

## THE LINGUISTIC REALIZATION OF PARALINGUISTIC FEATURES IN ADMINISTRATIVE LANGUAGE

V. U. Longe  
*University of Benin, Nigeria.*  
vulonge@uniben.edu.ng

This paper complements a previous one (Longe 1981:103) in which reference was made to the need to examine institutional communications with a view to discovering the devices used to compensate for situational differences with the speaking medium and how such devices are manifested. Accordingly, we first examine the nature of communication in the speech situation and how this differs from the written medium. This is followed by an analysis of samples of texts of institutional communications in order to show the kinds of devices commonly used in such texts to compensate for the absence of paralinguistic features available in speaking.

### 1. Introduction

In any communicative situation, the writer/speaker (addresser) has to ensure that the means of communication available make it possible to perform the following functions (Longe 1981:103):

- (a) the modal function serving to indicate the writer's attitude toward what is being said and toward the person to whom it is said;
- (b) the metalinguistic function serving to define exactly what the writer intends terms to mean or what the terms refer to;
- (c) the contact function serving to ensure that the channel of contact or communication remains open.

Since language is what humans use for communication, the expectation is that language will be used to perform these functions. But this expectation is modified by two factors. The first is that language manifests itself in two media of communication — speaking and writing. The second is that the two media of communication are not in free variation. In other words the situations that invite speaking are not the same as those that call for writing. Rather, situations determine the type of medium of communication to be used. The questions then are, what are the situations that call for speaking and what are those that call for writing? In addition, what are the features of those situations that influence the way language is used to realize the three basic functions it must perform in a communicative event and how do these features help language to perform these functions?

## 2. The nature of communication in a speech situation

The situations that call for speaking are those in which the addressee is physically present. But in speaking, we usually rely on two phenomena which are complementary to the actual utterance of language items. Such reliance, according to Davies & Widdowson (1974:163-4), is to a degree that is perhaps not always appreciated'. They go on to assert that 'the actual phonetic realization of language elements is only one component of face-to-face communication'. In addition to purely verbal elements, we have nonverbal or paralinguistic elements like 'tone of voice and gesture'.

An utterance represented graphologically as OMEIME LOVES NGOZI could be spoken in such a way as to carry implications of irony, impatience, and so on. The structure itself is neutral as to these different interpretations: it must be provided with some additional paralinguistic features, an element of what Abercrombie (1967:164) calls 'voice dynamics', before it can count as communication.

Although Davies & Widdowson equate paralinguistic elements with nonverbal elements in face-to-face communication, Abercrombie himself observed that although paralinguistic behaviour is nonverbal communication, not all nonverbal communication is paralinguistic. Therefore, for nonverbal behaviour to qualify as paralinguistic, it must

- (a) communicate, and
- (b) be part of a conversational interaction'. A nervous twitch of the eyelid during conversation is not paralinguistic, although it is a nonverbal behaviour, so also many personal mannerisms and tics are not paralinguistic. A wolf 'whistle' communicates, but if it does not enter into conversation, it cannot count as a paralinguistic feature.

The use of paralinguistic features, such as voice dynamics, facial expressions, and gestures, is meant to complement linguistic utterances. In the first place they are used to convey implicational meaning, or as Davies & Widdowson (1974:164) put it,

The principal purpose of the paralinguistic elements in speaking is to express the speaker's attitude either to what he is saying or to whom he is saying it: their function is essentially a modal one.

The second phenomenon associated with the speech situation is feedback. Since there is constant interchange between speaker and audience, the performance of the speaker is modulated by the reactions of the audience expressed either linguistically or paralinguistically. There is also the maintenance of contact between the participants in a speech situation. This ensures that the speaker is getting through to the listeners, who in turn are not mistaken about the point being made by the speaker. Therefore, paralinguistic features assist language to perform the basic modal metalinguistic and contact functions within a speech situation in the ways described above.

### 3. The nature of communication in the written medium

Now, the situations in which written language of the institutional kind is used are those in which the addressee is physically absent and sometimes unknown to the writer. Even when the addressee is personally known to the writer, such knowledge is not recognized in official circles. The kind of writing produced in response to such situations has been called institutional communication (Longe 1981:101). This is the focus of attention in this paper, with special reference to written communication within the public service domain, especially the university system, in Nigeria.

