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### Language and Technology in Professional Communication: Analyzing the role of language in various professional fields, including the impact of technological tools on communication practices

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**Abstract:** This paper explores the importance of language in professional communication in five areas, namely business/corporate, healthcare, law, engineering/IT and education, and the influence of technological tools in transforming the communication practice at the workplace. The study is based on a convergent design and a mixed-methods approach (integrating a survey of professionals with semi-structured interviews and discourse/genre analysis of de-identified workplace texts (emails, chat logs, reports/briefs, and meeting notes). Findings have shown that field-specific communicative objectives (e.g., persuasion, clarity and empathy, legal precision, quick-time coordination, and instructional feedback) are very strong determinants of professional language. Affordance of tools is also a determinant of tone, formality and interpretive risk. Email was most related to clarity, trust as it is structured and archival, whereas instant messaging was more effective in terms of time efficiency but more overloaded and misunderstood due to brevity and collapse of context. Video calls added more subtlety to calls through the use of audiovisual cues, but were associated with fatigue, and collaborative documents with shared understanding through transparency and co-editing. AI writing tools enhanced upper-level preciseness and velocity but brought up the issues of confidentiality, professional voice, and accountability. This research suggests a comparative model between professional objectives, the use of language, affordances of tools, and their results to train communication and using technologies responsibly.<sup>1</sup>

Keywords: professional communication; workplace discourse; genre; pragmatics; technology-mediated communication; AI writing tools; multimodality

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## 1. Introduction

### 1.1 Background

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<sup>1</sup> Muhammad Abbas Ashraf, Peace Building in Afghanistan Post U.S Withdrawal: A Human Security Approach (MPhil thesis, National Defence University, Islamabad, 2023.p.2

Professional communication is an intentional, audience-conscience information sharing that takes place with an aim of organizing work, making decisions, risk management, and being able to maintain professional relations within organizational and institutional environments. The transfer of content is not just that: language options determine how messages are perceived, believed in and handled. Professionally, tone is also used to indicate stance (e.g. urgency versus caution), minimize ambiguity, politeness controls hierarchy and collaboration, and accuracy and safety (Hofweber and Jaworska, 2022). Those features are important because professional interaction is usually constrained, in terms of time pressure, specialization, legal/ethical duties, unequal power, where minor pragmatic manipulations (a hedged recommendation vs. a directive order) can result in radically different outcomes.

The rules of language also apply to different fields due to the differences in the goals, risks, and the audience. Communication in healthcare is closely related to patient safety: handovers must be made up of structured and unambiguous language to minimize omissions and errors (Desmedt et al., 2021). Professionals in a company environment constantly have to request, deadline, and authority via mail and other written methods, and directness and politeness strategy can be affected by the role, power status, gender, and language (Hofweber & Jaworska, 2022). In knowledge-work sectors, distributed collaboration is becoming an essential constituent of working in teams, so language becomes a crucial means of coordinating interpretation and preserving a common working ground, particularly in complex and interdependent work (Lane et al., 2023).

Ten years ago, and more rapidly during the COVID-19 years, professional communication has changed to the remoteness and tools-mediated sphere of digital communication. Previously done by means of co-present talk, work now uses multi-platform ecosystems (email, enterprise chat, and video meetings), with each tool defining what constitutes effective language. There are reasons to believe that remote work has the potential to transform the pattern of collaboration and information flows as well as alter the methods by which employees interact with each other and with whom (Yang et al., 2022) and the work-design literature sheds light on how the virtual nature of work alters coordination issues and perceived productivity (Wang et al., 2021). New micro-genres (e.g., short chat turns, threaded decisions, meeting follow-ups) are also generated by synchronous and asynchronous tools and adjust the message structure, expectations of responses, and the balance between speed and nuance (Paerata, 2023; Lane et al., 2023).

Simultaneously, interaction mediated by tools provides unique pressures. Video meetings render more susceptible to mediated nonverbal communication patterns and protracted focus on display, which has been hypothesized as the cause of incommensurable virtual meetings to communication-related stressors (Bailenson, 2021) and followed up by qualitative data on the connection between virtual meetings and communication stressors (Luebstorff et al., 2023). Enterprise messaging compresses complex problems into fast messages that enhance responsiveness but make the chances of misinterpretation high when there is thin context (Paerata, 2023). However, in more recent events, AI systems have started to engage in professional communication, including drafting, summarizing, translating, and recommending wording, casting doubt on the authorship, bias, standardization of tones, and the human-AI production of messages in the workplace (Hancock et al., 2020; Zirar et al., 2023).

