INTERDISCURSIVITY OF INCIDENT REPORTS IN AN
OIL AND GAS COMPANY AND ITS IMPLICATIONS
FOR ENGLISH FOR SPECIFIC PURPOSES

NOR AINI ABDUL RAHMAN

UNIVERSITI TEKNOLOGI MALAYSIA

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NOR AINI ABDUL RAHMAN

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To my family.

Thank you for your love, support and understanding

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ABSTRACT

Professional communication ensures efficiency in the professional world. In understanding the professional world, discursive realities such as the use of professional genres, professional cultures and professional practices need to be highlighted. This will help to prepare learners for the real world as calls have been made to bridge the gap between what the academic programmes offer and what the professional world requires. One approach that will be able to bridge the gap is Interdiscursivity approach which refers to the relationship that a discourse has with other discourses in realizing the meaning of professional genres. Apart from that, text-external boundaries which referred to professional genre, cultures and practices are also essential in discovering why professional genres are written in a particular manner. Data for the study were collected from three sources. Firstly, a survey was conducted among 100 oil and gas engineers to identify the communicative acts performed at work such as using email, faxes, writing letters and preparing reports. Secondly, an interview was conducted with seven engineers in order to obtain qualitative data on text-external boundaries that influence the writing of the incident reports. The final data were the analysis of 15 incident reports. Data from the survey was analyzed using SPSS, the reports were analyzed using Create A Research Space (CARS) Model and text-external boundaries were analyzed using a coding procedure. Findings from the survey suggested that respondents were involved in morning briefings, giving instructions and explanation, making work-related telephone calls, writing reports, sending and receiving emails and attending meetings. Analysis of incident reports indicated that they contained descriptive, informative and instructional functions. Findings from the interview showed that text-external boundaries found in the reports were related to the safety culture of the company. Overall, the study indicated the need for a critical study of the professional world by focusing on Interdiscursivity as an interaction between professional genre, professional cultures and professional practices.

ABSTRAK

Komunikasi profesional memastikan kecekapan dapat dicapai dalam bidang professional. Dalam memahami bidang professional, kenyataan diskursif seperti pengunaan genre professional, budaya dan amalan perlu ditekankan. Ini memberi peluang kepada pelajar untuk mengenali dunia sebenar bagi merapatkan jurang antara program akademik dan keperluan dalam bidang profesional. Salah satu pendekatan yang boleh merapatkan jurang ini boleh dilakukan melalui pendekatan *Interdiscursivity* iaitu pendekatan yang merujuk kepada hubungan antara wacana dengan wacana yang lain dalam merealisasikan makna genre profesional. Dalam kajian kualitatif ini, satu kajian telah dijalankan untuk mengenalpasti fungsi *Interdiscursivity* laporan kemalangan yang telah diambil dari sebuah syarikat gas dan minyak Selain itu, peranan faktor luaran yang merujuk kepada genre professional, budaya dan amalan juga penting dalam mencari sebab mengapa genre professional ditulis mengikut cara tertentu. Data untuk kajian dikumpulkan daripada tiga sumber. Pertama, kajian telah dijalankan dalam kalangan 100 orang jurutera minyak dan gas untuk mengenal pasti tindakan komunikatif yang dilakukan ditempat kerja seperti menggunakan e-mel, faks, menulis surat dan menyediakan laporan. Kedua, temubual telah dijalankan terhadap tujuh orang jurutera untuk mendapatkan data kualitatif berdasarkan faktor luaran yang mempengaruhi penulisan laporan kemalangan. Data yang terakhir merupakan analisis daripada 15 laporan kemalangan. Data daripada kajian dianalisis menggunakan SPSS, laporan kemalangan dianalisis menggunakan *Model CARS (Create A Research Space)* dan faktor luaran dianalisis menggunakan prosedur pengekodan. Hasil daripada kajian mendapati bahawa responden telah terlibat dalam taklimat pagi, memberi arahan dan penjelasan, membuat panggilan telefon yang berkaitan dengan kerja, menulis laporan, menghantar dan menerima e-mel dan menghadiri mesyuarat. Analisis laporan kemalangan menunjukkan bahawa ia mengandungi fungsi deskriptif, bermaklumat dan arahan kerja. Hasil dari temubual menunjukkan bahawa faktor luaran yang didapati dalam laporan berkaitan dengan budaya keselamatan syarikat. Secara keseluruhan, kajian ini menunjukkan keperluan untuk menyelidik bidang professional dengan memberi tumpuan kepada *Interdiscursivity* sebagai interaksi antara genre professional, budaya profesional dan amalan profesional.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATIONS

CARS	-	Create A Research Space
CDA	-	Critical Discourse Analysis Theory
CL	-	Critical Linguistics
CDS	-	Critical Discourse Studies
CGA	-	Critical Genre Analysis Theory
DC	-	Discourse Community
EGP	-	English for General Purposes
ESP	-	English for Specific Purposes
GA	-	Genre Analysis
GT	-	Genre Theory
HSEQ	-	Health, Safety, Environment and Quality
HSEQG	-	Health, Safety, Environment and Quality Guidelines
JSA	-	Job Safety Analysis
O&G	-	Oil and Gas
SFL	-	Sytemic Functional Linguistics
TESP	-	Teaching English for Specific Purposes

LIST OF APPENDICES

CHAPTER 1

INTRODUCTION

1.1   Introduction

Professional communication is essential for effective functioning of every part of an organization. With the advent of modern technology, skilled communicators and professionals are needed to meet the changing communicative needs of the professional world (Burnett et al., 2014). With the communicative needs in mind, Kreitner and Kinicki (2008) state that verbal and written communication is important in the workplace and everyone's communication skills affect both personal and organizational effectiveness. The authors further state that communication is not only about the sending and receiving of messages but involves other important factors such as planning, organizing, directing and leading.

To add to the discussion about communication further, Rousseau (1998) believes that effective communication may promote a greater sense of belonging to an organization. Similarly, Miller (1989) contends that professional communication is centered on human behavior in a community. On that note, Dickson and DeSanctis (2001) state that due to the profound changes in the workplace, employers are increasingly expecting employees to have effective oral and written communication skills as these skills are important in recruiting personnel, fostering career success and enhancing the quality of life. Similarly, Reinsch (2001) adds that "communication is as fundamental to business as carbon is to physical life" (pp. 20) while Richards (1998) describes communication as an instrument that ties the organization and its people together.

The views cited show that communication is important in achieving organizational goals and success. Following that, many studies were carried out in an attempt highlight the importance of professional communication. For instance, Lehtonen and Karjalainen (2008) investigated the language needs of university graduates from employers' perspective. They interviewed 15 Finnish employers (town councils, state offices, universities or other institutions of higher education, the Lutheran Church of Finland, NGOs, and private or state-owned companies) and asked various matters related to language use at work. Results showed that in a workplace, foreign language skills were regarded as a basic requirement and employers set high demands on language skills. Subject expertise alone was no longer sufficient as the ability to communicate verbally and in writing in one's mother tongue and also in other languages was mandatory.

In a study among 24 companies in the government and banking, insurance, manufacturing, service and retail industries, Crosling and Ward (2002) found that a wide range of communicative events took place in the companies to ensure work effectiveness and efficiency. These events included discussions, persuading colleagues, giving feedback, networking, explaining, instructing and demonstrating.

Another large scale study among 1105 employers revealed that apart from technical skills, other skills that were highly valued by employers included creativity and flair, enthusiasm, capacity for critical and independent thinking, flexibility and adaptability, personal presentation and grooming, problem solving skills and oral business communication skills (AC Nielsen Research Services, 2000).

