	-	1.5	0.2	0.0	0.0	-	-	1.1	0.1
		53	Necessity modals	5.0	0.5	-	-	13.2	1.3	-	-	5.2	0.6	-	-	-	-	2.2	0.2	1.5	0.2	-	-	3.1	0.3
		54	Predictive modals	10.5	1.1	-	-	9.3	0.9	-	-	16.3	1.7	-	-	-	-	12.4	1.4	11.8	1.2	-	-	7.4	0.7
M	Specialized verb classes	55	Public verbs	50.7	5.2	-	-	55.9	5.6	-	-	38.5	4.1	-	-	-	-	37.9	4.3	46.3	4.7	-	-	59.8	6.0
		56	Private verbs	19.0	2.0	-	-	22.1	2.2	-	-	8.1	0.9	-	-	-	-	20.4	2.3	28.3	2.9	-	-	15.7	1.6
		57	Suasive verbs	11.6	1.2	-	-	15.2	1.5	-	-	6.7	0.7	-	-	-	-	16.0	1.8	13.4	1.4	-	-	8.6	0.9
		58	*seem* and *appear*	0.4	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	1.0	0.1	-	-	0.0	0.0
N	Reduced forms and dispreferred structures	59	Contractions	1.1	0.1	-	-	1.0	0.1	-	-	0.0	0.0	-	-	-	-	0.0	0.0	2.6	0.3	-	-	1.1	0.1
		60	Subordinator *that* deletion	2.1	0.2	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	5.8	0.7	4.1	0.4	-	-	1.1	0.1
		61	Stranded preposition	0.1	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
		62	Split infinitives	0.1	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.5	0.1	-	-	0.0	0.0
		63	Split auxiliaries	6.3	0.6	-	-	7.4	0.7	-	-	0.0	0.0	-	-	-	-	5.8	0.7	7.2	0.7	-	-	7.7	0.8
O	Co-ordination	64	Phrasal co-ordination	15.6	1.6	-	-	15.7	1.6	-	-	17.8	1.9	-	-	-	-	8.7	1.0	17.5	1.8	-	-	16.3	1.6
		65	Independent clauses co-ordination	6.4	0.7	-	-	7.8	0.8	-	-	0.7	0.1	-	-	-	-	9.5	1.1	5.1	0.5	-	-	7.1	0.7
P	Negation	66	Synthetic negation	1.5	0.2	-	-	2.0	0.2	-	-	0.0	0.0	-	-	-	-	3.6	0.4	0.5	0.1	-	-	1.4	0.1
		67	Analytic negation	4.2	0.4	-	-	7.8	0.8	-	-	3.0	0.3	-	-	-	-	2.9	0.3	2.1	0.2	-	-	4.3	0.4
Total				971.7	100.0	-	-	1,005.0	99.5	-	-	934.5	100.2	-	-	-	-	890.0	100.2	985.8	100.6	-	-	989.3	99.5

Notes: The above frequencies and % exclude type-token ratio (43) and mean word length (44).
The totals of the % are sometimes not equal to 102% because the figures are rounded up to one decimal in the calculation.

The QS Monitoring Sub-corpus APPENDIX B5

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features

Biber's (1995) Linguistic Features for the analysis				Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
				S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
				Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
A	Tense and aspect markers	1	Past tense	14.2	1.4	-	-	42.6	4.5	-	-	-	-	-	-	-	-	20.6	2.0	5.9	0.6	3.3	0.3	13.5	1.4
		2	Perfect aspect	9.7	1.0	-	-	26.6	2.8	-	-	-	-	-	-	-	-	8.4	0.8	5.9	0.6	14.8	1.5	8.6	0.9
		3	Present tense	52.9	5.3	-	-	33.7	3.5	-	-	-	-	-	-	-	-	47.6	4.7	69.0	6.6	61.0	6.1	52.7	5.3
B	Place and time adverbials	4	Place adverbials	1.7	0.2	-	-	0.0	0.0	-	-	-	-	-	-	-	-	2.6	0.3	2.9	0.3	4.9	0.5	1.2	0.1
		5	Time adverbials	16.3	1.6	-	-	19.5	2.0	-	-	-	-	-	-	-	-	8.4	0.8	5.9	0.6	22.3	2.2	17.3	1.8
C	Pronouns and pro-verb	6	First-person pronouns	23.4	2.4	-	-	14.2	1.5	-	-	-	-	-	-	-	-	20.0	2.0	20.6	2.0	31.3	3.1	23.6	2.4
		7	Second-person pronouns	45.6	4.6	-	-	35.5	3.7	-	-	-	-	-	-	-	-	56.7	5.6	35.2	3.4	48.6	4.9	44.8	4.5
		8	Third-person pronouns (excl. *it*)	0.9	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	2.9	0.3	0.8	0.1	1.0	0.1
		9	Pronoun *it*	3.9	0.4	-	-	1.8	0.2	-	-	-	-	-	-	-	-	2.6	0.3	10.3	1.0	1.6	0.2	4.1	0.4
		10	Demonstrative pronouns	1.3	0.1	-	-	1.8	0.2	-	-	-	-	-	-	-	-	0.6	0.1	0.0	0.0	1.6	0.2	1.4	0.1
		11	Indefinite pronouns	1.7	0.2	-	-	1.8	0.2	-	-	-	-	-	-	-	-	3.2	0.3	2.9	0.3	1.6	0.2	1.4	0.1
		12	Pro-verb *do*	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
D	Questions	13	Direct *WH* questions	0.2	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.0	0.0	0.1	0.0
E	Nominal forms	14	Nominalizations	139.8	14.1	-	-	134.8	14.1	-	-	-	-	-	-	-	-	126.2	12.6	129.2	12.4	141.0	14.1	142.8	14.5
		15	Gerunds	11.7	1.2	-	-	10.6	1.1	-	-	-	-	-	-	-	-	10.9	1.1	5.9	0.6	14.0	1.4	12.0	1.2
		16	Total other nouns	156.8	15.8	-	-	180.9	18.9	-	-	-	-	-	-	-	-	188.7	18.8	210.0	20.1	184.7	18.4	143.6	14.5
F	Passives	17	Agentless passives	20.7	2.1	-	-	33.7	3.5	-	-	-	-	-	-	-	-	18.0	1.8	19.1	1.8	18.1	1.8	20.9	2.1
		18	*by*-passives	1.8	0.2	-	-	3.5	0.4	-	-	-	-	-	-	-	-	2.6	0.3	1.5	0.1	3.3	0.3	1.5	0.2
G	Stative forms	19	*be* as main verb	11.1	1.1	-	-	5.3	0.6	-	-	-	-	-	-	-	-	14.2	1.4	10.3	1.0	7.4	0.7	11.4	1.2
		20	Existential *there*	1.4	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.9	0.2	0.0	0.0	1.6	0.2	1.5	0.2
H	Subordination features	21	*that* verb complements	7.5	0.8	-	-	10.6	1.1	-	-	-	-	-	-	-	-	9.7	1.0	10.3	1.0	4.1	0.4	7.2	0.7
		22	*that* adjective complements	0.2	0.0	-	-	1.8	0.2	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.0
		23	*WH*-clauses	0.9	0.1	-	-	1.8	0.2	-	-	-	-	-	-	-	-	2.6	0.3	0.0	0.0	1.6	0.2	0.6	0.1
		24	Infinitives	25.6	2.6	-	-	28.4	3.0	-	-	-	-	-	-	-	-	19.3	1.9	27.9	2.7	18.1	1.8	27.2	2.8
		25	Present participial adverbial clauses	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
		26	Past participial adverbials clauses	1.8	0.2	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.3	0.1	1.5	0.1	1.6	0.2	2.0	0.2
		27	Past participial postnominal clauses	8.8	0.9	-	-	8.9	0.9	-	-	-	-	-	-	-	-	11.6	1.2	17.6	1.7	7.4	0.7	7.9	0.8
		28	Present participial postnominal clauses	2.8	0.3	-	-	5.3	0.6	-	-	-	-	-	-	-	-	1.3	0.1	7.3	0.7	0.8	0.1	2.9	0.3
		29	*that* relative clauses on subject position	0.4	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.6	0.1	0.0	0.0	0.0	0.0	0.5	0.1
		30	*that* relative clauses on object position	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		31	*WH* relatives on subject position	0.9	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.0	0.0	1.0	0.1
		32	*WH* relatives on object position	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		33	Pied-piping relative clauses	0.8	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.1
		34	Sentence relatives	0.9	0.1	-	-	3.5	0.4	-	-	-	-	-	-	-	-	0.0	0.0	2.9	0.3	0.0	0.0	0.9	0.1
		35	Causative adverbial subordinators	1.0	0.1	-	-	8.9	0.9	-	-	-	-	-	-	-	-	3.2	0.3	1.5	0.1	0.0	0.0	0.3	0.0
		36	Concessive adverbial subordinators	0.9	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.8	0.1	0.9	0.1
		37	Conditional adverbial subordinators	1.6	0.2	-	-	1.8	0.2	-	-	-	-	-	-	-	-	1.9	0.2	1.5	0.1	1.6	0.2	1.5	0.2
		38	Other adverbial subordinators	3.5	0.4	-	-	1.8	0.2	-	-	-	-	-	-	-	-	2.6	0.3	11.7	1.1	1.6	0.2	3.4	0.3
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	128.1	12.9	-	-	90.4	9.5	-	-	-	-	-	-	-	-	142.3	14.2	123.3	11.8	150.9	15.1	125.6	12.7
		40	Attributive adjectives	82.5	8.3	-	-	40.8	4.3	-	-	-	-	-	-	-	-	57.3	5.7	80.8	7.7	59.4	5.9	91.6	9.3
		41	Predicative adjectives	8.7	0.9	-	-	1.8	0.2	-	-	-	-	-	-	-	-	6.4	0.6	11.7	1.1	5.8	0.6	9.5	1.0
		42	Total adverbs	8.9	0.9	-	-	7.1	0.7	-	-	-	-	-	-	-	-	12.9	1.3	7.3	0.7	8.2	0.8	8.6	0.9
J	Lexical specificity	43	Type-token ratio	8.7		-		36.8		-		-		-		-		27.0		33.1		25.5		9.4	
		44	Mean word length	5.0		-		4.9		-		-		-		-		5.0		5.2		5.0		5.0	
K	Lexical classes	45	Conjuncts	12.6	1.3	-	-	24.8	2.6	-	-	-	-	-	-	-	-	9.7	1.0	8.8	0.8	12.4	1.2	12.6	1.3
		46	Down toners	3.0	0.3	-	-	1.8	0.2	-	-	-	-	-	-	-	-	2.6	0.3	7.3	0.7	0.0	0.0	3.2	0.3
		47	Hedges	6.1	0.6	-	-	3.5	0.4	-	-	-	-	-	-	-	-	7.1	0.7	10.3	1.0	7.4	0.7	5.7	0.6
		48	Amplifiers	8.5	0.9	-	-	0.0	0.0	-	-	-	-	-	-	-	-	11.6	1.2	8.8	0.8	2.5	0.2	9.1	0.9
		49	Emphatics	1.1	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.6	0.1	0.0	0.0	1.6	0.2	1.2	0.1
		50	Discourse particles	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		51	Demonstratives	12.2	1.2	-	-	10.6	1.1	-	-	-	-	-	-	-	-	12.2	1.2	5.9	0.6	8.2	0.8	13.2	1.3
L	Modals	52	Possibility modals	1.2	0.1	-	-	3.5	0.4	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.0	0.0	1.3	0.1
		53	Necessity modals	3.4	0.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	3.9	0.4	2.9	0.3	2.5	0.2	3.2	0.3
		54	Predictive modals	12.9	1.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	11.6	1.2	14.7	1.4	12.4	1.2	13.3	1.3
M	Specialized verb classes	55	Public verbs	57.2	5.8	-	-	81.6	8.5	-	-	-	-	-	-	-	-	50.9	5.1	58.7	5.6	46.2	4.6	58.0	5.9
		56	Private verbs	15.8	1.6	-	-	7.1	0.7	-	-	-	-	-	-	-	-	18.7	1.9	26.4	2.5	14.8	1.5	15.3	1.5
		57	Suasive verbs	14.5	1.5	-	-	12.4	1.3	-	-	-	-	-	-	-	-	18.0	1.8	16.2	1.6	19.8	2.0	13.3	1.3
		58	*seem* and *appear*	0.4	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	1.5	0.1	0.0	0.0	0.4	0.0
N	Reduced forms and dispreferred structures	59	Contractions	2.8	0.3	-	-	0.0	0.0	-	-	-	-	-	-	-	-	7.1	0.7	8.8	0.8	3.3	0.3	1.8	0.2
		60	Subordinator *that* deletion	2.2	0.2	-	-	1.8	0.2	-	-	-	-	-	-	-	-	3.9	0.4	2.9	0.3	0.8	0.1	2.1	0.2
		61	Stranded preposition	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
		62	Split infinitives	0.2	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.6	0.1	0.0	0.0	0.0	0.0	0.2	0.0
		63	Split auxiliaries	7.7	0.8	-	-	5.3	0.6	-	-	-	-	-	-	-	-	9.0	0.9	4.4	0.4	13.2	1.3	7.2	0.7
O	Co-ordination	64	Phrasal co-ordination	15.1	1.5	-	-	3.5	0.4	-	-	-	-	-	-	-	-	14.2	1.4	14.7	1.4	18.1	1.8	15.6	1.6
		65	Independent clauses co-ordination	7.1	0.7	-	-	10.6	1.1	-	-	-	-	-	-	-	-	10.3	1.0	4.4	0.4	4.1	0.4	7.0	0.7
P	Negation	66	Synthetic negation	2.7	0.3	-	-	3.5	0.4	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	5.8	0.6	2.7	0.3
		67	Analytic negation	4.7	0.5	-	-	8.9	0.9	-	-	-	-	-	-	-	-	0.6	0.1	4.4	0.4	4.9	0.5	5.1	0.5
Total				992.7	100.2	-	-	955.9	100.2	-	-	-	-	-	-	-	-	1,005.3	100.4	1,043.9	99.9	1,001.8	100.1	988.2	99.9

Notes: The above frequencies and % exclude type-token ratio (43) and mean word length (44).
The totals of the % are sometimes not equal to 102% because the figures are rounded up to one decimal in the calculation.

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Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Dimension 1 - Involved Production versus Informational Production

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	Involved Production - Positive Features																						
56	Private verbs	11.3	1.2	10.1	1.1	18.8	1.9	11.1	1.2	3.9	0.4	5.2	0.6	6.6	0.7	19.5	2.1	27.8	2.8	13.2	1.4	15.4	1.6
60	Subordinator *that* deletion	1.0	0.1	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.8	0.5	3.8	0.4	2.2	0.2	1.8	0.2
59	Contractions	2.4	0.3	2.5	0.3	0.8	0.1	0.0	0.0	1.4	0.2	6.6	0.7	2.7	0.3	3.8	0.4	4.2	0.4	5.4	0.6	1.6	0.2
3	Present tense	51.7	5.4	52.9	5.6	38.4	3.9	67.1	7.1	41.3	4.4	51.8	5.7	42.4	4.6	53.0	5.6	51.1	5.1	56.0	5.8	54.6	5.5
7	Second-person pronouns	33.9	3.6	34.0	3.6	38.4	3.9	31.8	3.3	21.9	2.4	41.8	4.6	19.9	2.1	52.3	5.5	43.4	4.3	28.5	2.9	43.0	4.4
12	Pro-verb *do*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
67	Analytic negation	3.6	0.4	5.0	0.5	8.1	0.8	3.4	0.4	3.2	0.3	3.9	0.4	1.3	0.1	1.7	0.2	2.7	0.3	1.9	0.2	4.9	0.5
10	Demonstrative pronouns	0.6	0.1	0.0	0.0	2.7	0.3	0.0	0.0	0.7	0.1	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	1.0	0.1	1.3	0.1
49	Emphatics	0.5	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	0.7	0.1	0.4	0.0	0.5	0.1	1.2	0.1
6	First-person pronouns	16.5	1.7	18.3	1.9	16.5	1.7	10.1	1.1	10.5	1.1	12.1	1.3	14.6	1.6	20.5	2.2	23.2	2.3	26.6	2.7	23.2	2.3
9	Pronoun *it*	1.7	0.2	0.6	0.1	2.7	0.3	0.8	0.1	0.2	0.0	0.0	0.0	0.0	0.0	4.4	0.5	6.9	0.7	0.7	0.1	3.8	0.4
19	*be* as main verb	9.0	0.9	0.0	0.0	10.0	1.0	14.3	1.5	6.4	0.7	6.6	0.7	2.7	0.3	16.1	1.7	6.9	0.7	11.7	1.2	10.3	1.0
35	Causative adverbial subordinators	0.4	0.0	0.0	0.0	3.8	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.3	1.1	0.1	0.0	0.0	0.4	0.0
50	Discourse particles	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	1.1	0.1	0.0	0.0	0.1	0.0
11	Indefinite pronouns	2.9	0.3	2.5	0.3	0.4	0.0	3.4	0.4	8.8	0.9	0.0	0.0	1.3	0.1	1.7	0.2	0.8	0.1	2.9	0.3	1.1	0.1
47	Hedges	8.2	0.9	9.5	1.0	3.5	0.4	11.2	1.2	7.6	0.8	3.9	0.4	13.3	1.4	7.9	0.8	7.2	0.7	8.5	0.9	7.4	0.7
48	Amplifiers	4.9	0.5	11.3	1.2	6.1	0.6	0.2	0.0	4.7	0.5	3.4	0.4	2.7	0.3	8.5	0.9	8.0	0.8	0.7	0.1	8.7	0.9
34	Sentence relatives	0.4	0.0	0.0	0.0	1.2	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	1.5	0.1	0.2	0.0	1.0	0.1
13	Direct *WH* questions	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0
52	Possibility modals	1.1	0.1	2.5	0.3	1.9	0.2	2.5	0.3	0.2	0.0	1.3	0.1	0.0	0.0	1.4	0.1	0.0	0.0	0.5	0.1	1.3	0.1
65	Independent clauses co-ordination	5.7	0.6	7.6	0.8	8.5	0.9	6.1	0.6	3.0	0.3	9.2	1.0	0.0	0.0	9.9	1.0	5.0	0.5	6.1	0.6	7.0	0.7
23	*WH*-clauses	0.6	0.1	0.0	0.0	0.4	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	4.4	0.5	3.8	0.4	0.5	0.1	0.7	0.1
61	Stranded preposition	0.0	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
42	Total adverbs	5.5	0.6	1.9	0.2	6.5	0.7	2.5	0.3	7.9	0.8	0.0	0.0	2.7	0.3	11.3	1.2	7.6	0.8	4.9	0.5	7.9	0.8
	TOTAL	162.1	17.1	158.7	16.9	169.9	17.3	164.5	17.5	122.1	12.9	147.1	16.0	110.2	11.8	226.5	23.9	206.5	20.6	172.0	17.9	196.9	19.8
	Informational Production - Negative Features																						
16	Total other nouns	194.5	20.4	155.6	16.5	197.1	19.8	215.3	22.7	191.6	20.6	227.8	25.1	261.3	28.2	166.8	17.5	178.7	17.9	195.4	20.1	150.7	15.2
44	Mean word length	5.0		4.9		5.1		4.8		5.2		4.9		5.1		5.0		5.3		5.0		5.0	
39	Total prepositional phrases	135.4	14.2	147.4	15.7	119.5	12.0	135.6	14.3	128.3	13.8	142.5	15.7	153.8	16.6	128.2	13.5	138.0	13.8	155.2	15.9	126.5	12.8
43	Type-token ratio	3.3		11.8		21.9		2.9		3.3		3.9		3.2		20.9		18.4		11.6		9.0	
40	Attributive adjectives	77.2	8.1	79.4	8.4	63.8	6.4	62.7	6.6	88.5	9.5	67.2	7.4	83.6	9.0	68.4	7.2	65.2	6.5	60.2	6.2	91.4	9.2
4	Place adverbials	2.1	0.2	8.8	0.9	0.4	0.0	0.2	0.0	1.4	0.2	6.9	0.8	0.0	0.0	2.4	0.3	1.1	0.1	7.6	0.8	1.0	0.1
17	Agentless passives	24.9	2.6	25.8	2.7	34.2	3.4	27.6	2.9	24.6	2.6	32.8	3.6	22.5	2.4	15.4	1.6	22.5	2.2	25.1	2.6	21.4	2.2
27	Past participial postnominal clauses	11.4	1.2	14.5	1.5	14.2	1.4	10.1	1.1	16.2	1.7	5.2	0.6	11.9	1.3	7.5	0.8	10.3	1.0	14.9	1.5	10.2	1.0
	TOTAL	445.5	46.7	431.5	45.7	429.2	43.0	451.5	47.6	450.6	48.4	482.4	53.2	533.1	57.5	388.7	40.9	415.8	41.5	458.4	47.1	401.2	40.5

Note: The above frequencies and % exclude type-token ratio (43) and mean word length (44).