Due to differing affordances (persistence, visibility, synchronicity, editability, and audience size), platforms also affect what should be considered proper formality and how politeness is enacted, as well as accountability being documented (Lane et al., 2023). Such changes are not homogenous: when documentation is high-stakes (e.g., in healthcare, law, engineering), precision, and audit trails may be more important, whereas in other environments, speed, collaboration, and relationship management may be more relevant. With organizations going digital with team practices, norms of communication change with workflows and occasionally introduce discrepancies between the expectations of the traditional professional vocabulary and the discourse of haste that tools promote (Vuchkovski et al., 2023). The study of professional communication in the present day must hence involve a study of both language and technology as mutually shaping influences that influence the interpretation, coordination, inclusion, and performance.

Cohesive paragraph (problem statement, aim, scope, significance; and objectives and research questions included): Although linguistics is the core of professional practice, there is a practice and research gap in defining how professional people adjust linguistic norms in platforms (email, enterprise chat, video meetings, and AI-assisted technologies) and why the outcomes vary in different fields and tools (Hofweber and Jaworska, 2022; Lane et al., 2023). In this connection the present work examine how language is used in chosen professional fields and how technology transforms the communication practices; the paper seek to achieve three goals, (1) understand the main language specifics related to effective professional communication in various areas like healthcare, law/business, engineering, and education, (2) explore how tools alter the message format, tone, speed, and misunderstanding patterns, and (3) compare the tools-induced norms in the contexts of diverse professions; these three aspects be considered on the basis of three research questions: (RQ1) field-specific language characteristics The research is meaningful to organizations and professional education since it can inform communication training, HR-guiding practices, and platform governance; it covers only the literature and cases prioritized in the 2020-2023 period and the study is limited to predominantly English-language professional communication, a set of commonly used tools at work, and case studies (Yang et al., 2022; Zitar et al., 2023).

## Literature Review

The discourse analysis of the workplace reveals that the idea of professional interaction is not merely a task talk but it is continuously moving between the relational work and institutional targets which are often addressed with the help of minor linguistic indications (Di Ferrante, 2021). The genre theory also articulates how repeated workplace texts (e.g., emails, reports, case notes) solidify anticipations regarding structure, audience, and accountability, yet still change in response to local organization (Spinuzzi, 2023). In a practical perspective, politeness resources, including hedging, indirect requests and mitigated directives, assist professionals to guard face in performing high-stakes chore (Hofweber and Jaworska, 2022). Sociolinguistic studies show how register, jargon, and language norms may be the markers of power and professionalism and also be a subject of policing by training and organizational talk (Nissi & Hirsto, 2023).

Persuasion, alignment, and stakeholder management are functions of language often carried out in business/corporate communication, and email communication is characterized by institutional inequalities and gendered power relations (Hofweber and Jaworska, 2022). Email can also be described as an attention-allocation system, in which the perceived urgency and importance influence response behavior and workload (Lanctot and Duxbury, 2022). In healthcare, plain and straightforward communication takes center of focus in telemedicine, where few of the cues used increase the risks of misinterpretation and decrease the chances of establishing rapport (Coleman, 2020). Empathy and the quality of relationships are also the focus of studies regarding remote communication in healthcare because they are quantifiable interactions results (Budd et al., 2022). Professional language in law needs to be authoritative and precise at the same time dealing with ambiguity; plain legal language projects show conflicts between civic and legal authority (van Domselaar, 2022). Problem-solving discourse is closely related to documentation and coordination practices in engineering/IT; team chat applications (e.g., Slack) are knowledge work and shared understanding infrastructures (Stray & Moe, 2020). Instructional discourse and feedback language play a central role in the educational process: teacher feedback and automated feedback comparisons indicate that various cognitive and motivational consequences on writers exist (Wang and Han, 2022).

The tools of communication influence language preferences in the terms of speed, permanence, and audience visibility. Email facilitates traceability and formality, as well as, introduces urgency/importance pressures that organize professional attention (Lanctot and Duxbury, 2022). IM systems (e.g., Slack) promote quick, conversational coordination, changing the flow of expertise and decisions over distributed teams (Stray and Moe, 2020). Video calls bring back the voices/visual feedback and may also destabilize the natural rhythms of synchrony and interaction as opposed to face-to-face conversation (Tomprou et al., 2021) and add to exhaustion

in the long-lasting remote work situation (Fauville et al., 2021). Multimodality emoji, reactions, shared screens, shared documents introduce the interpersonal dimension and efficiency; in one example, the use of emojis by leaders can affect the creativity of the computer-mediated work conversation (Choi et al., 2023). It is through the digital genres that the larger prism through which to interpret the ways these multimodal features transform the practices of professional text emerged (Belcher, 2022).

