

# INTERTEXTUALITY AND INTERDISCURSIVITY IN INFORMATION TECHNOLOGIES ORGANISATIONAL DISCOURSE

---

JANA KUZMINA  
University of Latvia, Latvia

**Abstract.** The paper reflects the results of the cross-sectional empirical research exploring the network of written genres in information technologies organisations. The theoretical basis for this research has been grounded in the English for Specific Purposes and the New Rhetoric genre schools. The empirical research method is a case study, discourse and frequency analysis. Firstly, semi-structured interviews with IT professionals from Latvia, Estonia, Belarus and Western Russia aimed to identify the recurrent genres pertinent to the domain were conducted. Secondly, the analysis of constitutive and manifest intertextual relations in the documents in question was performed. The obtained results highlight the significance of the social context and professional practice for conducting discourse analysis in the domain in order to uncover constitutive intertextual relations. They reveal that the genres in the network have hierarchical interdiscursive relations, with the system architecture being the dominating one. The linguistic means of manifest intertextual relations do not show high variation and indicate to the genres precedent or antecedent in the chronological chain.

**Key words:** information technologies organisational discourse, discourse analysis, intertextuality, interdiscursivity

## INTRODUCTION

Communication models in organisational discourse have become complex, dynamic and highly dependent on situational context. The linguists of English for Specific Purposes (ESP) and New Rhetoric Schools claim that applied genre analysis is the study of textual artifacts, undertaken inseparably from the social practices of a discourse community.

With the advancement of genre as a social action in the New Rhetoric tradition, genre research moved from the analysis of single genres proposed by Systemic Functional Linguistics (SFL) (Paltridge 1996; Martin, 1997) and the ESP researchers (Swales, 1990; Bhatia, 1993) to groups of connected genres (Swales, 2004) and the relationships among them within activity systems. This shift facilitated recontextualisation of the concepts of uptake and intertextuality, the consideration of interdiscursive processes and the concept of meta-genre, research in organisational communication to explore genre within their local and wider social context (e.g. in tax accounting (Devitt, 1991), healthcare

(Berkenkotter and Huckin, 1995), software development (Spinuzzi, 2004), enabling scholars to uncover complex social and intertextual relations within their professional communication models, building an organic and dynamic genre ecology (Spinuzzi, 2004) or system (Swales, 2004) based on social discursive processes.

The abovementioned considerations have determined the aim of the present research, i.e. to investigate the recurrently encountered genres characteristic of the IT institutional domain as a system and determine genre intertextual relations. In the present research, professional genres are viewed as a social action, a reflection and mediation of the activities performed by the discourse community, creating a shared knowledge base (Miller, 1984; Freeman and Medway, 1994; Berkenkotter and Huckin, 1995; Bazerman et al., 2009), with textual regularities being socially constructed (Bawarshi and Reiff, 2010). Moreover, the need for communication and genre communicative aims are emphasised (Swales, 1990; Bhatia, 2004).

## THEORETICAL BACKGROUND

### 1 ORGANISATIONAL DISCOURSE

Organisational discourse is a complex and all-embracing concept which can be investigated cross-sectionally involving linguistics, communication and business studies. In the present article, it is attributed to written communication occurring within organisations, i.e. an interrelated network of genres to reflect the professional discursive practices, activities and procedures.

Grant, Hardy, Oswick and Putnam (2004: 3) described organisational discourse as the interrelated and structured collections of texts

embodied in the practices of talking and writing (as well as a wide variety of visual representations and cultural artifacts) that bring organisationally related objects into being as these texts are produced, disseminated and consumed. They signify collections of interactions, media of communication (i.e., oral, print, electronic), or assemblages of oral and written forms.

The scholars (*ibid.*) also defined the organisational discourse as context-sensitive language use exposed to plurivocality, i.e. multiple phenomena unveiled for the analysis at a time. They considered that the field of organisational discourse has borrowed extensively from the wider discourse analytical literature and directed the debates pertaining to the exploration of organisational discourse to the negotiation of meaning, intertextuality, cognitive approaches and reflexivity.