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Narrative Discourse - Positive Features																							
1	Past tense	6.7	0.7	0.0	0.0	35.7	3.6	0.0	0.0	1.4	0.2	0.0	0.0	1.3	0.1	14.0	1.5	19.8	2.0	4.1	0.4	13.0	1.3
8	Third-person pronouns (excl. *it*)	0.5	0.1	0.0	0.0	0.8	0.1	0.0	0.0	0.2	0.0	0.0	0.0	1.3	0.1	0.7	0.1	1.1	0.1	0.5	0.1	1.0	0.1
2	Perfect aspect	5.2	0.5	5.0	0.5	9.6	1.0	1.1	0.1	1.1	0.1	8.7	1.0	0.0	0.0	8.2	0.9	9.5	0.9	6.3	0.6	9.4	1.0
55	Public verbs	52.5	5.5	61.1	6.5	61.5	6.2	61.9	6.5	46.4	5.0	45.6	5.0	41.1	4.4	44.8	4.7	49.5	4.9	52.4	5.4	58.5	5.9
66	Synthetic negation	1.7	0.2	3.2	0.3	2.3	0.2	0.0	0.0	2.9	0.3	0.0	0.0	0.0	0.0	2.4	0.3	0.4	0.0	4.6	0.5	2.4	0.2
28	Present participial postnominal clauses	4.3	0.5	6.3	0.7	3.5	0.4	4.2	0.4	6.5	0.7	6.6	0.7	5.3	0.6	1.4	0.1	3.4	0.3	0.7	0.1	2.9	0.3
	TOTAL	70.9	7.5	75.6	8.0	113.4	11.5	67.2	7.0	58.5	6.3	60.9	6.7	49.0	5.2	71.5	7.6	83.7	8.2	68.6	7.1	87.2	8.8
Non-narrative Discourse - Negative Features																							
3	Present tense	51.7	5.4	52.9	5.6	38.4	3.9	67.1	7.1	41.3	4.4	51.8	5.7	42.4	4.6	53.0	5.6	51.1	5.1	56.0	5.8	54.6	5.5
40	Attributive adjectives	77.2	8.1	79.4	8.4	63.8	6.4	62.7	6.6	88.5	9.5	67.2	7.4	83.6	9.0	68.4	7.2	65.2	6.5	60.2	6.2	91.4	9.2
	TOTAL	128.9	13.5	132.3	14.0	102.2	10.3	129.8	13.7	129.8	13.9	119.0	13.1	126.0	13.6	121.4	12.8	116.3	11.6	116.2	12.0	146.0	14.7

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Situation-dependent Reference - Positive Features																							
5	Time adverbials	9.6	1.0	16.4	1.7	8.1	0.8	6.1	0.6	8.0	0.9	5.2	0.6	8.0	0.9	6.2	0.7	8.8	0.9	10.2	1.0	16.2	1.6
4	Place adverbials	2.1	0.2	8.8	0.9	0.4	0.0	0.2	0.0	1.4	0.2	6.9	0.8	0.0	0.0	2.4	0.3	1.1	0.1	7.6	0.8	1.0	0.1
42	Total adverbs	5.5	0.6	1.9	0.2	6.5	0.7	2.5	0.3	7.9	0.8	0.0	0.0	2.7	0.3	11.3	1.2	7.6	0.8	4.9	0.5	7.9	0.8
	TOTAL	17.2	1.8	27.1	2.8	15.0	1.5	8.8	0.9	17.3	1.9	12.1	1.4	10.7	1.2	19.9	2.2	17.5	1.8	22.7	2.3	25.1	2.5
Elaborated Reference - Negative Features																							
32	*WH* relatives on object position	0.6	0.1	0.0	0.0	0.4	0.0	3.4	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.1	0.0
33	Pied-piping relative clauses	0.5	0.1	0.0	0.0	0.4	0.0	0.0	0.0	0.4	0.0	1.3	0.1	0.0	0.0	0.0	0.0	0.8	0.1	0.0	0.0	1.0	0.1
31	*WH* relatives on subject position	1.5	0.2	0.0	0.0	1.9	0.2	3.4	0.4	1.4	0.2	1.3	0.1	1.3	0.1	0.7	0.1	0.8	0.1	0.2	0.0	1.3	0.1
64	Phrasal co-ordination	16.3	1.7	6.3	0.7	13.1	1.3	9.3	1.0	18.7	2.0	15.6	1.7	27.9	3.0	11.6	1.2	16.8	1.7	20.2	2.1	15.8	1.6
14	Nominalizations	131.4	13.8	113.4	12.0	125.2	12.6	121.3	12.8	173.9	18.7	75.4	8.3	106.1	11.4	121.0	12.7	157.8	15.8	126.9	13.0	141.9	14.4
	TOTAL	150.3	15.9	119.7	12.7	141.0	14.1	137.4	14.6	194.4	20.9	93.6	10.2	135.3	14.5	133.6	14.0	176.2	17.7	147.3	15.1	160.1	16.2

Dimension 4 - Overt Expression of Argumentation

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Overt Expression of Argumentation - Positive Features																							
24	Infinitives	19.6	2.1	22.1	2.3	21.9	2.2	24.5	2.6	13.8	1.5	20.5	2.3	8.0	0.9	21.5	2.3	23.2	2.3	21.2	2.2	23.2	2.3
54	Predictive modals	14.7	1.5	8.8	0.9	9.2	0.9	22.1	2.3	16.4	1.8	15.3	1.7	14.6	1.6	12.0	1.3	12.6	1.3	11.2	1.2	11.8	1.2
57	Suasive verbs	11.9	1.2	25.8	2.7	14.6	1.5	9.3	1.0	8.0	0.9	19.2	2.1	6.6	0.7	17.1	1.8	14.1	1.4	12.2	1.3	12.1	1.2
37	Conditional adverbial subordinators	2.8	0.3	3.2	0.3	1.9	0.2	5.9	0.6	6.8	0.7	0.0	0.0	0.0	0.0	1.7	0.2	0.8	0.1	1.0	0.1	1.3	0.1
53	Necessity modals	5.8	0.6	3.2	0.3	12.3	1.2	4.4	0.5	7.8	0.8	2.6	0.3	17.2	1.9	3.1	0.3	1.9	0.2	1.0	0.1	3.2	0.3
63	Split auxiliaries	4.4	0.5	4.4	0.5	6.9	0.7	5.7	0.6	0.0	0.0	2.1	0.2	2.7	0.3	7.5	0.8	6.5	0.6	3.9	0.4	7.4	0.7
52	Possibility modals	1.1	0.1	2.5	0.3	1.9	0.2	2.5	0.3	0.2	0.0	1.3	0.1	0.0	0.0	1.4	0.1	0.0	0.0	0.5	0.1	1.3	0.1
	TOTAL	60.3	6.3	70.0	7.3	68.7	6.9	74.4	7.9	53.0	5.7	61.0	6.7	49.1	5.4	64.3	6.8	59.1	5.9	51.0	5.4	60.3	5.9
No Negative Features																							

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
No Positive Features																							
Abstract Style - Negative Features																							
45	Conjuncts	13.3	1.4	13.9	1.5	15.4	1.5	20.5	2.2	11.2	1.2	19.2	2.1	9.3	1.0	7.5	0.8	5.3	0.5	11.9	1.2	11.9	1.2
17	Agentless passives	24.9	2.6	25.8	2.7	34.2	3.4	27.6	2.9	24.6	2.6	32.8	3.6	22.5	2.4	15.4	1.6	22.5	2.2	25.1	2.6	21.4	2.2
26	Past participial adverbials clauses	2.5	0.3	8.8	0.9	2.7	0.3	0.0	0.0	5.9	0.6	1.6	0.2	1.3	0.1	1.7	0.2	1.5	0.1	2.9	0.3	1.6	0.2
18	*by*-passives	2.2	0.2	3.8	0.4	6.9	0.7	0.0	0.0	0.8	0.1	2.6	0.3	4.0	0.4	3.1	0.3	1.9	0.2	6.1	0.6	1.5	0.2
27	Past participial postnominal clauses	11.4	1.2	14.5	1.5	14.2	1.4	10.1	1.1	16.2	1.7	5.2	0.6	11.9	1.3	7.5	0.8	10.3	1.0	14.9	1.5	10.2	1.0
38	Other adverbial subordinators	2.9	0.3	11.3	1.2	4.6	0.5	0.8	0.1	4.7	0.5	2.5	0.3	0.0	0.0	2.1	0.2	4.2	0.4	1.5	0.2	3.4	0.3
	TOTAL	57.2	6.0	78.1	8.2	78.0	7.8	59.0	6.3	63.4	6.7	63.9	7.1	49.0	5.2	37.3	3.9	45.7	4.4	62.4	6.4	50.0	5.1

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not On-line Informational Elaboration Marking Stance

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
On-line Informational Elaboration Marking Stance - Positive Features																							
21	*that* verb complements	6.6	0.7	12.6	1.3	10.8	1.1	6.1	0.6	1.9	0.2	10.0	1.1	2.7	0.3	9.6	1.0	7.2	0.7	11.2	1.2	7.4	0.7
51	Demonstratives	8.2	0.9	13.9	1.5	4.2	0.4	8.9	0.9	3.8	0.4	6.6	0.7	2.7	0.3	13.7	1.4	9.1	0.9	10.7	1.1	12.5	1.3
30	*that* relative clauses on object position	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
22	*that* adjective complements	0.1	0.0	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
61	Stranded preposition	0.0	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
20	Existential *there*	0.5	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7	0.3	0.0	0.0	1.0	0.1	1.3	0.1
10	Demonstrative pronouns	0.6	0.1	0.0	0.0	2.7	0.3	0.0	0.0	0.7	0.1	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	1.0	0.1	1.3	0.1
32	*WH* relatives on object position	0.6	0.1	0.0	0.0	0.4	0.0	3.4	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.1	0.0
	TOTAL	16.9	1.9	26.5	2.8	19.3	1.9	18.4	1.9	7.8	0.9	16.6	1.8	5.4	0.6	26.6	2.7	16.3	1.6	23.9	2.5	22.9	2.2
Not On-line Informational Elaboration Marking Stance - Negative Features																							
64	Phrasal co-ordination	16.3	1.7	6.3	0.7	13.1	1.3	9.3	1.0	18.7	2.0	15.6	1.7	27.9	3.0	11.6	1.2	16.8	1.7	20.2	2.1	15.8	1.6
	TOTAL	16.3	1.7	6.3	0.7	13.1	1.3	9.3	1.0	18.7	2.0	15.6	1.7	27.9	3.0	11.6	1.2	16.8	1.7	20.2	2.1	15.8	1.6

The QS Directive Sub-Corpus — APPENDIX C2

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's 1988 and 1995) Six Dimensions of Variation

Dimension 1 - Involved Production versus Informational Production

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	Involved Production - Positive Features																						
56	Private verbs	4.8	0.5	7.2	1.1	-	-	1.8	0.2	3.3	0.4	5.2	0.6	6.6	0.7	-	-	-	-	17.4	2.0	-	-
60	Subordinator *that* deletion	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
59	Contractions	2.8	0.3	0.7	0.3	-	-	0.0	0.0	1.6	0.2	6.6	0.7	2.7	0.3	-	-	-	-	8.7	1.0	-	-
3	Present tense	49.4	5.3	53.6	5.6	-	-	68.2	7.1	41.8	4.5	51.8	5.7	42.4	4.6	-	-	-	-	52.2	5.9	-	-
7	Second-person pronouns	24.8	2.7	33.3	3.6	-	-	17.2	1.8	22.1	2.4	41.8	4.6	19.9	2.1	-	-	-	-	0.0	0.0	-	-
12	Pro-verb *do*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
67	Analytic negation	3.6	0.4	5.8	0.5	-	-	6.4	0.7	3.3	0.4	3.9	0.4	1.3	0.1	-	-	-	-	0.0	0.0	-	-
10	Demonstrative pronouns	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
49	Emphatics	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
6	First-person pronouns	13.7	1.5	21.0	1.9	-	-	12.8	1.3	10.6	1.1	12.1	1.3	14.6	1.6	-	-	-	-	43.5	5.0	-	-
9	Pronoun *it*	0.0	0.0	0.0	0.1	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
19	*be* as main verb	6.6	0.7	0.0	0.0	-	-	11.2	1.2	6.6	0.7	6.6	0.7	2.7	0.3	-	-	-	-	17.4	2.0	-	-
35	Causative adverbial subordinators	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
50	Discourse particles	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
11	Indefinite pronouns	4.8	0.5	2.9	0.3	-	-	6.4	0.7	9.8	1.1	0.0	0.0	1.3	0.1	-	-	-	-	0.0	0.0	-	-
47	Hedges	6.8	0.7	8.0	1.0	-	-	2.0	0.2	7.4	0.8	3.9	0.4	13.3	1.4	-	-	-	-	0.0	0.0	-	-
48	Amplifiers	3.2	0.3	10.9	1.2	-	-	0.4	0.0	4.1	0.4	3.4	0.4	2.7	0.3	-	-	-	-	0.0	0.0	-	-
34	Sentence relatives	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
13	Direct *WH* questions	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
52	Possibility modals	1.2	0.1	2.9	0.3	-	-	4.8	0.5	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
65	Independent clauses co-ordination	5.4	0.6	8.7	0.8	-	-	11.6	1.2	3.3	0.4	9.2	1.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
23	*WH*-clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
61	Stranded preposition	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
42	Total adverbs	4.4	0.5	0.0	0.2	-	-	4.8	0.5	9.0	1.0	0.0	0.0	2.7	0.3	-	-	-	-	0.0	0.0	-	-
	TOTAL	132.1	14.1	155.0	16.9	-	-	147.6	15.4	123.7	13.5	147.1	16.0	110.2	11.8	-	-	-	-	139.2	15.9	-	-
	Informational Production - Negative Features																						
16	Total other nouns	217.9	23.5	145.5	16.5	-	-	221.8	23.1	185.9	20.0	227.8	25.1	261.3	28.2	-	-	-	-	295.7	33.7	-	-
44	Mean word length	5.0		4.9		-		4.9		5.2		4.9		5.1		-		-		4.8		-	
39	Total prepositional phrases	138.9	15.0	147.7	15.7	-	-	129.5	13.5	128.6	13.8	142.5	15.7	153.8	16.6	-	-	-	-	165.2	18.8	-	-
43	Type-token ratio	2.1		10.7		-		4.5		2.6		3.9		3.2		-		-		4.5		-	
40	Attributive adjectives	76.9	8.3	86.2	8.4	-	-	60.0	6.3	87.6	9.4	67.2	7.4	83.6	9.0	-	-	-	-	60.9	6.9	-	-
4	Place adverbials	3.1	0.3	10.1	0.9	-	-	0.4	0.0	1.6	0.2	6.9	0.8	0.0	0.0	-	-	-	-	17.4	2.0	-	-
17	Agentless passives	27.7	3.0	25.3	2.7	-	-	38.1	4.0	25.4	2.7	32.8	3.6	22.5	2.4	-	-	-	-	0.0	0.0	-	-
27	Past participial postnominal clauses	11.7	1.3	10.1	1.5	-	-	11.2	1.2	17.2	1.9	5.2	0.6	11.9	1.3	-	-	-	-	0.0	0.0	-	-
	TOTAL	476.2	51.4	424.9	45.7	-	-	461.0	48.1	446.3	48.0	482.4	53.2	533.1	57.5	-	-	-	-	539.2	61.4	-	-

Note: The above frequencies and % exclude type-token ratio (43) and mean word length (44).

The QS Directive Sub-Corpus

APPENDIX C2

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's 1988 and 1995) Six Dimensions of Variation

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Narrative Discourse - Positive Features																							
1	Past tense	0.8	0.1	0.0	0.0	-	-	0.0	0.0	1.6	0.2	0.0	0.0	1.3	0.1	-	-	-	-	0.0	0.0	-	-
8	Third-person pronouns (excl. *it*)	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	1.3	0.1	-	-	-	-	0.0	0.0	-	-
2	Perfect aspect	2.4	0.3	5.8	0.5	-	-	2.0	0.2	0.0	0.0	8.7	1.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
55	Public verbs	50.2	5.4	58.7	6.5	-	-	76.0	7.9	47.5	5.1	45.6	5.0	41.1	4.4	-	-	-	-	17.4	2.0	-	-
66	Synthetic negation	1.3	0.1	3.6	0.3	-	-	0.0	0.0	3.3	0.4	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
28	Present participial postnominal clauses	6.0	0.6	5.1	0.7	-	-	4.8	0.5	7.4	0.8	6.6	0.7	5.3	0.6	-	-	-	-	0.0	0.0	-	-
	TOTAL	61.0	6.5	73.2	8.0	-	-	82.8	8.6	59.8	6.5	60.9	6.7	49.0	5.2	-	-	-	-	17.4	2.0	-	-
Non-narrative Disocurse - Negative Features																							
3	Present tense	49.4	5.3	53.6	5.6	-	-	68.2	7.1	41.8	4.5	51.8	5.7	42.4	4.6	-	-	-	-	52.2	5.9	-	-
40	Attributive adjectives	76.9	8.3	86.2	8.4	-	-	60.0	6.3	87.6	9.4	67.2	7.4	83.6	9.0	-	-	-	-	60.9	6.9	-	-
	TOTAL	126.3	13.6	139.8	14.0	-	-	128.2	13.4	129.4	13.9	119.0	13.1	126.0	13.6	-	-	-	-	113.1	12.8	-	-

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Situation-dependent Reference - Positive Features																							
5	Time adverbials	7.0	0.8	18.8	1.7	-	-	5.2	0.5	7.4	0.8	5.2	0.6	8.0	0.9	-	-	-	-	0.0	0.0	-	-
4	Place adverbials	3.1	0.3	10.1	0.9	-	-	0.4	0.0	1.6	0.2	6.9	0.8	0.0	0.0	-	-	-	-	17.4	2.0	-	-
42	Total adverbs	4.4	0.5	0.0	0.2	-	-	4.8	0.5	9.0	1.0	0.0	0.0	2.7	0.3	-	-	-	-	0.0	0.0	-	-
	TOTAL	14.5	1.6	28.9	2.8	-	-	10.4	1.0	18.0	2.0	12.1	1.4	10.7	1.2	-	-	-	-	17.4	2.0	-	-
Elaborated Reference - Negative Features																							
32	*WH* relatives on object position	1.1	0.1	0.0	0.0	-	-	6.4	0.7	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
33	Pied-piping relative clauses	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
31	*WH* relatives on subject position	2.2	0.2	0.0	0.0	-	-	6.4	0.7	1.6	0.2	1.3	0.1	1.3	0.1	-	-	-	-	0.0	0.0	-	-
64	Phrasal co-ordination	19.5	2.1	7.2	0.7	-	-	17.6	1.8	18.8	2.0	15.6	1.7	27.9	3.0	-	-	-	-	26.1	3.0	-	-
14	Nominalizations	122.1	13.2	105.7	12.0	-	-	110.3	11.5	172.8	18.6	75.4	8.3	106.1	11.4	-	-	-	-	87.0	9.9	-	-
	TOTAL	145.2	15.6	112.9	12.7	-	-	140.7	14.7	193.2	20.8	93.6	10.2	135.3	14.5	-	-	-	-	113.1	12.9	-	-

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's 1988 and 1995) Six Dimensions of Variation

Dimension 4 - Overt Expression of Argumentation

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Overt Expression of Argumentation - Positive Features																							
24	Infinitives	15.8	1.7	22.4	2.3	-	-	24.1	2.5	13.9	1.5	20.5	2.3	8.0	0.9	-	-	-	-	0.0	0.0	-	-
54	Predictive modals	15.1	1.6	8.0	0.9	-	-	16.4	1.7	16.4	1.8	15.3	1.7	14.6	1.6	-	-	-	-	8.7	1.0	-	-
57	Suasive verbs	11.9	1.3	26.8	2.7	-	-	14.4	1.5	8.2	0.9	19.2	2.1	6.6	0.7	-	-	-	-	0.0	0.0	-	-
37	Conditional adverbial subordinators	3.4	0.4	2.9	0.3	-	-	4.8	0.5	7.4	0.8	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
53	Necessity modals	8.4	0.9	2.9	0.3	-	-	8.4	0.9	8.2	0.9	2.6	0.3	17.2	1.9	-	-	-	-	0.0	0.0	-	-
63	Split auxiliaries	2.0	0.2	5.1	0.5	-	-	4.4	0.5	0.0	0.0	2.1	0.2	2.7	0.3	-	-	-	-	0.0	0.0	-	-
52	Possibility modals	1.2	0.1	2.9	0.3	-	-	4.8	0.5	0.0	0.0	1.3	0.1	0.0	0.0	-	-	-	-	0.0	0.0	-	-
	TOTAL	57.8	6.2	71.0	7.3	-	-	77.3	8.1	54.1	5.9	61.0	6.7	49.1	5.4	-	-	-	-	8.7	1.0	-	-
No Negative Features																							

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
No Positive Features																							
Abstract Style - Negative Features																							
45	Conjuncts	16.3	1.8	15.9	1.5	-	-	26.1	2.7	12.3	1.3	19.2	2.1	9.3	1.0	-	-	-	-	34.8	4.0	-	-
17	Agentless passives	27.7	3.0	25.3	2.7	-	-	38.1	4.0	25.4	2.7	32.8	3.6	22.5	2.4	-	-	-	-	0.0	0.0	-	-
26	Past participial adverbials clauses	3.3	0.4	10.1	0.9	-	-	0.0	0.0	6.6	0.7	1.6	0.2	1.3	0.1	-	-	-	-	0.0	0.0	-	-
18	*by*-passives	1.9	0.2	4.3	0.4	-	-	0.0	0.0	0.8	0.1	2.6	0.3	4.0	0.4	-	-	-	-	0.0	0.0	-	-
27	Past participial postnominal clauses	11.7	1.3	10.1	1.5	-	-	11.2	1.2	17.2	1.9	5.2	0.6	11.9	1.3	-	-	-	-	0.0	0.0	-	-
38	Other adverbial subordinators	3.0	0.3	13.0	1.2	-	-	1.6	0.2	4.9	0.5	2.5	0.3	0.0	0.0	-	-	-	-	0.0	0.0	-	-
	TOTAL	63.9	7.0	78.7	8.2	-	-	77.0	8.1	67.2	7.2	63.9	7.1	49.0	5.2	-	-	-	-	34.8	4.0	-	-