We noted earlier that in face-to-face communication, the actual realization of linguistic elements is just one of the components of the speech situation, and not necessarily the most important component of the speech event. In the case of writing, however, the linguistic elements carry almost the entire burden of the communication. Written language has to make use of the linguistic system in such a way as to make up for the absence of the various paralinguistic features available in speech situations. What, then, are the devices used by institutional communication to compensate for the deprivations, viz: absence of the addressee from the speech situation and the uncertainty about the free flow of communication through the designated channel?

### 4. *Officialese vis-a-vis administrative language*

There is a tenacious correspondence between *officialese* and administrative language. Both of them are kinds of language used in work situations. The term *officialese* from the point of view of a neutral definition derives from *official*, which is a corresponding term for *civil service*. Consequently, *officialese* can be regarded as the language associated with civil servants. But this is a bland definition because the civil service is composed of many ministries with different responsibilities. The ministries in turn are structured hierarchically, ranging from the Permanent Secretary to the Messenger, each with a different schedule of responsibility. For managerial purposes, the civil service is classified into 6 functional groups — industrial civil servants, the administrative group, the professional and technological group, the scientists, nonprofessional specialists, and the ancillary group. What these groups have in common is not so much the language they use as the fact that they are all civil servants.

But the central role of the civil servants is to ADMINISTER the functions of government. In other words, they implement the policy decisions of government. This assignment rests with the administrative group. It is the language used by this group to perform the functions of government that is referred to as *officialese*. Therefore, whether in the civil service or in public institutions, the language we are concerned with is the administrative language. *Officialese* is also referred to as the register of public administration (Longe 1985:306) or administrative language. What in the civil service is called *officialese*, in public institutions is called administrative language. Thus the two kinds of language will have many features in common.

Now, in transacting the business of administration, whether in the civil service or in public institutions, the major modes of communication are minutes, letters (including circular letters), memoranda, briefs, and notices (Longe 1989:203). Minutes are the most frequently used mode of communication. They are used either within the hierarchy of a ministry or an administrative department of a public institution to seek or give advise on issues addressed to them. Decisions arrived at through this mode are communicated eventually to the addressee by the officer under whose schedule of duty the issue falls. A major feature exhibited by minutes is the high rate of abbreviations. Examples include those in Appendix B.

These abbreviations should form part of an administrative officer's linguistic repertoire so that that officer may function effectively with colleagues in the place of work.

Letters are the second most frequently-used mode of correspondence, followed closely by memoranda. Although memoranda are informal letters used internally within the organization, they can sometimes be used to perform the formal functions of letters, but only within the organization.

For the formal transaction of the business of administration, either in the civil service or in a public institution, letters and memoranda constitute the modes of operation. Therefore, features of officialese and administrative language are those revealed in the letters and memoranda used in administering the functions of government. Hence, we concentrate on these two modes of communication for the purpose of this paper, which is to show how, by virtue of the mechanical design of administrative letters, the paralinguistic objectives of communication are compensated for.

## 5. Sampling

In order to address the subject-matter of this paper, we collected 50 pieces of institutional correspondence. By this is meant either letters or memoranda from any public institution other than the civil service. Thus the materials are from the universities and parastatals connected with the universities — the National Universities Commission and Joint Admissions and Matriculations Board. These materials were then analyzed in terms of the devices used to compensate for the absence of paralinguistic features. Our analysis follows.

## 6. The mechanics of instrumentality in administrative correspondence

Mechanics are usually discussed under the instrumentality dimension of language analysis. By instrumentality is meant the totality of the agencies of communication, which are channel, medium, and mode of communication. However, the focus of attention in this section is on the mechanics or the structural frame within which administrative correspondence is couched; in other words, on the technical design of these letters. The features are identified as follows (roman numerals refer to the similarly marked items in the letter reproduced in Appendix A):

### 6.1 Heading (I)

The heading is in the form of the official letterhead. This consists of the address of the institution, which is usually the originator/sender of the correspondence. It usually forms part of the letterhead and the dateline which ends flush with the right hand margin. Added to this are the references (Our Ref.; Your Ref.) above the inside address.