Mumby and Clair (1997) claimed that organisations are created by the members of discourse community through discourse, which is the means to create a coherent social reality.

The scholars also asserted that ‘discourse is a facet of organisational life; a communicative practice that can be empirically examined to determine its meaning and purpose, viewed in functional terms’ (ibid: 181). Heracleous and Barrett (2001) defined organisational discourse ‘as a body of communicative actions that [serve as] tools at actors’ disposal, emphasising the purposive and instrumental use of such communicative actions for the facilitation of managerially relevant processes and outcomes’ (2001: 756).

Iedema (2003) differentiated between two disciplines majoring in organisational discourse, i.e. organisational discourse studies and organisational discourse analysis, the former grounded in organisational management, the latter in linguistics. Intertextual and interdiscursive nature of organisational communication is explored deriving from purposive and instrumental language use in organisational documentation.

## 2 INTERTEXTUALITY AND INTERDISCURSIVITY

Intertextuality was introduced from critical literary theory to linguistics in the 1980s and advanced extensive research in various branches to show the relations between texts (Text Linguistics and SFL) and genres (ESP, New Rhetoric Studies) and provided means to explain genre modification and transformation (ESP, New Rhetoric Studies, Critical Discourse Analysis), evolving into interdiscursivity.

The term *intertextuality* was proposed by Kristeva (1980). She referred to texts in terms of two axes: a horizontal axis connecting the author and the reader of a text, and vertical, which connects the text to other texts through contexts (ibid: 36). She argued that rather than confining our attention to the structure of a text we should study its ‘structuration’ (how the structure came into being). This involves locating it ‘within the totality of previous or synchronic texts’ of which it was a ‘transformation’ (ibid.). For the present research the vertical axis, i.e. the relation of organisational genres within professional communication, have been considered.

According to Kornetzki (2012), intertextuality as a concept and term was transferred from critical literary theory to linguistics by Zimmermann (1978), who investigated it at the level of content and text types. Beaugrande and Dressler (1981) developed it further within text linguistics postulates and located it among seven other standards of textuality along with cohesion, coherence, intentionality, acceptability, informativity and situationality.

Beaugrande and Dressler (1981: 188) distinguished syntagmatic (referential) and paradigmatic (typological) intertextual relations, the former being overt intertextual relations expressed through references and citations, the latter being the relations of text patterning. The theoretical framework gave rise to further investigations of intertextuality within text linguistics, discourse studies, critical discourse analysis in particular and genre studies. The obtained results reveal syntagmatic intertextuality searching for its overt manifestation among genres/

documents in question as well as paradigmatic intertextuality uncovering intertextual relation based on the professional discursive processes.

Lemke (2005:6) considered the SFL postulates of language being context-dependent and governed by three metafunctions (ideational, interpersonal and textual) and proposed to apply them to investigate intertextual relations. Namely, the texts, belonging to a similar topic, are connected ideationally, possessing a similar stance of the author interpersonally, having similar textual patterns textually. If the connections are present at all three metafunctional levels, though of a different degree, the texts are considered as intertexts to each other. Hence, the scholar (*ibid.*) distinguished three types of intertextuality, i.e. co-thematic, co-orientating and co-generic respectively. The obtained results illustrate the co-thematic intertextuality type since the genres in the repertoire are grouped according to the theme as well as co-generic as the transformation of the same technical solution (idea) is observed in various genres, which results in similar rhetorical moves and textual patterns.

Defining intertextuality (Kristeva, 1980; Beaugrande and Dressler, 1981; Bhatia 1995, 1998) and interdiscursivity (Fairclough, 1995; Bhatia, 2010), it should be noted that intertextuality refers to the phenomenon that other texts are overtly drawn upon within a text, which is typically expressed through explicit surface textual features such as references, quotations and citations. Interdiscursivity (Fairclough, 1995; Bhatia, 2010), however, operates on a different dimension in that it refers to how a text is constituted by a combination of other language conventions (genres, discourses, discursive practices). Thus, the difference between these two concepts lies in the fact that intertextuality refers to actual surface forms in a text, borrowed from other prior texts, whereas interdiscursivity involves the whole language system referred to in a text. In this sense, interdiscursivity is a more complex phenomenon since it is concerned with the implicit relations between discursive formations rather than the explicit relations between texts and, as a result, accounts for the attempts to create hybrid, relatively novel, embedded constructs by appropriating the existing genres and discursive practices.

