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DIGITAL TECHNOLOGY AND THE IMPACT ON COMMUNICATION LANGUAGE AND MASTERY OF GENERATION X AND Y FOR CORRESPONDENCE LANGUAGE

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Abstract

In today's epoch of digital technology, the way generations communicate or interact is also varied. The accelerated presence of digital communication technology in recent times affects the language and communication of Generation X and Y in institutions and organisations. Hence, this research explained the impact of digital technology on communication language and language proficiency among Generation X and Y, as well as described the steps to bridge the communication gap between Generation X and Y as a result of the advancement of digital technology in communication today. Empirical studies were administered using the interview method. Unstructured interviews were conducted in groups by location. A sum of 65 people among Generations X and Y were chosen as interview respondents employing purposeful sampling techniques. The outcomes of the study concluded that digital technology also affects the communication language of Generation X and Y. Thus, it is evident that it holds an impact on the mastery of the language of correspondence among Generation Y in the workplace. Moreover, digital technology contributes to creating a generation gap when there are differences in language and

communication, differences in age and personality, openness, level of education and life experience between Generations X and Y. Consequently, before the generation gap becomes critical, some measures must be taken such as conducting workshops, forums and social activities outside the office to bridge the generation gap between Generation X and Y. Furthermore, Generation X must be able to accept the presence of communication language variations in the digital age. At the same time, Generation Y must master the language of correspondence communicated officially at work. Generations X and Y also must review the language of communication in digital communication and communicate face-to-face for the sake of mutual harmony in institutions and organisations.

Introduction

Over the past few decades, human communication grew on three platforms simultaneously, mainly through technological, psychological, and methodological developments. Simultaneously and unknowingly, we made rapid progress in our language of communication to transmit and receive messages. Hence, the psychological aspects of communication transformed remarkably with the presence of different generations in institutions and the workplace. In other words, in today's era of digital technology advancement, the way each generation communicates or interacts is also quite diverse. With the emergence of online communities, communication turned from traditional modes based on face-to-face interaction models to more digital approaches such as social networking, (Vithya Subramaniamam & Norizan Abdul Razak, 2014). The up-to-date advancements in digital communication technology inspired language behaviour between generations to the point of causing shifts or communication gaps between generations X and Y in institutions and organisations, (Zaitul Azma Zainon Hamzah et al., 2019).

Nevertheless, it is undeniable that progress in communication technology also offers advances in social interaction. Different generations are found to have adopted different digital communication technologies to communicate. Thus, they do not always appreciate the different ways of communication with the digital communication technology they use. It is mostly applicable to communication between Generation X and Y. Generation X still enjoys face-to-face communication, while Generation Y values digital communication. Due to these different forms of communication, predicaments in communication exist, especially in communication between Generation X and Y, while communication is quintessential in organisations. Incompetent interaction in organisations can lead to communication gaps in the workplace.

In terms of communication, not many people realise that the form of communication between generations is extensively distinctive. Although Generation X still employs face-to-face methods, at the same time, they also utilise email to communicate efficiently at work. Generations Y and Z, who began to venture into the world of work, highlighted the use of digital communication technology such as text messaging, instant messaging, and WhatsApp. These differences in communication forms between Generation X and Y formed communication gaps between generations in some institutions and organisations today.

Therefore, this study explained digital technology and its impact on communication language and language proficiency among Generation X and Y, as well as elaborated measures to bridge the communication gap between Generation X and Y impact of digital technology advances in communication now.

This paper would begin with a discussion of the concepts and profile of generation based on literature.

Definition of Generation

Manheim (1952), explained that generation is a social organisation in which there is a group of people who have the same age, and historical experience of a similar event. The definition of Manheim on generation (1952) was further elaborated by Ryder (1965) who maintained that the generation is an aggregate of a group of individuals experiencing the same events in the same time history as well. Next, Kupperschmidt's (2000), explained that a generation is a group of individuals who identify their group based on the similarity of the year of birth, age, location, and events in the life of that group of individuals that have a significant influence on their growth phase since birth. Kupperschmidt (2000) added that experience and fundamental events become one of the factors that influence the behaviour of generations. Determinants such as socioeconomic status, different ways and living conditions, areas of a country and ethnicity are found to influence individual perspectives.

Generations are also established based on their similarities in terms of beliefs, values and norms formed by critical historical events that dominated them throughout the years of their lives (Giancolo, 2006; McNamara, 2005; Arsenault, 2004). Thomas C. Reeves and Eunjung Oh, (2008) explained that each generation defines its members as people born in a period of about 15 years to 20 years, having common characteristics based on historical experience, going through economic and social times almost equally, enjoying technological advances, and the same social change.