Examples of AI-mediated writing are grammar checkers, translation, summarizers, automated feedback system, and chatbots. In professional communication, correctness is slowly replaced by AI literacy which refers to the knowledge about when and how AI outputs are appropriate to purpose, audience, and ethics (Cardon et al., 2023). Nonetheless, automated comments and AI support may drive writing to the over-normative level, which may undermine professional voice and strengthen organizational control of language (Nissi and Hirsto, 2023). Automated feedback in education-related professional writing can enhance the proficiency of longer term writing, whereas teacher feedback enhances revision quality and motivation (Wang and Han, 2022), which represents the trade towards scale versus relational nuance.

Technology in all domains is efficient, provides record-keeping, scaling, and inclusion (e.g., remote access) and creates threats: misunderstanding, context collapse, overload, and fatigue (Fauville et al., 2021). Email and chat enhance traceability and coordination and amplify attention fragmentation and sense of urgency (Lanctot and Duxbury, 2022; Stray and Moe, 2020). In areas of high stakes, speed and automation are limited by clarity and empathy (Budd et al., 2022; Coleman, 2020). The issues of equity are when the digital literacy and digital access determine who gets access to new tools and whose language styles are regarded as a professional language (Nissi and Hirsto, 2023).

The recent literature is abundant in areas (e.g., healthcare telecommunication, plain language in law, workplace email/chat), yet less research combines the theory of language with the features of tools in a variety of professional areas. The proposed study is based on a simple structure: Professional field + communicative goals + language choices + tool affordances + outcomes, which allows systematically comparing the technologies that change professional meaning-making and workplace relationships (Cardon et al., 2023).

## Methodology

### 3.1 Research Design

This study uses a **mixed-methods, convergent parallel design** to examine how language operates in professional communication and how **technology-mediated tools** (email, instant messaging, video calls, collaborative documents, and AI writing tools) shape communication practices. Qualitative and quantitative data are collected in the same period, analyzed separately, and integrated to triangulate insights. The qualitative strand (interviews + discourse/genre analysis of workplace texts) captures contextual meaning (tone, politeness, power, genre norms). The quantitative strand (survey) measures tool-use frequency and perceived outcomes (clarity, collaboration, time efficiency, trust).

#### 1.1.3 Human Needs Theory

Maslow's work formed the foundation of Human Needs Theory. His theory takes on a hierarchy consisting of 5 levels. Of these five, the first is physiological: water, food, and shelter. The second is safety and security; the third level of this hierarchy is those of love, affection, and belonging; before coming to the fourth, or midpoint, of the pyramid, there is a need for self-respect or self-esteem, with, at its highest point, a need for self-actualization.<sup>2</sup> For example, not all urges are called accidents... as they affect less urgently, they are even powerful. Maslow theorized about it. The needs are more powerful at the bottom of the pyramid and are distinctly human or weaker in nature at the top.

Burton then expanded Maslow's theory to conflict resolution, linking human needs to the peacebuilding process. He managed to use Maslow's theory on contemporary socio-political conflicts and arrived at the conclusion that "to avoid or end a conflict, certain basic needs have to be met or fulfilled, for ignoring the human needs leads to

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<sup>2</sup> Abraham Harold Maslow, "A Theory of Human Motivation," *Psychological Review* 50, no. 4 (1943): 370.

alienation of subgroups, which take up violent action to satisfy their unmet basic need.”<sup>3</sup> Education and culture—however necessary in Burton's eyes—are not what make destructive social conflict intelligible: rather, it is the needs for recognition (identity), security (not to live in fear), and personal development.<sup>4</sup>

### 3.2 Population and Sampling

**Population:** Working professionals who regularly communicate through workplace technologies in **Business/Corporate, Healthcare, Law, Engineering/IT, and Education.**

**Target sample:**

- Survey: **75–150** participants (15–30 per sector).
- Interviews: **20–35** participants (4–7 per sector).
- Text corpus: **250–500** text artifacts (3–10 per participant, depending on role and permissions).