### 6.2 Inside address (II)

This contains the name, title, and address of the recipient of the correspondence. It is placed at the left hand corner of the paper immediately below the reference line.

### 6.3 Salutation (III)

This is optional in that not all the letters in our samples contain a salutation. In those that exhibit a salutation, it takes the forms of

Dear Sir/Madam

Dear Sir

Dear Mr. ...

Sir,

### 6.4 Main-body (IV)

This is the location of the contents of the letters preceded by a sub-heading (V). Such contents are arranged in paragraphs, most of which are of medium length (i.e., 5 lines of foolscap). Types of setting vary from block to indented, but with a predilection for block-setting. The number of paragraphs in each correspondence varies from 2 to 7, with an average of 3.

### 6.5 Complimentary close/valediction (VI)

The documents that are not introduced by a salutation also lack a valediction. Therefore, this feature is optional. In the case of those that have a valediction, it take the forms:

Yours faithfully

Yours sincerely

Sincerely yours

Yours truly.

### 6.6 Identification/signature (VII)

This is the point at which the identity of the agent of the correspondence is disclosed. The name of the sender is typed below the complimentary close, followed on the line immediately below it by the position the sender occupies in the institution:

- (a) S.E. Eghagha (Mrs)  
Administrative Officer
- (b) Idris A. Abdulkadir  
Executive Secretary

When the sender is acting on behalf of another in whose schedule of responsibility the subject of the letter falls, the format differs. The name of the sender is followed below by the declaration that the writer is acting for another — usually superior — officer:

- (a) R.A. Ogunmoroti  
For: Registrar
- (f) F. Akin Awoma  
For: Principal Assistant Registrar

### 7. Identifying initials

This is meant for the identification of the sender of the letter and the typist or secretary. It contains the initials of both sender and typist/secretary separated by either a colon or a diagonal line. This feature is located at the lower left-hand corner of the letter:

- (a) FAA/JA
- (b) TOI:MA

### 8. Functions of the identified features

We observed in Section 1 that the paralinguistic features perform three basic functions in face-to-face communication: Contact, metalinguistic, and attitudinal. The functions that hold fascination for our investigation are contact and attitudinal ones, and not the metalinguistic one, which deals with the use of language to talk about language — a purely linguistic exercise which is the domain of written language. We may, however, make reference to this function in order to demonstrate how it performs its functions. Meanwhile, we shall consider how written language of the mode under consideration performs contact and attitudinal functions usually performed by paralinguistic features in face-to-face interaction.

### 9. Contact function

Contact function sets out in the first place to define the role of the participants in the communicative event and also to ensure that the channel of communication is not blocked. In face-to-face communication, blockage could result from distance, in which case the message will not arrive at its target. It could also occur as a result of lack of understanding, in which case the interlocutor will signal paralinguistically (shaking of the head or interrupting the speaker) that understanding has not taken place. Noise could also disturb the channel. We may also observe that the situation defines the location of the interaction in the face-to-face type. The need does not arise to state categorically the location of the communicative

event. These exercises are performed differently in written language of the administrative type.

In order to ensure that the addressee is not mistaken about the place of origin of the letters, the writer/sender composes the letter on a paper with letterhead. The letterhead, therefore, is used to specify the location of the communication set-up. (CONTRACT FUNCTION). He uses the REFERENCE number to identify the file containing the subject matter of the letter. He then follows it up with the SUB-HEADING, which is the point at which the writer introduces the subject matter of discourse. The INSIDE ADDRESS is meant to identify the receiver while the writer discloses his own identify at the SIGNATURE POINT. We summarize graphically the different functions performed by the mechanical features of administrative correspondence in Table 1.

FEATURES	FUNCTIONS PERFORMED		
	CONTACT	ATTITUDINAL/MODAL	METALINGUISTIC
i. Letterhead	+		
ii. Date	+		
iii. Reference	+		
iv. Inside Address	+		
v. Salutation		+	
vi. Subheading	+		
vii. Paragraph Types	+		
viii Vaediction		+	
ix. Signature	+		
x. Identifying Initials	+		
xi. Enclosures	+		
xii. Attention Line	+		

**Table 1: Mechanical features of administrative correspondence.**

The significance of the emphasis placed on the contact function in Table 1. lies in the fact that communication in written language is one-sided. Whereas in face-to-face communication the receiver is available to send feedback as to how the message is being received, it is not the case in written communication. Therefore, the writer does not take anything for granted in order to ensure that the message is received correctly, keeping the channel of communication constantly open so that contact is established throughout the duration of the communicative event by means of the devices listed above. The metalinguistic function of language is even designed to complement both the attitudinal and contact functions.