Some scholars (e.g. Xin, 2000: 191) have used the term *generic intertextuality* to cover what interdiscursivity actually refers to. However, these two notions do not always have the same connotation in the sense that interdiscursivity does not always refer to the mixing of different genres. In some cases, it is the articulation of discourses, discursive practices or styles that makes sense in the formation of interdiscursive relations.

The distinction between the concepts of interdiscursivity and intertextuality derives from Fairclough's (1992) dichotomy of constitutive and manifest intertextuality when he accounted for the more overarching concept of intertextuality. He claimed (*ibid.*) that manifest intertextuality refers to the explicit presence of one text in another. Constitutive intertextuality, in its turn, is attributed to the mixing configuration of discourse conventions such as genres, activity types, and styles associated with different types of discourse; thus, it is

not overtly present in the textual artifact but is to be retrieved from the social context (*ibid.*).

Bhatia (2010) schematically showed the constituents of interdiscursivity linking directly the analysis of organisational genres with organisational discursive practices through the appropriation of generic resources. He claimed that professional practices and genres are mutually interrelated in the sense that discursive practices are reflected in the textual artifact, yet a genre may determine discursive behavior and influence the creation of other genres within the network or outside it, which has been consistently investigated by the New Rhetoric Genre School researchers.

The obtained results illustrate the interrelation of professional genres and professional practices and its manifestation, excluding professional culture since the investigation is of applied descriptive rather than critical nature. Both syntagmatic and paradigmatic intertextual relations have been explored, the latter being harder to uncover because of the dependence on professional discursive processes.

## METHODS AND DESIGN OF THE STUDY

In order to reach the goal of the paper, i.e. to investigate the recurrently encountered genres characteristic of the IT institutional domain as a system and determine genre intertextual relations, qualitative cross-sectional research with quantitative research elements at data representation level, has been employed. The multiple and collective instrumental case study (Stake, 1995, 2005) served to explore the data collected during questionnaires (Appendix 1), interviews (Appendix 2), and as well as discourse and genre analysis of technical documentation produced and consumed by the members of the discourse community in a professional setting.

136 participants are technical specialists or managers employed by IT companies, involved in IT product design and service provision, excluding sales, in Latvia and abroad with at least one year working expertise in the field, with one of the responsibilities encompassing technical documentation production, consumption or both. They are non-native English language users with language proficiency of B2 and above representing all levels of professional expertise (trainee, junior, common, lead and/or senior specialists) and at least low and middle level management aiming at maximum variation. The sample of the present research may be characterised as homogeneous, in terms of the professional domain, yet heterogeneous in terms of the level of expertise and the nature of positions (technical, managerial or both).

Iterative chain sampling was implemented since the initial spread of questionnaires and conducting interviews (87 participants) resulted in obtaining additional 49 contacts. Therefore, it was decided to run the procedure in an iterative way to ensure the saturation of the sample.

Based on the results of the interviews and questionnaires, a text database of organisational documentation of 307,849 tokens representing naturally occurring language was compiled, marked-up and annotated for discourse and genre analysis. Where applicable, Oxford WordSmith Tools 6.0 software was used to do the frequency analysis.

Once the results of the interviews and the questionnaires were processed and the genres were organised into an intertextual network, the sample documents underwent frequency analysis in order to identify the linguistic manifestation of intertextual relations.

## DISCUSSION AND RESULTS

### 1 DESCRIBING GENRE INTERDISCURSIVE RELATIONS

Addressing the research questions of the study, the recurrently encountered genres in IT written professional communication were identified analysing the results of questionnaires and interviews (Kuzmina, 2014). Their communicative aims and underlying discursive practices enabled us to organise the documentation into a network. Table 1 below illustrates the allocation of the genres in the sample into a repertoire.