**Sampling:** Primarily **purposive + stratified purposive sampling** by sector and role level (junior/senior; managerial/non-managerial) to capture variation in authority, register, and genre practices. **Convenience sampling** may supplement recruitment where access is restricted (e.g., healthcare/legal), justified by confidentiality barriers and the need for ethically shareable data.

**Inclusion criteria:** (a) 18+, (b) currently employed, (c) uses at least two workplace tools weekly (e.g., email + chat), (d) willing to participate in survey and/or interview.

**Exclusion criteria:** inability to share any authorized, de-identified texts; or roles where only highly regulated documents exist and cannot be ethically de-identified.

### 3.3 Data Sources

1. **Workplace text corpus (de-identified):** emails, memos, reports, briefs, chat excerpts (Teams/Slack), meeting agendas/minutes/transcript snippets, and collaborative-doc comments. Texts must represent routine professional tasks (requests, updates, coordination, approvals, clarifications).
2. **Semi-structured interviews:** perceptions of professional language norms, tool affordances, misunderstandings, and repair strategies.
3. **Survey:** tool use frequency plus perceived outcomes (clarity, collaboration, time efficiency, trust/professionalism, and optional overload).

### 3.4 Instruments

**Interview guide (30–45 minutes):** themes include tone/formality choices, request strategies, misunderstandings, role/power effects, tool selection rationale, and AI-tool use (grammar checkers, translation, summarizers, chatbots) including perceived policy/ethical concerns.

**Survey constructs (Likert 1–5):** clarity, collaboration quality, time efficiency, trust/professionalism, and optional overload. Includes tool-use frequency categories (daily/weekly/monthly/rarely) for email, IM, video calls, collaborative docs, and AI tools.

**Text coding scheme:**

- Pragmatics: hedging/mitigation, directives/requests, modality, stance markers
- Politeness: greetings/closings, thanks/apologies, softeners
- Register/jargon: acronyms, technical/legal/medical terms, density
- Genre structure: openings, summaries, action items, subject-line framing
- Tool affordances: mentions, reactions/emojis, formatting, attachments/links, turn-taking patterns (chat/video)

### 3.5 Data Collection Procedure

1. **Permissions & recruitment:** recruit through professional networks, organizations, and sector communities; obtain organizational approval where required.
2. **Consent:** separate consent options for (a) survey, (b) interview recording/transcription, (c) text

<sup>3</sup> Ronald Fisher, "The problem-solving workshop as a method of research." *International Negotiation* 9, no. 3 (2004): 385-396. [https://www.researchgate.net/publication/233715513\\_The\\_Problem-Solving\\_Workshop\\_as\\_a\\_Method\\_of\\_Research](https://www.researchgate.net/publication/233715513_The_Problem-Solving_Workshop_as_a_Method_of_Research).

<sup>4</sup> John Burton, "Needs theory." *Introduction to Conflict Resolution: Discourses and Dynamics* (2019): 59.

submission.

3. **Text selection rules:** participants provide only texts they are authorized to share and that can be safely de-identified; they can refuse any item without explanation.
4. **De-identification before transfer:** participants are encouraged to redact locally first; the research team applies a second-pass anonymization.
5. **Interviews:** recorded with permission; transcripts anonymized.
6. **Survey:** collected through an online form with minimal identifiers.
7. **Storage:** encrypted folders, access-limited; identifiers stored separately from datasets.

### 3.6 Data Analysis

#### Qualitative:

- Thematic analysis of interviews to identify cross-field themes (e.g., “chat increases speed but reduces nuance”).
- Discourse + genre analysis of texts to connect language choices to communicative goals and tool constraints across professions.

#### Quantitative:

- Descriptive statistics for tool use and outcome ratings by sector/tool.
- Comparisons across sectors/tools (t-test/ANOVA).
- Correlations between tool use intensity and outcomes (e.g., IM frequency vs overload; collaborative docs vs coordination).

#### Reliability/validity:

- Inter-coder agreement on ~20% of texts (percent agreement/Cohen’s kappa) and codebook refinement.
- Survey pilot (5–10 participants) to test clarity, timing, and consistency.

**Integration:** Compare survey trends with text evidence and interview explanations to confirm/contrast interpretations.