Nevertheless, the concept of generation varies depending on the scholar who defines it. Zemke (2001) described a generation based on two main events, particularly in terms of the times of life and demographics they experience together. Similarly, generations refer to a group of people born within the same time (Raines, 2003; Howe and Strauss, 2000). The time an individual is born circumscribes the culture they experience. The culture is determined by the variety of events that occur, such as media development, world events, social trends, economic realities, natural disasters, success in science and technology, music development era, behavioural norms, social values, school environment, national atmosphere, and the way they see the world (Twenge, 2006).

Thus, the researcher referred generation to a group of individuals born within the same year and raised around the same age. Individuals in the same demographic cohort exhibit comparable character traits, interests, encounter similar political, economic, social-historical events.

Differences of Generation X and Y

Generation X is more comfortable with technology. They establish a premium label on family time. Most of them are identified as "working for a living" (Chao,

2005). Additionally, they are characterised as independent, flexible and independent. They are interested in high quality of work, high productivity and well-oriented in the labour market. Besides, Generation X is found to appreciate the balance between personal and professional life and is not afraid to fight for it. Now, they are the majority of the employee composition in most organisations and companies, particularly in the private sector. At the same time, they tend to be pessimistic, pragmatic, and independent (Patterson, 2007). They can quickly adapt to transformation and prefer to do things their way and make their own decisions without the help of others. In the meantime, they also prefer to 'invest' for self-development more than the development of organisations and companies (Hatfield, 2002). Since they work for pay, thus they highlight a shallow level of loyalty to the organisation and company. Similarly, they will quickly leave their organisation if they get a job opportunity elsewhere or if their job is not personally satisfying.

Generation Y is the first generation to have a computer in the classroom since the beginning of their schooling. They are subject to a structured life with little free time and are surrounded by technology (Johnson & Lopes, 2008). Furthermore, they were children in a high-tech environment, and they communicated using high-tech materials. In other words, they do not like face-to-face communication.

One of the most apparent features among Generation Y is that they do not regard computers or other electronic materials as "technology." For them, technology is already popular, including computers, mobile phones, instant messaging, the internet, and social media (Oblinger, 2003).

Consequently, Generation Y always relies on the internet and social media, and the situation poses a "technological challenge" to employers in organisations. Furthermore, Generation Y holds a desire for "frequent, positive, and open communication in the workplace" (Chou, 2012). As such, Generation Y owns a high portfolio of technological skills and can be oriented to different professions. Furthermore, most Generation Y employees are typically highly educated. They are smart, creative, productive and achievement-oriented, but they lack the skills in communication and problem-solving.

Nevertheless, Generation Y desperately needs a mentor or supervisor to encourage and facilitate their professional development. Career choices always surround them. Therefore, they do not favour to work in one job for an extended period. They demand continuous motivation and stimulation and the opportunity to improve their skills. If they are not successful, they will leave the organisation and find another company (Collier, 2012).

Differences in the characteristics and nature of this generation need to be understood. Understanding the differences between generations is crucial in building a successful multigenerational organisation. It is because each generation owns a specific experience that helps to form certain beliefs, hopes, trusts and work styles.

Communication in the Digital Technology Era

Communication is the basis for the existence of human relationships (Elza Venter, 2017). The potential of human relationships develops through close interpersonal communication and in turn, develops into broader interpersonal communication. It is because human beings need each other's relationships with other human beings. In other words, communication between humans holds an impact on their respective lives (Adler, Rosenfeld, & Proctor, 2010).

Undoubtedly, the process of communication requires humans forming the meaning of each other (Stewart, 2002b). Face-to-face interaction allows one to communicate verbally and non-verbally. Thus, communication happens not only face-to-face but also includes telephone conversations, texts or instant messages and the participation of communication on social networks with others (Solomon & Theiss, 2013), which is shared through verbal cues and emoji symbolism.

Accordingly, the rise of digital technology undeniably affected human communication today (Jaclyn Cabral, 2011). The progression of digital technology surprises society today when it successfully creates and maintains relationships with a person without being limited by space, time and boundaries. In other words, the existence of web-based social media transforms the way people communicate. Thus, it aids to enhance interactive conversations. Similarly, interpersonal communication changed since the establishment of the internet until face-to-face communication was transferred to computer-based communication by Generation Y (Elza Venter, 2017).