Dimension 6 - On-line Informational Elaboration Marking Stance versue Not On-line Informational Elaboration Marking Stance

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
On-line Informational Elaboration Marking Stance - Positive Features																							
21	*that* verb complements	5.0	0.5	13.8	1.3	-	-	3.6	0.4	1.6	0.2	10.0	1.1	2.7	0.3	-	-	-	-	17.4	2.0	-	-
51	Demonstratives	5.7	0.6	13.0	1.5	-	-	10.4	1.1	3.3	0.4	6.6	0.7	2.7	0.3	-	-	-	-	8.7	1.0	-	-
30	*that* relative clauses on object position	0.5	0.1	0.0	0.0	-	-	0.0	0.0	1.6	0.2	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
22	*that* adjective complements	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
61	Stranded preposition	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
20	Existential *there*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
10	Demonstrative pronouns	0.3	0.0	0.0	0.0	-	-	0.0	0.0	0.8	0.1	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
32	*WH* relatives on object position	1.1	0.1	0.0	0.0	-	-	6.4	0.7	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	-	-
	TOTAL	12.6	1.3	26.8	2.8	-	-	20.4	2.2	7.3	0.9	16.6	1.8	5.4	0.6	-	-	-	-	26.1	3.0	-	-
Not On-line Informational Elaboration Marking Stance - Negative Features																							
64	Phrasal co-ordination	19.5	2.1	7.2	0.7	-	-	17.6	1.8	18.8	2.0	15.6	1.7	27.9	3.0	-	-	-	-	26.1	3.0	-	-
	TOTAL	19.5	2.1	7.2	0.7	-	-	17.6	1.8	18.8	2.0	15.6	1.7	27.9	3.0	-	-	-	-	26.1	3.0	-	-

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Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Dimension 1 - Involved Production versus Informational Production

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	Involved Production - Positive Features																						
56	Private verbs	18.3	1.9	29.1	2.8	-	-	21.4	2.3	-	-	-	-	-	-	-	-	-	-	10.1	1.0	-	-
60	Subordinator *that* deletion	1.2	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	4.1	0.4	-	-
59	Contractions	1.9	0.2	14.6	1.4	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
3	Present tense	62.0	6.5	48.5	4.7	-	-	65.8	7.0	-	-	-	-	-	-	-	-	-	-	54.8	5.5	-	-
7	Second-person pronouns	42.3	4.4	38.8	3.8	-	-	48.0	5.1	-	-	-	-	-	-	-	-	-	-	29.4	2.9	-	-
12	Pro-verb *do*	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
67	Analytic negation	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
10	Demonstrative pronouns	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
49	Emphatics	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
6	First-person pronouns	9.4	1.0	0.0	0.0	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	15.7	1.6	-	-
9	Pronoun *it*	1.5	0.2	4.9	0.5	-	-	1.8	0.2	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
19	*be* as main verb	15.4	1.6	0.0	0.0	-	-	17.8	1.9	-	-	-	-	-	-	-	-	-	-	11.7	1.2	-	-
35	Causative adverbial subordinators	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
50	Discourse particles	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
11	Indefinite pronouns	1.5	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
47	Hedges	18.9	2.0	19.4	1.9	-	-	21.4	2.3	-	-	-	-	-	-	-	-	-	-	13.2	1.3	-	-
48	Amplifiers	0.4	0.0	14.6	1.4	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
34	Sentence relatives	0.1	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
13	Direct *WH* questions	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
52	Possibility modals	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
65	Independent clauses co-ordination	3.0	0.3	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	10.1	1.0	-	-
23	*WH*-clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
61	Stranded preposition	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
42	Total adverbs	15.1	1.6	43.7	4.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	-	-	26.4	2.6	-	-
	TOTAL	191.9	20.0	213.6	20.8	-	-	192.2	20.5	-	-	-	-	-	-	-	-	-	-	189.7	18.8	-	-
	Informational Production - Negative Features																						
16	Total other nouns	193.0	20.1	223.3	21.8	-	-	208.2	22.2	-	-	-	-	-	-	-	-	-	-	155.2	15.5	-	-
44	Mean word length	4.8		5.2		-		4.6		-		-		-		-		-		5.1		-	
39	Total prepositional phrases	145.6	15.2	145.6	14.2	-	-	142.3	15.1	-	-	-	-	-	-	-	-	-	-	153.1	15.3	-	-
43	Type-token ratio	5.4		34.0		-		2.3		-		-		-		-		-		14.3		-	
40	Attributive adjectives	63.2	6.6	34.0	3.3	-	-	65.8	7.0	-	-	-	-	-	-	-	-	-	-	60.3	6.0	-	-
4	Place adverbials	1.3	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	4.6	0.5	-	-
17	Agentless passives	23.8	2.5	29.1	2.8	-	-	16.0	1.7	-	-	-	-	-	-	-	-	-	-	41.1	4.1	-	-
27	Past participial postnominal clauses	15.1	1.6	43.7	4.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	-	-	26.4	2.6	-	-
	TOTAL	442.0	46.1	475.7	46.4	-	-	441.2	46.9	-	-	-	-	-	-	-	-	-	-	440.7	44.0	-	-

Note: The above frequencies and % exclude type-token ratio (43) and mean word length (44).

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Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	Narrative Discourse - Positive Features																						
1	Past tense	1.9	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	6.6	0.7	-	-
8	Third-person pronouns (excl. *it*)	0.1	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
2	Perfect aspect	1.2	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	4.1	0.4	-	-
55	Public verbs	55.0	5.7	77.7	7.6	-	-	46.3	4.9	-	-	-	-	-	-	-	-	-	-	72.5	7.2	-	-
66	Synthetic negation	1.8	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	6.1	0.6	-	-
28	Present participial postnominal clauses	3.1	0.3	14.6	1.4	-	-	3.6	0.4	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
	TOTAL	63.1	6.5	92.3	9.0	-	-	49.9	5.3	-	-	-	-	-	-	-	-	-	-	90.8	9.0	-	-
	Non-narrative Discourse - Negative Features																						
3	Present tense	62.0	6.5	48.5	4.7	-	-	65.8	7.0	-	-	-	-	-	-	-	-	-	-	54.8	5.5	-	-
40	Attributive adjectives	63.2	6.6	34.0	3.3	-	-	65.8	7.0	-	-	-	-	-	-	-	-	-	-	60.3	6.0	-	-
	TOTAL	125.2	13.1	82.5	8.0	-	-	131.6	14.0	-	-	-	-	-	-	-	-	-	-	115.1	11.5	-	-

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	Situation-dependent Reference - Positive Features																						
5	Time adverbials	7.0	0.7	0.0	0.0	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	7.6	0.8	-	-
4	Place adverbials	1.3	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	4.6	0.5	-	-
42	Total adverbs	1.9	0.2	14.6	1.4	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
	TOTAL	10.2	1.0	14.6	1.4	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	17.3	1.8	-	-
	Elaborated Reference - Negative Features																						
32	*WH* relatives on object position	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
33	Pied-piping relative clauses	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
31	*WH* relatives on subject position	0.1	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
64	Phrasal co-ordination	5.5	0.6	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	18.8	1.9	-	-
14	Nominalizations	135.5	14.1	165.0	16.1	-	-	133.5	14.2	-	-	-	-	-	-	-	-	-	-	136.9	13.7	-	-
	TOTAL	141.1	14.7	165.0	16.1	-	-	133.5	14.2	-	-	-	-	-	-	-	-	-	-	156.2	15.6	-	-

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Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Dimension 4 - Overt Expression of Argumentation

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Overt Expression of Argumentation - Positive Features																							
24	Infinitives	27.1	2.8	19.4	1.9	-	-	24.9	2.7	-	-	-	-	-	-	-	-	-	-	33.0	3.3	-	-
54	Predictive modals	23.1	2.4	14.6	1.4	-	-	28.5	3.0	-	-	-	-	-	-	-	-	-	-	11.7	1.2	-	-
57	Suasive verbs	6.9	0.7	19.4	1.9	-	-	3.6	0.4	-	-	-	-	-	-	-	-	-	-	13.2	1.3	-	-
37	Conditional adverbial subordinators	5.2	0.5	4.9	0.5	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
53	Necessity modals	0.3	0.0	4.9	0.5	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.5	0.0	-	-
63	Split auxiliaries	4.8	0.5	0.0	0.0	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
52	Possibility modals	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
	TOTAL	67.7	6.9	63.2	6.2	-	-	71.2	7.7	-	-	-	-	-	-	-	-	-	-	60.4	6.0	-	-
No Negative Features																							

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
No Positive Features																							
Abstract Style - Negative Features																							
45	Conjuncts	9.9	1.0	0.0	0.0	-	-	14.2	1.5	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
17	Agentless passives	23.8	2.5	29.1	2.8	-	-	16.0	1.7	-	-	-	-	-	-	-	-	-	-	41.1	4.1	-	-
26	Past participial adverbials clauses	1.5	0.2	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	5.1	0.5	-	-
18	*by*-passives	3.1	0.3	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	10.6	1.1	-	-
27	Past participial postnominal clauses	15.1	1.6	43.7	4.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	-	-	26.4	2.6	-	-
38	Other adverbial subordinators	0.6	0.1	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	2.0	0.2	-	-
	TOTAL	54.0	5.7	72.8	7.1	-	-	39.1	4.1	-	-	-	-	-	-	-	-	-	-	86.2	8.6	-	-

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not On-line Informational Elaboration Marking Stance

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
On-line Informational Elaboration Marking Stance - Positive Features																							
21	*that* verb complements	9.9	1.0	4.9	0.5	-	-	8.9	0.9	-	-	-	-	-	-	-	-	-	-	12.7	1.3	-	-
51	Demonstratives	9.3	1.0	19.4	1.9	-	-	7.1	0.8	-	-	-	-	-	-	-	-	-	-	13.2	1.3	-	-
30	*that* relative clauses on object position	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
22	*that* adjective complements	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
61	Stranded preposition	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
20	Existential *there*	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
10	Demonstrative pronouns	0.3	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	1.0	0.1	-	-
32	*WH* relatives on object position	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	0.0	0.0	-	-
	TOTAL	19.8	2.0	24.3	2.4	-	-	16.0	1.7	-	-	-	-	-	-	-	-	-	-	27.9	2.8	-	-
Not On-line Informational Elaboration Marking Stance - Negative Features																							
64	Phrasal co-ordination	5.5	0.6	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	18.8	1.9	-	-
	TOTAL	5.5	0.6	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	-	-	18.8	1.9	-	-

The QS Checking Sub-Corpus APPENDIX C4

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variations

Dimension 1 - Involved Production versus Informational Production

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	Involved Production - Positive Features																						
56	Private verbs	19.0	2.0	-	-	22.1	2.2	-	-	8.1	0.9	-	-	-	-	20.4	2.3	28.3	2.9	-	-	15.7	1.6
60	Subordinator *that* deletion	2.1	0.2	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	5.8	0.7	4.1	0.4	-	-	1.1	0.1
59	Contractions	1.1	0.1	-	-	1.0	0.1	-	-	0.0	0.0	-	-	-	-	0.0	0.0	2.6	0.3	-	-	1.1	0.1
3	Present tense	50.0	5.1	-	-	39.7	4.0	-	-	37.7	4.0	-	-	-	-	59.0	6.6	44.8	4.5	-	-	60.1	6.1
7	Second-person pronouns	38.6	4.0	-	-	39.2	3.9	-	-	20.0	2.1	-	-	-	-	47.3	5.3	46.3	4.7	-	-	37.7	3.8
12	Pro-verb *do*	0.0	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
67	Analytic negation	4.2	0.4	-	-	7.8	0.8	-	-	3.0	0.3	-	-	-	-	2.9	0.3	2.1	0.2	-	-	4.3	0.4
10	Demonstrative pronouns	1.0	0.1	-	-	2.9	0.3	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	1.1	0.1
49	Emphatics	0.6	0.1	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	0.5	0.1	-	-	1.1	0.1
6	First-person pronouns	19.7	2.0	-	-	17.2	1.7	-	-	9.6	1.0	-	-	-	-	21.1	2.4	24.2	2.5	-	-	22.0	2.2
9	Pronoun *it*	3.8	0.4	-	-	2.9	0.3	-	-	1.5	0.2	-	-	-	-	6.6	0.7	5.7	0.6	-	-	3.1	0.3
19	*be* as main verb	8.9	0.9	-	-	11.3	1.1	-	-	5.2	0.6	-	-	-	-	18.2	2.0	5.7	0.6	-	-	7.1	0.7
35	Causative adverbial subordinators	1.2	0.1	-	-	2.5	0.2	-	-	0.0	0.0	-	-	-	-	2.2	0.2	1.0	0.1	-	-	0.6	0.1
50	Discourse particles	0.5	0.1	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	1.5	0.2	-	-	0.3	0.0
11	Indefinite pronouns	0.3	0.0	-	-	0.0	0.0	-	-	1.5	0.2	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.3	0.0
47	Hedges	8.4	0.9	-	-	3.4	0.3	-	-	8.9	1.0	-	-	-	-	8.7	1.0	6.2	0.6	-	-	12.3	1.2
48	Amplifiers	7.4	0.8	-	-	7.8	0.8	-	-	8.9	1.0	-	-	-	-	5.1	0.6	7.7	0.8	-	-	7.4	0.7
34	Sentence relatives	0.9	0.1	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	1.0	0.1	-	-	1.4	0.1
13	Direct *WH* questions	0.1	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	0.0	0.0	-	-	0.0	0.0
52	Possibility modals	1.1	0.1	-	-	1.5	0.1	-	-	1.5	0.2	-	-	-	-	1.5	0.2	0.0	0.0	-	-	1.1	0.1
65	Independent clauses co-ordination	6.4	0.7	-	-	7.8	0.8	-	-	0.7	0.1	-	-	-	-	9.5	1.1	5.1	0.5	-	-	7.1	0.7
23	*WH*-clauses	2.5	0.3	-	-	0.0	0.0	-	-	3.0	0.3	-	-	-	-	6.6	0.7	5.1	0.5	-	-	0.9	0.1
61	Stranded preposition	0.1	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
42	Total adverbs	6.0	0.6	-	-	6.4	0.6	-	-	0.0	0.0	-	-	-	-	9.5	1.1	7.7	0.8	-	-	5.7	0.6
	TOTAL	183.9	19.0	-	-	175.0	17.2	-	-	109.6	11.9	-	-	-	-	227.2	25.6	199.6	20.4	-	-	191.5	19.1
	Informational Production - Negative Features																						
16	Total other nouns	180.7	18.6	-	-	201.6	20.1	-	-	232.4	24.9	-	-	-	-	142.0	16.0	167.8	17.0	-	-	171.0	17.3
44	Mean word length	5.2		-		5.1		-		5.2		-		-		5.1		5.3		-		5.1	
39	Total prepositional phrases	128.8	13.3	-	-	127.5	12.7	-	-	126.6	13.5	-	-	-	-	112.2	12.6	143.1	14.5	-	-	129.0	13.0
43	Type-token ratio	11.5		-		23.6		-		14.3		-		-		28.0		20.6		-		18.8	
40	Attributive adjectives	80.0	8.2	-	-	70.1	7.0	-	-	94.7	10.1	-	-	-	-	80.8	9.1	59.7	6.1	-	-	90.9	9.2
4	Place adverbials	0.6	0.1	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	2.2	0.2	0.5	0.1	-	-	0.3	0.0
17	Agentless passives	23.4	2.4	-	-	34.3	3.4	-	-	19.2	2.1	-	-	-	-	12.4	1.4	23.7	2.4	-	-	22.9	2.3
27	Past participial postnominal clauses	11.9	1.2	-	-	15.7	1.6	-	-	8.9	1.0	-	-	-	-	2.9	0.3	7.7	0.8	-	-	16.6	1.7
	TOTAL	425.4	43.8	-	-	449.7	44.8	-	-	481.8	51.6	-	-	-	-	352.5	39.6	402.5	40.9	-	-	430.7	43.5

Note: The above frequencies and % exclude type-token ratio (43) and mean word length (44).

The QS Checking Sub-Corpus APPENDIX C4

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variations

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Narrative Discourse- Positive Features																							
1	Past tense	16.3	1.7	-	-	33.8	3.4	-	-	0.0	0.0	-	-	-	-	6.6	0.7	24.7	2.5	-	-	11.4	1.2
8	Third-person pronouns (excl. *it*)	1.1	0.1	-	-	1.0	0.1	-	-	1.5	0.2	-	-	-	-	1.5	0.2	0.5	0.1	-	-	1.1	0.1
2	Perfect aspect	9.3	1.0	-	-	4.9	0.5	-	-	8.9	1.0	-	-	-	-	8.0	0.9	10.8	1.1	-	-	11.7	1.2
55	Public verbs	50.7	5.2	-	-	55.9	5.6	-	-	38.5	4.1	-	-	-	-	37.9	4.3	46.3	4.7	-	-	59.8	6.0
66	Synthetic negation	1.5	0.2	-	-	2.0	0.2	-	-	0.0	0.0	-	-	-	-	3.6	0.4	0.5	0.1	-	-	1.4	0.1
28	Present participial postnominal clauses	2.3	0.2	-	-	2.9	0.3	-	-	0.0	0.0	-	-	-	-	1.5	0.2	2.1	0.2	-	-	3.1	0.3
	TOTAL	81.2	8.4	-	-	100.5	10.1	-	-	48.9	5.3	-	-	-	-	59.1	6.7	84.9	8.7	-	-	88.5	8.9
Non-narrative Discourse - Negative Features																							
3	Present tense	50.0	5.1	-	-	39.7	4.0	-	-	37.7	4.0	-	-	-	-	59.0	6.6	44.8	4.5	-	-	60.1	6.1
40	Attributive adjectives	80.0	8.2	-	-	70.1	7.0	-	-	94.7	10.1	-	-	-	-	80.8	9.1	59.7	6.1	-	-	90.9	9.2
	TOTAL	130.0	13.3	-	-	109.8	11.0	-	-	132.4	14.1	-	-	-	-	139.8	15.7	104.5	10.6	-	-	151.0	15.3

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Situation-dependent Reference - Positive Features																							
5	Time adverbials	9.5	1.0	-	-	4.9	0.5	-	-	12.6	1.3	-	-	-	-	3.6	0.4	9.8	1.0	-	-	13.2	1.3
4	Place adverbials	0.6	0.1	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	2.2	0.2	0.5	0.1	-	-	0.3	0.0
42	Total adverbs	6.0	0.6	-	-	6.4	0.6	-	-	0.0	0.0	-	-	-	-	9.5	1.1	7.7	0.8	-	-	5.7	0.6
	TOTAL	16.1	1.7	-	-	11.8	1.1	-	-	12.6	1.3	-	-	-	-	15.3	1.7	18.0	1.9	-	-	19.2	1.9
Elaborated Reference - Negative Features																							
32	*WH* relatives on object position	0.2	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	0.0	0.0	-	-	0.0	0.0
33	Pied-piping relative clauses	0.9	0.1	-	-	0.5	0.0	-	-	3.0	0.3	-	-	-	-	0.0	0.0	1.0	0.1	-	-	0.6	0.1
31	*WH* relatives on subject position	1.5	0.2	-	-	2.5	0.2	-	-	0.0	0.0	-	-	-	-	0.0	0.0	1.0	0.1	-	-	2.3	0.2
64	Phrasal co-ordination	15.6	1.6	-	-	15.7	1.6	-	-	17.8	1.9	-	-	-	-	8.7	1.0	17.5	1.8	-	-	16.3	1.6
14	Nominalizations	143.8	14.8	-	-	122.6	12.2	-	-	182.1	19.5	-	-	-	-	115.1	12.9	167.8	17.0	-	-	139.3	14.1
	TOTAL	162.0	16.7	-	-	141.8	14.0	-	-	202.9	21.7	-	-	-	-	124.5	14.0	187.3	19.0	-	-	158.5	16.0

The QS Checking Sub-Corpus

APPENDIX C4

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variations

Dimension 4 - Overt Expression of Argumentation

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Overt Expression of Argumentation - Positive Features																							
24	Infinitives	17.1	1.8	-	-	20.1	2.0	-	-	12.6	1.3	-	-	-	-	24.0	2.7	21.6	2.2	-	-	11.7	1.2
54	Predictive modals	10.5	1.1	-	-	9.3	0.9	-	-	16.3	1.7	-	-	-	-	12.4	1.4	11.8	1.2	-	-	7.4	0.7
57	Suasive verbs	11.6	1.2	-	-	15.2	1.5	-	-	6.7	0.7	-	-	-	-	16.0	1.8	13.4	1.4	-	-	8.6	0.9
37	Conditional adverbial subordinators	1.4	0.1	-	-	2.0	0.2	-	-	3.0	0.3	-	-	-	-	1.5	0.2	0.5	0.1	-	-	0.9	0.1
53	Necessity modals	5.0	0.5	-	-	13.2	1.3	-	-	5.2	0.6	-	-	-	-	2.2	0.2	1.5	0.2	-	-	3.1	0.3
63	Split auxiliaries	6.3	0.6	-	-	7.4	0.7	-	-	0.0	0.0	-	-	-	-	5.8	0.7	7.2	0.7	-	-	7.7	0.8
52	Possibility modals	1.1	0.1	-	-	1.5	0.1	-	-	1.5	0.2	-	-	-	-	1.5	0.2	0.0	0.0	-	-	1.1	0.1
	TOTAL	53.0	5.4	-	-	68.7	6.7	-	-	45.3	4.8	-	-	-	-	63.4	7.2	56.0	5.8	-	-	40.5	4.1
No Negative Features																							