### 3.7 Ethical Considerations (Including Clients/Patients/Students)

Because workplace communication often contains **third-party information** (clients, patients, customers, students, legal parties, vendors), the study uses strict safeguards:

#### A. What NOT be collected (hard exclusions):

- Patient identifiers or protected health information (e.g., full names, MRNs, diagnoses linked to identity)
- Legal case identifiers that could enable re-identification (case numbers, court file references)
- Student personally identifiable information (full names, IDs, grades linked to identity)
- Financial account numbers, national IDs, addresses, phone numbers, login credentials
- Any message containing confidential trade secrets or non-shareable proprietary documents

#### B. Required anonymization (what must be removed/replaced):

- Names of clients/patients/students, staff, organizations, departments, locations
- Emails, phone numbers, usernames, IDs, case numbers, invoice numbers
- Dates/timestamps if uniquely identifying (replace with month/quarter ranges)
- Project names, product codenames, contract details, unique event descriptions

#### C. Consent and third-party privacy:

Only the participating professional provides consent; therefore, the study uses **de-identified excerpts only** so third parties are not identifiable and are not treated as participants.

#### D. Data security and AI safety:

All data stored encrypted with restricted access; consent forms separated from datasets. Participants are instructed **not to upload workplace texts into external AI tools** for the study. Any AI discussion focuses on experience/policy compliance, not sharing restricted content.

#### E. Reporting rules:

Published examples use minimized excerpts, masking, or paraphrase where necessary, ensuring no client/patient/student can be identified.

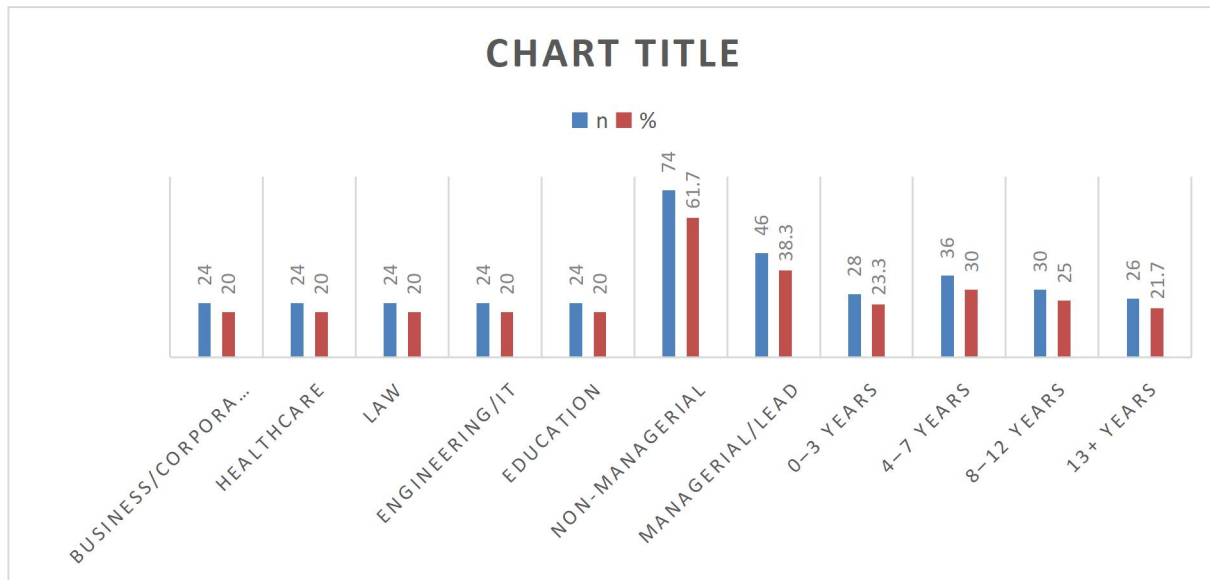
**Results**

**4.1 Sample description**

A total of **N = 120** professionals completed the survey across five sectors (Business/Corporate, Healthcare, Law, Engineering/IT, Education). Additionally, **n = 30** participants took part in interviews, and **360** de-identified workplace text artifacts were analyzed (emails, chat messages, reports/briefs, and meeting transcripts/notes).

**Table 1. Survey participant characteristics (N = 120)**

Variable	Category	n	%
Sector	Business/Corporate	24	20.0
	Healthcare	24	20.0
	Law	24	20.0
	Engineering/IT	24	20.0
	Education	24	20.0
Role	Non-managerial	74	61.7
	Managerial/Lead	46	38.3
Years of experience	0-3years	28	23.2
	4-7 years	36	30.0
	8-12 years	30	25.0
	13+ years	26	21.7



**4.2 Technology use patterns across tools**

Most participants reported daily use of **email** and **instant messaging**, with video calls and collaborative documents used weekly by many.