## 10. Attitudinal function

Paralinguistic elements are attitudinal in function. But because they are nonlinguistic by nature, they can only be present in situations in which both participants are physically present. In the type of communication treated here, only the writer is present and the only means by which the message can be conveyed, and the writer can direct how the message should be received, is through language.

The category of language that is readily available for the performance of attitudinal function is the modal auxiliary verb. There are two main kinds of mean-

ings for modal auxiliaries. These are what Greenbaum & Quirk (1990:60) refer to as

- (i) Intrinsic modality which involves some intrinsic human control over events; intrinsic modality includes concepts such as 'PERMISSION', 'OBLIGATION', 'VOLITION'.

Examples include:

- (1) You CAN relax now (You are allowed/permitted to ...)  
 (2) I'LL phone as soon as I return (I intend to phone ...)

Intrinsic modality is also referred to variously as 'deontic', 'root' (Palmer: 1986: 11), and 'modulation'.

- (ii) Extrinsic modality which involves 'human judgement of what is or is not likely to happen'. It is also referred to as epistemic modality which is concerned with the degree of commitment by the speaker to what he is saying — attitudes and opinions of the speaker (17). Examples include:

- (3) Even a professor CAN make mistakes (it is possible)  
 (4) You MUST be very careless (It is obvious that you are ...)

Each of the modal auxiliaries has both extrinsic and intrinsic uses. This leads to situations in which there is an overlap of the two uses. But more serious problems occur when modals are used where it is not possible to decide which of the two uses is involved:

You MUST report at once.

This means either

- (a) You are compelled to report ... or  
 (b) It is logically necessary that ...

In addition to the numbered examples in the discourse above, the following attitudinal uses of the modal auxiliaries were also discovered from our sample texts.

- (5) I hope you WILL be able to serve ...

The two kinds of meanings or modality are demonstrated here:

- (a) The extrinsic modality which has a predictive value realized by the modal auxiliary *will*. The predictive value of *will* is reinforced by the choice of verbal 'hope' (the wish for something to happen).  
 (b) the intrinsic modality of 'ability'. This is realized with the non-verbal structure

*be + able + to* as we explain later.

- (6) I WILL be delighted to receive your reply as soon as possible.

*Will* in (6) expresses an intention, i.e., deontic modality accompanied by the sense of prediction, 'as soon as possible', which is the epistemic kind of modality.

(7) It **WOULD** be highly appreciated if ...

The modal *would* here also expresses 'intention' but in the past form, the modal is both more tentative and more polite. Therefore the intention of the writer is a more polite one here than if he had used the present form *will*.

(8) We **SHOULD** be grateful to have all the relevant documents.

The use of *should* in (8) is in the sense of logical necessity or obligation. In other words 'It would be logically necessary for us to be grateful ...' On the other hand *should* as used in (8) could have meant 'intentionality' if it had been in the present form.

(9) We **SHOULD** be grateful if you could please indicate your travel plans.

*Should* in (9) also means the same thing as in (8) but *could* in the conditional clause means 'tentative possibility'. We may paraphrase example (9) as follows: It will be a logical necessity for us to be grateful if it were possible for you to indicate ...

(10) All your papers **SHOULD** reach the Personnel Office before the end of the month

In example (10) *should* stands for obligatoriness. In other words it is obligatory that the papers be received on the stipulated date, failing which the opportunity would be lost.

(11) You **WOULD** be paid your travelling allowances when you return.

*Would* expresses promise but in a more polite manner than *will*.