Findings from those studies suggested that besides technical and personal development abilities, communication skills were highly sought after by employees. The skills seemed to be important indicators for potential employees as those skills would enable meaningful participation in meetings, oral presentations, or project management. Besides that, communication skills were required to achieve personal and professional goals in the real world. Hence, apart from technical knowledge, communication skills were very much needed in the professional world. These skills have shown that organizations were interested in a workforce that was able to communicate within the firm, customers, vendors and international business partners. With global business transactions continually increasing, the need for effective communication to meet global demands is also increasing.

Bhatia (2010) asserts that professional communication in the professional world is translated through various professional genres. Among them are emails, letters,

minutes of meeting and reports. For the present study, it aims to analyze incident reports in order to identify the generic structures and Interdiscursivity functions found in them in order to see how professional practices are reflected in the reports. Incident reports are reports produced when incidents happen. The incidents could be equipment failure, injury/death of employees and natural disasters. The reports will state the causes of the incidents and how to prevent them.

Since literature on incident reports are scarce, what follows will be a discussion on various types of reports commonly found in the professional world. By doing this, it will highlight the importance of the genre in translating organizational practices in keeping with the aim of the present study.

To start off the discussion, a common genre in the medical community is medical case reports (Cianflone, 2011). The author further states that these reports deal with a clinical condition and its care such as new diseases or first reports of viruses' mutations and related therapies and prognoses of unexpected symptoms evidenced in patients' treatment, descriptions or examples of best practices. Cianflone further contends that medical experts consider this report as the cornerstone of medical literature with a strong educational value in present day evidence-based medical practice for students and medical practitioners. The reports serve as early warning signals of adverse effects in therapies, provided detailed accounts of what could go wrong in medical practice or they could offer a description of groundbreaking experimental techniques.

The next type of report is corporate annual report which refers to a report of the company's activities during the preceding fiscal year (Bhatia, 2010). Bhatia explains the report are intended to provide shareholders as well as the company's other stakeholder groups with information concerning the health and performance of the company. Bhatia further adds that for stock-listed companies, the preparation and disclosure of corporate annual reports are required by the law.

Another type of reporting genre which is gaining importance is news reports (Lavid et al., 2010). The authors contend that this genre is grounded in communicative events such as speeches, interviews and press releases. They act primarily to represent the points of view of various external sources. They are classified as communicatively-based rather than event based. The authors further assert that a news report should strive to remain objective and should use neutral language while presenting a diversity of opinions, voices, and perspectives of the event, incident, or issue under discussion as the main communicative purpose of news reports is informative.

Damage reports (Dzeverdanovic, 2009) refer to the damage suffered by a ship when it is involved in an accident. Dzeverdanovic further states that since surveyors prepare the reports, the surveyor's task could be sometimes compared with that carried out by police inspectors, investigating the scene of the crime. After the ship has suffered damage, it is the surveyor who must take into consideration a variety of facts and take a rather forensic approach to the whole situation.

Moving on, Yeung (2007) gives an overview of business report as an increasingly important genre in the professional world. Yeung further states that business reports are one of the most commonly taught genres in the English curricula for native as well as non-native speakers. Business reports are taught primarily based on the model of scientific reports using a standardized format, complete with Summary, Introduction, Objectives, Methods, Results, Discussions, Conclusions, and Recommendations sections. In line with scientific reports, the style of business reports is supposed to be stark, concise, and objective, following the same tenets as the hard sciences and therefore sharing similar characteristics.

The author further contends that a particular discourse community normally evolve its own style and patterns of communication and the business community may have rather dissimilar communicative needs to those of the academic disciplines. The business community may have developed a genre that is very different than research article which is developed for the particular audience of scientific academia. Although there have been calls for research, the teaching materials used for business report writing have been dependent on intuition and professional experience, rather than led by research (St. John, 1996).

Yeung further asserts that the lack of genre studies on business reports is regrettable probably due to the difficulty in obtaining a corpus of authentic business reports. Added to this is the problem of diversity which exists in the different formats and types of business reports used in the business community. Such diversity leads to some difficulties experienced by researchers with business documents in general and business reports in particular. These constraints explain why there have been very few studies on business reports.

Therefore, from the review on different types of reporting genres, it is shown that reports are becoming an important part of the professional world. Studying this particular genre would give a better insight into the professional world and its community. As attested by Bhatia (20101) reports have an important role in reflecting the professional cultures of a discourse community.

1.2   Background of the Study

The section above showed the importance of communication in the professional world. In the oil and gas industry, communication is also crucial as it is a high-risk industry. One fundamental issue in the industry is communication about safety matters (Mearns and Yule, 2009). Mearns and Yule further state that communication must be done as accurately possible and they cite several well-publicized inquiries into major disasters such as Piper Alpha (UK), Alexander Keilland (Norway), Longford (Australia) which have focused attention on communicating about safety issues. The authors further contend that a prime assumption in the safety literature is that the workforce's safe or unsafe behavior is a function of the organization's prevailing safety culture.

The authors' views have brought the importance of Health, Safety, Environment and Quality Guidelines (HSEQG) into the picture. Mearns and Yule, (2009) contend that HSEQG provide a framework for developing an integrated health, safety, environmental and quality management system for use in reducing the risks associated with offshore and onshore activities. In addition, the HSEQG provide the worldwide drilling industry with a means of harmonizing global health, safety and environmental principles applicable to drilling units into a single methodology tailored to the drilling contractor community.   HSEQG framework will greatly assist regulatory bodies, drilling contractors, and oil and gas producers in achieving higher degrees of personnel safety and environmental protection worldwide. The authors further state that HSEQG are gaining worldwide acceptance and exposure not only in Northwest Europe and Australia, but also in Cuba, Canada, Angola, South Africa and Trinidad and Tobago As large, multinational oil and gas operators acknowledge the importance and benefits of the HSEQG, their use may expand to other oil and gas provinces around the world.

Judging from the importance of HSEQG in the oil and gas sector, it is apparent that safety is given a top priority by organizations involved in the sector. As such, use of HSEQG can assist regulatory authorities when evaluating organizations' safety management programs because the guidelines can provide them assurance that risks are minimized. Since the HSEQG from the company under study is not available due to its confidential nature, a sample of HESQG obtained online from another oil and gas company, ASCO, can be seen in Figure 1.1 below.

ASCO HSEQ Policy Statement

ASCO is committed to protecting the health and safety of everybody involved with our activities, the people who come into contact with our operations and the health and sustainability of the environments in which we operate. We aspire to high standards of practice through a process of continual improvement and the adoption of international codes and standards.

Through the ASCO Integrated Management System (AIMS), we have established a framework to ensure that risks are identified, controlled and communicated in all areas of our operations with the goal of achieving a high quality service with no personal injuries, asset or environmental damage.

To meet this commitment we will implement management systems in our operations that accord with the requirements of our health, safety and environmental standards and strive to:

- develop and implement a rigorous and systematic approach to health, safety, quality and environmental management within relevant legislation, standards and other requirements of the countries in which we operate

- empower all our employees and contractors to STOP any activity they consider a threat to health, safety or the environment

- ensure that our safety goals and standards are understood by everyone, through the process of consultation; listening and responding openly to our employees, contractors, clients, neighbours, regulators, public interest groups and other stakeholders. This will ensure all opinions are included in the decision making processes as relates to workplace health and safety and environmental protection

- set clear and measurable objectives and targets to ensure continuous improvement in health, safety, environmental and the quality of service delivery

- review and monitor our performance, recognising those who contribute positively to this improvement and openly report on our performance, providing full transparency to all our stakeholders

- provide appropriate training, equipment and facilities to enable our employees to carry out their work competently in a professional and safe manner

- ensure tested response procedures and resources are in place to minimise the impact of any incident or emergency situation

- empower management to lead health and safety, environmental and service delivery performance and authorise them to take immediate action to remove or control safety or environmental

- hazards when they are identified include health, safety, quality, environmental competences and performance in the appraisal of all employees and core contractors

- regularly review the suitability and effectiveness of this policy, our management systems, targets and objectives

Responsibility and implementation

Responsibility for compliance with this policy lies with the Group Chief Executive, the Executive
Management Team and their respective Business Unit Directors. It is also the responsibility of individuals to make themselves aware of health and safety risks and to take measures to reduce this risk.