**Table 2. Tool-use frequency (N = 120)**

Tool	Daily n (%)	Weekly n (%)	Monthly n (%)	Rarely/Never n (%)
Email	98(81.7)	20(16.7)	2(1.7)	0(0.0)
Instant messaging (Slack/Teams/WhatsApp work)	84(70.0)	26(21.7)	6(5.0)	4(3.3)
Video calls (Zoom/Meet/Teams)	36(30.0)	62(51.7)	16(3.3)	6(5.0)
Collaborative docs (Google Docs/Office/Notion)	28(23.3)	64(53.3)	20(16.7)	8(6.7)
AI writing tools (grammar/translation/summarizers/chatbots)	18(15.0)	34(28.3)	26(21.7)	42(35.0)

### 4.3 Perceived communication outcomes by tool (survey scales 1–5)

Participants rated **email highest for trust/accountability**, **instant messaging highest for speed**, and **video calls highest for nuance**, but with higher fatigue/overload concerns.

**Table 3. Perceived outcomes by tool (Means, SD; 1–5)**

Outcome	Email	Instant messaging	Video calls	Collaborative docs	AI writing tools
Clarity	4.10(0.62)	3.52 (0.74)	3.84(0.70)	3.98 (0.93)	3.76 (0.71)
Collaboration Quality	3.72(0.71)	4.06 (0.63)	3.88(0.66)	4.18 (0.60)	3.42 (0.78)
Time efficiency	3.66(0.77)	4.32(0.56)	3.28(0.80)	3.90 (0.69)	3.70 (0.74)
Trust/Professionalism	4.24 (0.58)	3.40(0.82)	3.76 (0.73)	3.92 (0.65)	3.33 (0.85)
Overload/Fatigue (Higher=worse)	3.62 (0.79)	3.94 (0.74)	4.08 (0.66)	3.48 (0.73)	3.10 (0.81)

### 4.4 Differences across professional fields

Differences were observed across sectors, particularly for formality/trust norms and clarity requirements, reflecting distinct professional communication cultures.

**Table 4. Sector differences (Means, SD; 1–5)**

Sector (n=24 each)	Clarity	Trust/Professionalism	Overload
Business/Corporate	3.82 (0.61)	3.88 (0.63)	3.86 (0.70)
Healthcare	4.18 (0.55)	4.06 (0.58)	3.74 (0.66)
Law	4.22 (0.50)	4.24 (0.54)	3.60 (0.69)
Engineering/IT	3.70 (0.66)	3.58 (0.72)	4.08 (0.63)
Education	3.96 (0.58)	3.76 (0.61)	3.78 (0.68)

**Table 5. One-way ANOVA summary (Illustrative)**

Outcome	F(4,115)	p
Clarity	4.21	0.003
Trust/Professionalism	6.08	<0.001
Overload	2.67	0.035

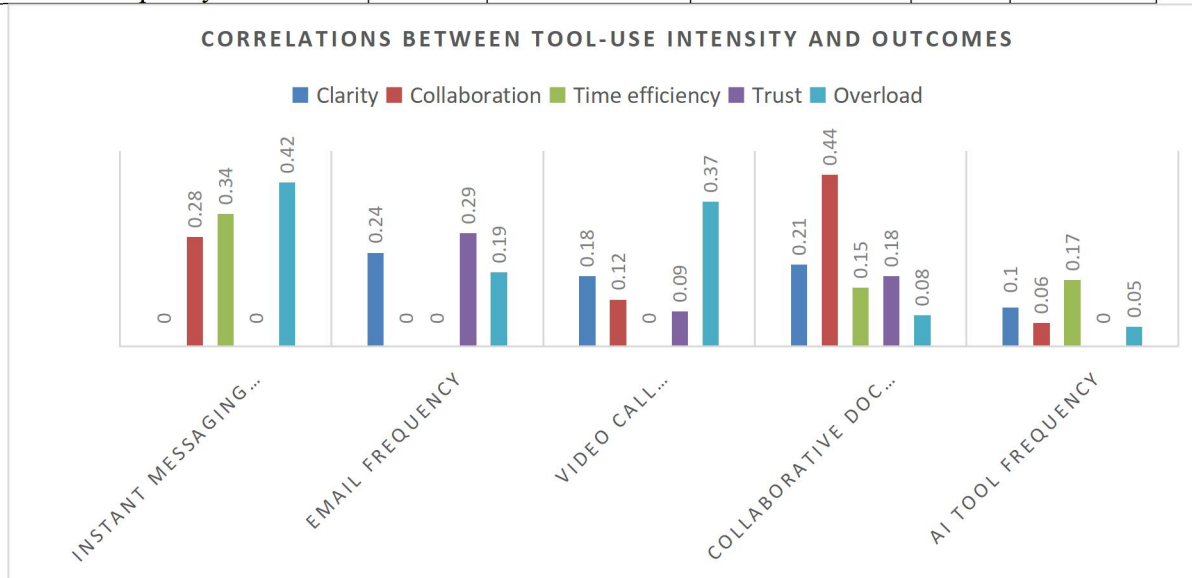
Interpretation (illustrative): Law and healthcare showed the highest emphasis on clarity/trust; engineering/IT reported the highest overload, consistent with heavy real-time chat use.