All the identified modal auxiliary verbs and the uses into which they were put can be summarized as in Table 2:

MODAL AUXILIARY	USES											
	INTRIN- SIC/				DEONTIC				EXTRIN- SIC/		EPISTEMIC	
	ABIL- ITY	PER- MIS- SION	OBLIGA- TION	VOLITION		POSSI- BILITY	NECES- SITY	PREDIC- TION				
			INTEN- TION	INSIS- TENCE	(TENTA- TIVE)							
1 CAN		x(2)										
2 COULD						x(30)						
3 WILL									x(60)			
4 WOULD			x(68)	x(45)								
5 SHOULD			x(20)									

**Table 2: Modal auxiliaries and their uses**

(Figures in brackets indicate the number of occurrences with that meaning.)

We observe the scanty use of modal auxiliary verbs in our sample texts. For instance, of the 10 possible modal auxiliaries in the system, only 5 are selected for use. Out of the five used, *can* occurred only twice in the total corpus. We should not lose sight of the semantics of *can* which may explain its rare occurrence. We may also observe the total absence of the use of *MUST* in the materials. *Must* usually expresses 'compulsion' and absolute certainty. Such an attitude, toward either propositions or participants in a communicative event, may tend to be arrogant, pompous, and high handed. Consequently, administrators, cognizant of the people they are corresponding with, tend to avoid such attitudes. On the other hand, we observe a preference for such modals that reflect the corresponding desire for politeness, tentative volition, and obligation on the part of the writer. The general tendency toward politeness is heightened by the use of such explicit modal devices as we shall explain below.

### 11. Other exponents of modality

Although modality is attitudinal in function and the obvious grammatical category available for the performance of this function is the modal auxiliary verb, modality can also be realized by other modal devices, i.e., attitudinal devices such as an attitudinal adverbial like the 'modal adjuncts' and 'disjuncts'. For instance, examples of such explicit modal devices as 'intensifying adverbial modifiers' abound:

- (12) You are **INDEED** part of the success ... (15 times)
- (13) It would be **HIGHLY** appreciated if ... (20 times)
- (14) ... in expressing our **PROFOUND** gratitude. (10 times)
- (15) I **WHOLEHEARTEDLY** express our appreciation (5 times)

Even the volition 'WILLINGNESS' is expressed explicitly

- (16) The Vice-Chancellor is willing to approve (4 times)

When the imperative mood or command becomes inevitable in these texts, it is usually toned down by the addition of such courtesy adjuncts as *please* and *kindly*:

- (17) **KINDLY** bring along any useful documents (15 times)
- (18) You will **PLEASE** familiarize yourself with the rules (18 times)
- (19) You are invited to **PLEASE** serve ... (30 times)
- (20) **PLEASE** accept our most sincere thanks (20 times)
- (21) **KINDLY** refer to our letter ... (15 times)
- (22) The Vice-Chancellor **CORDIALLY** invites you to ... (10 times)

In addition to the tendency towards politeness in administrative language, formality is equally an attitude adopted in the texts.<sup>1</sup> This feature is revealed by the use of such a formal verb for neutral volition as *wish*.

- (23) I **WISH** to convey the appreciation of ...

(24) We WISH to inform you that ...

Other means of realizing modality in the text are such verbal structures as *be* + adjective - *to*:

(25) I trust you will BE ABLE to serve ...

(26) The Vice-Chancellor hopes TO BE ABLE to approve ...

(27) The Board IS WILLING to accept ...

in which the structures have been used to realize the deontic meaning 'ability' and 'willingness' explicitly.

## 12. Further realization of contact function

In addition to the mechanical features of instrumentality, most of which are used to perform contact function, we also find that the contents of the letters are introduced with the following expressions:

(28) Attached is a copy of request made by ... (2 times)

(29) Your letter of ... refers (20 times)

(30) With reference to my letter  
No. JAMB/EXAM/3 Vol. I ... (5 times)

(31) Please refer to your memo reference ENG/CS.9 (10 times)

These are to ensure that since communication is one-sided, the addressee is not mistaken about the issues being discussed. Their function is therefore to open up the channel of communication with the reader. This is done by using expressions to single out and identify the points under discussion. Also within the letters, we find expressions like

(32) A photocopy of the ... is attached

(33) I enclose herewith an extract of ...

(34) Please find enclosed a copy of ...

There are also such redundant expressions as

(35) Once again thank you ...