*Table 1 Genre interdiscursive relations*

<b>Project Management</b>	<b>Technical Operational</b>
<b>business case description</b> <b>business requirements</b>	<b>system architecture</b> <b>systems requirements</b> functional and non-functional specifications
<b>a project plan</b> project plan (project scope, project schedule, change management plan, resource, financial, quality, risk and acceptance plans)	test strategy test cases problem/bug report or change request
status reports	configuration management plan repositories configuration
a closure report	reports on fixes
an acceptance act/note	manuals

The repertoire takes the perspective of the discourse community. The networks of genres model action as communication, possessing performative character; hence, the model of action is communicative/performative as the reader is induced to action. The relationships are initiated by the discourse community, thus, being asymmetrical. The table reflects the discursive processes in the organisational setting, thus, the genres in the columns are organised chronologically into chains, the relations being sequential, and hierarchies, the relations being dominant. The overlapping relations or relations between the domains are marked with arrows and are of a transformational character, namely, the source genre is reconceptualised and modified into a target genre. The system as a genre repertoire is considered to be stabilised for now.

Having explored constitutive (paradigmatic) intertextual relations further, genre communicative aims were determined enabling us to organise the documentation into colonies. The results reveal that colonisation in IT may occur across discursively related domains. Table 2 (Appendix 3) exemplifies a broadening of genre investigation into the mapping of generic activity characteristic across the domains and sub-domains according to their communicative aim. The distinguished colonies of the genres in the domains in question are the colonies of regulatory, informative, reporting and evaluative genres.

## 2 GENRE INTERTEXTUAL RELATIONS

In order to identify the manifest intertextual relations *Oxford WordSmith Tools 6.0* software was applied and frequency analysis was conducted. As it can be seen in Table 3, the scarce use of manifest (syntagmatic) intertextual references might be explained by the fact that the communicative aim of the document is to outline systems components and their views focusing on clarity since it will be further readdressed in the process of other genre creation (recontextualisation), in systems requirements, functional and non-functional specifications. Hence, these genres were identified.

*Table 3 Intertextual relations in system architecture*

N	Word	Frequency	Per cent
1124	SPECIFICATIONS	2	0.01
1269	REQUIREMENTS	2	0.01

In functional and non-functional requirements as specified in Table 4, the report signals not only intertextual, but also interdiscursive relations between project management and technical operational domain since the report belongs to the former. Other intertextual links relate to the preceding genres in the chain and the figures are also scarce.

*Table 4 Intertextual relations in functional and non-functional specifications*

<b>N</b>	<b>Word</b>	<b>Frequency</b>	<b>Per cent</b>
7	REPORT	794	1.80
452	REQUIREMENTS	13	0.03
802	ARCHITECTURE	5	0.01

The frequency analysis of the configuration management and test management documentation did not disclose any manifest intertextual relations. However, manual documentation examination revealed that the companies use intranet and intertextual relations are presented as hypertext links to other documents in the database.

## CONCLUSIONS

The data obtained in the present research revealed that genres of IT technical operational documentation constitute a wide network in predominantly written mode, the key being a system architecture, functional and non-functional requirements, manuals and test strategy. The genres in the network possess hierarchical structure with the system architecture and system requirements being the dominating ones. Manifest and constitutive intertextual relations and genres chronological chain are identified on the basis of exploring the situational context and revealing the discursive practices behind. Interdiscursive embedding of technical operational documentation and project management documentation is also consistent with the professional practices as well as mapping the communicative aims across IT operational and project management domains which results in regulatory, informative, reporting and evaluative genres. Frequency analysis results to investigate manifest intertextuality do not demonstrate high variation, and the precedent and antecedent genres in the chain were mentioned. The manifestation of intertextual relations in configuration and testing documentation was through hypertextual links to the documents in the intranet database.

The limitation of this study lies in the difficulty to compile a corpus due to non-disclosure organisational policies. A similar research procedure may be undertaken to analyse other genres in the domain after signing non-disclosure agreements with the stakeholders to make corpus more representative. Further research activities might also comprise a detailed analysis of lexico-grammatical features of each move and step to demonstrate their connection with the manifestation of language metafunctions or follow the longitudinal perspective, focusing on genre integrity, genre dynamism and co-generic intertextuality.