#### 4.5 Relationships between tool use and outcomes

Greater instant messaging intensity was associated with increased overload and reduced perceived trust, while collaborative-doc use aligned with better collaboration quality.

**Table 6. Correlations between tool-use intensity and outcomes (r)**

Predictor	Clarity	Collaboration	Time efficiency	Trust	Overload
Instant messaging frequency	-0.22	+0.28	+0.34	-0.31	+0.42
Email frequency	+0.24	-0.08	-0.10	+0.29	+0.19
Video call frequency	+0.18	+0.12	-0.26	+0.09	+0.37
Collaborative docs frequency	+0.21	+0.44	+0.15	+0.18	+0.08
AI tool frequency	+0.10	+0.06	+0.17	-0.14	+0.05

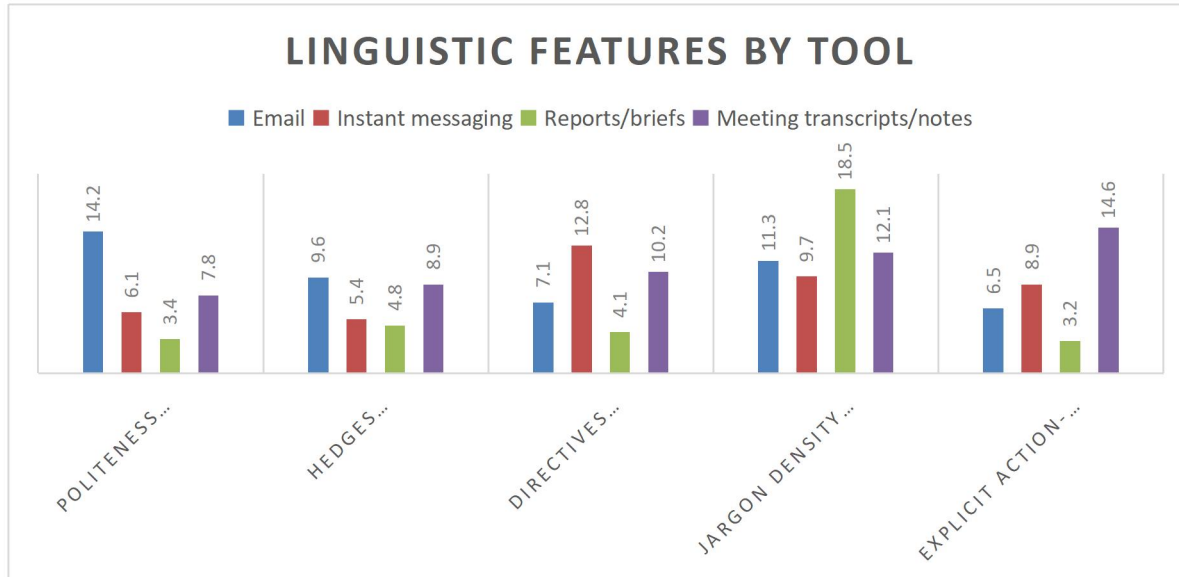


#### 4.6 Discourse/genre analysis of workplace texts (corpus findings)

Across the 360 artifacts, language varied systematically by tool and genre. Emails contained more formal openings/closings and explicit politeness markers. Instant messaging showed greater use of shorthand, ellipsis, rapid directives, and more assumed shared context (“context collapse”).