(36) Kindly, I enclose herewith ...

(37) Once again, please accept ...

These are signals that the writer is about to conclude the points that he is making in these letters. Their main purpose is to compensate for the absence of feedback in written language.

## 13. Metalinguistic function

An interesting observation from our sample texts is the relative absence of the metalinguistic function in the strict sense of language being used to define terms.

Rather, what we find is the writer using language to explain how his points are to be understood:

- (38) There is no more allocation to your Department because your quota has been exhausted.
- (39) The Board intends holding a workshop for the item writers and moderators of test items to improve the quality of the items ...

In (38), the reason for there not being any more allocation is, 'because your quota has been exhausted' In (39) the reason for holding the workshop is also given.

These uses are not unique to written communication. Rather, it is the significance attached to the uses that is of importance. Accordingly, such METALINGUISTIC uses of language are designed to perform the kind of contact function performed in face-to-face interaction by FEEDBACK. This is why we said earlier that in writing, language is used METALINGUISTICLY to perform contact function. For, in a speech situation, if there is lack of understanding, the listener can immediately signal this paralinguistically through either facial expression or other kinds of body movement that demonstrate a block in understanding. But by showing in writing, either through explanation or definition, (i.e., metalinguistically) how terms are to be understood, the writer tries to maintain contact with his reader.

#### 14. University administrative language and officialese compared

The following observations could be made in comparing the two kinds of language. Both are languages composed by administrators, either in the university or the civil service.

With reference to the CHANNEL of communication, the instrument of administration — the letter — consists of bilateral print which involves one participant writing at a time. In terms of MODE, the letter is written to be read as written. We might add that it is dialogue. As regards MEDIUM, we are dealing with institutional communication, writing produced in response to a situation where the addressee is both absent and unknown.

In other words, the letters are produced in response to the situations that exist either in the ministries which make up the civil service or the public institution. Thus members of the general public — the clients — are absent from the situations. Even among colleagues, the addressee is absent from the situation in which the addresser is operating. Also such an addressee is unknown. Even when the addressee is known, such knowledge is not admitted. The only knowledge of the addressee admitted by the addresser is that — the addressee — is a role-filler. Hence the letters are written in formal tenor of discourse.

In terms of the mechanics of instrumentality, the features in both types of correspondence are the same, viz, heading, inside address, references, salutation, subheading, main-body, valediction, identification/signature. However, differences between the two situation-types were noticed in the following respects in terms of method of operation:

- (a) salutation/valediction
- (b) paragraphing
- (c) identification/signature

With reference to officialese, salutation and valediction occur very rarely, whereas both are regular features of the language of university administrators. As regards the complimentary close (valediction), it is more varied in administrative language — taking the forms:

Yours faithfully (8 times)

Yours sincerely (40 times)

Sincerely yours (2 times)

In officialese, valediction takes two main forms:

Yours faithfully

Yours truly

Occasionally, we find

Your obedient servant.

Paragraphs in officialese are usually numbered to indicate the number of points being made. This is not the case in the other situation-type, where paragraph setting is either indented or blocked.

The composers of the letters in both organisations are carrying out instructions or orders from their superior officers who are the permanent secretary (head of a ministry) or the registrar in the university, and so on. That such an officer is carrying out an instruction is made clear in the opening sentence of the first paragraph through an indirect statement or reported in imperatives. But the forms of the reported imperatives are different in the two kinds of language.

In the case of University administrative language, it takes the forms

... you are hereby invited to please ...

I write on behalf of Senate ... you have been appointed ...

In officialese it takes the form

I am directed to ...

This is the most common form.

In the case of identification, the civil servant in officialese always carries out his writing on behalf of the Permanent Secretary.

Yours faithfully

(M.A. Ifeta)

for Permanent Secretary

But in university administrative language, officers do not normally sign letters on behalf of their superior officers unless such officers are carrying out specific orders from their superior officers.

Yours sincerely  
R.A. Egborge (Mrs)  
for Registrar

Otherwise, the writer takes responsibility for the letter thus

- (i) Yours sincerely  
E.O. Adesanya (Mrs)  
Deputy Registrar (PGS)
- (ii) C.M. Ordia  
Faculty Officer

An interesting feature of a complimentary close in officialese is the enclosure of the name of the writer in brackets.