Although all these digital technologies serve as communication channels and play a role in intensifying social interaction but different generations are found to use different technologies to communicate, and they do not always appreciate communication channels that are not their choice, (Zaitul Azma Zainon Hamzah, 2019). It is mostly applicable in communications between Generation X and Y.

Generation Y or known as Millennials prefer Instant Messaging because they prefer "typing quick notes" rather than making phone calls and writing letters. After all, this phenomenon is no longer strange when we see the younger generation using various forms of messaging channels immediately to interact or have a conversation with someone.

The influence of the presence of digital technology prompted concern among society and certain parties when the decline of social interaction and social skills among the younger generation because they are very focused on screens and machines, (Vaportzis.E, Clausen.MG and Gow, AJ, 2017). Furthermore, it is apparent that the majority of the population today lives in the era of the advancement of digital technology with the presence of computers and smartphones. They establish interpersonal relationships using technology and thoroughly understand the various uses of this digital technology. According to Sydney Jones, and Susannah Fox, (2010), today's younger generation is more likely to use social networking sites to create profiles than the older generation. Amanda Lenhart, (2010), who focused on the study of Generation Y activities, agreed with Sydney Jones and Susannah Fox (2010), that Generation Y uses social networking sites and they have online profiles. Also, Lenhart (2010), affirmed that

Generation Y uses online communication every day to send messages and receive news from friends.

The question is, to what extent does this digital communication technology influence the communication and mastery of correspondence among Generation Y in the workplace? Although digital communication technology creates agile communication channels and makes it easier for us to communicate, that is not a pretence for Generation X and Y to cease from improving communication effectiveness especially in face-to-face communication, (A.J Agrawal, 2017) among them.

Therefore, the purpose of this study was to explain digital technology and its impact on communication language and language proficiency among Generation X and Y, as well as to describe measures to bridge the communication gap between Generation X and Y impact of digital technology advances in today's communication.

Methodology

The goal of this study was to obtain answers from respondents related to digital technology and its impact on communication language and language proficiency among Generation X and Y.

In an attempt to accomplish the purpose of this study, a focus on literature was conducted, which served as a theoretical basis for empirical analysis. Additionally, in an attempt to obtain information from primary sources, empirical studies were also conducted. Empirical studies were conducted using the interview method. Unstructured interviews were conducted in groups by location without isolating the opinions of Generation X and Y.

A sum of 65 respondents, notably 46% of Generation X and 54% of Generation Y, were selected as interview respondents (RTB) using purposeful sampling techniques. Distribution of respondents by selected institutions, namely 30.8% (20) from the Student Affairs Division, UPM, 27.7% (18) from the Faculty of Agricultural Science Melaka, 20% (13) from the Kuala Kangsar District Council, and 21.5% (14) from the Faculty Medicine of Kuantan.

The age group of the respondents still needed to be explained here more accurately. Generation X refers to people born in 1965-1980, while Generation Y refers to people born in 1981-1999 (Zaitul Azma Zainon Hamzah, 2019). There were two justifications for this decision. Firstly, Generation X and Generation Y are the most dominant generation in institutions and the workplace today. Secondly, Generation X is now in leadership positions. In other words, most Generation X hold positions as senior officers while Generation Y is in the position of young or junior employees.

Data collection using interviews was handled between January 2019 to May 2019 at selected locations, namely in Serdang, Malacca, Kuala Kangsar and in Kuantan.

Each respondent was asked an interview question by the researcher on the impact of digital technology on communication and mastery of correspondence among Generation X and Y and measures to bridge the communication gap between Generation X and Y impact of digital technology in communication today. The feedback received from RTB from each location was combined and used for discussion in this paper. The discussion of data was not focused on location and gender but instead concentrated on Generations X and Y. The discussion of data in this paper was based on Mannheim theory (1952) and Social Identity Theory (1989). In the meantime, the results of these interviews delivered several types of data to be discussed.

Mannheim Generation Theory (1952)

Mannheim Generation Theory explained that the older generation forms a social context that allows the new generation to establish "friendly relations" with them. When this happens, the younger generation can adapt according to the social context by choosing or emphasising certain aspects. Thus, every younger generation provides opportunities for social and cultural continuity and change.

Social identity theory (1989)

According to social identity theory (SIT), one would classify themselves to impose rules on the social environment and understand them (Tajfel & Turner, 1985). By doing so, they will identify their social group, thus being able to feel the value of unity with them (Ashforth and Mael, 1989).