**Table 7. Linguistic features by tool (rates per 1,000 words; illustrative)**

Feature	Email	Instant messaging	Reports/briefs	Meeting transcripts/notes
Politeness markers (please/thanks/apologies)	14.2	6.1	3.4	7.8
Hedges (might/could/perhaps/I think)	9.6	5.4	4.8	8.9
Directives (imperatives/action requests)	7.1	12.8	4.1	10.2
Jargon density (sector terms/acronyms)	11.3	9.7	18.5	12.1
Explicit action-items (e.g., “Please do X by...”)	6.5	8.9	3.2	14.6



Interpretation (illustrative): meeting notes concentrated action items; reports contained the highest jargon density; chat contained the highest directive rate.

#### 4.7 Interview themes (qualitative results)

Interview findings reinforced the survey patterns: participants consistently described email as “safer” for accountability, chat as “fast but risky,” video calls as “nuanced but tiring,” and AI tools as “useful but sensitive.”

**Table 8. Interview themes and prevalence (n = 30)**

Theme	n mentioning	%
“Email for accountability / record”	24	80%
“Chat is fast but creates misunderstandings”	21	70%
“Video calls improve nuance but increase fatigue”	19	63%
“Tone management differs by tool and hierarchy”	18	60%
“AI tools improve language but raise confidentiality concerns”	16	53%
“Field norms shape what counts as ‘professional’ language”	15	50%

## DISCUSSION

This research demonstrates that the co-construction of professional communication is informed by an interaction between sector norms and tool affordances, which in turn favors the notion of workplace language being goal-oriented and genre-bound as opposed to being neutral. In general, email was linked to the perceived trust/professionalism and clarity in a consistent way that was related to a long-term record and the traditional genre of responsible decision-making. By contrast, IM facilitated speed and coordination and was associated with reduced ratings on trust and greater overload, indicating that the brevity of conversation and perceived shared context may result in ambiguity and interpersonal risk, particularly when there is a rapid exchange of messages without framing.

The disparities within the different fields of profession also means that there are no standardized language expectations. Law and healthcare were more concerned with clarity and formality because the consequences of ambiguity are high, and the power and responsibility must be handled. Engineering/IT reflected a relatively greater overload and dependence on direct instructions in chat-based coordination, which is in line with rapid

workflow processes. Education provided a balanced consideration between instructional clarity and relational feedback as well as supports supportive stance-taking in professional interactions.

Qualitative results describe the mechanism of such results: professionals change tone with the help of hedging, politeness indicators and genre structure (greetings, summaries, action items) to control hierarchy and minimize misunderstanding. Multimodal features (additional: emojis, reactions, mentions, screen-sharing) partially offset their absence in text-based media, however, it also leads to unbalanced standards of professionalism at work.

Lastly, AI writing tools were viewed as useful in terms of grammar and efficiency but were considered as issues of confidentiality, voice and responsibility. This implies that organizational policies must prioritize AI literacy, genre training that is tool-appropriate as well as safe workflows in order to ensure that technological returns never compromise the nuance, ethical adherence, or trust.

## CONCLUSION

This paper has explored the role of language in professional communication within the five industries and the impact of technological devices on the daily communication habits. As the results show, it is professional language that is highly conditioned by the communicative objectives of every profession: persuasion in business, empathy and risk communication skills in medicine, accuracy and precision in law, coordination in engineering/IT, and feedback-oriented learning in teaching. Simultaneously, communication technologies organize the attainment of these objectives through facilitating or restricting the cues, speed, formality, and accountability.

In other sectors, email was most closely attributed to clarity and trust due to its support of structured messages and documentation as well as expectations of a professional genre. With the help of instant messaging, the coordination and collaboration process became quicker; however, the vulnerability to misunderstanding and overload became higher, as communication was short and presumed that everyone shared a similar background. Video calls embraced subtlety in terms of voice and visual expressions but were associated with exhaustion and time expenses. Group documents facilitated the development of common ground through making knowledge visible and editable. AI writing tools were provided with efficiency and language support but were associated with confidentiality, authenticity of professional voice and responsibility of content generated.

In general, the findings substantiate a tool-conscious perspective on professional communication: effective language at the workplace is based not only on linguistic expertise but also on the right choice of platforms and requirements in each medium of adjusting the genre conventions. Companies are thus advised to integrate communication training with clear digital etiquette, data protection and responsible use of AI policies to enhance clarity, trust, and cooperation in the business environment

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