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
No Positive Features																							
Abstract Style - Negative Features																							
45	Conjuncts	7.8	0.8	-	-	12.8	1.3	-	-	3.0	0.3	-	-	-	-	5.1	0.6	4.1	0.4	-	-	10.0	1.0
17	Agentless passives	23.4	2.4	-	-	34.3	3.4	-	-	19.2	2.1	-	-	-	-	12.4	1.4	23.7	2.4	-	-	22.9	2.3
26	Past participial adverbials clauses	1.7	0.2	-	-	3.4	0.3	-	-	1.5	0.2	-	-	-	-	2.2	0.2	1.5	0.2	-	-	0.6	0.1
18	*by*-passives	3.0	0.3	-	-	7.8	0.8	-	-	0.7	0.1	-	-	-	-	3.6	0.4	2.1	0.2	-	-	1.4	0.1
27	Past participial postnominal clauses	11.9	1.2	-	-	15.7	1.6	-	-	8.9	1.0	-	-	-	-	2.9	0.3	7.7	0.8	-	-	16.6	1.7
38	Other adverbial subordinators	3.1	0.3	-	-	5.4	0.5	-	-	3.0	0.3	-	-	-	-	1.5	0.2	1.5	0.2	-	-	3.4	0.3
	TOTAL	50.9	5.2	-	-	79.4	7.9	-	-	36.3	4.0	-	-	-	-	27.7	3.1	40.6	4.2	-	-	54.9	5.5

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not On-line Informational Elaboration Marking Stance

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
On-line Informational Elaboration Marking Stance - Positive Features																							
21	*that* verb complements	7.8	0.8	-	-	10.8	1.1	-	-	3.7	0.4	-	-	-	-	9.5	1.1	6.2	0.6	-	-	8.0	0.8
51	Demonstratives	9.0	0.9	-	-	2.5	0.2	-	-	7.4	0.8	-	-	-	-	15.3	1.7	10.3	1.0	-	-	10.3	1.0
30	*that* relative clauses on object position	0.1	0.0	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.3	0.0
22	*that* adjective complements	0.1	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
61	Stranded preposition	0.1	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	0.0	0.0
20	Existential *there*	0.8	0.1	-	-	0.0	0.0	-	-	0.0	0.0	-	-	-	-	3.6	0.4	0.0	0.0	-	-	0.9	0.1
10	Demonstrative pronouns	1.0	0.1	-	-	2.9	0.3	-	-	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0	-	-	1.1	0.1
32	*WH* relatives on object position	0.2	0.0	-	-	0.5	0.0	-	-	0.0	0.0	-	-	-	-	0.7	0.1	0.0	0.0	-	-	0.0	0.0
	TOTAL	19.1	1.9	-	-	17.7	1.6	-	-	11.1	1.2	-	-	-	-	29.1	3.3	16.5	1.6	-	-	20.6	2.0
Not On-line Informational Elaboration Marking Stance - Negative Features																							
64	Phrasal co-ordination	15.6	1.6	-	-	15.7	1.6	-	-	17.8	1.9	-	-	-	-	8.7	1.0	17.5	1.8	-	-	16.3	1.6
	TOTAL	15.6	1.6	-	-	15.7	1.6	-	-	17.8	1.9	-	-	-	-	8.7	1.0	17.5	1.8	-	-	16.3	1.6

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Dimension 1 - Involved Production versus Informational Production

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	Involved Production - Positive Features																						
56	Private verbs	15.8	1.6	-	-	7.1	0.7	-	-	-	-	-	-	-	-	18.7	1.9	26.4	2.5	14.8	1.5	15.3	1.5
60	Subordinator *that* deletion	2.2	0.2	-	-	1.8	0.2	-	-	-	-	-	-	-	-	3.9	0.4	2.9	0.3	0.8	0.1	2.1	0.2
59	Contractions	2.8	0.3	-	-	0.0	0.0	-	-	-	-	-	-	-	-	7.1	0.7	8.8	0.8	3.3	0.3	1.8	0.2
3	Present tense	52.9	5.3	-	-	33.7	3.5	-	-	-	-	-	-	-	-	47.6	4.7	69.0	6.6	61.0	6.1	52.7	5.3
7	Second-person pronouns	45.6	4.6	-	-	35.5	3.7	-	-	-	-	-	-	-	-	56.7	5.6	35.2	3.4	48.6	4.9	44.8	4.5
12	Pro-verb *do*	0.0	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
67	Analytic negation	4.7	0.5	-	-	8.9	0.9	-	-	-	-	-	-	-	-	0.6	0.1	4.4	0.4	4.9	0.5	5.1	0.5
10	Demonstrative pronouns	1.3	0.1	-	-	1.8	0.2	-	-	-	-	-	-	-	-	0.6	0.1	0.0	0.0	1.6	0.2	1.4	0.1
49	Emphatics	1.1	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.6	0.1	0.0	0.0	1.6	0.2	1.2	0.1
6	First-person pronouns	23.4	2.4	-	-	14.2	1.5	-	-	-	-	-	-	-	-	20.0	2.0	20.6	2.0	31.3	3.1	23.6	2.4
9	Pronoun *it*	3.9	0.4	-	-	1.8	0.2	-	-	-	-	-	-	-	-	2.6	0.3	10.3	1.0	1.6	0.2	4.1	0.4
19	*be* as main verb	11.1	1.1	-	-	5.3	0.6	-	-	-	-	-	-	-	-	14.2	1.4	10.3	1.0	7.4	0.7	11.4	1.2
35	Causative adverbial subordinators	1.0	0.1	-	-	8.9	0.9	-	-	-	-	-	-	-	-	3.2	0.3	1.5	0.1	0.0	0.0	0.3	0.0
50	Discourse particles	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
11	Indefinite pronouns	1.7	0.2	-	-	1.8	0.2	-	-	-	-	-	-	-	-	3.2	0.3	2.9	0.3	1.6	0.2	1.4	0.1
47	Hedges	6.1	0.6	-	-	3.5	0.4	-	-	-	-	-	-	-	-	7.1	0.7	10.3	1.0	7.4	0.7	5.7	0.6
48	Amplifiers	8.5	0.9	-	-	0.0	0.0	-	-	-	-	-	-	-	-	11.6	1.2	8.8	0.8	2.5	0.2	9.1	0.9
34	Sentence relatives	0.9	0.1	-	-	3.5	0.4	-	-	-	-	-	-	-	-	0.0	0.0	2.9	0.3	0.0	0.0	0.9	0.1
13	Direct *WH* questions	0.2	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.0	0.0	0.1	0.0
52	Possibility modals	1.2	0.1	-	-	3.5	0.4	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.0	0.0	1.3	0.1
65	Independent clauses co-ordination	7.1	0.7	-	-	10.6	1.1	-	-	-	-	-	-	-	-	10.3	1.0	4.4	0.4	4.1	0.4	7.0	0.7
23	*WH*-clauses	0.9	0.1	-	-	1.8	0.2	-	-	-	-	-	-	-	-	2.6	0.3	0.0	0.0	1.6	0.2	0.6	0.1
61	Stranded preposition	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
42	Total adverbs	8.9	0.9	-	-	7.1	0.7	-	-	-	-	-	-	-	-	12.9	1.3	7.3	0.7	8.2	0.8	8.6	0.9
	TOTAL	201.5	20.3	-	-	150.8	15.8	-	-	-	-	-	-	-	-	226.1	22.6	226.0	21.6	202.3	20.3	198.7	19.9
	Informational Production - Negative Features																						
16	Total other nouns	156.8	15.8	-	-	180.9	18.9	-	-	-	-	-	-	-	-	188.7	18.8	210.0	20.1	184.7	18.4	143.6	14.5
44	Mean word length	5.0		-		4.9		-		-		-		-		5.0		5.2		5.0		5.0	
39	Total prepositional phrases	128.1	12.9	-	-	90.4	9.5	-	-	-	-	-	-	-	-	142.3	14.2	123.3	11.8	150.9	15.1	125.6	12.7
43	Type-token ratio	8.7		-		36.8		-		-		-		-		27.0		33.1		25.5		9.4	
40	Attributive adjectives	82.5	8.3	-	-	40.8	4.3	-	-	-	-	-	-	-	-	57.3	5.7	80.8	7.7	59.4	5.9	91.6	9.3
4	Place adverbials	1.7	0.2	-	-	0.0	0.0	-	-	-	-	-	-	-	-	2.6	0.3	2.9	0.3	4.9	0.5	1.2	0.1
17	Agentless passives	20.7	2.1	-	-	33.7	3.5	-	-	-	-	-	-	-	-	18.0	1.8	19.1	1.8	18.1	1.8	20.9	2.1
27	Past participial postnominal clauses	8.8	0.9	-	-	8.9	0.9	-	-	-	-	-	-	-	-	11.6	1.2	17.6	1.7	7.4	0.7	7.9	0.8
	TOTAL	398.6	40.2	-	-	354.7	37.1	-	-	-	-	-	-	-	-	420.5	42.0	453.7	43.4	425.4	42.4	390.8	39.5

Note: The above frequencies and % exclude type-token ratio (43) and mean word length (44).

The QS Monitoring Sub-Corpus APPENDIX C5

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Narrative Discourse - Positive Features																							
1	Past tense	14.2	1.4	-	-	42.6	4.5	-	-	-	-	-	-	-	-	20.6	2.0	5.9	0.6	3.3	0.3	13.5	1.4
8	Third-person pronouns (excl. *it*)	0.9	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	2.9	0.3	0.8	0.1	1.0	0.1
2	Perfect aspect	9.7	1.0	-	-	26.6	2.8	-	-	-	-	-	-	-	-	8.4	0.8	5.9	0.6	14.8	1.5	8.6	0.9
55	Public verbs	57.2	5.8	-	-	81.6	8.5	-	-	-	-	-	-	-	-	50.9	5.1	58.7	5.6	46.2	4.6	58.0	5.9
66	Synthetic negation	2.7	0.3	-	-	3.5	0.4	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	5.8	0.6	2.7	0.3
28	Present participial postnominal clauses	2.8	0.3	-	-	5.3	0.6	-	-	-	-	-	-	-	-	1.3	0.1	7.3	0.7	0.8	0.1	2.9	0.3
	TOTAL	87.5	8.9	-	-	159.6	16.8	-	-	-	-	-	-	-	-	82.5	8.1	80.7	7.8	71.7	7.2	86.7	8.9
Non-narrative Disocurse - Negative Features																							
3	Present tense	52.9	5.3	-	-	33.7	3.5	-	-	-	-	-	-	-	-	47.6	4.7	69.0	6.6	61.0	6.1	52.7	5.3
40	Attributive adjectives	82.5	8.3	-	-	40.8	4.3	-	-	-	-	-	-	-	-	57.3	5.7	80.8	7.7	59.4	5.9	91.6	9.3
	TOTAL	135.4	13.6	-	-	74.5	7.8	-	-	-	-	-	-	-	-	104.9	10.4	149.8	14.3	120.4	12.0	144.3	14.6

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Situation-dependent Reference - Positive Features																							
5	Time adverbials	16.3	1.6	-	-	19.5	2.0	-	-	-	-	-	-	-	-	8.4	0.8	5.9	0.6	22.3	2.2	17.3	1.8
4	Place adverbials	1.7	0.2	-	-	0.0	0.0	-	-	-	-	-	-	-	-	2.6	0.3	2.9	0.3	4.9	0.5	1.2	0.1
42	Total adverbs	8.9	0.9	-	-	7.1	0.7	-	-	-	-	-	-	-	-	12.9	1.3	7.3	0.7	8.2	0.8	8.6	0.9
	TOTAL	26.9	2.7	-	-	26.6	2.7	-	-	0.0	0.0	-	-	-	-	23.9	2.4	16.1	1.6	35.4	3.5	27.1	2.8
Elaborated Reference - Negative Features																							
32	*WH* relatives on object position	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
33	Pied-piping relative clauses	0.8	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.1
31	*WH* relatives on subject position	0.9	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.0	0.0	1.0	0.1
64	Phrasal co-ordination	15.1	1.5	-	-	3.5	0.4	-	-	-	-	-	-	-	-	14.2	1.4	14.7	1.4	18.1	1.8	15.6	1.6
14	Nominalizations	139.8	14.1	-	-	134.8	14.1	-	-	-	-	-	-	-	-	126.2	12.6	129.2	12.4	141.0	14.1	142.8	14.5
	TOTAL	156.7	15.8	-	-	138.3	14.5	-	-	-	-	-	-	-	-	141.7	14.1	143.9	13.8	159.1	15.9	160.6	16.3

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation

Dimension 4 - Overt Expression of Argumentation

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Overt Expression of Argumentation - Positive Features																							
24	Infinitives	25.6	2.6	-	-	28.4	3.0	-	-	-	-	-	-	-	-	19.3	1.9	27.9	2.7	18.1	1.8	27.2	2.8
54	Predictive modals	12.9	1.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	11.6	1.2	14.7	1.4	12.4	1.2	13.3	1.3
57	Suasive verbs	14.5	1.5	-	-	12.4	1.3	-	-	-	-	-	-	-	-	18.0	1.8	16.2	1.6	19.8	2.0	13.3	1.1
37	Conditional adverbial subordinators	1.6	0.2	-	-	1.8	0.2	-	-	-	-	-	-	-	-	1.9	0.2	1.5	0.1	1.6	0.2	1.5	0.2
53	Necessity modals	3.4	0.3	-	-	8.9	0.9	-	-	-	-	-	-	-	-	3.9	0.4	2.9	0.3	2.5	0.2	3.2	0.3
63	Split auxiliaries	7.7	0.8	-	-	5.3	0.6	-	-	-	-	-	-	-	-	9.0	0.9	4.4	0.4	13.2	1.3	7.2	0.7
52	Possibility modals	1.2	0.1	-	-	3.5	0.4	-	-	-	-	-	-	-	-	1.3	0.1	0.0	0.0	0.0	0.0	1.3	0.1
	TOTAL	66.9	6.8	-	-	69.2	7.3	-	-	-	-	-	-	-	-	65.0	6.5	67.6	6.5	67.6	6.7	67.0	6.5
No Negative Features																							

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
No Positive Features																							
Abstract Style - Negative Features																							
45	Conjuncts	12.6	1.3	-	-	24.8	2.6	-	-	-	-	-	-	-	-	9.7	1.0	8.8	0.8	12.4	1.2	12.6	1.3
17	Agentless passives	20.7	2.1	-	-	33.7	3.5	-	-	-	-	-	-	-	-	18.0	1.8	19.1	1.8	18.1	1.8	20.9	2.1
26	Past participial adverbials clauses	1.8	0.2	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.3	0.1	1.5	0.1	1.6	0.2	2.0	0.2
18	*by*-passives	1.8	0.2	-	-	3.5	0.4	-	-	-	-	-	-	-	-	2.6	0.3	1.5	0.1	3.3	0.3	1.5	0.2
27	Past participial postnominal clauses	8.8	0.9	-	-	8.9	0.9	-	-	-	-	-	-	-	-	11.6	1.2	17.6	1.7	7.4	0.7	7.9	0.8
38	Other adverbial subordinators	3.5	0.4	-	-	1.8	0.2	-	-	-	-	-	-	-	-	2.6	0.3	11.7	1.1	1.6	0.2	3.4	0.3
	TOTAL	49.2	5.1	-	-	72.7	7.6	-	-	-	-	-	-	-	-	45.8	4.7	60.2	5.6	44.4	4.4	48.3	4.9

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not On-line Informational Elaboration Marking Stance

Biber's (1995: 95 & 96) linguistic features used in the analysis		Overall		Cost Planning		Tender Documetnation		Tendering		Tender Appraisal		Award of Contract		Contract Documentation		Cost Control		Payment		Contractual Advice		Final Account	
code	Linguistic features	S01 - S10		S01		S02		S03		S04		S05		S06		S07		S08		S09		S10	
		Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
On-line Informational Elaboration Marking Stance - Positive Features																							
21	*that* verb complements	7.5	0.8	-	-	10.6	1.1	-	-	-	-	-	-	-	-	9.7	1.0	10.3	1.0	4.1	0.4	7.2	0.7
51	Demonstratives	12.2	1.2	-	-	10.6	1.1	-	-	-	-	-	-	-	-	12.2	1.2	5.9	0.6	8.2	0.8	13.2	1.3
30	*that* relative clauses on object position	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
22	*that* adjective complements	0.2	0.0	-	-	1.8	0.2	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.0
61	Stranded preposition	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
20	Existential *there*	1.4	0.1	-	-	0.0	0.0	-	-	-	-	-	-	-	-	1.9	0.2	0.0	0.0	1.6	0.2	1.5	0.2
10	Demonstrative pronouns	1.3	0.1	-	-	1.8	0.2	-	-	-	-	-	-	-	-	0.6	0.1	0.0	0.0	1.6	0.2	1.4	0.1
32	*WH* relatives on object position	0.1	0.0	-	-	0.0	0.0	-	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
	TOTAL	22.9	2.2	-	-	24.8	2.6	-	-	-	-	-	-	-	-	24.4	2.5	16.2	1.6	15.5	1.6	23.8	2.3
Not On-line Informational Elaboration Marking Stance - Negative Features																							
64	Phrasal co-ordination	15.1	1.5	-	-	3.5	0.4	-	-	-	-	-	-	-	-	14.2	1.4	14.7	1.4	18.1	1.8	15.6	1.6
	TOTAL	15.1	1.5	-	-	3.5	0.4	-	-	-	-	-	-	-	-	14.2	1.4	14.7	1.4	18.1	1.8	15.6	1.6