## REFERENCES

- Bawarshi, A. and Reiff, M. (2010) *Genre: An Introduction to History, Theory, Research and Pedagogy*. West Lafayette, Indiana: Parlor Press.
- Bazerman, C., Bonini, A. and Figueiredo, D. (eds.) (2009) *Genres in a Changing World*. Fort Collins, Colorado: the WAC Clearinghouse, West Lafayette, Indiana: Parlor Press.
- De Beaugrande, R. and Dressler, W. U. (1981) *Introduction to Text Linguistics*. London: Longman.
- Berkenkotter, C. and Huckin, T. N. (1995) *Genre Knowledge in Disciplinary Communication*. Mahwah, NJ: Lawrence Erlbaum Association.
- Bhatia, V. K. (1993) *Analysing Genre*. Harlow: Longman.
- Bhatia, V. K. (1995) Genre-mixing in professional communication: The case of 'private intentions' v. 'socially recognized purposes'. In P. Bruthiaux, T. Boswood and B. Bertha (eds.) *Explorations in English for Professional Communication* (pp. 1–19). Hong Kong: City University Hong Kong.
- Bhatia, V. K. (1998) *Intertextuality in Legal Discourse*. JALT Publications Online. The Language Teacher. 22(11) Available from [http://jalt-publications.org/old\\_tlt/files/98/nov/bhatia.html](http://jalt-publications.org/old_tlt/files/98/nov/bhatia.html) [Accessed on 24 August 2012].
- Bhatia, V. K. (2004) *Worlds of Written Discourse: A Genre-based View*. London: Continuum International.
- Bhatia, V. K. (2010) Interdiscursivity in professional communication. *Discourse and Communication*, 4: 32–50.
- Devitt, A. J. (1991) Intertextuality in tax accounting: Generic, referential, and functional (pp. 336–357). In C. Bazerman and J. G. Paradis (eds.) *Textual Dynamics of the Professions: Historical and Contemporary Studies of Writing in Professional Communities*. University of Wisconsin Press, Madison, WI.
- Freeman A. and Medway, P. (eds.) (1994) *Genre and the New Rhetoric*. London: Taylor and Francis.
- Grant, D., Hardy, C., Oswick, C. and Putnam, L. (2004) *The SAGE Handbook of Organisational Discourse*. London: Sage Publications.
- Halliday, M. A. K. (1994) *An Introduction to Systemic Functional Grammar*. London: Edward Arnold.
- Heracleous, L. and Barrett M. (2001) Organisational change as discourse: Communicative actions and deep structures in the context of information technology implementation. *Academy of Management Journal*, 44 (4): 445–467.
- Iedema, R. (2003) *Discourses of Post-bureaucratic Organization*. Amsterdam: John Benjamins.
- Kornetzki, A. (2012) *Contrastive Analysis of News Text Types in Russian, British and American Business Online and Print Media*. Berlin: Frank and Timme GmbH.
- Kristeva, J. (1980) *Desire in Language: A Semiotic Approach to Literature and Art*. Trans. by A. Jardine, L.S. Roudiez and T. Gora. New York: Columbia University Press.
- Kuzmina, J. (2014) *Genre Contextualisation and Rhetorical Organisation Aspects in English Written Communication for Information Technologies*. Unpublished doctoral thesis. Riga: University of Latvia.
- Lemke, J. (2005) Intertextuality and educational research (pp. 3–17). In D. Bloome and N. Stuart-Faris (eds.) *Uses of Intertextuality in Classroom and Educational Research*. Greenwich, Conn: Information Age Publishing.