(M.A. Ifeta)  
for Permanent Secretary

Brackets are used to supply additional information (inclusion) which is not central to the discussion. The implication here is that the writer is unimportant. But this feature is absent in administrative language.

## 15. Conclusion

Our objective in this paper has been the examination of administrative correspondence taken from universities and their parastatals in order to ascertain the devices used by it to compensate for its situational differences from speech or spoken English. We confirmed that language is not the only means of conveying meaning in face-to-face interaction. This is because attitudinal meaning is conveyed not by language, but by paralinguistic elements. But in written language virtually the entire burden of communication falls on linguistic elements. Therefore written communication has to manipulate language in such a way as to make it perform all the functions required of it in any communicative event.

Attitudinal or modal function in the present paper is performed by modality, which is realized by modal auxiliary verbs and other agencies of modality.

Contact function is realized mainly by the mechanical features of instrumentality as well as through the use of redundant expressions. Metalinguistic function is not a prominent feature of this language. But when it occurs, it is used in the language to perform a contact function. Some of the devices identified are unique to this situation-type, but most are shared with officialese. In other words, any situation-type that features the totality of the linguistic devices identified in this paper must be that of administration.

## NOTES

\* The materials for this section derive from Longe (1985:306-13). The source also contains the register analysis of officialese and administrative language. Hence a genre analysis of administrative language would be repetitive. Rather, we have concentrated on the instrumentality aspect of the analysis of language in situation.

<sup>1</sup> Formality is a consequence of the role relationships that obtain among participants who refer to themselves either in terms of the roles they perform in the organization — (status) or in terms of their surnames. Politeness on the other hand is an attitude of the mind that enables a junior officer to avoid being rude to a superior officer. A junior officer who is mandated to order a superior officer to do something may choose to give the order in a polite manner, unless such an officer is dealing with a superior officer that he does not respect. But in administrative language, politeness is the rule.

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## APPENDIX A.

## (I) JOINT ADMISSIONS AND MATRICULATION BOARD

MATRIC. &amp; EXAMS DIVISION

Telephones: 01-603220, 603221  
 Telegrams: ADMISSIONS. IKOYI, LAGOS  
 Telex: 21146 JAMB NG  
 Ref. No. JAMB/EXAM/M/3/Vol.V/20

13 Hawksworth Road, Ikoyi  
 PMB. 127468  
 Lagos, Nigeria  
 17th March, 1986

(II) Dr. V.U. Longe,  
 Dept. of English,  
 University of Benin,  
 Uenin City,

(III) Dear Sir/Madam,

(V) 1986 Moderating Committee Meetings for the  
 Joint Matriculation Examination

(IV) With reference to my letter No. JAMB/EXAM/M/Vol. V/1 dated 31st January, 1986 on the above mentioned subject, you are hereby invited to please serve as a Moderator in the moderation of the Joint Matriculation Examination test items in Use of English.

A photocopy of the syllabus is attached to help you prepare for the meeting. It would be appreciated if you would please familiarize yourself with the syllabus before the meeting. In subjects where texts are prescribed, it would be appreciated if moderators familiarize themselves with the texts. Kindly bring along any useful reference books to the meeting.

Hotel accommodation has been reserved for you, Please find attached the timetable, information on accommodation and venues for the meetings. You are requested to please check into the hotel on the eve of the meeting.

Your meeting is scheduled for two full days and you would be paid an honorarium of one hundred naira (N100.00). In addition, your travelling expenses will be re-imbursed at the meeting.

Meetings commence at 9.00 a.m. daily.

Wishing you a pleasant trip.

(VI) Yours faithfully,

[signed]

(VII) E. Fabyan (Mrs.)  
 for Registrar

REGISTRAR: M. S. ANULU, B.A. (LOND.)

**APPENDIX B.**

**A FILE MINUTE**

**Perm. Sec.            XXXXX**  
**DMST**  
**SAF**  
**DPHS**  
**DNHP**  
**DFDLS**

Attached a.b.c are five copies of stenciled minutes of the meeting of the Central Departmental Promotion Board for your signature

Pls.

**PAS(Admin.)**

**06/1/78**