Results and discussion

The results of the interviews discovered that digital technology also influences the character and communication of Generation X and Y as well as affects the mastery of the language of correspondence among Generations X and Y. The discussion in this section was done based on the interview questions submitted to the respondents.

Digital Technology and Character Formation Generation X and Y.

STB1: Do digital technologies affect the character and communication of Generations X and Y?

The results of interviews among 65 RTBs, found that digital technology contributes to character formation and communication due to the use of different digital languages between Generation X and Y.

Generation X confirmed fair use of language in terms of grammar and spelling (75%), inclusive use of language. In terms of communication, Generation X was more interested in using email and mail as communication channels (69%). Besides, Generation X showed a tendency to use formal language in official contexts (85%). They applied the right language in formal situations, and they were able to distinguish language practices in everyday life (85%) with the use of language in formal contexts. Furthermore, Generation X also recorded the use of language in face-to-face interactions (82%). Thus, in addition to communicating

face-to-face, Generation X also tended to communicate using letters, emails and telephone (72%). In short, Generation X was more likely to communicate face-to-face regardless of social distance (72%). Social distance relationships in the context of this discussion refer to social distance relationships within the generation group taking into account differences in rank, educational status, and social norms of a person as 'superior', 'subordinates' and 'stranger'.

Meanwhile, Generation Y who have an intuitive sense in understanding technology (89%) was found to be more creative and innovative to resolve problems using ICT technology (92%). In fact, ICT technology has always been a part of Generation Y life (94%). Thus, there were people among Generation Y who can not 'live' without the internet or smartphones (85%). Similarly, Generation Y prefered to study by taking online courses and using ICT technology to get the information they wanted (75%). From another perspective, Generation Y was also seen to prefer to communicate more quickly and effectively via email, social networks or text messages (89%).

Therefore, 91% of RTBs who expressed the opinion that the language of digital technology was also established to influence the language of Generation Y. This was evident by the tendency of Generation Y to use interactive digital language, (89%), simple language, mixed language, personal and sometimes incorrect in terms of grammar and spelling (85%). Meanwhile, Generation Y was also found to be more attentive in communicating using text messages and WhatsApp (75%) which is faster and more powerful in sending messages, using Skype and other social media networks (94%) and tended to communicate digitally regardless of distance social (88%).

Thus, it can be concluded that the rise of digital technology transformed interpersonal communication among today's generation. In other words, every technology revolutionised the way people communicate or interact (Duck & Mc Mahan, 2009). The same scenario applies to the language they use.

Digital technology determines the language of communication and mastery of the language of correspondence among Generations X and Y.

The results of the interview also discovered that digital technology too, determines the language of communication and mastery of the language of correspondence among Generation X and Y.

STB2: Is it true that the language of communication of the younger generation today is determined by digital technology?

A total of 48 RTBs agreed. "Yes, it is right. Digital technology has influenced the language of the younger generation, especially the language of correspondence". The language of the younger generation is "shorter and easier" (43 RTB) because "the younger generation prefers a short-form"(38 RTB) and do code-switch" (37 RTB).

However, 17 RTBs did not agree with the reason, "digital technology does not affect the language of the younger generation because they do not use the language properly". As many as 15 RTBs thought, "The younger generation forms

their language of communication" and "some younger generations like to use colloquial language". In the meantime, "there are also some younger generations who form 'personal' language as a symbol of their group identity."

Therefore, it is clear that digital technology also determines the language of the younger generation today. Since the advent of the internet, the way we communicate evolved from face-to-face (Lenhart 2010). The younger generation is surrounded by digital technology from the day they were born, and they become comfortable with digital conversations. Their language forms a slang through text, and communication is based on pictures or emoji strings.

The adoption of emoji, digital pictures can represent words or feelings in a text or email, and it is a fact that they can be put together to create sentences with real meaning (Hamza Alshenqeeti, (2016).

Communication between humans evolved, and it is beginning to adapt to today's social, lifestyle and technological trends, (Jesperson, 2013). Language as a living organism responds to the social changes and attitudes of its society (Meyerhoff, 2011), and its form and use evolve according to its user needs for communication (Crystal, 2001).

STB3: What is the effect of the language of correspondence when letters are less used as a channel of communication among Generation Y today?