The QS Directive Sub-corpus

APPENDIX D1

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features for Moves

Biber's (1995) Linguistic Features for the Analysis				Overall (S01 - S10)															
				Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
				frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
A	Tense and aspect markers	1	Past tense	4.4	0.5	1	0.1	0	0	0	0	0	0	-	-	0	0	0.8	0.1
		2	Perfect aspect	9.9	1.1	3.5	0.4	0	0	1.1	0.1	0	0	-	-	0	0	2.4	0.3
		3	Present tense	56.8	6.2	37.2	4	42.9	4.7	52.6	5.7	68.5	7.4	-	-	89.6	10.7	49.4	5.4
B	Place and time adverbials	4	Place adverbials	7.7	0.8	5	0.5	2.4	0.3	0	0	2.3	0.2	-	-	0	0	3.1	0.3
		5	Time adverbials	1.4	0.2	11.9	1.3	1.2	0.1	8.4	0.9	2.3	0.2	-	-	59.7	7.1	7	0.8
C	Pronouns and pro-verb	6	First-person pronouns	27.3	3	9.7	1	2.4	0.3	26	2.8	2.3	0.2	-	-	29.9	3.6	13.7	1.5
		7	Second-person pronouns	38.1	4.2	18.4	2	16.1	1.8	27.2	3	26.7	2.9	-	-	74.6	8.9	24.5	2.7
		8	Third-person pronouns (excl. *it*)	0	0	0	0	0	0	1.1	0.1	0	0	-	-	0	0	0.3	0
		9	Pronoun *it*	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		10	Demonstrative pronouns	0	0	0	0	1.2	0.1	0	0	0	0	-	-	0	0	0.3	0
		11	Indefinite pronouns	2.2	0.2	0	0	8.3	0.9	2.8	0.3	9.3	1	-	-	44.8	5.4	4.8	0.5
		12	Pro-verb *do*	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
D	Questions	13	Direct *WH* questions	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
E	Nominal forms	14	Nominalizations	105.9	11.6	129.9	14	144.5	15.7	122	13.2	87.1	9.4	-	-	74.6	8.9	122.3	13.3
		15	Gerunds	11	1.2	6.8	0.7	4.7	0.5	14.5	1.6	2.3	0.2	-	-	14.9	1.8	8.4	0.9
		16	Total other nouns	190.1	20.8	255.6	27.6	237.4	25.8	165	17.9	248.5	27	-	-	134.3	16.1	217.9	23.7
F	Passives	17	Agentless passives	20.1	2.2	18.2	2	30.6	3.3	34.3	3.7	39.5	4.3	-	-	14.9	1.8	27.7	3
		18	*by*-passives	5.5	0.6	0.1	0	1.2	0.1	1.3	0.1	4.6	0.5	-	-	0	0	1.9	0.2
G	Stative forms	19	*be* as main verb	4.4	0.5	6.3	0.7	7.1	0.8	3.4	0.4	13.9	1.5	-	-	14.9	1.8	6.6	0.7
		20	Existential *there*	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
H	Subordination features	21	*that* verb complements	17.7	1.9	3.8	0.4	1.9	0.2	1.1	0.1	9.3	1	-	-	0	0	5	0.5
		22	*that* adjective complements	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		23	*WH*-clauses	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		24	Infinitives	15.4	1.7	5.4	0.6	7.2	0.8	34.9	3.8	18.6	2	-	-	0	0	15.8	1.7
		25	Present participial adverbial clauses	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		26	Past participial adverbials clauses	7.4	0.8	2.2	0.2	6.5	0.7	1.1	0.1	0	0	-	-	0	0	3.3	0.4
		27	Past participial postnominal clauses	5.8	0.6	21.4	2.3	5.9	0.6	11.9	1.3	9.3	1	-	-	0	0	11.7	1.3
		28	Present participial postnominal	1.1	0.1	4.4	0.5	10.8	1.2	5.6	0.6	7	0.8	-	-	0	0	6	0.7
		29	*that* relative clauses on subject	0	0	0.4	0	0	0	1.1	0.1	0	0	-	-	0	0	0.4	0
		30	*that* relative clauses on object	0	0	0	0	2.4	0.3	0	0	0	0	-	-	0	0	0.5	0.1
		31	*WH* relatives on subject position	4.4	0.5	2.1	0.2	1.2	0.1	2.2	0.2	2.3	0.2	-	-	0	0	2.2	0.2
		32	*WH* relatives on object position	0	0	0	0	0	0	4.5	0.5	0	0	-	-	0	0	1.1	0.1
		33	Pied-piping relative clauses	0	0	0	0	0	0	0	0	2.3	0.2	-	-	0	0	0.3	0
		34	Sentence relatives	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		35	Causative adverbial subordinators	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		36	Concessive adverbial subordinators	1.4	0.2	0	0	0	0	0	0	0	0	-	-	0	0	0.2	0
		37	Conditional adverbial subordinators	0	0	2.1	0.2	8.3	0.9	1.7	0.2	0	0	-	-	29.9	3.6	3.4	0.4
		38	Other adverbial subordinators	8.8	1	3.8	0.4	4.1	0.4	0	0	0	0	-	-	0	0	3	0.3
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	144.6	15.8	160.2	17.3	131.5	14.3	146.3	15.9	92.9	10.1	-	-	89.6	10.7	138.9	15.1
		40	Attributive adjectives	70.1	7.7	95	10.3	95.4	10.4	60.7	6.6	54.6	5.9	-	-	0	0	77.1	8.4
		41	Predicative adjectives	2.2	0.2	2.1	0.2	7.4	0.8	2.2	0.2	9.3	1	-	-	14.9	1.8	4.5	0.5
		42	Total adverbs	0	0	1	0.1	9.5	1	4.5	0.5	7	0.8	-	-	0	0	4.4	0.5
J	Lexical specificity	43	Type-token ratio	6.2		3.1		4.2		3.4		5.0		-		7.7		2.1	
		44	Mean word length	4.7		5.6		5.1		4.9		5.2		-		4.6		5.0	
K	Lexical classes	45	Conjuncts	13.2	1.4	14.6	1.6	10.5	1.1	22.1	2.4	23.2	2.5	-	-	14.9	1.8	16.3	1.8
		46	Down toners	5	0.5	1.2	0.1	0	0	0	0	0	0	-	-	0	0	0.9	0.1
		47	Hedges	13.5	1.5	0.7	0.1	4.3	0.5	11.4	1.2	2.3	0.2	-	-	29.9	3.6	6.5	0.7
		48	Amplifiers	2.5	0.3	4.1	0.4	2.7	0.3	3.9	0.4	2.3	0.2	-	-	0	0	3.2	0.3
		49	Emphatics	0	0	0	0	0	0	0	0	0	0	-	-	14.9	1.8	0.3	0
		50	Discourse particles	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		51	Demonstratives	2.2	0.2	3.8	0.4	3.8	0.4	7.1	0.8	12.8	1.4	-	-	14.9	1.8	5.7	0.6
L	Modals	52	Possibility modals	0	0	0	0	3	0.3	0	0	4.6	0.5	-	-	0	0	1.2	0.1
		53	Necessity modals	0	0	2.7	0.3	14.3	1.6	11.2	1.2	11.6	1.3	-	-	14.9	1.8	8.4	0.9
		54	Predictive modals	3.6	0.4	10.1	1.1	7.4	0.8	1.1	0.1	13.9	1.5	-	-	0	0	6.7	0.7
M	Specialized verb classes	55	Public verbs	55.2	6	35.8	3.9	42.1	4.6	66.4	7.2	59.2	6.4	-	-	29.9	3.6	49.9	5.4
		56	Private verbs	17.9	2	4.1	0.4	2.1	0.2	4.9	0.5	4.6	0.5	-	-	14.9	1.8	5.8	0.6
		57	Suasive verbs	10.2	1.1	6.4	0.7	2.4	0.3	20.7	2.2	23.2	2.5	-	-	0	0	11.3	1.2
		58	*seem* and *appear*	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
N	Reduced forms and dispreferred structures	59	Contractions	0	0	6.3	0.7	2.5	0.3	0	0	4.6	0.5	-	-	0	0	2.8	0.3
		60	Subordinator *that* deletion	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		61	Stranded preposition	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		62	Split infinitives	0	0	0	0	0	0	0	0	0	0	-	-	0	0	0	0
		63	Split auxiliaries	1.9	0.2	1.2	0.1	1.5	0.2	3.4	0.4	2.3	0.2	-	-	0	0	2	0.2
O	Co-ordination	64	Phrasal co-ordination	17.9	2	19.9	2.1	18.9	2.1	23.5	2.6	16.3	1.8	-	-	0	0	19.5	2.1
		65	Independent clauses co-ordination	2.2	0.2	5.5	0.6	3.5	0.4	4.5	0.5	13.9	1.5	-	-	0	0	5.3	0.6
P	Negation	66	Synthetic negation	0	0	0.7	0.1	2.4	0.3	2.2	0.2	0	0	-	-	0	0	1.3	0.1
		67	Analytic negation	4.4	0.5	1.4	0.2	5.5	0.6	1.1	0.1	7	0.8	-	-	14.9	1.8	3.6	0.4
Total				913.4	99.9	926.0	99.8	919.0	100.1	921.0	99.7	921.7	99.6	-	-	835.8	100.2	919.6	99.7

Note: The above frequencies and % exclude type-token ratios (43) and mean word lengths (44).
The totals of the % are sometimes not equal to 100% because the figures are rounded to one decimal in the calculation.

The QS Procedural Sub-corpus — APPENDIX D2

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features for Moves

Biber's (1995: 95 & 96) Linguistic Features for the Analysis				Overall (S01 - S010)															
				Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
				frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
A	Tense and aspect markers	1	Past tense	0.0	0.0	7.7	0.8	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	1.9	0.2
		2	Perfect aspect	0.0	0.0	1.9	0.2	15.0	1.4	0.0	0.0	-	-	-	-	0.0	0.0	1.2	0.1
		3	Present tense	47.7	5.2	68.2	6.9	96.1	9.1	54.3	5.7	-	-	-	-	100.0	10.0	62.0	6.5
B	Place and time adverbials	4	Place adverbials	0.0	0.0	5.1	0.5	0.0	0.0	0.5	0.1	-	-	-	-	0.0	0.0	1.3	0.1
		5	Time adverbials	17.6	1.9	5.8	0.6	3.0	0.3	0.9	0.1	-	-	-	-	0.0	0.0	7.0	0.7
C	Pronouns and pro-verb	6	First-person pronouns	25.1	2.8	7.1	0.7	0.0	0.0	0.9	0.1	-	-	-	-	0.0	0.0	9.4	1.0
		7	Second-person pronouns	37.7	4.1	19.3	2.0	24.0	2.3	48.7	5.1	-	-	-	-	100.0	10.0	42.3	4.5
		8	Third-person pronouns (excl. *it*)	0.0	0.0	0.0	0.0	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	0.1	0.0
		9	Pronoun *it*	4.0	0.4	0.6	0.1	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	1.5	0.2
		10	Demonstrative pronouns	0.0	0.0	0.0	0.0	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	0.3	0.0
		11	Indefinite pronouns	0.0	0.0	0.0	0.0	30.0	2.8	0.0	0.0	-	-	-	-	0.0	0.0	1.5	0.2
		12	Pro-verb *do*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
D	Questions	13	Direct *WH* questions	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
E	Nominal forms	14	Nominalizations	131.1	14.4	173.0	17.6	135.1	12.8	137.8	14.4	-	-	-	-	50.0	5.0	135.5	14.3
		15	Gerunds	32.1	3.5	21.9	2.2	9.0	0.9	3.7	0.4	-	-	-	-	0.0	0.0	16.3	1.7
		16	Total other nouns	181.3	19.9	162.7	16.6	132.1	12.5	203.2	21.2	-	-	-	-	300.0	30.0	193.0	20.4
F	Passives	17	Agentless passives	8.0	0.9	30.9	3.1	45.0	4.3	37.1	3.9	-	-	-	-	0.0	0.0	23.8	2.5
		18	*by*-passives	0.0	0.0	10.9	1.1	12.0	1.1	0.0	0.0	-	-	-	-	0.0	0.0	3.1	0.3
G	Stative forms	19	*be* as main verb	16.1	1.8	44.4	4.5	6.0	0.6	0.0	0.0	-	-	-	-	0.0	0.0	15.4	1.6
		20	Existential *there*	0.0	0.0	0.6	0.1	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	0.3	0.0
H	Subordination features	21	*that* verb complements	20.1	2.2	9.0	0.9	36.0	3.4	0.0	0.0	-	-	-	-	0.0	0.0	9.9	1.0
		22	*that* adjective complements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		23	*WH*-clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		24	Infinitives	16.1	1.8	22.5	2.3	6.0	0.6	37.1	3.9	-	-	-	-	50.0	5.0	27.1	2.9
		25	Present participial adverbial clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		26	Past participial adverbials clauses	0.0	0.0	5.1	0.5	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	1.5	0.2
		27	Past participial postnominal clauses	25.1	2.8	21.2	2.2	18.0	1.7	5.6	0.6	-	-	-	-	0.0	0.0	15.1	1.6
		28	Present participial postnominal	1.0	0.1	1.9	0.2	0.0	0.0	7.4	0.8	-	-	-	-	0.0	0.0	3.1	0.3
		29	*that* relative clauses on subject	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		30	*that* relative clauses on object	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		31	*WH* relatives on subject position	0.0	0.0	0.6	0.1	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.1	0.0
		32	*WH* relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		33	Pied-piping relative clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		34	Sentence relatives	0.5	0.1	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.1	0.0
		35	Causative adverbial subordinators	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		36	Concessive adverbial subordinators	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		37	Conditional adverbial subordinators	0.0	0.0	0.6	0.1	6.0	0.6	0.0	0.0	-	-	-	-	50.0	5.0	5.2	0.5
		38	Other adverbial subordinators	0.0	0.0	1.3	0.1	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	0.6	0.1
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	136.6	15.0	131.2	13.3	156.2	14.8	176.3	18.4	-	-	-	-	100.0	10.0	145.8	15.4
		40	Attributive adjectives	56.8	6.2	81.0	8.2	54.1	5.1	61.7	6.4	-	-	-	-	50.0	5.0	63.2	6.7
		41	Predicative adjectives	16.1	1.8	7.1	0.7	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	6.4	0.7
		42	Total adverbs	0.0	0.0	5.8	0.6	3.0	0.3	1.4	0.1	-	-	-	-	0.0	0.0	1.9	0.2
J	Lexical specificity	43	Type-token ratio	5.0		12.4		35.2		7.1		-		-		3.8		5.4	
		44	Mean word length	4.6		5.1		5.0		4.8		-		-		4.7		4.8	
K	Lexical classes	45	Conjuncts	32.1	3.5	0.0	0.0	0.0	0.0	0.9	0.1	-	-	-	-	0.0	0.0	9.9	1.0
		46	Down toners	0.0	0.0	5.1	0.5	24.0	2.3	0.0	0.0	-	-	-	-	0.0	0.0	2.4	0.3
		47	Hedges	0.0	0.0	10.3	1.0	30.0	2.8	31.6	3.3	-	-	-	-	50.0	5.0	18.9	2.0
		48	Amplifiers	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.1	-	-	-	-	0.0	0.0	0.4	0.0
		49	Emphatics	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		50	Discourse particles	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		51	Demonstratives	0.0	0.0	15.4	1.6	6.0	0.6	16.7	1.7	-	-	-	-	0.0	0.0	9.3	1.0
L	Modals	52	Possibility modals	0.0	0.0	0.0	0.0	6.0	0.6	0.0	0.0	-	-	-	-	0.0	0.0	0.3	0.0
		53	Necessity modals	0.0	0.0	0.0	0.0	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	0.3	0.0
		54	Predictive modals	16.1	1.8	2.6	0.3	12.0	1.1	36.7	3.8	-	-	-	-	50.0	5.0	10.3	1.1
M	Specialized verb classes	55	Public verbs	52.2	5.7	52.7	5.4	75.1	7.1	55.7	5.8	-	-	-	-	50.0	5.0	57.2	6.0
		56	Private verbs	16.6	1.8	9.6	1.0	30.0	2.8	16.7	1.7	-	-	-	-	50.0	5.0	17.7	1.9
		57	Suasive verbs	0.0	0.0	9.0	0.9	6.0	0.6	13.9	1.4	-	-	-	-	0.0	0.0	5.1	0.5
		58	*seem* and *appear*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
N	Reduced forms and dispreferred structures	59	Contractions	1.0	0.1	5.8	0.6	6.0	0.6	0.0	0.0	-	-	-	-	0.0	0.0	1.9	0.2
		60	Subordinator *that* deletion	0.0	0.0	0.0	0.0	24.0	2.3	0.0	0.0	-	-	-	-	0.0	0.0	1.2	0.1
		61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
		62	Split infinitives	0.0	0.0	0.0	0.0	0.0	0.0	1.9	0.2	-	-	-	-	0.0	0.0	0.6	0.1
		63	Split auxiliaries	16.1	1.8	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	4.8	0.5
O	Co-ordination	64	Phrasal co-ordination	1.5	0.2	11.6	1.2	9.0	0.9	6.0	0.6	-	-	-	-	0.0	0.0	5.5	0.6
		65	Independent clauses co-ordination	4.0	0.4	7.7	0.8	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	3.0	0.3
P	Negation	66	Synthetic negation	0.0	0.0	5.1	0.5	12.0	1.1	0.0	0.0	-	-	-	-	0.0	0.0	1.8	0.2
		67	Analytic negation	0.0	0.0	0.6	0.1	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	0.3	0.0
			Total	912.6	100.2	982.9	100.1	1,053.7	100.1	960.1	100.3	-	-	-	-	1,000.0	100.0	946.8	99.7

Note: The above frequencies and % exlcude type-token ratio (43) and mean word length (44).
The totals of the % are sometimes not equal to 100% because the figures are rounded to one decimals in the calculation.

The QS Checking Sub-corpus APPENDIX D3

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features for Moves

Biber's (1995) Linguistic Features for the Analysis				Overall (S01 - S10)															
				Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
				frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
A	Tense and aspect markers	1	Past tense	3.7	0.4	30.6	3.2	8.8	0.9	2.0	0.2	-	-	2.2	0.2	-	-	16.5	1.7
		2	Perfect aspect	2.8	0.3	9.4	1.0	15.6	1.7	4.0	0.4	-	-	2.2	0.2	-	-	9.3	1.0
		3	Present tense	42.4	4.4	34.8	3.6	55.9	6.0	82.3	8.3	-	-	81.9	8.1	-	-	49.5	5.1
B	Place and time adverbials	4	Place adverbials	0.0	0.0	0.7	0.1	0.0	0.0	1.3	0.1	-	-	0.0	0.0	-	-	0.6	0.1
		5	Time adverbials	6.5	0.7	6.4	0.7	10.6	1.1	19.4	2.0	-	-	8.8	0.9	-	-	9.5	1.0
C	Pronouns and pro-verb	6	First-person pronouns	69.1	7.1	13.1	1.4	12.7	1.4	18.7	1.9	-	-	15.5	1.5	-	-	19.2	2.0
		7	Second-person pronouns	48.8	5.0	26.9	2.8	36.4	3.9	43.5	4.4	-	-	112.8	11.2	-	-	38.4	4.0
		8	Third-person pronouns (excl. *it*)	0.0	0.0	1.6	0.2	1.1	0.1	0.0	0.0	-	-	2.2	0.2	-	-	1.1	0.1
		9	Pronoun *it*	0.0	0.0	4.1	0.4	6.4	0.7	1.3	0.1	-	-	2.2	0.2	-	-	3.9	0.4
		10	Demonstrative pronouns	0.0	0.0	1.4	0.1	0.7	0.1	0.0	0.0	-	-	4.4	0.4	-	-	1.0	0.1
		11	Indefinite pronouns	0.0	0.0	0.2	0.0	0.4	0.0	0.7	0.1	-	-	0.0	0.0	-	-	0.3	0.0
		12	Pro-verb *do*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.0	0.0
D	Questions	13	Direct *WH* questions	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.1	-	-	0.0	0.0	-	-	0.1	0.0
E	Nominal forms	14	Nominalizations	151.2	15.6	137.2	14.2	151.0	16.2	131.1	13.2	-	-	179.2	17.7	-	-	144.7	15.0
		15	Gerunds	6.5	0.7	15.9	1.6	14.5	1.6	8.7	0.9	-	-	24.3	2.4	-	-	13.8	1.4
		16	Total other nouns	184.3	19.0	219.9	22.7	157.0	16.8	144.5	14.6	-	-	46.5	4.6	-	-	181.4	18.8
F	Passives	17	Agentless passives	1.8	0.2	24.9	2.6	21.9	2.3	26.1	2.6	-	-	64.2	6.4	-	-	23.5	2.4
		18	*by*-passives	4.6	0.5	2.8	0.3	5.0	0.5	0.0	0.0	-	-	0.0	0.0	-	-	3.1	0.3
G	Stative forms	19	*be* as main verb	1.8	0.2	10.6	1.1	13.1	1.4	3.3	0.3	-	-	4.4	0.4	-	-	9.0	0.9
		20	Existential *there*	0.0	0.0	1.2	0.1	1.1	0.1	0.0	0.0	-	-	0.0	0.0	-	-	0.8	0.1
H	Subordination features	21	*that* verb complements	2.8	0.3	8.5	0.9	12.7	1.4	3.3	0.3	-	-	4.4	0.4	-	-	7.7	0.8
		22	*that* adjective complements	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.1	0.0
		23	*WH*-clauses	0.0	0.0	0.7	0.1	2.1	0.2	11.4	1.1	-	-	0.0	0.0	-	-	2.6	0.3
		24	Infinitives	14.7	1.5	9.4	1.0	16.6	1.8	43.5	4.4	-	-	2.2	0.2	-	-	17.3	1.8
		25	Present participial adverbial clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.0	0.0
		26	Past participial adverbials clauses	0.9	0.1	2.1	0.2	2.1	0.2	0.7	0.1	-	-	2.2	0.2	-	-	1.6	0.2
		27	Past participial postnominal clauses	38.7	4.0	12.4	1.3	5.3	0.6	3.3	0.3	-	-	11.1	1.1	-	-	11.9	1.2
		28	Present participial postnominal	8.3	0.9	3.0	0.3	0.4	0.0	0.0	0.0	-	-	0.0	0.0	-	-	2.2	0.2
		29	*that* relative clauses on subject	0.0	0.0	0.5	0.1	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.2	0.0
		30	*that* relative clauses on object	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	2.2	0.2	-	-	0.1	0.0
		31	*WH* relatives on subject position	1.8	0.2	2.3	0.2	0.0	0.0	0.7	0.1	-	-	2.2	0.2	-	-	1.5	0.2
		32	*WH* relatives on object position	0.0	0.0	0.2	0.0	0.0	0.0	0.7	0.1	-	-	0.0	0.0	-	-	0.2	0.0
		33	Pied-piping relative clauses	0.0	0.0	0.5	0.1	1.8	0.2	0.0	0.0	-	-	4.4	0.4	-	-	0.9	0.1
		34	Sentence relatives	0.0	0.0	1.6	0.2	0.7	0.1	0.0	0.0	-	-	0.0	0.0	-	-	0.9	0.1
		35	Causative adverbial subordinators	0.0	0.0	1.8	0.2	0.7	0.1	0.7	0.1	-	-	2.2	0.2	-	-	1.2	0.1
		36	Concessive adverbial subordinators	0.9	0.1	0.0	0.0	2.5	0.3	0.0	0.0	-	-	0.0	0.0	-	-	0.8	0.1
		37	Conditional adverbial subordinators	0.0	0.0	1.2	0.1	1.4	0.1	1.3	0.1	-	-	6.6	0.7	-	-	1.4	0.1
		38	Other adverbial subordinators	0.0	0.0	3.0	0.3	3.5	0.4	4.7	0.5	-	-	6.6	0.7	-	-	3.1	0.3
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	167.7	17.3	141.1	14.6	108.6	11.6	110.4	11.1	-	-	88.5	8.8	-	-	128.7	13.3
		40	Attributive adjectives	87.6	9.0	80.1	8.3	90.5	9.7	66.2	6.7	-	-	42.0	4.2	-	-	79.2	8.2
		41	Predicative adjectives	0.0	0.0	6.2	0.6	11.3	1.2	5.4	0.5	-	-	11.1	1.1	-	-	7.1	0.7
		42	Total adverbs	0.0	0.0	5.1	0.5	5.3	0.6	2.0	0.2	-	-	48.7	4.8	-	-	6.0	0.6
J	Lexical specificity	43	Type-token ratio	16.2		17.1		24.8		18.4		-		21.1		-		11.5	
		44	Mean word length	5.1		5.2		5.1		5.0		-		6.0		-		5.2	
K	Lexical classes	45	Conjuncts	2.8	0.3	10.8	1.1	6.7	0.7	4.7	0.5	-	-	6.6	0.7	-	-	7.8	0.8
		46	Down toners	1.8	0.2	2.3	0.2	2.5	0.3	0.0	0.0	-	-	2.2	0.2	-	-	1.5	0.2
		47	Hedges	0.0	0.0	5.3	0.5	5.3	0.6	31.4	3.2	-	-	0.0	0.0	-	-	8.4	0.9
		48	Amplifiers	0.9	0.1	3.7	0.4	11.3	1.2	2.7	0.3	-	-	11.1	1.1	-	-	5.4	0.6
		49	Emphatics	0.0	0.0	0.5	0.1	0.7	0.1	1.3	0.1	-	-	0.0	0.0	-	-	0.5	0.1
		50	Discourse particles	0.0	0.0	0.5	0.1	0.7	0.1	0.7	0.1	-	-	0.0	0.0	-	-	0.4	0.0
		51	Demonstratives	0.0	0.0	8.1	0.8	13.1	1.4	13.4	1.4	-	-	0.0	0.0	-	-	9.1	0.9
L	Modals	52	Possibility modals	0.9	0.1	1.2	0.1	1.4	0.1	0.0	0.0	-	-	0.0	0.0	-	-	1.1	0.1
		53	Necessity modals	0.0	0.0	3.9	0.4	9.5	1.0	4.7	0.5	-	-	8.8	0.9	-	-	5.0	0.5
		54	Predictive modals	0.0	0.0	1.8	0.2	5.7	0.6	20.1	2.0	-	-	39.8	3.9	-	-	5.5	0.6
M	Specialized verb classes	55	Public verbs	89.4	9.2	54.6	5.6	34.3	3.7	77.6	7.8	-	-	39.8	3.9	-	-	58.9	6.1
		56	Private verbs	12.0	1.2	11.3	1.2	14.5	1.6	24.7	2.5	-	-	42.0	4.2	-	-	12.9	1.3
		57	Suasive verbs	0.9	0.1	5.8	0.6	14.1	1.5	22.1	2.2	-	-	6.6	0.7	-	-	9.5	1.0
		58	*seem* and *appear*	0.0	0.0	0.2	0.0	1.1	0.1	0.0	0.0	-	-	0.0	0.0	-	-	0.4	0.0
N	Reduced forms and dispreferred structures	59	Contractions	1.8	0.2	1.8	0.2	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	1.1	0.1
		60	Subordinator *that* deletion	1.8	0.2	1.4	0.1	0.7	0.1	7.4	0.7	-	-	0.0	0.0	-	-	2.1	0.2
		61	Stranded preposition	0.0	0.0	0.2	0.0	0.4	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.1	0.0
		62	Split infinitives	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.1	0.0
		63	Split auxiliaries	0.9	0.1	4.8	0.5	5.0	0.5	2.7	0.3	-	-	53.1	5.3	-	-	6.3	0.7
O	Co-ordination	64	Phrasal co-ordination	7.4	0.8	14.3	1.5	17.3	1.9	23.4	2.4	-	-	6.6	0.7	-	-	15.7	1.6
		65	Independent clauses co-ordination	3.7	0.4	6.0	0.6	6.4	0.7	9.4	0.9	-	-	6.6	0.7	-	-	6.2	0.6
P	Negation	66	Synthetic negation	0.0	0.0	2.5	0.3	1.4	0.1	0.0	0.0	-	-	0.0	0.0	-	-	1.5	0.2
		67	Analytic negation	0.0	0.0	6.0	0.6	3.9	0.4	3.3	0.3	-	-	2.2	0.2	-	-	4.2	0.4
Total				971.2	100.4	968.8	100.2	933.7	100.0	991.5	100.0	-	-	1,010.6	100.1	-	-	964.1	99.6

Note The above frequencies and % exclude type-token ratios (43) and mean word lengths (44).
The totals of the % are sometimes not equal to 100% because the figures are rounded to one decimal in the calculation.