Alan Brown

Group Chief Executive Officer

HSEQ POL01, Rev04, 24 Aug 2015

Figure 1.1: Sample of HSEQ Policy (Source:http://www.ascoworld.com)

Apart from safety, Skogdalen et al. (2011) assert that issues that need to be addressed in the industry are cost, planning, operational aspects, well incidents, operators' well response, operational aspects and status of safety of critical equipment is crucial. The authors further state that these issues need to be addressed because these areas are essential in developing and monitoring the industry.

O'Dea and Flin (2001) further contend that in terms of outstanding safety issues, it appears that improvements still need to be made in a number of areas related to the industry such as the standardization of safety culture, the harmonization of safety practices and procedures across the industry, improved workforce competency and increased workforce involvement in safety activities and decision making.

From the views presented, it is clearly shown that safety is an inherent aspect in the industry. This can be attested by the researcher's experience in collecting data for the current study. Among proposed data collection method for this study was observation. However, it was not possible to do so as the condition of the worksite was very hazardous. The researcher was taken to the site and saw from far the dangerous nature of the project undertaken. Only authorized personnel was allowed on the site as there was welding work being done and sparks from the activity flew everywhere. There was heavy equipment going up and down the turret. The scene at the site has proven how important safety is in the industry.

Following that, there were numerous investigations conducted on the safety climate in the industry. For one, Eckhardt (2001) reviewed the causes of accidents at the workplace and found that many accidents were resulted from unsafe acts or unsafe conditions of employees, equipment and management. Alexander et al. (1995) reported that management commitment to safety was the dominant factor of safety climate for UK offshore workers. Rundmo (1994) examined the association between organisational factors and safety in the Norwegian off-shore environment and found that employee perceptions of greater management commitment to safety and a priority of safety over production goals were an important predictor of employee satisfaction.

In order to gain an insight into the industry and to provide a direction for the present study, three specialist informants, Mr. Barry Cattanach (SOFEC Engineering), Mr. Donald McDowell (Frank's International), and Mr. Paul Fox (Bibby Offshore) were consulted in an attempt to gain a better insight into the industry. They were asked what mattered most in the oil and gas industry. They stated that since oil and gas was a service industry, priority was to ensure enough supply of oil and gas to their clients. Apart from that, since it was a high-risk industry, they need to ensure safety at the

workplace. Incidents like oil spill must be avoided at all costs because their clients would have to pay a high penalty and compensation for such disaster. Other incidents such as loss of life or equipment failure must be contained also. Those incidents must be reported as accurately as possible due to several factors. They included the valuing employees' live, avoiding damage to expensive equipment used in the industry, avoiding their clients' financial loss and avoiding bad reputation as a service provider. The informants added that their reputation as a service provider would be at stake if there were too many incidents happened. They further stated that they had to update the progress of the projects undertaken to the company and their clients through progress reports.

Apart from progress report, another important document that they need to prepare was incident reports. The informants pointed out that incident reports reflected how an oil and gas company view the importance of safety as this reporting genre must include details of the incident and how to overcome incidents. The informants further stated that there were two main reasons for writing incident reports. Firstly, to provide details of incidents and secondly to provide measures to prevent future incidents. They further stated that incident reports were closely linked to aims and values of the company and the reports were needed for continuous improvement, safety compliance and tracking purposes.

In relating the informants' views to the present study, there is a need to look at how the oil and gas community shapes its own distinctive communicative practices. Thus, the notion of Interdiscursivity (Fairclough, 1992; Bhatia, 2010; Lam, 2013) comes into the picture. Bhatia (2010, 2012), for instance, states that an important feature of reporting genres is their high level of Interdiscursivity because they can be contextualized through references to other genres, discourses, practices and cultures. Thus, Interdiscursivity is better able to explain why a genre is written the way it is written.

As an illustration of the notion of Interdiscursivity, a press release on a product or service can be used to translate organizational objectives such as for publicity, promotions, announcements and accomplishments. This can be achieved through the different discourse types used in the genre: publicity discourse, promotional discourse and announcement discourse. Different discourse types used in a professional genre are known as having interdiscursive element which helps in achieving the communicative purpose of a genre (Bhatia, 2010). Bhatia further asserts that this communicative purpose is known as Interdiscursivity function.

To take the discussion on the notion of Interdiscursivity further, Interdiscursivity is concerned with the dynamic interaction between genres, discourses, practices and cultures as they are inherent properties of any text (Bhatia, 2010; Candlin and Maley, 1997; Fairclough, 1992). Furthermore, Swales (1990) emphasizes that in order to be highly functional members of a discourse community, individuals need to understand a variety of written genres and how context is incorporated into them. Bhatia (1993) strongly supports the view by recommending that language use in professional writing should be examined through the context in which it is used rather than from textual approach alone. Bhatia (2010) refers to context as text-external boundaries which consist of three elements: professional genres, professional practices and professional cultures. These boundaries will have significant contribution on how professional genres are written as he has shown in his study on annual reports.

Thus, the importance of text-external boundaries in understanding the professional world has shown the need for an increased emphasis on teaching English for use beyond the classroom is strengthened by calls made to bridge the gap between what the academic programmes offer and what the professional world requires (Bhatia, 1994). Hence, ESP courses should equip learners with not only linguistic knowledge but also communicative knowledge in professional settings.

Similarly, St John (1996) states that a learner's lack of awareness of the reader's perspective and the purpose of texts have negative influence on textual construction. This view has suggested that that contextual knowledge in constructing professional texts in specific situations needs to be emphasized.

The views presented have shown that although learning to communicate at the workplace would happen outside the classroom, the process could be made more effective and systematic through formal instruction. This could be addressed by workplace-oriented English for Specific Purposes (ESP) programmes which could prepare learners on how to communicate in the real world. However, to prepare learners for effective communication in the real world, ESP practitioners need to understand what makes effective communication in an organization. The practitioners need to understand the process of information flow and the participants involved in a communication exchange. More than that, they need to understand the culture and subcultures that influence communication in the professional context. This has been highlighted by Bhatia (2010) on professional communication, Swales (1990) on discourse community, Widdowson (1998) on communication, community and culture

and Bremmer (2008) and Louhiala-Salminen (1996) on teaching learners the language used in real settings.

On that note, based on the call to bridge the gap between classroom practices and the professional practices, many studies have been carried out to address the gap. Among these studies were on the use of email in the workplace (Mohd. Jan and Chong, 2003), the use of memo in the workplace (Forey, 2004) and communication needs in the workplace (Sullivan and Girginer, 2002).

From the studies cited, a few points can be highlighted. Firstly, it is important to understand the essentials of professional communication. This will ensure meaningful participation in the professional community. Besides that, the studies have pointed out that ESP practitioners need to understand further what is required by the professional community in preparing learners for the real world. In doing so, ESP practitioners need to be aware that professional genres are used to highlight professional practices as suggested by the notion of Interdiscursivity.

Bearing that in mind, it is apparent that production of professional genres is an intricate and highly complex process. It is not merely about putting and organizing thoughts into words or appropriating the correct linguistic system to express ideas. Rather, it incorporates professional practices and cultures in achieving organizational objectives. ESP practitioners have an important role to play in ensuring professional genres are written the way they should be written.