- Martin, J. R. (1997) *Analysing Genre: Functional Parameters. Genre and Institutions: Social Processes in the Workplace and School* (pp. 3–39). Frances Christie and J. R. Martin (eds.). London: Cassell.
- Miller, C. (1984) Genre as social action. *Speech*, 70 (2): 151–167.
- Mumby, D, and Clair, R. (1997) Organisational discourse (pp. 181–205). In T. A. van Dijk (ed.) *Discourse as Structure and Process*. Discourse Studies (2). London: Sage.
- Paltridge, B. (1996) Genre, text type and the language classroom. *ELT Journal*, 50 (3): 237–243.
- Spinuzzi, C. (2004) Describing assemblages: Genre sets, systems, repertoires and ecologies. In *Computer Writing and Research Lab*. White Paper Series. Essays and Addresses. New York: Macmillan Publisher, Benjamins Publishing Company. Available from <http://www.cwrl.utexas.edu/node/158> [Accessed on 28 August, 2012].
- Stake, R. E. (1995) *The Art of Case Study Research*. Thousand Oaks, Calif.: Sage.
- Stake, R. E. (2005) Qualitative case studies. In N. K. Denzin and Y. S. Lincoln (eds.) *the Sage Handbook of Qualitative Research*, 3rd edit. Thousand Oaks, Calif.: Sage.
- Swales, J. M. (1990) *Genre Analysis: English in Academic and Research Settings*. Cambridge: Cambridge University Press.
- Swales, J. M. (2004) *Research Genres: Exploration and Applications*. Cambridge: Cambridge University Press.
- Xin, B. (2000) *Intertextuality from a Critical Perspective*. Suzhou: Suzhou University Press.

## APPENDIX 1

### QUESTIONNAIRE

Thank you very much for agreeing to complete this questionnaire on written genres used in IT for professional communication. It should take you about 10–15 minutes.

For the purposes of the present study written genres are broadly defined as any document created for corporate communication at a workplace and used internally, communicating with your colleagues and externally, communicating with clients, partners and other stakeholders. The aim of the research is to investigate the institutional situational context in which English written communication for IT occurs; to determine recurrently used genres in IT written discourse; to systematise the network of genres used for written professional communication in the IT domain, state their communicative aims and organization and typical language. The information will help me to describe the peculiarities of written professional communication and identify the requirements for writing successful professional documentation in the workplace.

**Participant (Addressor/addressee)**

1. Company \_\_\_\_\_

2. Location \_\_\_\_\_

3. Age (tick the appropriate box)

18–25	26–35	36–50	over 50
-------	-------	-------	---------

4. Work experience in IT (tick the appropriate box)

Less than 1 year	1–2 years	2–5years	6–10 years	more than 10 years
------------------	-----------	----------	------------	--------------------

5. Native language \_\_\_\_\_

**Purposive domain**

6. In which business domain and sub-domains do you work? (e.g. software development, user interface development)

7. What is your position?

8. What responsibilities (activities, actions and operations) that require documentation compilation and processing do you perform?

Activity, action and operation	Document(s)

**Instrumentality**

9. How is the documentation stored and retrieved in your company?

	Repository (please specify file format)	issue tracking system, e.g. JIRA	team collabora- tion software, e.g. <i>Confluence</i>	Other (please specify)
Tick all that apply				
Notes				

Could you specify the most appropriate time for you for the interview?

Thank you for completing this questionnaire! I highly appreciate your contribution to this research.

## APPENDIX 2

### INTERVIEW PROTOCOL FOR THE IN-PERSON SEMI-STRUCTURED INTERVIEWS

The aim of my research is to collect information about the written documentation used in IT companies for professional communication. The results will enable me to organise the documents used at a workplace into interrelated networks and further describe their rhetorical (organisational) and linguistic features. The research results may be applicable for personnel trainings, materials design and further documentation flow optimisation. By document I understand any formal written unit generated individually or collectively that has an addressee or a target audience, is recognised by them, has a typical organisational structure, and is devised in response to some professional activity. The interview will take you approximately 15–20 minutes.

### QUESTIONS FOR THE IN-PERSON SEMI-STRUCTURED INTERVIEWS

#### **Communicative event and setting**

1. What documents do you draw up? What documents do you review?
2. How frequently do you do that?
3. Who is the addressee?
4. Is s/he located externally or internally? If externally, in what countries?
5. Can there be multiple addressees?
6. What professional activity does it describe? What product or service is it related to?
7. Is the creation of the document determined by the company operations or by client requirements?
8. What activities precede its creation? What activities follow its creation?