The QS Monitoring Sub-corpus APPENDIX D4

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Linguistic Features for Moves

Biber's (1995) Linguistic Features for the Analysis				Overall (S01 - S02)															
				Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
				frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
A	Tense and aspect markers	1	Past tense	5.6	0.6	31.7	3.2	9.4	1.0	3.1	0.3	-	-	0.0	0.0	0.0	0.0	14.2	1.4
		2	Perfect aspect	6.1	0.6	16.9	1.7	10.1	1.0	2.7	0.3	-	-	0.0	0.0	0.0	0.0	9.7	1.0
		3	Present tense	45.8	4.6	35.4	3.6	62.0	6.4	61.5	6.3	-	-	88.9	8.2	121.2	12.0	52.9	5.4
B	Place and time adverbials	4	Place adverbials	3.4	0.3	1.4	0.1	2.8	0.3	0.0	0.0	-	-	0.0	0.0	0.0	0.0	1.7	0.2
		5	Time adverbials	14.5	1.4	16.7	1.7	19.2	2.0	15.0	1.5	-	-	5.4	0.5	0.0	0.0	16.3	1.7
C	Pronouns and pro-verb	6	First-person pronouns	66.4	6.6	15.1	1.5	18.3	1.9	18.4	1.9	-	-	5.4	0.5	80.8	8.0	23.4	2.4
		7	Second-person pronouns	35.7	3.6	42.3	4.3	44.7	4.6	45.1	4.6	-	-	114.3	10.6	40.4	4.0	45.6	4.6
		8	Third-person pronouns (excl. *it*)	1.7	0.2	1.1	0.1	0.0	0.0	1.7	0.2	-	-	0.0	0.0	0.0	0.0	0.9	0.1
		9	Pronoun *it*	1.1	0.1	3.4	0.3	6.3	0.7	1.4	0.1	-	-	12.7	1.2	0.0	0.0	3.9	0.4
		10	Demonstrative pronouns	0.6	0.1	2.3	0.2	1.4	0.1	0.0	0.0	-	-	1.8	0.2	0.0	0.0	1.3	0.1
		11	Indefinite pronouns	1.1	0.1	1.4	0.1	1.9	0.2	1.7	0.2	-	-	0.0	0.0	30.3	3.0	1.7	0.2
		12	Pro-verb *do*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0
D	Questions	13	Direct *WH* questions	0.0	0.0	0.0	0.0	0.5	0.1	0.3	0.0	-	-	0.0	0.0	0.0	0.0	0.2	0.0
E	Nominal forms	14	Nominalizations	145.7	14.5	129.7	13.1	146.6	15.2	130.8	13.5	-	-	210.5	19.5	70.7	7.0	139.8	14.2
		15	Gerunds	9.5	0.9	12.6	1.3	12.4	1.3	9.2	0.9	-	-	21.8	2.0	0.0	0.0	11.7	1.2
		16	Total other nouns	197.7	19.7	195.9	19.8	137.4	14.2	125.7	13.0	-	-	34.5	3.2	101.0	10.0	156.8	15.9
F	Passives	17	Agentless passives	7.3	0.7	18.0	1.8	19.9	2.1	24.2	2.5	-	-	72.6	6.7	30.3	3.0	20.7	2.1
		18	*by*-passives	1.1	0.1	2.9	0.3	2.1	0.2	0.7	0.1	-	-	0.0	0.0	0.0	0.0	1.8	0.2
G	Stative forms	19	*be* as main verb	3.9	0.4	15.3	1.5	15.5	1.6	3.1	0.3	-	-	7.3	0.7	20.2	2.0	11.1	1.1
		20	Existential *there*	0.0	0.0	2.7	0.3	0.7	0.1	0.0	0.0	-	-	3.6	0.3	30.3	3.0	1.4	0.1
H	Subordination features	21	*that* verb complements	6.1	0.6	9.5	1.0	10.3	1.1	2.4	0.2	-	-	3.6	0.3	0.0	0.0	7.5	0.8
		22	*that* adjective complements	0.0	0.0	0.0	0.0	0.7	0.1	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.2	0.0
		23	*WH*-clauses	0.0	0.0	0.0	0.0	0.2	0.0	4.1	0.4	-	-	0.0	0.0	0.0	0.0	0.9	0.1
		24	Infinitives	19.5	1.9	12.4	1.3	22.9	2.4	57.0	5.9	-	-	0.0	0.0	60.6	6.0	25.6	2.6
		25	Present participial adverbial clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0
		26	Past participial adverbials clauses	1.1	0.1	2.5	0.3	2.3	0.2	0.7	0.1	-	-	0.0	0.0	0.0	0.0	1.8	0.2
		27	Past participial postnominal clauses	27.9	2.8	8.8	0.9	5.4	0.6	4.1	0.4	-	-	0.0	0.0	0.0	0.0	8.8	0.9
		28	Present participial postnominal	7.3	0.7	2.5	0.3	2.8	0.3	1.4	0.1	-	-	0.0	0.0	0.0	0.0	2.8	0.3
		29	*that* relative clauses on subject	0.0	0.0	1.1	0.1	0.0	0.0	0.3	0.0	-	-	0.0	0.0	0.0	0.0	0.4	0.0
		30	*that* relative clauses on object	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.1	0.0
		31	*WH* relatives on subject position	0.6	0.1	1.6	0.2	0.5	0.1	0.3	0.0	-	-	1.8	0.2	0.0	0.0	0.9	0.1
		32	*WH* relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	1.8	0.2	0.0	0.0	0.1	0.0
		33	Pied-piping relative clauses	0.6	0.1	0.2	0.0	0.0	0.0	0.3	0.0	-	-	10.9	1.0	20.2	2.0	0.8	0.1
		34	Sentence relatives	1.1	0.1	1.1	0.1	0.9	0.1	0.7	0.1	-	-	0.0	0.0	0.0	0.0	0.9	0.1
		35	Causative adverbial subordinators	0.6	0.1	0.9	0.1	1.6	0.2	0.0	0.0	-	-	3.6	0.3	0.0	0.0	1.0	0.1
		36	Concessive adverbial subordinators	0.0	0.0	2.0	0.2	0.7	0.1	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.9	0.1
		37	Conditional adverbial subordinators	0.0	0.0	1.1	0.1	0.9	0.1	2.4	0.2	-	-	5.4	0.5	30.3	3.0	1.6	0.2
		38	Other adverbial subordinators	1.7	0.2	4.1	0.4	5.2	0.5	2.0	0.2	-	-	0.0	0.0	0.0	0.0	3.5	0.4
I	Prepositional phrases, adjectives, and adverbs	39	Total prepositional phrases	162.5	16.2	139.6	14.1	117.5	12.1	113.0	11.7	-	-	99.8	9.2	50.5	5.0	128.1	13.0
		40	Attributive adjectives	89.3	8.9	77.5	7.8	77.3	8.0	100.4	10.4	-	-	45.4	4.2	10.1	1.0	82.0	8.3
		41	Predicative adjectives	3.4	0.3	7.9	0.8	15.2	1.6	3.4	0.4	-	-	9.1	0.8	0.0	0.0	8.6	0.9
		42	Total adverbs	0.6	0.1	7.0	0.7	8.7	0.9	6.8	0.7	-	-	67.2	6.2	0.0	0.0	8.9	0.9
J	Lexical specificity	43	Type-token ratio	17.9		15.9		16.3		17.5		-		15.7		37.0		8.7	
		44	Mean word length	5.0		4.9		5.0		5.0		-		6.2		4.5		5.0	
K	Lexical classes	45	Conjuncts	3.9	0.4	16.0	1.6	14.3	1.5	12.3	1.3	-	-	1.8	0.2	10.1	1.0	12.6	1.3
		46	Down toners	1.7	0.2	5.9	0.6	2.8	0.3	0.3	0.0	-	-	0.0	0.0	0.0	0.0	3.0	0.3
		47	Hedges	1.1	0.1	2.3	0.2	5.6	0.6	15.4	1.6	-	-	1.8	0.2	40.4	4.0	6.1	0.6
		48	Amplifiers	2.2	0.2	4.7	0.5	6.3	0.7	10.6	1.1	-	-	1.8	0.2	0.0	0.0	6.0	0.6
		49	Emphatics	0.0	0.0	1.8	0.2	0.7	0.1	1.0	0.1	-	-	0.0	0.0	10.1	1.0	1.1	0.1
		50	Discourse particles	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.1	0.0
		51	Demonstratives	1.7	0.2	12.2	1.2	14.3	1.5	16.7	1.7	-	-	7.3	0.7	0.0	0.0	12.1	1.2
L	Modals	52	Possibility modals	0.0	0.0	0.9	0.1	2.1	0.2	1.0	0.1	-	-	1.8	0.2	0.0	0.0	1.2	0.1
		53	Necessity modals	0.6	0.1	1.8	0.2	6.1	0.6	4.4	0.5	-	-	0.0	0.0	0.0	0.0	3.4	0.3
		54	Predictive modals	1.1	0.1	3.6	0.4	5.6	0.6	6.8	0.7	-	-	70.8	6.6	0.0	0.0	7.2	0.7
M	Specialized verb classes	55	Public verbs	84.9	8.5	56.7	5.7	57.8	6.0	88.1	9.1	-	-	29.0	2.7	60.6	6.0	66.1	6.7
		56	Private verbs	6.7	0.7	5.9	0.6	11.2	1.2	7.2	0.7	-	-	49.0	4.5	70.7	7.0	10.0	1.0
		57	Suasive verbs	3.4	0.3	6.3	0.6	10.5	1.1	26.0	2.7	-	-	1.8	0.2	30.3	3.0	11.3	1.1
		58	*seem* and *appear*	0.0	0.0	0.5	0.1	0.5	0.1	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.3	0.0
N	Reduced forms and dispreferred structures	59	Contractions	2.8	0.3	4.3	0.4	3.0	0.3	0.3	0.0	-	-	1.8	0.2	0.0	0.0	2.8	0.3
		60	Subordinator *that* deletion	1.7	0.2	2.5	0.3	0.7	0.1	3.8	0.4	-	-	0.0	0.0	30.3	3.0	2.2	0.2
		61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	-	-	0.0	0.0	0.0	0.0	0.1	0.0
		62	Split infinitives	0.0	0.0	0.2	0.0	0.2	0.0	0.3	0.0	-	-	0.0	0.0	0.0	0.0	0.2	0.0
		63	Split auxiliaries	0.6	0.1	6.1	0.6	8.0	0.8	3.4	0.4	-	-	67.2	6.2	0.0	0.0	7.7	0.8
O	Co-ordination	64	Phrasal co-ordination	14.5	1.4	11.9	1.2	18.5	1.9	17.8	1.8	-	-	3.6	0.3	10.1	1.0	15.1	1.5
		65	Independent clauses co-ordination	2.2	0.2	9.2	0.9	6.8	0.7	7.2	0.7	-	-	3.6	0.3	30.3	3.0	7.1	0.7
P	Negation	66	Synthetic negation	0.6	0.1	5.4	0.5	1.9	0.2	0.7	0.1	-	-	5.4	0.5	0.0	0.0	2.7	0.3
		67	Analytic negation	2.2	0.2	5.2	0.5	6.3	0.7	2.4	0.2	-	-	5.4	0.5	20.2	2.0	4.7	0.5
Total				######	100.0	988.4	99.7	967.5	100.6	969.9	99.7	-	-	######	100.0	######	100.0	983.6	99.7

Note: The above frequencies and % exclude type-token ratios (43) and mean word lengths (44).
The totals of the % are sometimes not equal to 100% becayse the figures are rounded to one decimal in the calculation.

The QS Directive Sub-Corpus APPENDIX E1

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

Dimension 1 - Involved Production versus Informational Production

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Involved Production - Positive Features																	
56	Private verbs	17.9	2.0	4.1	0.4	2.1	0.2	4.9	0.5	4.6	0.5	-	-	14.9	1.8	5.8	0.6
60	Subordinator that deletion	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
59	Contractions	0.0	0.0	6.3	0.7	2.5	0.3	0.0	0.0	4.6	0.5	-	-	0.0	0.0	2.8	0.3
3	Present tense	56.8	6.2	37.2	4.0	42.9	4.7	52.6	5.7	68.5	7.4	-	-	89.6	10.7	49.4	5.4
7	Second-person pronouns	38.1	4.2	18.4	2.0	16.1	1.8	27.2	3.0	26.7	2.9	-	-	74.6	8.9	24.5	2.7
12	Pro-verb do	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
67	Analytic negation	4.4	0.5	1.4	0.2	5.5	0.6	1.1	0.1	7.0	0.8	-	-	14.9	1.8	3.6	0.4
10	Demonstrative pronouns	0.0	0.0	0.0	0.0	1.2	0.1	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.3	0.0
49	Emphatics	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	14.9	1.8	0.3	0.0
6	First-person pronouns	27.3	3.0	9.7	1.0	2.4	0.3	26.0	2.8	2.3	0.2	-	-	29.9	3.6	13.7	1.5
9	Pronoun it	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
19	be as main verb	4.4	0.5	6.3	0.7	7.1	0.8	3.4	0.4	13.9	1.5	-	-	14.9	1.8	6.6	0.7
35	Causative adverbial subordinators	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
50	Discourse particles	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
11	Indefinite pronouns	2.2	0.2	0.0	0.0	8.3	0.9	2.8	0.3	9.3	1.0	-	-	44.8	5.4	4.8	0.5
47	Hedges	13.5	1.5	0.7	0.1	4.3	0.5	11.4	1.2	2.3	0.2	-	-	29.9	3.6	6.5	0.7
48	Amplifiers	2.5	0.3	4.1	0.4	2.7	0.3	3.9	0.4	2.3	0.2	-	-	0.0	0.0	3.2	0.3
34	Sentence relatives	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
13	Direct WH questions	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
52	Possibility modals	0.0	0.0	0.0	0.0	3.0	0.3	0.0	0.0	4.6	0.5	-	-	0.0	0.0	1.2	0.1
65	Independent clauses co-ordination	2.2	0.2	5.5	0.6	3.5	0.4	4.5	0.5	13.9	1.5	-	-	0.0	0.0	5.3	0.6
23	WH-clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
42	Total adverbs	0.0	0.0	1.0	0.1	9.5	1.0	4.5	0.5	7.0	0.8	-	-	0.0	0.0	4.4	0.5
	TOTAL	169.3	18.6	94.7	10.2	111.1	12.2	142.3	15.4	167.0	18.0	-	-	328.4	39.4	132.4	14.3
Informational Production - Negative Features																	
16	Total other nouns	190.1	20.8	255.6	27.6	237.4	25.8	165.0	17.9	248.5	27.0	-	-	134.3	16.1	217.9	23.7
44	Mean word length	4.7		5.6		5.1		4.9		5.2		-		4.6		5.0	
39	Total prepositional phrases	144.6	15.8	160.2	17.3	131.5	14.3	146.3	15.9	92.9	10.1	-	-	89.6	10.7	138.9	15.1
43	Type-token ratio	6.2		3.1		4.2		3.4		5.0		-		7.7		2.1	
40	Attributive adjectives	70.1	7.7	95.0	10.3	95.4	10.4	60.7	6.6	54.6	5.9	-	-	0.0	0.0	77.1	8.4
4	Place adverbials	7.7	0.8	5.0	0.5	2.4	0.3	0.0	0.0	2.3	0.2	-	-	0.0	0.0	3.1	0.3
17	Agentless passives	20.1	2.2	18.2	2.0	30.6	3.3	34.3	3.7	39.5	4.3	-	-	14.9	1.8	27.7	3.0
27	Past participial postnominal clauses	5.8	0.6	21.4	2.3	5.9	0.6	11.9	1.3	9.3	1.0	-	-	0.0	0.0	11.7	1.3
	TOTAL *	438.4	47.9	555.4	60.0	503.2	54.7	418.2	45.4	447.1	48.5	-	-	238.8	28.6	476.4	51.8

Note: * The above total frequencies and % exclude type-token ratios (43) and mean word lengths (44).