1.3   Interdiscursivity and the Present Study

This study aims to analyze incident reports obtained from an oil and gas company and it draws primarily on the notion of Interdiscursivity proposed by Bhatia (2010). It will adopt the socio-pragmatic space based on three-space model proposed by Bhatia. It will also investigate text-external boundaries of the incident reports analyzed. This study will define Interdiscursivity as the dynamic interaction between text, genres, discourses, practices and cultures which suggests that organizational norms have a significant influence on how a genre is written (Bhatia, 2010)

Bhatia (2004; 2010; 2012; 2014) and Bhatia et al. (2013) contend that Interdiscursivity is concerned with the dynamic interaction between text, genres, discourses, practices and cultures which suggested that organizational norms had a

significant influence on how a genre was written. He further argues that the notion is not "sufficiently developed to investigate some of the complexities we find in discursive and professional practices within genre analytical literature" (Bhatia, 2010, p.35). He proposes that the complexities can be addressed through a three-space multidimensional and multi-perspective model for analysing written discourse and highlights the importance of context in a discourse (Bhatia, 2004). He asserts that these concepts would help a discourse analyst to interpret professional discourse through his three-space multidimensional and multi-perspective model for analysing written discourse. The three overlapping concepts of space are textual, socio-pragmatic and social spaces.

Textual space refers to a process of constructing, interpreting, and exploiting sets of professional genres embedded in professional culture contexts.

Socio-pragmatic space refers to socio-cultural and institutional dynamics which are negotiated and played out to achieve professional objectives. He asserts that it is not a physical space used and exploited by specialists in various disciplines, organizations, institutions and professions in the construction and interpretation of specialized communication. Rather, in this space specialists in professions appropriate semiotic resources from other discourse contexts and genres to achieve their discursive ends for the construction, dissemination and consumption of meaning, making the notion of discursive space essentially interdiscursive. This dynamic exploitation of interdiscursive socio-pragmatic space is as much a matter of acquisition of professional expertise as that of discursive performance in specific professional contexts.

Social space focuses on the genre, the nature of which is based on text-external factors, including appropriations of disciplinary and genre conventions to create mixed, and embedded genres. It is also concerned with genre conventions that make the texts possible in order to know 'who contributed what, when, how to the on-going interaction.

He refines this model six years later (Bhatia, 2010) by stating that besides the three-space concepts in analyzing a professional discourse, it is also found that most forms of professional discourse operated simultaneously within and across four somewhat different but overlapping levels in order to construct and interpret meanings in typical professional contexts. These levels are known as textual, genre, professional practice and professional culture. The levels can be seen in Figure 1.2 below.
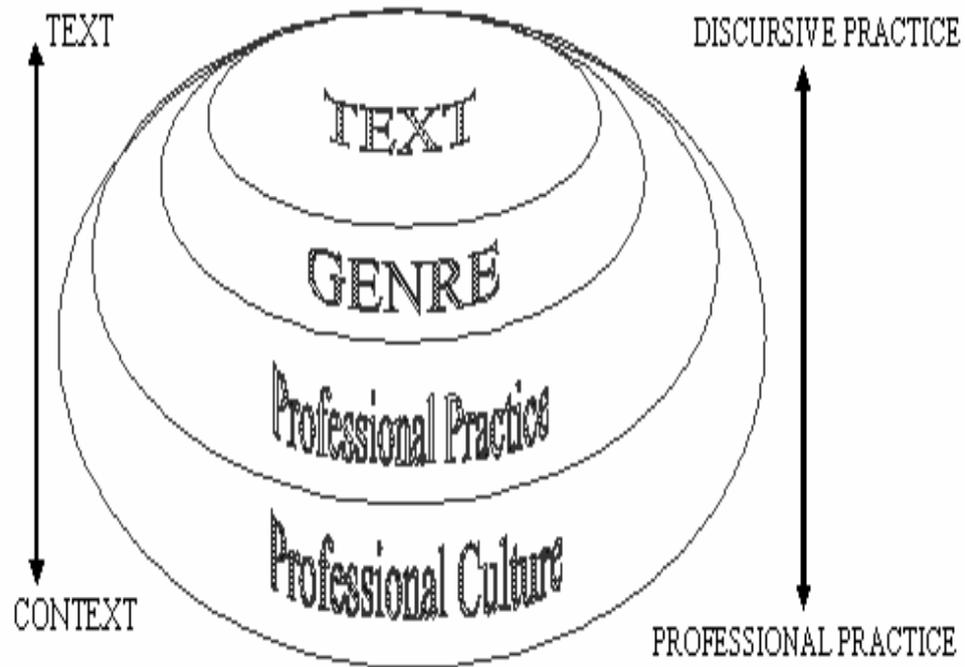
Figure 1.2: Patterns of Discourse Realisation in Professional Contexts (Bhatia, 2010, pp. 34)

He further adds that besides those levels, professional discourse is bound by two types of analysis: text-context relationship and discursive-professional practice relationship. Text-context relationship results from text-internal semiotic resources and constraints known as Intertextuality; suggesting that language used in a genre was analyzed for textual features. However, he asserts that there is a need to shift attention from textual features of a genre to a more comprehensive text-external semiotic resources which he termed as Interdiscursivity. These resources refer to institutional norms such as the conventions that constrain generic constructs, professional practices, and specific disciplinary cultures. He further asserts that these resources primarily include three kinds of factors in realizing the purpose of a genre: discursive practices, discursive procedures and disciplinary cultures.

Discursive practices are the results of specific professional procedures which are embedded in specific professional cultures. Discursive practices include factors such as the choice of a particular genre to achieve a specific objective and the appropriate and effective mode of communication associated with such a genre. Discursive procedures

are factors associated with the characteristics of participants who were authorized to make a valid and appropriate contribution; participatory mechanism, which determined what kind of contribution a particular participant is allowed to make at what stage of the genre construction process; and the other contributing genres that had a valid and justifiable input to the document under construction. Both these factors, discursive practices and discursive procedures, inevitably take place within the context of the typical disciplinary and professional cultures to which a particular genre belongs. Disciplinary and professional cultures determine the boundaries of several kinds of constraints in a genre such as generic norms and conventions, professional and disciplinary goals and objectives, and the questions of professional, disciplinary and organizational identities.

With the resources explained, it can be said that Interdiscursivity is an appropriation of generic resources in which expert professional writers operate within and across generic boundaries. This creates new but essentially related or hybrid discourse forms to give expression to their private intentions within socially accepted communicative practices and shared generic norms (Bhatia, 2010). Bhatia further suggests that these intentions could be profit maximization or persuasion.

1.4   Statement of Problem

The previous sections have shown that communication is important in the professional world in order to achieve organizational objectives. There is, however, a gap between what is taught in ESP classroom and what the professional world demands. The gap lies partly in the fact that ESP focuses on "text" (Intertextuality) while professional communication focuses on "context" (Interdiscursivity) (Bhatia, 1994; 2008; 2010). Bhatia (2010) further adds that while Intertextuality has been widely studied (e.g. Kristeva, 1980; Foucault; 1981; Bakhtin, 1986; Fairclough, 1995), Interdiscursivity needs to be investigated further as it explains how texts are influenced by professional practices and cultures (Bhatia, 2010). Since professional texts are analyzed in isolation, students who are placed in professional settings can produce professional texts but they are still unaware of the discursive realities of the professional world (Bhatia, 2008). Bhatia further explains that discursive realities refer to organizational cultures and practices. With this challenge, ESP practitioners need to be aware that discursive realities are essential in producing professional genres. Therefore, learners need to be prepared to

produce professional genres with the suitable discourse types which can highlight the discursive realities of the professional world. Then only the communicative purpose of a genre can be realized. As an example, a news report is a genre which is produced to highlight achievements of an organization. Since it is a public genre, it is important that an organization is seen in a favorable light. Therefore, the genre should reflect the professional cultures and practices that protect the company's image. The discourse types used in the genre should hide flaws and shortcomings so that a positive image can be projected (Erjavec, 2004).