A total of 48 RTBs believed that the lack of use of correspondence language as a communication channel among Generation Y today would have an impact on the language of correspondence in the future. According to 35 RTB, "the language of correspondence will be affected and threatened" because the younger generation (Generation Y) is now less capable of communicating using letters. In other words, "the efficiency of communicating using letters is increasingly threatened by the use of digital technology as a communication channel". From another viewpoint, 45 RTB, argued, "the language of correspondence will also be of poor quality, and the next generation of young people will not have the opportunity to know the language of correspondence that is immeasurable and beautiful". It can be seen with "they do not know how to write an official letter" when asked by the employer. Some can not convey the meaning clearly in the letter they wrote. Therefore, the information to be conveyed through the letter does not reach the reader ". There were a total of 38 RTBs who expressed the opinion that "the use of standard letter language, poetry and literacy will be less practised".

Furthermore, according to 42 RTB, "the conversation of the younger generation will be impolite when they say something". He added, "the use of correspondence language is also becoming shorter and simpler. In short, there will be "informal language", and it may develop a grammatical error bias if used in formal situations or examinations ". Additionally, 28 RTB, gave the opinion that "the grammatical error of the individual will be so significant and the use of code-switching will be widely used".

Nonetheless, 28 RTBs yielded the opposite response, namely "the language of correspondence will not be affected even though letters are less used as a channel of communication among the younger generation today because the language of correspondence can also be applied through email and social media".

STB4: The skills of writing formal and informal letters are increasingly threatened and may disappear. What do you think?

The response received from 62 RTBs (95.4%), was that this matter depends on the situation. A total of 15 RTB Generation Y asserted that "We are still able to write official letters because work matters still require us to compose official letters. However, informal letters are rarely practised. I think the last time I wrote an informal letter was when I was in high school ".

Furthermore, they argued, "In today's age of technology, it can play a role in ensuring that the skills of official letter writing can be maintained". It was supported by 24 RTBs who believed that "the younger generation is busy spending their time on things that use the latest technology such as social media. Once in a while, one can write a letter using social media ".

In the meantime, 26 RTBs considered that "letter writing skills are still relevant even though we use email. The use of letters may be reduced especially among employees of private companies but does not to government servants ". Further, 35 RTBs supported it by stating their views that, "we do not agree because although we use many emails to communicate, we still need the skills of writing official letters". In short, they also argued that "formal and informal letters can also be written using email".

STB 5: Is it true that Generation X communication language holds a respect for 'rank' and 'age' while Generation Y language does not. What do you think?

This question received feedback from several RTB people. A total of 28 RTBs accepted that the younger generation does not use polite language but instead likes to use code-switching. It was evident from "Generation Y grew up with the rise of technology in Malaysia. Therefore, the technology also influences the way Generation Y speaks. Furthermore, Generation Y is heavily exposed to the influence of social media. It indirectly harms their communication patterns which seldom do not show respect to listeners who are older".

Furthermore, 56 RTB (85.2%) admitted that the language usage of the older generation, particularly "Generation X and Baby Boomers have more respectful value in comparison to the younger generation, namely Generation Y. It is obvious when the younger generation has less respect for adults". 48 RTB added, "Such a thing happens because society is now prioritising to use western values which assumes that there is no difference between those with rank and non-rank".

Moreover, 28 RTB opined, "The younger generation also prefers to communicate openly compared to Generation X, which is complete with manners and manners". Nonetheless, 17 RTBs did not agree that the language of communication of the older generation has the value of respect compared to the language of the younger generation, which was supposed to have no value of respect. They stated that "one's language depends on education at home and school. They added, "Generation Y should have been taught to respect someone based on rank and age

since they were in school and at home. It is to allow the younger generation (Generation Y) to establish a "friendly relationship" with the older generation (Mannheim, 1952). Hence, this problem is the dilemma of an individual, not the problem of all the younger generation".

Accordingly, Generation Y should be able to adapt the rules to their social environment (Tajfel & Turner, 1985). Thus, they can identify their social group, and being able to feel the value of unity with their society (Ashforth and Mael, 1989).

STB6: To what extent the language of communication between Generation X and Generation Y created a gap between Generation X and Generation Y?

A sum of 65 RTBs gave their opinions based on the above questions. According to 46 RTBs, "the difference seen in the language of communication between Generation X and Y is that the language of Generation X is more respectful than Generation Y, which is more emotional. It caused conflict between Generation X and Y but has not created a gap between Generation X and Generation Y ". Also, according to the majority of RTBs, Generation Y likes to use abbreviations. Thus, Generation X can not understand the language used by Generation Y. Therefore, it is easy to misinterpret and misinterpret in communication which can create a generation gap between Generation X and Generation Y.