#### **Genres**

9. What documents are created before it? What documents are created after it?
10. Which documents dominate in the set?
11. What are their aims?
12. Are there documents with similar aims?
13. What sections does it consist of?
14. Are there usually any graphs, charts, diagrams or flowcharts?

**Texts Analysed** (available from companies internal database) [assessed from 15 June to 1 July, 2013]:

<b>Genre</b>	<b>No of documents</b>	<b>No of words</b>	<b>Source</b>
operational architecture	4	19,584	companies A, B, C, E
systems requirements	4	15,840	companies A, B, C, E
functional non-functional specifications	8	98,112	companies A, B, C, E
test strategy	4	23,304	companies A, B, C, E
test cases	20	12,840	companies A, B, C, E
problem/bug report or change request	20	4,874	companies A, B, C, E
configuration management plan	4	8,421	companies A, B, C, E
repositories configuration	4	8,015	companies A, B, C, E
reports on fixes	20	2,011	companies A, B, C, E
<b>Sub-total</b>	<b>88</b>	<b>193,001</b>	
business case description	4	16,213	companies A, B, C, E
business requirements	4	14,224	companies A, B, C, E
project plan (project scope, project schedule, change management plan, resource, financial, quality, risk and acceptance plans)	4	59,215	companies A, B, C, E
status reports	20	21,660	companies A, B, C, E
closure report	4	2,272	companies A, B, C, E
acceptance act/note	4	1,264	companies A, B, C, E
<b>Sub-total</b>	<b>40</b>	<b>114,848</b>	
<b>Total</b>	<b>128</b>	<b>307,849</b>	

## APPENDIX 3

Table 2 Genre Colonies

<b>General communicative aim</b>	<b>Genre</b>	<b>Specific communicative aim</b>	<b>Domain/ sub-domain</b>
To regulate and guide the professional activity	project plan (change management plan, resource, financial, risk and acceptance plans)	to outline project milestones, deliverables, dates, resources involved, risks and acceptance criteria	project management
	configuration management plan	to outline software configuration activities	technical operational/ software configuration
	test strategy	to outline software testing activities	technical operational/ software testing
To report progress of a professional activity	report on fixes	to inform about changes made to an application	technical operational
	status report	to inform about a status of a task	project management
	closure report	to inform about completed a project and submission of deliverables	project management
To inform about a professional activity, system, product, application, etc.	system architecture	to describe design goals; to provide a general overview of the system architecture, system interaction patterns with other applications and data flow; to outline partitioning of functionality and responsibilities of the system were partitioned and then assigned to subsystems or components	technical operational/ software design
	system requirements	to describe the data design related to the system, interaction, interface and operational scenarios	technical operational/ software design

<b>General communicative aim</b>	<b>Genre</b>	<b>Specific communicative aim</b>	<b>Domain/ sub-domain</b>
	Manuals	to describe the operational circumstances to ensure proper system, software application or functionality use	technical operational/ software development, testing, configuration or use
	functional and non-functional specifications	to exhibit the functional capabilities of the system/ application; to outline non-functional constraints to the solution, e.g. performance, safety, reliability, environment and other criteria	technical operational/ software development
	test cases	to outline the purpose of testing, input data, steps to reproduce, expected results, pass and fail criteria	technical operational/ software testing
	repositories configuration	to outline criteria for data storage repositories adjustment	technical operational/ software development
	business case description	to outline a business process that requires a software	project management
	business requirements	to outline criteria for a business process and describe the instances of use	project management
	project scope	to outline project deliverables	project management
	project schedule	to outline project milestones and time frames for deliverables	project management
To verify/ evaluate the compliance a professional activity, system, product, application etc. with certain requirements	acceptance act/ note	to inform about the acceptance of deliverables	project management

**Jana Kuzmina** (Dr. philol., Lecturer) is currently working at the University of Latvia and Riga Technical College. Her research interests include written organisational discourse, genre analysis, intertextuality. Email: jana.kuzmina@lu.lv