With that view in mind, the present study will identify Interdiscursivity functions of incident reports of an oil and gas company in order to fill the following gaps. Firstly, there is a need to investigate professional genre through Interdiscursivity approach rather than through textual analysis approach because textual approach is no longer sufficient to explain the discursive realities of a professional community (Bhatia, 2010).

Secondly, based on a survey of articles in ISI-indexed journals for the past five years such as Discourse and Communication, English for Specific Purposes Journal, Journal of Cambridge Studies, Sino-US English Teaching, CAADAD and IBERICA, it was found that there was no known studies on incident reports. Rather, there were studies conducted on online group buying deals (Lam, 2013), request email (Ho, 2011), annual report (Bhatia, 2010) and political speech (Foxlee, 2009). The importance of studying such genre lies in the fact that any incidents reported should have clear description of the causes, preventive measures and consequences to bear when safety procedures are violated.

Thirdly, the journal articles showed that there were no attempts made to investigate the text-external boundaries that influenced the writing of professional genres. Therefore, this study has made an attempt to create interview questions related to those boundaries that would influence the writing of the incident reports for the present study.

Finally, the journal articles also showed that professional communication in the oil and gas community was still under researched. Thus, there is a need to investigate how this particular discourse community communicates as it will provide an insight into one of the most important industries in the world.

Therefore, based on the gaps identified, this study will highlight how incident reports are written through Interdiscursivity approach. This approach will show that the genre produced will depend on the interaction of various professional practices and cultures which a textual approach may miss out (Bhatia, 2010). By filling these gaps,

this study helps to shed more light on the notion of Interdiscursivity of one particular discourse community.

1.5   Objectives of the Study

Based on the gaps identified in the previous section, the objectives of this study are:

1.5.1   General Objective

This study attempts to propose an Interdiscursivity framework for reporting incidents in the oil and gas company.

1.5.2   Specific Objectives

Specifically, this study aims to

1. Identify the generic structures, in terms of moves and characteristics, of incident reports obtained from an oil and gas company
2. Identify the Interdiscursivity functions of incident reports obtained from an oil and gas company
3. Identify the text-external boundaries that influence the writing of the incident reports.

1.6   Research Questions

The following are the research questions for this study:

1. What are the generic structures, in terms of moves and characteristics, of incident reports obtained from an oil and gas company?
2. What are the Interdiscursivity functions of incident reports obtained from an oil and gas company?
3. What are the text-external boundaries of the company that influence the writing of the incident reports?

1.7   Scope of the Study

This section will highlight the scope of the study. Firstly, this study obtained its data from one industry only; oil and gas. The main business of the company under study was building turrets for its international clients.

Secondly, the genre under study was confined to incident reports only and no other documents were analyzed. This is due to confidentiality and legal issues related to obtaining other documents.

Thirdly, data for this study were collected through three methods of data collection only: preliminary study, analysis of incident reports and interview with seven personnel from the Operations Department of the oil and gas company.

Finally, the Interdiscursivity functions were analyzed from socio-pragmatic space as suggested by Bhatia (2010) in his notion of Interdiscursivity. Textual and social spaces were not taken into account in the present study as they were not related to achieving Interdiscursivity functions of the genre under study.

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1.8   Limitations of the Study

In conducting this study, there were limitations faced. Firstly, due to legal constraints, actual incident reports were not obtained. Instead, a summary of the reports were provided for this study. To facilitate genre labelling, the summary of incident reports obtained were known as Incident Reports.

Secondly, other supporting documents such as emails or minutes of meeting were not given as they were deemed confidential. Should they be available, there will be more conclusive findings when the reports were analyzed and the interview data coded.

Apart from that, after taking into consideration the hazardous environment surrounding the project undertaken by the company under study, long-term observation was not possible at the work site. The working environment was just too dangerous for long-term observation and the company did not want be responsible for the safety of people who were not employed by the company.

Next, due to lack of literature pertaining to text-external boundaries, the preparation and discussion of interview questions were limited to the views offered by Bhatia (2010) only.

Finally, the researcher did not get permission to state the name of the injured employee, the client's name, vessels and ports where the incidents occurred. The constraints were due to legal and confidentiality matters.

1.9   Significance of the Study

This study was carried out with some significance. Firstly, it has shed more light on one of the professional genres used in the oil and gas industry. As a very important industry that fuels the world, safety, health and environmental aspects are highly monitored by regulatory bodies around the world (Mearns and Yule, 2009). Therefore, implementation of safety culture by the oil and gas company under study will be reflected in the way the incident reports were written.

Secondly, this study has highlighted the production of incident reports in an oil and gas company through Interdiscursivity approach. The reports were analyzed beyond textual level as institutional cultures and practices were taken into account in analyzing the genre under study. This has highlighted the importance to study professional genre from Interdiscursivity perspective as suggested by Bhatia (2010).

Next, with regards to how a professional genre under study was produced, first-hand insights were obtained from specialist informants who were engineers in the company under study The rationale for using specialist informants was that they were proficient and skilled members of the disciplinary culture, they were able to make clear what the expert members of the culture did when they used language to achieve their generic goals, they had a feeling for the specialist language and they were ready to talk openly about it when asked questions concerning aspects of the genre (Bhatia, 1993).

Finally, a more relevant and purposeful English for Specific Purposes (ESP) course could be tailored to meet the needs of a specific group of learners for the industry to ensure effective participation in the real working environment. This is especially important in the field of Teaching English for Specific Purposes (TESP) because instructors need to have an understanding of the discourse community before they can design, set up and administer ESP courses. Eventually, TESP prepares learners "for

effective participation in a specific discourse community" (Khairi Izwan Abdullah et al., 1995).

1.10 Expected Outcomes of the Study

This study aims to investigate Interdiscursivity functions of incident reports obtained from an oil and gas company. The expected outcomes of the study are firstly, there are predictable moves in the genre under study.

Secondly, there will be specific Interdiscursivity functions found in the incident reports.

Finally, there are text-external boundaries that influence the production of the genre. This will explain why the reports were written in such a way. The boundaries will be determined from the interview data obtained from the personnel in the company.

1.11 Theoretical Framework

The theoretical framework of this study will be guided by two distinct theories: Genre Theory as proposed by Swales (1990) and Bhatia's (2010) notion of Interdiscursivity. These two theories are embedded in Critical Discourse Analysis Theory (CDA) proposed by Fairclough (1992). Apart from that, the concept of Discourse Community is also relevant as the study collected its data from oil and gas community.

CDA is an interdisciplinary approach to the study of discourse that views language as a form of social practice. In CDA, social practice and linguistic practice constitute one another and focus on investigating how societal power relations are established and reinforced through language use (Fairclough, 1992). Apart from linguistic theory, Fairclough further states that CDA draws from social theory from Karl Marx, Antonio Gramsci, Louis Althusser, Jürgen Habermas, Michel Foucault and Pierre Bourdieu in an attempt to examine ideologies and power relations involved in discourse. Fairclough further asserts that language is seen as the primary domain of ideology and used to struggle for power.

Meanwhile, Genre Theory (GT) aims to uncover how a genre is produced with particular conventions and structure within its discourse community. As stated by Swales (1990), genres are "communicative vehicles for the achievement of goals" (p. 46) and the production of genres is determined by the interaction of a social purpose with a performed social activity. Hence, a genre is seen as a means to achieve social or institutional goals in that the conventions in which a genre is written would reflect those goals.