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Narrative Discourse - Positive Features																	
1	Past tense	4.4	0.5	1.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.8	0.1
8	Third-person pronouns (excl. it)	0.0	0.0	0.0	0.0	0.0	0.0	1.1	0.1	0.0	0.0	-	-	0.0	0.0	0.3	0.0
2	Perfect aspect	9.9	1.1	3.5	0.4	0.0	0.0	1.1	0.1	0.0	0.0	-	-	0.0	0.0	2.4	0.3
55	Public verbs	55.2	6.0	35.8	3.9	42.1	4.6	66.4	7.2	59.2	6.4	-	-	29.9	3.6	49.9	5.4
66	Synthetic negation	0.0	0.0	0.7	0.1	2.4	0.3	2.2	0.2	0.0	0.0	-	-	0.0	0.0	1.3	0.1
28	Present participial postnominal	1.1	0.1	4.4	0.5	10.8	1.2	5.6	0.6	7.0	0.8	-	-	0.0	0.0	6.0	0.7
	TOTAL	70.6	7.7	45.4	5.0	55.3	6.1	76.4	8.2	66.2	7.2	-	-	29.9	3.6	60.7	6.6
Non-narrative Discourse - Negative Features																	
3	Present tense	56.8	6.2	37.2	4.0	42.9	4.7	52.6	5.7	68.5	7.4	-	-	89.6	10.7	49.4	5.4
40	Attributive adjectives	70.1	7.7	95.0	10.3	95.4	10.4	60.7	6.6	54.6	5.9	-	-	0.0	0.0	77.1	8.4
	TOTAL	126.9	13.9	132.2	14.3	138.3	15.1	113.3	12.3	123.1	13.3	-	-	89.6	10.7	126.5	13.8

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Situation-dependent Reference - Positive Features																	
5	Time adverbials	1.4	0.2	11.9	1.3	1.2	0.1	8.4	0.9	2.3	0.2	-	-	59.7	7.1	7.0	0.8
4	Place adverbials	7.7	0.8	5.0	0.5	2.4	0.3	0.0	0.0	2.3	0.2	-	-	0.0	0.0	3.1	0.3
42	Total adverbs	0.0	0.0	1.0	0.1	9.5	1.0	4.5	0.5	7.0	0.8	-	-	0.0	0.0	4.4	0.5
	TOTAL	9.1	1.0	17.9	1.9	13.1	1.4	12.9	1.4	11.6	1.2	-	-	59.7	7.1	14.5	1.6
Elaborated Reference - Negative Features																	
32	WH relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	4.5	0.5	0.0	0.0	-	-	0.0	0.0	1.1	0.1
33	Pied-piping relative clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.3	0.2	-	-	0.0	0.0	0.3	0.0
31	WH relatives on subject position	4.4	0.5	2.1	0.2	1.2	0.1	2.2	0.2	2.3	0.2	-	-	0.0	0.0	2.2	0.2
64	Phrasal co-ordination	17.9	2.0	19.9	2.1	18.9	2.1	23.5	2.6	16.3	1.8	-	-	0.0	0.0	19.5	2.1
14	Nominalizations	105.9	11.6	129.9	14.0	144.5	15.7	122.0	13.2	87.1	9.4	-	-	74.6	8.9	122.3	13.3
	TOTAL	128.2	14.1	151.9	16.3	164.6	17.9	152.2	16.5	108.0	11.6	-	-	74.6	8.9	145.4	15.7

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

Dimension 4 - Overt Expression of Argumentation

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	Overt Expression of Argumentation - Positive Features																
24	Infinitives	15.4	1.7	5.4	0.6	7.2	0.8	34.9	3.8	18.6	2.0	-	-	0.0	0.0	15.8	1.7
54	Predictive modals	3.6	0.4	10.1	1.1	7.4	0.8	1.1	0.1	13.9	1.5	-	-	0.0	0.0	6.7	0.7
57	Suasive verbs	10.2	1.1	6.4	0.7	2.4	0.3	20.7	2.2	23.2	2.5	-	-	0.0	0.0	11.3	1.2
37	Conditional adverbial subordinators	0.0	0.0	2.1	0.2	8.3	0.9	1.7	0.2	0.0	0.0	-	-	29.9	3.6	3.4	0.4
53	Necessity modals	0.0	0.0	2.7	0.3	14.3	1.6	11.2	1.2	11.6	1.3	-	-	14.9	1.8	8.4	0.9
63	Split auxiliaries	1.9	0.2	1.2	0.1	1.5	0.2	3.4	0.4	2.3	0.2	-	-	0.0	0.0	2.0	0.2
52	Possibility modals	0.0	0.0	0.0	0.0	3.0	0.3	0.0	0.0	4.6	0.5	-	-	0.0	0.0	1.2	0.1
	TOTAL	31.1	3.4	27.9	3.0	44.1	4.9	73.0	7.9	74.2	8.0	-	-	44.8	5.4	48.8	5.2
	Not Overt Expression of Argumentation - No Negative Features																

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	Non-abstract Style - No Positive Features																
	Abstract Style - Negative Features																
45	Conjuncts	13.2	1.4	14.6	1.6	10.5	1.1	22.1	2.4	23.2	2.5	-	-	14.9	1.8	16.3	1.8
17	Agentless passives	20.1	2.2	18.2	2.0	30.6	3.3	34.3	3.7	39.5	4.3	-	-	14.9	1.8	27.7	3.0
26	Past participial adverbials clauses	7.4	0.8	2.2	0.2	6.5	0.7	1.1	0.1	0.0	0.0	-	-	0.0	0.0	3.3	0.4
18	by-passives	5.5	0.6	0.1	0.0	1.2	0.1	1.3	0.1	4.6	0.5	-	-	0.0	0.0	1.9	0.2
27	Past participial postnominal clauses	5.8	0.6	21.4	2.3	5.9	0.6	11.9	1.3	9.3	1.0	-	-	0.0	0.0	11.7	1.3
38	Other adverbial subordinators	8.8	1.0	3.8	0.4	4.1	0.4	0.0	0.0	0.0	0.0	-	-	0.0	0.0	3.0	0.3
	TOTAL	60.8	6.6	60.3	6.5	58.8	6.2	70.7	7.6	76.6	8.3	-	-	29.8	3.6	63.9	7.0

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not On-line Informational Elaboration Marking Stance

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	On-line Informational Elaboration Marking Stance - Positive Features																
21	that verb complements	17.7	1.9	3.8	0.4	1.9	0.2	1.1	0.1	9.3	1.0	-	-	0.0	0.0	5.0	0.5
51	Demonstratives	2.2	0.2	3.8	0.4	3.8	0.4	7.1	0.8	12.8	1.4	-	-	14.9	1.8	5.7	0.6
30	that relative clauses on object	0.0	0.0	0.0	0.0	2.4	0.3	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.5	0.1
22	that adjective complements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
20	Existential there	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0
10	Demonstrative pronouns	0.0	0.0	0.0	0.0	1.2	0.1	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.3	0.0
32	WH relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	4.5	0.5	0.0	0.0	-	-	0.0	0.0	1.1	0.1
	TOTAL	19.9	2.1	7.6	0.8	9.3	1.0	12.7	1.4	22.1	2.4	-	-	14.9	1.8	12.6	1.3
	Not On-line Informational Elaboration Marking Stance - Negative Features																
64	Phrasal co-ordination	17.9	2.0	19.9	2.1	18.9	2.1	23.5	2.6	16.3	1.8	-	-	0.0	0.0	19.5	2.1
	TOTAL	17.9	2.0	19.9	2.1	18.9	2.1	23.5	2.6	16.3	1.8	-	-	0.0	0.0	19.5	2.1

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

Dimension 1 - Involved Production versus Informational Production

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Involved Production - Positive Features																	
56	Private verbs	16.6	1.8	9.6	1.0	30.0	2.8	16.7	1.7	-	-	-	-	50.0	5.0	17.7	1.9
60	Subordinator that deletion	0.0	0.0	0.0	0.0	24.0	2.3	0.0	0.0	-	-	-	-	0.0	0.0	1.2	0.1
59	Contractions	1.0	0.1	5.8	0.6	6.0	0.6	0.0	0.0	-	-	-	-	0.0	0.0	1.9	0.2
3	Present tense	47.7	5.2	68.2	6.9	96.1	9.1	54.3	5.7	-	-	-	-	100.0	10.0	62.0	6.5
7	Second-person pronouns	37.7	4.1	19.3	2.0	24.0	2.3	48.7	5.1	-	-	-	-	100.0	10.0	42.3	4.5
12	Pro-verb do	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
67	Analytic negation	0.0	0.0	0.6	0.1	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	0.3	0.0
10	Demonstrative pronouns	0.0	0.0	0.0	0.0	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	0.3	0.0
49	Emphatics	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
6	First-person pronouns	25.1	2.8	7.1	0.7	0.0	0.0	0.9	0.1	-	-	-	-	0.0	0.0	9.4	1.0
9	Pronoun it	4.0	0.4	0.6	0.1	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	1.5	0.2
19	be as main verb	16.1	1.8	44.4	4.5	6.0	0.6	0.0	0.0	-	-	-	-	0.0	0.0	15.4	1.6
35	Causative adverbial subordinators	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
50	Discourse particles	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
11	Indefinite pronouns	0.0	0.0	0.0	0.0	30.0	2.8	0.0	0.0	-	-	-	-	0.0	0.0	1.5	0.2
47	Hedges	0.0	0.0	10.3	1.0	30.0	2.8	31.6	3.3	-	-	-	-	50.0	5.0	18.9	2.0
48	Amplifiers	0.0	0.0	0.0	0.0	0.0	0.0	1.4	0.1	-	-	-	-	0.0	0.0	0.4	0.0
34	Sentence relatives	0.5	0.1	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.1	0.0
13	Direct WH questions	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
52	Possibility modals	0.0	0.0	0.0	0.0	6.0	0.6	0.0	0.0	-	-	-	-	0.0	0.0	0.3	0.0
65	Independent clauses co-ordination	4.0	0.4	7.7	0.8	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	3.0	0.3
23	WH-clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
42	Total adverbs	0.0	0.0	5.8	0.6	3.0	0.3	1.4	0.1	-	-	-	-	0.0	0.0	1.9	0.2
	TOTAL	152.7	16.7	179.4	18.3	264.1	25.1	155.5	16.2	-	-	-	-	300.0	30.0	178.1	18.7
Informational Production - Negative Features																	
16	Total other nouns	181.3	19.9	162.7	16.6	132.1	12.5	203.2	21.2	-	-	-	-	300.0	30.0	193.0	20.4
44	Mean word length	4.6		5.1		5.0		4.8		-		-		4.7		4.8	
39	Total prepositional phrases	136.6	15.0	131.2	13.3	156.2	14.8	176.3	18.4	-	-	-	-	100.0	10.0	145.8	15.4
43	Type-token ratio	5.0		12.4		35.2		7.1		-		-		3.8		5.4	
40	Attributive adjectives	56.8	6.2	81.0	8.2	54.1	5.1	61.7	6.4	-	-	-	-	50.0	5.0	63.2	6.7
4	Place adverbials	0.0	0.0	5.1	0.5	0.0	0.0	0.5	0.1	-	-	-	-	0.0	0.0	1.3	0.1
17	Agentless passives	8.0	0.9	30.9	3.1	45.0	4.3	37.1	3.9	-	-	-	-	0.0	0.0	23.8	2.5
27	Past participial postnominal clauses	25.1	2.8	21.2	2.2	18.0	1.7	5.6	0.6	-	-	-	-	0.0	0.0	15.1	1.6
	TOTAL *	407.8	44.8	432.1	43.9	405.4	38.4	484.4	50.6	-	-	-	-	450.0	45.0	442.2	46.7

Note The above frequencies and % exclude type-token ratios (34) and mean word lengths (44).

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Narrative Discourse - Positive Features																	
1	Past tense	0.0	0.0	7.7	0.8	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	1.9	0.2
8	Third-person pronouns (excl. it)	0.0	0.0	0.0	0.0	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	0.1	0.0
2	Perfect aspect	0.0	0.0	1.9	0.2	15.0	1.4	0.0	0.0	-	-	-	-	0.0	0.0	1.2	0.1
55	Public verbs	52.2	5.7	52.7	5.4	75.1	7.1	55.7	5.8	-	-	-	-	50.0	5.0	57.2	6.0
66	Synthetic negation	0.0	0.0	5.1	0.5	12.0	1.1	0.0	0.0	-	-	-	-	0.0	0.0	1.8	0.2
28	Present participial postnominal	1.0	0.1	1.9	0.2	0.0	0.0	7.4	0.8	-	-	-	-	0.0	0.0	3.1	0.3
	TOTAL	53.2	5.8	69.3	7.1	108.1	10.2	63.1	6.6	-	-	-	-	50.0	5.0	65.3	6.8
Non-narrative Discourse - Negative Features																	
3	Present tense	47.7	5.2	68.2	6.9	96.1	9.1	54.3	5.7	-	-	-	-	100.0	10.0	62.0	6.5
40	Attributive adjectives	56.8	6.2	81.0	8.2	54.1	5.1	61.7	6.4	-	-	-	-	50.0	5.0	63.2	6.7
	TOTAL	104.5	11.4	149.2	15.1	150.2	14.2	116.0	12.1	-	-	-	-	150.0	15.0	125.2	13.2

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Situation-dependent Reference - Positive Features																	
5	Time adverbials	17.6	1.9	5.8	0.6	3.0	0.3	0.9	0.1	-	-	-	-	0.0	0.0	7.0	0.7
4	Place adverbials	0.0	0.0	5.1	0.5	0.0	0.0	0.5	0.1	-	-	-	-	0.0	0.0	1.3	0.1
42	Total adverbs	0.0	0.0	5.8	0.6	3.0	0.3	1.4	0.1	-	-	-	-	0.0	0.0	1.9	0.2
	TOTAL	17.6	1.9	16.7	1.7	6.0	0.6	2.8	0.3	-	-	-	-	0.0	0.0	10.2	1.0
Elaborated Reference - Negative Features																	
32	WH relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
33	Pied-piping relative clauses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
31	WH relatives on subject position	0.0	0.0	0.6	0.1	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.1	0.0
64	Phrasal co-ordination	1.5	0.2	11.6	1.2	9.0	0.9	6.0	0.6	-	-	-	-	0.0	0.0	5.5	0.6
14	Nominalizations	131.1	14.4	173.0	17.6	135.1	12.8	137.8	14.4	-	-	-	-	50.0	5.0	135.5	14.3

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

	TOTAL	132.6	14.6	185.2	18.9	144.1	13.7	143.8	15.0	-	-	-	-	50.0	5.0	141.1	14.9

Dimension 4 - Overt Expression of Argumentation

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	Overt Expression of Argumentation - Positive Features																
24	Infinitives	16.1	1.8	22.5	2.3	6.0	0.6	37.1	3.9	-	-	-	-	50.0	5.0	27.1	2.9
54	Predictive modals	16.1	1.8	2.6	0.3	12.0	1.1	36.7	3.8	-	-	-	-	50.0	5.0	10.3	1.1
57	Suasive verbs	0.0	0.0	9.0	0.9	6.0	0.6	13.9	1.4	-	-	-	-	0.0	0.0	5.1	0.5
37	Conditional adverbial subordinators	0.0	0.0	0.6	0.1	6.0	0.6	0.0	0.0	-	-	-	-	50.0	5.0	5.2	0.5
53	Necessity modals	0.0	0.0	0.0	0.0	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	0.3	0.0
63	Split auxiliaries	16.1	1.8	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	4.8	0.5
52	Possibility modals	0.0	0.0	0.0	0.0	6.0	0.6	0.0	0.0	-	-	-	-	0.0	0.0	0.3	0.0
	TOTAL	48.3	5.4	34.7	3.6	39.0	3.8	88.2	9.2	-	-	-	-	150.0	15.0	53.1	5.5
	Not Overt Expression of Argumentation - No Negative Features																

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	Non-abstract Style - No Positive Features																
	Abstract Style - Negative Features																
45	Conjuncts	32.1	3.5	0.0	0.0	0.0	0.0	0.9	0.1	-	-	-	-	0.0	0.0	9.9	1.0
17	Agentless passives	8.0	0.9	30.9	3.1	45.0	4.3	37.1	3.9	-	-	-	-	0.0	0.0	23.8	2.5
26	Past participial adverbials clauses	0.0	0.0	5.1	0.5	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	1.5	0.2
18	by-passives	0.0	0.0	10.9	1.1	12.0	1.1	0.0	0.0	-	-	-	-	0.0	0.0	3.1	0.3
27	Past participial postnominal clauses	25.1	2.8	21.2	2.2	18.0	1.7	5.6	0.6	-	-	-	-	0.0	0.0	15.1	1.6
38	Other adverbial subordinators	0.0	0.0	1.3	0.1	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	0.6	0.1
	TOTAL	65.2	7.2	69.4	7.0	81.0	7.7	44.6	4.8	-	-	-	-	0.0	0.0	54.0	5.7

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not On-line Informational Elaboration Marking Stance

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	On-line Informational Elaboration Marking Stance - Positive Features																
21	that verb complements	20.1	2.2	9.0	0.9	36.0	3.4	0.0	0.0	-	-	-	-	0.0	0.0	9.9	1.0
51	Demonstratives	0.0	0.0	15.4	1.6	6.0	0.6	16.7	1.7	-	-	-	-	0.0	0.0	9.3	1.0
30	that relative clauses on object	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
22	that adjective complements	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
20	Existential there	0.0	0.0	0.6	0.1	3.0	0.3	0.0	0.0	-	-	-	-	0.0	0.0	0.3	0.0
10	Demonstrative pronouns	0.0	0.0	0.0	0.0	3.0	0.3	0.5	0.1	-	-	-	-	0.0	0.0	0.3	0.0
32	WH relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	0.0	0.0	0.0	0.0
	TOTAL	20.1	2.2	25.0	2.6	48.0	4.6	17.2	1.8	-	-	-	-	0.0	0.0	19.8	2.0
	Not On-line Informational Elaboration Marking Stance - Negative Features																
64	Phrasal co-ordination	1.5	0.2	11.6	1.2	9.0	0.9	6.0	0.6	-	-	-	-	0.0	0.0	5.5	0.6
	TOTAL	1.5	0.2	11.6	1.2	9.0	0.9	6.0	0.6	-	-	-	-	0.0	0.0	5.5	0.6

The QS Checking Sub-Corpus APPENDIX E3

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

Dimension 1 - Involved Production versus Informational Production

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	Involved Production - Positive Features																
56	Private verbs	12.0	1.2	11.3	1.2	14.5	1.6	24.7	2.5	-	-	42.0	4.2	-	-	12.9	1.3
60	Subordinator that deletion	1.8	0.2	1.4	0.1	0.7	0.1	7.4	0.7	-	-	0.0	0.0	-	-	2.1	0.2
59	Contractions	1.8	0.2	1.8	0.2	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	1.1	0.1
3	Present tense	42.4	4.4	34.8	3.6	55.9	6.0	82.3	8.3	-	-	81.9	8.1	-	-	49.5	5.1
7	Second-person pronouns	48.8	5.0	26.9	2.8	36.4	3.9	43.5	4.4	-	-	112.8	11.2	-	-	38.4	4.0
12	Pro-verb do	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.0	0.0
67	Analytic negation	0.0	0.0	6.0	0.6	3.9	0.4	3.3	0.3	-	-	2.2	0.2	-	-	4.2	0.4
10	Demonstrative pronouns	0.0	0.0	1.4	0.1	0.7	0.1	0.0	0.0	-	-	4.4	0.4	-	-	1.0	0.1
49	Emphatics	0.0	0.0	0.5	0.1	0.7	0.1	1.3	0.1	-	-	0.0	0.0	-	-	0.5	0.1
6	First-person pronouns	69.1	7.1	13.1	1.4	12.7	1.4	18.7	1.9	-	-	15.5	1.5	-	-	19.2	2.0
9	Pronoun it	0.0	0.0	4.1	0.4	6.4	0.7	1.3	0.1	-	-	2.2	0.2	-	-	3.9	0.4
19	be as main verb	1.8	0.2	10.6	1.1	13.1	1.4	3.3	0.3	-	-	4.4	0.4	-	-	9.0	0.9
35	Causative adverbial subordinators	0.0	0.0	1.8	0.2	0.7	0.1	0.7	0.1	-	-	2.2	0.2	-	-	1.2	0.1
50	Discourse particles	0.0	0.0	0.5	0.1	0.7	0.1	0.7	0.1	-	-	0.0	0.0	-	-	0.4	0.0
11	Indefinite pronouns	0.0	0.0	0.2	0.0	0.4	0.0	0.7	0.1	-	-	0.0	0.0	-	-	0.3	0.0
47	Hedges	0.0	0.0	5.3	0.5	5.3	0.6	31.4	3.2	-	-	0.0	0.0	-	-	8.4	0.9
48	Amplifiers	0.9	0.1	3.7	0.4	11.3	1.2	2.7	0.3	-	-	11.1	1.1	-	-	5.4	0.6
34	Sentence relatives	0.0	0.0	1.6	0.2	0.7	0.1	0.0	0.0	-	-	0.0	0.0	-	-	0.9	0.1
13	Direct WH questions	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.1	-	-	0.0	0.0	-	-	0.1	0.0
52	Possibility modals	0.9	0.1	1.2	0.1	1.4	0.1	0.0	0.0	-	-	0.0	0.0	-	-	1.1	0.1
65	Independent clauses co-ordination	3.7	0.4	6.0	0.6	6.4	0.7	9.4	0.9	-	-	6.6	0.7	-	-	6.2	0.6
23	WH-clauses	0.0	0.0	0.7	0.1	2.1	0.2	11.4	1.1	-	-	0.0	0.0	-	-	2.6	0.3
61	Stranded preposition	0.0	0.0	0.2	0.0	0.4	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.1	0.0
42	Total adverbs	0.0	0.0	5.1	0.5	5.3	0.6	2.0	0.2	-	-	48.7	4.8	-	-	6.0	0.6
	TOTAL	183.2	18.9	138.2	14.3	179.7	19.4	245.5	24.7	-	-	334.0	33.0	-	-	174.5	17.9
	Informational Production - Negative Features																
16	Total other nouns	184.3	19.0	219.9	22.7	157.0	16.8	144.5	14.6	-	-	46.5	4.6	-	-	181.4	18.8
44	Mean word length	5.1		5.2		5.1		5.0		-		6.0		-		5.2	
39	Total prepositional phrases	167.7	17.3	141.1	14.6	108.6	11.6	110.4	11.1	-	-	88.5	8.8	-	-	128.7	13.3
43	Type-token ration	16.2		17.1		24.8		18.4		-		21.1		-		11.5	
40	Attributive adjectives	87.6	9.0	80.1	8.3	90.5	9.7	66.2	6.7	-	-	42.0	4.2	-	-	79.2	8.2
4	Place adverbials	0.0	0.0	0.7	0.1	0.0	0.0	1.3	0.1	-	-	0.0	0.0	-	-	0.6	0.1
17	Agentless passives	1.8	0.2	24.9	2.6	21.9	2.3	26.1	2.6	-	-	64.2	6.4	-	-	23.5	2.4
27	Past participial postnominal clauses	38.7	4.0	12.4	1.3	5.3	0.6	3.3	0.3	-	-	11.1	1.1	-	-	11.9	1.2
	TOTAL	480.1	49.5	479.1	49.6	383.3	41.0	351.8	35.4	-	-	252.3	25.1	-	-	425.3	44.0

Note: The above total frequencies and % exlcude type-token ratios (43) and mean word lengths (44).