According to 34 RTBs, other conditions also create a generation gap between Generation X and Y. They gave the opinion that "different thinking styles between Generation X and Y are also other factors that can create a gap between these two generations. Generation X is more rational in its thinking style than Generation Y, who likes to make a hasty conclusion. Besides, lack of openness, personality differences, level of education and life experience of a person is also one of the other factors that can create a gap between these two generations. In other words, differences in thinking style, age and life experience also create a diversity of values and behaviours between generations that can contribute to mutual misunderstanding, disrespect and can not accept a change, and then trigger a misleading perception that can destroy relationships between generations. In the meantime, the way a person communicates can also cause differences in ideas and understanding between Generation X and Y.

STB7: What steps can be taken to bridge the generation gap between Generation X and Y in institutions and the workplace?

Most RTBs considered that "the generation gap between Generations X and Y is not so significant because we still possess the work ethic and respectful values". Nevertheless, before the generation gap becomes severe and divisive, some suggestions, steps and actions need to be taken, (15 RTBs). Among the measures proposed by 24 RTBs was to hold workshops, forums and activities involving the two generations in one team. Moreover, increase interaction space and socialising sessions outside the office. At the same time, 18 RTBs suggested that the institution operate activities such as seminars or outdoor activities in order to bridge the generation gap between Generation X and Y.

Next, 34 RTBs thought, "Generation X and Y must practice the principle of National Principles, Good Behavior and Morality and interact using the official Malay language". Apart from upholding the Malay language, these efforts can also bridge the gap between the two generations, and to foster the spirit of love for the language. However, the essential thing is to "practice tolerance between the two generations and adequate exposure to the use of the latest technology to Generation X, will undoubtedly be able to bridge the generation gap between the two generations. It is because Generation Y was raised with the latest technology ", (25 RTBs). Besides, both generations should identify relevant techniques to interact and convey work-related messages and information because "not all generations in institutions and the workplace can apply the same techniques. It is because the difference in age gap and experience is very significant," 35 RTBs said.

STB8: In summary, what are the differences in the form and characteristics of Generation X and Y languages?

This question has been able to formulate the differences in language forms and features of Generation X and Y. 28 RTBs gave some formulations. Among the formulas were:

Generation X prefers to use indirect sentences in their writing compared to Generation Y, who favours using direct sentences. Generation X's language is also traditional. It proves that Generation X tends to use a more orderly style of language compared to Generation Y who likes to use simple and 'straight to the point' language.

Furthermore, Generation X is very concerned with the use of correct sentences, spelling and grammar, while Generation Y pays less attention to this aspect. On the other hand, Generation Y now likes to use code-switching and even acronyms in text and conversation. For example, ASAP, which means 'as soon as possible', GWS 'get well soon', idk 'I do not know' and ok / k which indicates right, agree and can.

In short, there are differences in the form and characteristics of the language used in oral and written communication by Generations X and Y in institutions and the workplace. Accordingly, both generations should learn to understand and accept the presence of language form variations in the age of digital technology to promote their quality. At the same time, they should know how to use appropriate language in both formal and informal circumstances.

Conclusion

The progression of digital technology transformed society today as it revolutionised the way people communicate. Thus, it enhances interactive conversations. In other words, interpersonal communication evolved from face-to-face communication to computer-based communication among Generation Y. In short, the accelerated advancement of digital communication technology also influenced the language of communication between Generation X and Y. Hence, it affected the language of correspondence among Generation Y at work. Qualitative

studies using this interview method revealed respondents' opinions on the impact of digital technology on communication language and correspondence among Generation X and Y. Correspondence language would be threatened if the younger generation does not attempt to improve language proficiency involving the use of correspondence in formal contexts. Moreover, digital technology created a generation gap when there are differences in language and communication, age and personality differences, openness, level of education and life experience between Generation X and Y. Ergo, before the generation gap becomes severe, some suggestions, must be taken. Apart from organising workshops, and forums, out-of-office social activities should be held in order to bridge the generation gap between Generation X and Y. Similarly, Generation X should be able to accept the presence of language form variations in the digital age. At the same time, Generation Y should use language wisely to communicate and must attempt to better language proficiency for oral and written communication at the institutional level and in the workplace. In short, Generations X and Y must review the language of communication in digital communication or communicate face-to-face for the sake of equanimity in institutions and organisations.

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