Closely associated with GT is the concept of Genre Analysis (GA) which is an approach developed by Swales (1981, 1985). GA is further developed by Bhatia (1997) who emphasizes on the "situated linguistic behavior in institutionalized academic or professional settings" (p. 135). GA examines the communicative purposes of the text, the user's role, the influence of socio-cultural context and the processes involved in composing and processing texts. Thus, GA moves beyond the linguistic and organizational structure of the text into the sociological perspective of language use (Van Dijk, 1997).

While Swales (1990) attests that GA is "a system of analysis that can reveal a system of organizing a genre" (p.1), Bhatia (1997) on the other hand, asserts that GA is the study of situated linguistic behaviour in institutionalized academic or professional settings. In line with that, Hyon, (1996) and Johns (2002) state that genre-based approach in the teaching of academic writing is a way to uncover the knowledge required to assist student writers to develop the discourse or discursive competence in order to understand and create extended texts within a particular academic or professional discourse community.

These views suggest that GA can reveal more about a professional text because the writer needs to know about the situation and context within which the genre is produced. In turn, the knowledge about situation and context will produce different types of language that will reflect the cultures and practices surrounding the genre. Hence, having the essential knowledge in producing genres is essential so that ESP practitioners and learners will have an understanding on how genres are shaped in a professional setting.

The communicative purpose of a genre for this study will be uncovered through the discourse types used and key features contained in them as suggested by CARS Model (Swales, 1990). CARS Model postulates that the structure of the genre can be classified into three moves: establishing a territory, establishing a niche and occupying the niche. Each move carries a specific communicative function based on the discourse

used in the move identified. A move refers to a semantic unit that is associated with the writer's purpose of writing a genre. Apart from that, it gives a general classification of the discourse types used in the genre.

In relating the moves of CARS Model to the present study, it should be noted that CARS Model was created based on research articles whereas the current study analyzes a different genre - incident reports. Since no known study has been conducted on moves of incident reports, therefore, the reports analyzed will have their own moves different from those stated in CARS Model.

Despite the variation in labelling the moves as proposed by CARS Model, the types of moves found from the incident reports in this study will still be labelled as optional and obligatory as suggested by Move Analysis scholars (Swales, 1990; Peacock, 2002; Yang & Allison, 2003; Nwogu, 1997; Kanoksilapatham, 2005).

To continue, Interdiscursivity functions of incident reports were identified through the discourse types used in the genre as suggested by Bhatia (2010). The functions could be labelled as informative, persuasive or convincing as suggested by previous research (Tesutto, 2015; Yang, 2015; Onder, 2013, Lam, 2013; Kwan et al., 2012; Peters, 2011).

As an illustration, informative function in a press release or annual reports serves to inform intended audience of a company's progress. This can be seen through the discourse types used such as "the increase in revenue" as suggested in Bhatia's (2010) study. Persuasive function serves to persuade buyers to buy products or services which can be seen through the persuasive discourse type used such as "buy now" in Lam's (2013) study. Convincing function serves to convince participants to perform certain duties through convincing discourse such as "As agreed in the Panel Meeting" which can be seen in Ho's (2011) study.

To take the discussion on the theoretical framework further, another theory which serves as the basis for this study is the notion of Interdiscursivity (Bhatia, 2010). Interdiscursivity refers to the dynamic interaction between text, genres, discourses, practices and cultures which suggest that organizational norms have a significant influence on how a genre is written (Bhatia, 2010). Thus, the analysis of a genre is closely related to three types of space proposed by him: textual space, socio-pragmatic space and social space. Textual space refers to the process of constructing, interpreting, and exploiting sets of professional genres which are embedded in professional culture contexts. Socio-pragmatic space refers to socio-cultural and institutional dynamics which are negotiated and played out to achieve professional objectives. Social space focuses on

the genre, the nature of which is based on text-external factors, including appropriations of disciplinary and genre conventions to create mixed, and embedded genres. However, for this study, only socio-pragmatic space will be used in order to see how professional objectives are achieved through the professional genre under study.

Closely related to the concept of socio-pragmatic space is the recontextualization of information in a genre (Chilton & Schaffner 2002; Chouliaraki & Fairclough 1999; Bhatia, 2010; Busch 2006; Fairclough, 2010). Recontextualization of information is the process by which an element is extracted from one context and used in another for some strategic purpose (Chilton & Schaffner, 2002). Such movement necessitates "the suppression of some of the meaning potential of a discourse in the process of classifying discourses, establishing particular insulations between them" (Chouliaraki & Fairclough; 1999: pp. 126). Recontextualization can be a powerful tool in transforming social or discursive practices and creating new ones (Busch, 2006).

Bhatia (2010) illustrates from his research that recontextualization of information comes from two types of discourse in the genre he studied; finance and accounting discourses. Since the two types of discourse were put together and there were frequent references to accounting information, the readers got an unforgettable impression of the finance discourse was the interpretation of the accounting information. This recontextualization of the accounting information might not be a consistent or a true representation of the statistical information as it often led to varying interpretations. As a result, readers were less likely to question such recontextualization of information if the two sections shared the same socio-pragmatic space. Therefore, Bhatia (2010) suggested that Interdiscursivity across the two rather different discourses came from appropriation of socio-pragmatic space. In keeping with the tradition of Interdiscursivity functions of a genre, this study has adopted similar approach as suggested by Bhatia (2010) in analyzing incident reports by looking at socio-pragmatic space and recontextualization of a genre.

Finally, the concept of discourse community (Swales, 1990) is very much significant in the current study as it looks at one particular professional community; the oil and gas engineers. It is expected that the community will have expected institutional goals, a common means of communication and shared purpose of communication. The members will share similar institutional values in order to communicate effectively through chosen genres.

In summary, the discussion on the theoretical framework of the study is based on CDA, Genre Theory and Interdiscursivity. They will form the basis of identifying the