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	Narrative Discourse - Positive Features																
1	Past tense	3.7	0.4	30.6	3.2	8.8	0.9	2.0	0.2	-	-	2.2	0.2	-	-	16.5	1.7
8	Third-person pronouns (excl. it)	0.0	0.0	1.6	0.2	1.1	0.1	0.0	0.0	-	-	2.2	0.2	-	-	1.1	0.1
2	Perfect aspect	2.8	0.3	9.4	1.0	15.6	1.7	4.0	0.4	-	-	2.2	0.2	-	-	9.3	1.0
55	Public verbs	89.4	9.2	54.6	5.6	34.3	3.7	77.6	7.8	-	-	39.8	3.9	-	-	58.9	6.1
66	Synthetic negation	0.0	0.0	2.5	0.3	1.4	0.1	0.0	0.0	-	-	0.0	0.0	-	-	1.5	0.2
28	Present participial postnominal	8.3	0.9	3.0	0.3	0.4	0.0	0.0	0.0	-	-	0.0	0.0	-	-	2.2	0.2
	TOTAL	104.2	10.8	101.7	10.6	61.6	6.5	83.6	8.4	-	-	46.4	4.5	-	-	89.5	9.3
	Non-narrative Discourse- Negative Features																
3	Present tense	42.4	4.4	34.8	3.6	55.9	6.0	82.3	8.3	-	-	81.9	8.1	-	-	49.5	5.1
40	Attributive adjectives	87.6	9.0	80.1	8.3	90.5	9.7	66.2	6.7	-	-	42.0	4.2	-	-	79.2	8.2
	TOTAL	130.0	13.4	114.9	11.9	146.4	15.7	148.5	15.0	-	-	123.9	12.3	-	-	128.7	13.3

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
	Situation-dependent Reference - Positive Features																
5	Time adverbials	6.5	0.7	6.4	0.7	10.6	1.1	19.4	2.0	-	-	8.8	0.9	-	-	9.5	1.0
4	Place adverbials	0.0	0.0	0.7	0.1	0.0	0.0	1.3	0.1	-	-	0.0	0.0	-	-	0.6	0.1
42	Total adverbs	0.0	0.0	5.1	0.5	5.3	0.6	2.0	0.2	-	-	48.7	4.8	-	-	6.0	0.6
	TOTAL	6.5	0.7	12.2	1.3	15.9	1.7	22.7	2.3	-	-	57.5	5.7	-	-	16.1	1.7
	Elaborated Reference - Negative Features																
32	WH relatives on object position	0.0	0.0	0.2	0.0	0.0	0.0	0.7	0.1	-	-	0.0	0.0	-	-	0.2	0.0
33	Pied-piping relative clauses	0.0	0.0	0.5	0.1	1.8	0.2	0.0	0.0	-	-	4.4	0.4	-	-	0.9	0.1
31	WH relatives on subject position	1.8	0.2	2.3	0.2	0.0	0.0	0.7	0.1	-	-	2.2	0.2	-	-	1.5	0.2
64	Phrasal co-ordination	7.4	0.8	14.3	1.5	17.3	1.9	23.4	2.4	-	-	6.6	0.7	-	-	15.7	1.6
14	Nominalizations	151.2	15.6	137.2	14.2	151.0	16.2	131.1	13.2	-	-	179.2	17.7	-	-	144.7	15.0
	TOTAL	160.4	16.6	154.5	16.0	170.1	18.3	155.9	15.8	-	-	192.4	19.0	-	-	163.0	16.9

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

Dimension 4 - Overt Expression of Argumentation

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Overt Expression of Argumentation - Positive Features																	
24	Infinitives	14.7	1.5	9.4	1.0	16.6	1.8	43.5	4.4	-	-	2.2	0.2	-	-	17.3	1.8
54	Predictive modals	0.0	0.0	1.8	0.2	5.7	0.6	20.1	2.0	-	-	39.8	3.9	-	-	5.5	0.6
57	Suasive verbs	0.9	0.1	5.8	0.6	14.1	1.5	22.1	2.2	-	-	6.6	0.7	-	-	9.5	1.0
37	Conditional adverbial subordinators	0.0	0.0	1.2	0.1	1.4	0.1	1.3	0.1	-	-	6.6	0.7	-	-	1.4	0.1
53	Necessity modals	0.0	0.0	3.9	0.4	9.5	1.0	4.7	0.5	-	-	8.8	0.9	-	-	5.0	0.5
63	Split auxiliaries	0.9	0.1	4.8	0.5	5.0	0.5	2.7	0.3	-	-	53.1	5.3	-	-	6.3	0.7
52	Possibility modals	0.9	0.1	1.2	0.1	1.4	0.1	0.0	0.0	-	-	0.0	0.0	-	-	1.1	0.1
	TOTAL	17.4	1.8	28.1	2.9	53.7	5.6	94.4	9.5	-	-	117.1	11.7	-	-	46.1	4.8
Not Overt Expression of Argumentation - No Negative Features																	

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Non-abstract Style - No Positive Features																	
Abstract Style - Negative Features																	
45	Conjuncts	2.8	0.3	10.8	1.1	6.7	0.7	4.7	0.5	-	-	6.6	0.7	-	-	7.8	0.8
17	Agentless passives	1.8	0.2	24.9	2.6	21.9	2.3	26.1	2.6	-	-	64.2	6.4	-	-	23.5	2.4
26	Past participial adverbials clauses	0.9	0.1	2.1	0.2	2.1	0.2	0.7	0.1	-	-	2.2	0.2	-	-	1.6	0.2
18	by-passives	4.6	0.5	2.8	0.3	5.0	0.5	0.0	0.0	-	-	0.0	0.0	-	-	3.1	0.3
27	Past participial postnominal clauses	38.7	4.0	12.4	1.3	5.3	0.6	3.3	0.3	-	-	11.1	1.1	-	-	11.9	1.2
38	Other adverbial subordinators	0.0	0.0	3.0	0.3	3.5	0.4	4.7	0.5	-	-	6.6	0.7	-	-	3.1	0.3
	TOTAL	48.8	5.1	56.0	5.8	44.5	4.7	39.5	4.0	-	-	90.7	9.1	-	-	51.0	5.2

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not No-line Informational Elaboration Marking Stance

Biber's (1995) Co-occurring Linguistic Features		Overall (S01 - S10)															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
On-line Informational Elaboration Marking Stance - Positive Features																	
21	that verb complements	2.8	0.3	8.5	0.9	12.7	1.4	3.3	0.3	-	-	4.4	0.4	-	-	7.7	0.8
51	Demonstratives	0.0	0.0	8.1	0.8	13.1	1.4	13.4	1.4	-	-	0.0	0.0	-	-	9.1	0.9
30	that relative clauses on object	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	2.2	0.2	-	-	0.1	0.0
22	that adjective complements	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.1	0.0
61	Stranded preposition	0.0	0.0	0.2	0.0	0.4	0.0	0.0	0.0	-	-	0.0	0.0	-	-	0.1	0.0
20	Existential there	0.0	0.0	1.2	0.1	1.1	0.1	0.0	0.0	-	-	0.0	0.0	-	-	0.8	0.1
10	Demonstrative pronouns	0.0	0.0	1.4	0.1	0.7	0.1	0.0	0.0	-	-	4.4	0.4	-	-	1.0	0.1
32	WH relatives on object position	0.0	0.0	0.2	0.0	0.0	0.0	0.7	0.1	-	-	0.0	0.0	-	-	0.2	0.0
	TOTAL	2.8	0.3	19.8	1.9	28.0	3.0	17.4	1.8	-	-	11.0	1.0	-	-	19.1	1.9
Not On-line Informational Elaboration Marking Stance - Negative Features																	
64	Phrasal co-ordination	7.4	0.8	14.3	1.5	17.3	1.9	23.4	2.4	-	-	6.6	0.7	-	-	15.7	1.6
	TOTAL	7.4	0.8	14.3	1.5	17.3	1.9	23.4	2.4	-	-	6.6	0.7	-	-	15.7	1.6

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Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

Dimension 1 - Involved Production versus Informational Production

Biber's (1995) Co-occurring Linguistic Features		Overall															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Involved Production - Positive Features																	
56	Private verbs	6.7	0.7	5.9	0.6	11.2	1.2	7.2	0.7	-	-	49.0	4.5	70.7	7.0	10.0	1.0
60	Subordinator that deletion	1.7	0.2	2.5	0.3	0.7	0.1	3.8	0.4	-	-	0.0	0.0	30.3	3.0	2.2	0.2
59	Contractions	2.8	0.3	4.3	0.4	3.0	0.3	0.3	0.0	-	-	1.8	0.2	0.0	0.0	2.8	0.3
3	Present tense	45.8	4.6	35.4	3.6	62.0	6.4	61.5	6.3	-	-	88.9	8.2	121.2	12.0	52.9	5.4
7	Second-person pronouns	35.7	3.6	42.3	4.3	44.7	4.6	45.1	4.6	-	-	114.3	10.6	40.4	4.0	45.6	4.6
12	Pro-verb do	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.0	0.0
67	Analytic negation	2.2	0.2	5.2	0.5	6.3	0.7	2.4	0.2	-	-	5.4	0.5	20.2	2.0	4.7	0.5
10	Demonstrative pronouns	0.6	0.1	2.3	0.2	1.4	0.1	0.0	0.0	-	-	1.8	0.2	0.0	0.0	1.3	0.1
49	Emphatics	0.0	0.0	1.8	0.2	0.7	0.1	1.0	0.1	-	-	0.0	0.0	10.1	1.0	1.1	0.1
6	First-person pronouns	66.4	6.6	15.1	1.5	18.3	1.9	18.4	1.9	-	-	5.4	0.5	80.8	8.0	23.4	2.4
9	Pronoun it	1.1	0.1	3.4	0.3	6.3	0.7	1.4	0.1	-	-	12.7	1.2	0.0	0.0	3.9	0.4
19	be as main verb	3.9	0.4	15.3	1.5	15.5	1.6	3.1	0.3	-	-	7.3	0.7	20.2	2.0	11.1	1.1
35	Causative adverbial subordinators	0.6	0.1	0.9	0.1	1.6	0.2	0.0	0.0	-	-	3.6	0.3	0.0	0.0	1.0	0.1
50	Discourse particles	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.1	0.0
11	Indefinite pronouns	1.1	0.1	1.4	0.1	1.9	0.2	1.7	0.2	-	-	0.0	0.0	30.3	3.0	1.7	0.2
47	Hedges	1.1	0.1	2.3	0.2	5.6	0.6	15.4	1.6	-	-	1.8	0.2	40.4	4.0	6.1	0.6
48	Amplifiers	2.2	0.2	4.7	0.5	6.3	0.7	10.6	1.1	-	-	1.8	0.2	0.0	0.0	6.0	0.6
34	Sentence relatives	1.1	0.1	1.1	0.1	0.9	0.1	0.7	0.1	-	-	0.0	0.0	0.0	0.0	0.9	0.1
13	Direct WH questions	0.0	0.0	0.0	0.0	0.5	0.1	0.3	0.0	-	-	0.0	0.0	0.0	0.0	0.2	0.0
52	Possibility modals	0.0	0.0	0.9	0.1	2.1	0.2	1.0	0.1	-	-	1.8	0.2	0.0	0.0	1.2	0.1
65	Independent clauses co-ordination	2.2	0.2	9.2	0.9	6.8	0.7	7.2	0.7	-	-	3.6	0.3	30.3	3.0	7.1	0.7
23	WH-clauses	0.0	0.0	0.0	0.0	0.2	0.0	4.1	0.4	-	-	0.0	0.0	0.0	0.0	0.9	0.1
61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	-	-	0.0	0.0	0.0	0.0	0.1	0.0
42	Total adverbs	0.6	0.1	7.0	0.7	8.7	0.9	6.8	0.7	-	-	67.2	6.2	0.0	0.0	8.9	0.9
	TOTAL	175.8	17.7	161.2	16.1	204.7	21.4	192.3	19.5	-	-	366.4	34.0	494.9	49.0	193.2	19.5
Informational Production - Negative Features																	
16	Total other nouns	197.7	19.7	195.9	19.8	137.4	14.2	125.7	13.0	-	-	34.5	3.2	101.0	10.0	156.8	15.9
44	Mean word length	5.0		4.9		5.0		5.0		-		6.2		4.5		5.0	
39	Total prepositional phrases	162.5	16.2	139.6	14.1	117.5	12.1	113.0	11.7	-	-	99.8	9.2	50.5	5.0	128.1	13.0
43	Type-token ration	17.9		15.9		16.3		17.5		-		15.7		37.0		8.7	
40	Attributive adjectives	89.3	8.9	77.5	7.8	77.3	8.0	100.4	10.4	-	-	45.4	4.2	10.1	1.0	82.0	8.3
4	Place adverbials	3.4	0.3	1.4	0.1	2.8	0.3	0.0	0.0	-	-	0.0	0.0	0.0	0.0	1.7	0.2
17	Agentless passives	7.3	0.7	18.0	1.8	19.9	2.1	24.2	2.5	-	-	72.6	6.7	30.3	3.0	20.7	2.1
27	Past participial postnominal clauses	27.9	2.8	8.8	0.9	5.4	0.6	4.1	0.4	-	-	0.0	0.0	0.0	0.0	8.8	0.9
	TOTAL	488.1	48.6	441.2	44.5	360.3	37.3	367.4	38.0	-	-	252.3	23.3	191.9	19.0	398.1	40.4

Note: The above total frequencies and % exclude type-token ratios (43) and mean word lengths (44).

Dimension 2 - Narrative Discourse versus Non-narrative Discourse

Biber's (1995) Co-occurring Linguistic Features		Overall															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Narrative Discourse - Positive Features																	
1	Past tense	5.6	0.6	31.7	3.2	9.4	1.0	3.1	0.3	-	-	0.0	0.0	0.0	0.0	14.2	1.4
8	Third-person pronouns (excl. it)	1.7	0.2	1.1	0.1	0.0	0.0	1.7	0.2	-	-	0.0	0.0	0.0	0.0	0.9	0.1
2	Perfect aspect	6.1	0.6	16.9	1.7	10.1	1.0	2.7	0.3	-	-	0.0	0.0	0.0	0.0	9.7	1.0
55	Public verbs	84.9	8.5	56.7	5.7	57.8	6.0	88.1	9.1	-	-	29.0	2.7	60.6	6.0	66.1	6.7
66	Synthetic negation	0.6	0.1	5.4	0.5	1.9	0.2	0.7	0.1	-	-	5.4	0.5	0.0	0.0	2.7	0.3
28	Present participial postnominal	7.3	0.7	2.5	0.3	2.8	0.3	1.4	0.1	-	-	0.0	0.0	0.0	0.0	2.8	0.3
	TOTAL	106.2	10.7	114.3	11.5	82.0	8.5	97.7	10.1	-	-	34.4	3.2	60.6	6.0	96.4	9.8
Non-narrative Discourse - Negative Features																	
3	Present tense	45.8	4.6	35.4	3.6	62.0	6.4	61.5	6.3	-	-	88.9	8.2	121.2	12.0	52.9	5.4
40	Attributive adjectives	89.3	8.9	77.5	7.8	77.3	8.0	100.4	10.4	-	-	45.4	4.2	10.1	1.0	82.0	8.3
	TOTAL	135.1	13.5	112.9	11.4	139.3	14.4	161.9	16.7	-	-	134.3	12.4	131.3	13.0	134.9	13.7

Dimension 3 - Situation-dependent Reference versus Elaborated Reference

Biber's (1995) Co-occurring Linguistic Features		Overall															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Situation-dependent Reference - Positive Features																	
5	Time adverbials	14.5	1.4	16.7	1.7	19.2	2.0	15.0	1.5	-	-	5.4	0.5	0.0	0.0	16.3	1.7
4	Place adverbials	3.4	0.3	1.4	0.1	2.8	0.3	0.0	0.0	-	-	0.0	0.0	0.0	0.0	1.7	0.2
42	Total adverbs	0.6	0.1	7.0	0.7	8.7	0.9	6.8	0.7	-	-	67.2	6.2	0.0	0.0	8.9	0.9
	TOTAL	18.5	1.8	25.1	2.5	30.7	3.2	21.8	2.2	-	-	72.6	6.7	0.0	0.0	26.9	2.8
Elaborated Reference - Negative Features																	
32	WH relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	1.8	0.2	0.0	0.0	0.1	0.0
33	Pied-piping relative clauses	0.6	0.1	0.2	0.0	0.0	0.0	0.3	0.0	-	-	10.9	1.0	20.2	2.0	0.8	0.1
31	WH relatives on subject position	0.6	0.1	1.6	0.2	0.5	0.1	0.3	0.0	-	-	1.8	0.2	0.0	0.0	0.9	0.1
64	Phrasal co-ordination	14.5	1.4	11.9	1.2	18.5	1.9	17.8	1.8	-	-	3.6	0.3	10.1	1.0	15.1	1.5
14	Nominalizations	145.7	14.5	129.7	13.1	146.6	15.2	130.8	13.5	-	-	210.5	19.5	70.7	7.0	139.8	14.2
	TOTAL	161.4	16.1	143.4	14.5	165.6	17.2	149.2	15.3	-	-	228.6	21.2	101.0	10.0	156.7	15.9

Frequencies (per 1,000 words) and Relative Percentages of Occurrence of Co-occurring Linguistic Features in Biber's (1988 and 1995) Six Dimensions of Variation for Moves

Dimension 4 - Overt Expression of Argumentation

Biber's (1995) Co-occurring Linguistic Features		Overall															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Overt Expression of Argumentation - Positive Features																	
24	Infinitives	19.5	1.9	12.4	1.3	22.9	2.4	57.0	5.9	-	-	0.0	0.0	60.6	6.0	25.6	2.6
54	Predictive modals	1.1	0.1	3.6	0.4	5.6	0.6	6.8	0.7	-	-	70.8	6.6	0.0	0.0	7.2	0.7
57	Suasive verbs	3.4	0.3	6.3	0.6	10.5	1.1	26.0	2.7	-	-	1.8	0.2	30.3	3.0	11.3	1.1
37	Conditional adverbial subordinators	0.0	0.0	1.1	0.1	0.9	0.1	2.4	0.2	-	-	5.4	0.5	30.3	3.0	1.6	0.2
53	Necessity modals	0.6	0.1	1.8	0.2	6.1	0.6	4.4	0.5	-	-	0.0	0.0	0.0	0.0	3.4	0.3
63	Split auxiliaries	0.6	0.1	6.1	0.6	8.0	0.8	3.4	0.4	-	-	67.2	6.2	0.0	0.0	7.7	0.8
52	Possibility modals	0.0	0.0	0.9	0.1	2.1	0.2	1.0	0.1	-	-	1.8	0.2	0.0	0.0	1.2	0.1
	TOTAL	25.2	2.5	32.2	3.3	56.1	5.8	101.0	10.5	-	-	147.0	13.7	121.2	12.0	58.0	5.8
Not Overt Expression of Argumentation - No Negative Features																	

Dimension 5 - Non-abstract Style versus Abstract Style

Biber's (1995) Co-occurring Linguistic Features		Overall															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
Non-abstract Style - No Positive Features																	
Abstract Style - Negative Features																	
45	Conjuncts	3.9	0.4	16.0	1.6	14.3	1.5	12.3	1.3	-	-	1.8	0.2	10.1	1.0	12.6	1.3
17	Agentless passives	7.3	0.7	18.0	1.8	19.9	2.1	24.2	2.5	-	-	72.6	6.7	30.3	3.0	20.7	2.1
26	Past participial adverbials clauses	1.1	0.1	2.5	0.3	2.3	0.2	0.7	0.1	-	-	0.0	0.0	0.0	0.0	1.8	0.2
18	by-passives	1.1	0.1	2.9	0.3	2.1	0.2	0.7	0.1	-	-	0.0	0.0	0.0	0.0	1.8	0.2
27	Past participial postnominal clauses	27.9	2.8	8.8	0.9	5.4	0.6	4.1	0.4	-	-	0.0	0.0	0.0	0.0	8.8	0.9
38	Other adverbial subordinators	1.7	0.2	4.1	0.4	5.2	0.5	2.0	0.2	-	-	0.0	0.0	0.0	0.0	3.5	0.4
	TOTAL	43.0	4.3	52.3	5.3	49.2	5.1	44.0	4.6	-	-	74.4	6.9	40.4	4.0	49.2	5.1

Dimension 6 - On-line Informational Elaboration Marking Stance versus Not On-line Informational Elaboration Marking Stance

Biber's (1995) Co-occurring Linguistic Features		Overall															
		Move 4		Move 5		Move 6		Move 7		Move 8		Move 9		Move 10		Total	
code	Linguistic Features	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%	frequency	%
On-line Informational Elaboration Marking Stance - Positive Features																	
21	that verb complements	6.1	0.6	9.5	1.0	10.3	1.1	2.4	0.2	-	-	3.6	0.3	0.0	0.0	7.5	0.8
51	Demonstratives	1.7	0.2	12.2	1.2	14.3	1.5	16.7	1.7	-	-	7.3	0.7	0.0	0.0	12.1	1.2
30	that relative clauses on object	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.1	0.0
22	that adjective complements	0.0	0.0	0.0	0.0	0.7	0.1	0.0	0.0	-	-	0.0	0.0	0.0	0.0	0.2	0.0
61	Stranded preposition	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.0	-	-	0.0	0.0	0.0	0.0	0.1	0.0
20	Existential there	0.0	0.0	2.7	0.3	0.7	0.1	0.0	0.0	-	-	3.6	0.3	30.3	3.0	1.4	0.1
10	Demonstrative pronouns	0.6	0.1	2.3	0.2	1.4	0.1	0.0	0.0	-	-	1.8	0.2	0.0	0.0	1.3	0.1
32	WH relatives on object position	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	1.8	0.2	0.0	0.0	0.1	0.0
	TOTAL	8.4	0.9	26.9	2.7	27.4	2.9	19.4	1.9	-	-	18.1	1.7	30.3	3.0	22.8	2.2
Not On-line Informational Elaboration Marking Stance - Negative Features																	
64	Phrasal co-ordination	14.5	1.4	11.9	1.2	18.5	1.9	17.8	1.8	-	-	3.6	0.3	10.1	1.0	15.1	1.5
	TOTAL	14.5	1.4	11.9	1.2	18.5	1.9	17.8	1.8	-	-	3.6	0.3	10.1	1.0	15.1	1.5