Interdiscursivity functions of the genre analyzed in the current study. The theoretical framework of the study can be seen in Figure 1.3 below.
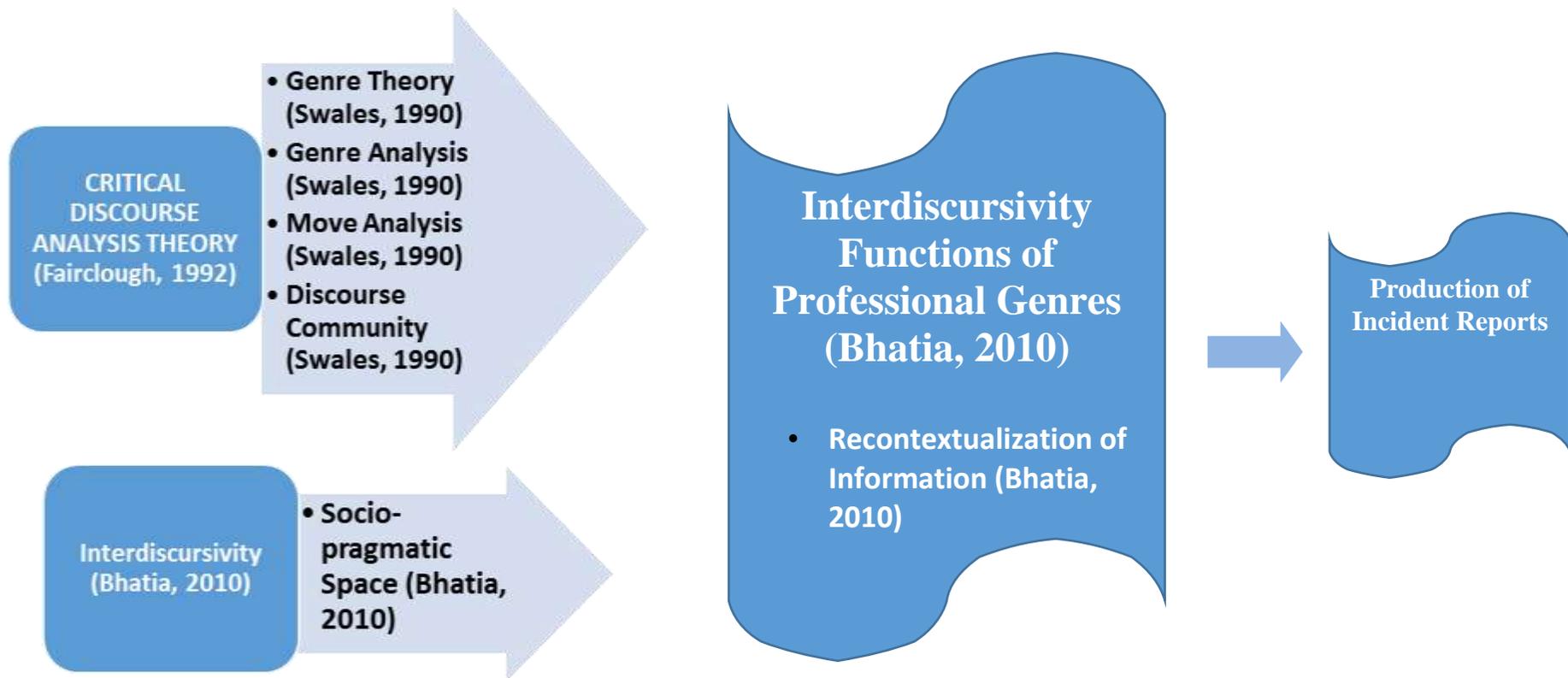
Figure 1.3: Theoretical Framework of the Study

1.12   Conceptual Framework

The conceptual framework for this study is guided by Critical Genre Analysis Theory (Bhatia, 2012) and the notion of Interdiscursivity (Bhatia, 2010).

Proposed by Bhatia (2012), Critical Genre Analysis Theory (CGA) emphasizes the importance of professional practices in producing professional genres. CGA does not look at the study of genre from lexico-grammatical perspective only; rather, it takes into consideration the study of professional practices in analyzing genres (Bhatia, 2012). Therefore, CGA will also provide a basis for the current study as it not only aims to analyze incident reports for their Interdiscursivity functions, but also it aims to investigate the institutional norms of the organization under study that influences how the reports are written.

According to Bhatia (2012), CGA is an attempt to extend Genre Theory beyond the analyses of semiotic resources. CGA is used in professional genres to understand and clarify professional practices or actions in typical academic and professional contexts. According to this theory, the conventional Genre Analysis (GA) refers to the production of meaning through the use of linguistic, rhetorical, and other semiotic resources, with some attention paid to the professional context it is situated in and the communicative purposes it tends to serve (Bhatia, 2012). However, Bhatia suggests that very little attention is paid to the way this production and communication of meaning is actually constrained and eventually realized. This extended the scope of analysis from genres as discursive products to professional practice that all discursive acts tend to accomplish. Thus, to Bhatia, the essence of CGA is that it attempted to extend Genre Theory beyond the analyses of semiotic resources used in professional genres to understand and clarify professional practices or actions in typical professional contexts. CGA is seen as a way to demystify professional practice through the medium of genres and focused on generic artefacts, professional practices, explicit or implicit meaning of genres, socially recognized communicative purposes and private intentions that professional writers tended to express in order to understand professional practices or actions of the members of professional organizations.

Bhatia further asserts that in CGA, therefore, no professional, institutional, or organizational practices are assumed but negotiated because they seem to be in a constant struggle between competing interests. CGA with its focus on professional practice considers individual members of professional organizations having flexibility to

incorporate private intentions within the concepts of professionally shared values, genre conventions, and professional cultures. A notion of practice thus describes the relation between shared values and flexibility as dynamically complex whereby institutional and organizational ideologies and their constraints are often conventionalized and standardized but not always static or inflexible.

Bhatia further stresses that in CGA, professional practices shape actions in specific professional contexts as long as the members of the professional community continue to follow the conventions of a specific professional discourse community. CGA makes a commitment not only to describe but also to explain, clarify and demystify professional practice.

Based on the explanation presented by Bhatia, it can be concluded that CGA is not an initiative to change professional practices of individual disciplinary, institutional and corporate communities. Instead, it aims to provide an understanding on how professional writers use the language to achieve the objectives of their professions. Thus, CGA looks at a genre beyond its linguistic level and calls for a wider analysis of the genres which requires a critical study of professional practices. This is also the intention of the current study as it aims to analyze incident reports beyond its linguistic features. The CGA concept applied in the study will show how incident reports under study are written in such a way to reflect the professional practices of the organization under study.

Besides CGA, this study also draws upon the notion of Interdiscursivity in analyzing the incident reports. Bhatia (2010) further illustrates the notion by presenting the results obtained from his study. He conducted a study on corporate disclosure practices through corporate documents such as annual and other periodical performance reports and press releases. Results suggested that the documents contained four types of discourse: accounting, economics, public relations discourse and legal discourse. The discourse types were placed in a particular order within the socio-pragmatic space of the same genre with the aim of informing stakeholders as well as public monitoring authorities about the performance of the company. At the same time, the discourse types gave a rather positive impression of the company's performance to its shareholders or precipitating an undesirable downward trend in share price movement.

Hence, the discourse types used were found to serve two very different purposes. Firstly, the accounting discourse tended to report financial evidence accurately and factually. Secondly, public relations discourse was used promote a positive image of the company and to sustain confidence in future corporate performance. The findings

suggested that both discourse types were the products of two very different corporate practices. The first discourse type showed the practice of auditing corporate results while the second discourse type was an example of marketing and public relations practice. They also used very different textual resources and rhetorical strategies. Accounting discourse used numerical data consistent with audit and accountancy practices, whereas public relations discourse made use of promotional as well as forecasting rhetorical strategies. The two discourse types were strategically placed in the same genre which resulted in interdiscursive relationship between them.

As such, Bhatia (2010) claims that the real motivation for placing the two discourses within the boundaries of the same corporate annual report was that such textual proximity was likely to lend marketing and public relations discourse the same factual reliability and credibility that was often presupposed from the use of numerical data. The public relations discourse was likely to be viewed by the intended audience of minority shareholders as a promotional effort. However, when it was placed in the discoursal context of the accounting discourse, it appeared to be more evidence-based, factual and reliable.

Another concept relevant to the study is text-external boundaries. The boundaries refer to professional genres, professional practices and professional cultures. Professional genres refer to the types of texts that are recognizable to readers and writers, and that meet the needs of the rhetorical situations in which they function (Swales, 1990). Meanwhile, professional cultures refer to generic norms and conventions related to professional and disciplinary goals and objectives (Bhatia, 2010). On the other hand, professional practices refer to organizational objectives expressed through the choice of a particular genre and effective mode of communication associated with such genre (Bhatia, 2010).

Thus, analyzing genres from lexico-grammatical and rhetorical analysis could only provide a partial view of the complete genres. Instead, analysis should be geared towards a more interdiscursive and critical analysis of text-external boundaries which will further assist in understanding the much more complex and dynamic world of written discourse.

With that in mind, the conceptual framework of the study can be seen in Figure 1.4.
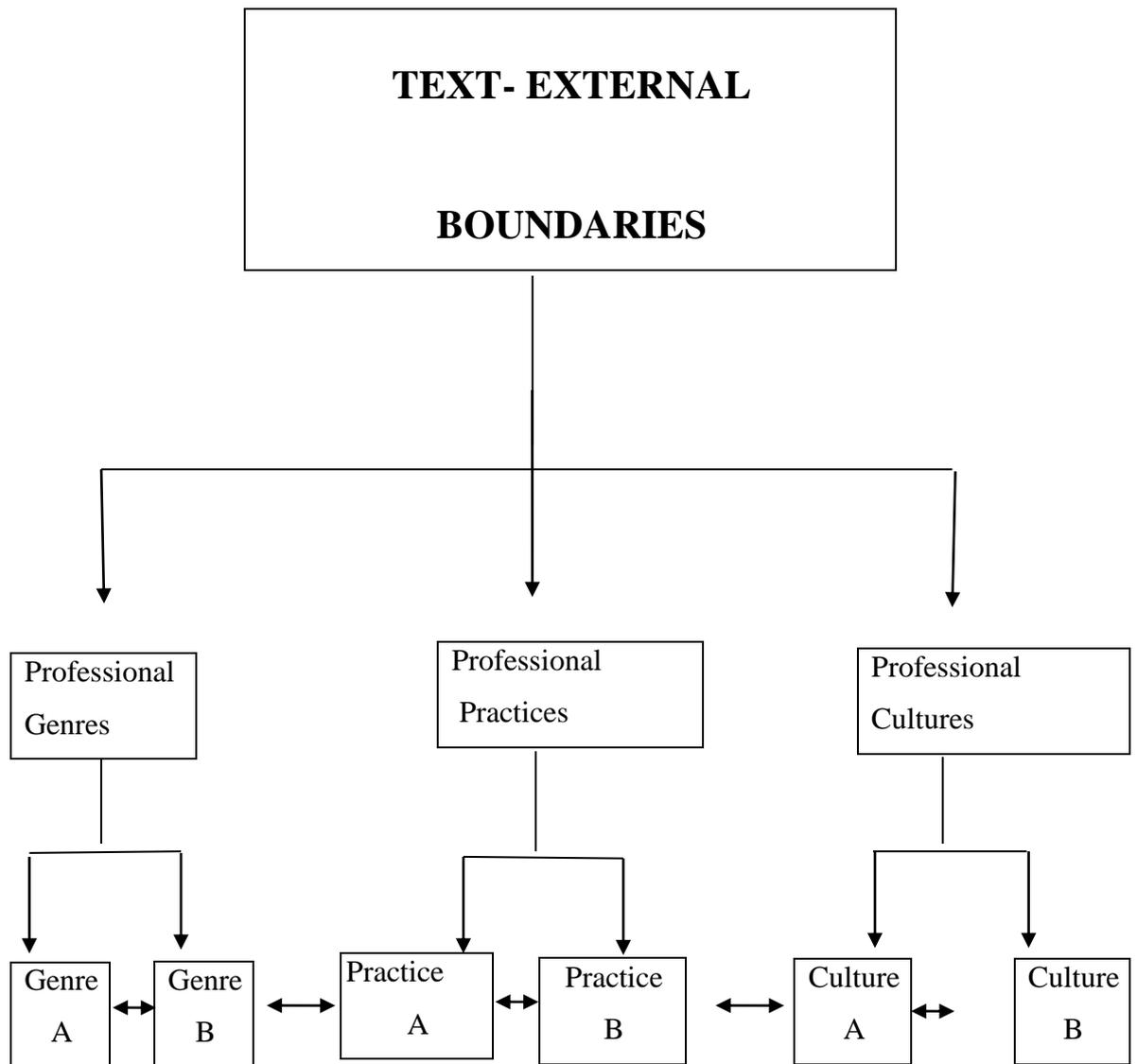
Figure 1.4: Conceptual Framework of the Study (Source: Bhatia, 2010, p. 36)

1.13   Definition of Terms

The definition of terms presented below will be used in the context of the present research.

1.13.1   Communicative Event

Activities taking place in professional communication such as meetings, reports, emails and presentations which have their own discourse types and purposes to achieve.

1.13.2   Discourse

The ways language is used to disseminate knowledge through social practices (Foucault, 1972).

1.13.3   Discourse Community

A group of people working together and interacting with one another in achieving common goals (Swales, 1990).

1.13. 4   Genre

A class of communicative events shared by members of a community to achieve communicative purposes (Swales, 1990).

1.13.5   Incident Report

A report produced when incidents happen. The incidents could refer to equipment failure, injury/death of employees and natural disaster.

1.13.6   Interdiscursivity

The dynamic interaction between text, genres, discourses, practices and cultures which suggests that organizational norms have a significant influence on how a genre is written (Bhatia, 2010).

1.13.7   Interdiscursivity Function

The use of discourse types in achieving the communicative purpose of a genre (Bhatia, 2010).

1.13.8   Language for Specific Purposes

Language used in meeting the specific communicative needs of the intended learners (Khairi Izwan Abdullah, 1997).

1.13.9   Move Analysis

An analysis of a professional genre in terms of content, structure and interactional features of a professional genre (Swales, 1990). The phrases used in a move analysis can be divided into moves and steps.

1.13.9.1   Move

Discoursal segment that performs a communication function (Swales, 2004).

1.13.9.2   Step

A lower level text unit than the move that provides a detailed perspective on the options open to the writer in setting out the moves (Dudley-Evans and St. John, 1998).

1.13.10   Recontextualization of Information in a Genre

The process by which an element in a genre is extracted from one context and used in another for some strategic purpose (Chilton & Schaffner, 2002).

1.13.11   Text-external Boundaries

Aspects that refer to professional genres, professional cultures and professional practices identified from professional genres (Bhatia, 2010).

1.13.11.1   Professional Genres

The types of texts that are recognizable to readers and writers, and that meet the needs of the rhetorical situations in which they function (Swales, 1990).

1.13.11.2   Professional Cultures

Generic norms and conventions related to professional and disciplinary goals and objectives (Bhatia, 2010).

1.13.11.3 Professional Practices

Professional practices refer to organizational objectives expressed through the choice of a particular genre and effective mode of communication associated with such genre (Bhatia, 2010).

1.13.12 Three-space Model of Analyzing Written Discourse

The three spaces consists of textual space, socio-pragmatic space and social space in analyzing written discourse (Bhatia, 2010).

1.13.12.1 Textual Space

Textual space refers to the process of constructing, interpreting, and exploiting sets of professional genres which are embedded in professional culture contexts (Bhatia, 2010).

1.13.12.2 Socio-pragmatic Space

Socio-pragmatic space refers to socio-cultural and institutional dynamics which are negotiated and played out to achieve professional objectives (Bhatia, 2010).

1.13.12.3 Social Space

Social space focuses on the genre, the nature of which is based on text-external factors, including appropriations of disciplinary and genre conventions to create mixed, and embedded genres (Bhatia, 2010).

1.14   Summary

This chapter has presented the overview of the study by presenting the background of the study which highlighted why communication was important in the oil and gas industry. It also highlighted why professional genres needed to be studied from Interdiscursivity perspective instead of Intertextuality. The chapter has also presented the statement of problem by stating why such study was needed to benefit ESP programs further in an attempt to enrich the field. The objectives were also presented in order state what the study intended to achieve. The chapter also stated the research questions it attempted to answer. The significance and the scope of the study were also featured in order to set the boundaries for the study. The expected outcomes of the research were also laid out in order to predict the findings of the study. Finally, this chapter presented the theoretical and conceptual frameworks that served to guide the study.

Therefore, the next chapter will present the literature related to the current study.

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