GRAMMATICAL COLLOCATION OF IMPERATIVES IN PRODUCT USER GUIDE

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ABSTRACT

This research was conducted to find out what kind of English grammatical collocation used in Imperatives in Product User Guide. The research applied a qualitative descriptive method, the data from which were collected, analyzed and concluded without drawing a general conclusion. The data of this study are grammatical collocations in imperatives found in KRISBOW Impact Drill 500W User Guide. The analysis of the 69 collected data shows there are as many as 1 type GB data (1.4%), 2 GD type data (2.9%), 12 type Gd data (17.4%), 1 type GE data (1.4%), 2 type GH data (2.9%), 1 type GI data (1.4%), 8 type GL data (11.6%), 8 type GN data (11.6%), 29 type GP data (42.02%), 3 type GQ data (4.3%), 2 type Gs data (2.9%). In conclusion, type GP (Verb + (O) + Adverbial) is the most frequently used grammatical collocation in the form of imperatives in the User Guide.

Keywords: Collocation, Imperatives, User Guide

1. INTRODUCTION

Consumers' satisfaction is an undeniably main objective of companies, especially those established to sell products. There are many ways to realize the objective. The provision of user guide of products marketed by a company can be considered as one of them. The function of user guide or manual as explained by Robinson, is to educate the customer to use and maintain the product properly. Manufacturers have a legal duty to tell their customers how to safely use and care for their products (2020). The explanation clearly shows us why a company must attach great importance to this matter.

As an Indonesian popular company specializing in providing quality products ranging from hand and electrical tools to machinery and equipment, for commercial industrial, and household customers. (KRISBOW company profile, 2019), PT. KRISBOW has an obligation to publish user guides for its customers across the country. Next, to reach more customers from various background and countries, the company usually provides user guide not only in Bahasa, but also in English, considering it as an international language, to its customers. However, producing manuals are not a simple thing to do since there are many aspects to take into account before creating them. A user guide must be a set of sentences that can ease the use of products by consumers. In other words, to publish an understandable user guide is the company's must.

Moreover, to write a user guide, we must first understand that it contains mostly of commands or instructions. In English grammar, sentences indicating commands or instruction are called the imperative. Imperative is the base form of verb. The negative is *do not/don't* + base form, and for emphasize we use do + base form (Eastwood, 2015). In constructing imperatives, it is true that we have to pay our full attention to the grammar rules. But, there is another important aspect most people do not realize when writing a manual. It is a collocation. It is absolutely necessary to learn about collocations commonly used in English to write a readable and understandable user guide. Leech et.al. (2001:104) states that collocations are not part of grammar, but they make use of grammar, and part of what it means to use English naturally. It means collocation is still considered an important aspect to learn. Collocation itself means a natural combination of words; it refers to the way English words are closely associated with each other. For example, pay and attention go together, as do commit and crime; blond goes with hair and heavy with rain (O'Dell and McCarthy, 2008a). A collocation is a combination of two or more words which frequently occur together ((O'Dell and McCarthy, 2008b). We need to learn collocations because they will help you speak and write English in a more natural and accurate way. People will probably understand what you mean if you talk about making a crime or say there was a very hard this morning, but your language will sound unnatural and might perhaps confuse ((O'Dell and McCarthy, 2008c).

Further, in any language, certain words regularly combine with certain other words or grammatical constructions. These recurrent, semi-fixed combinations, or collocations, can be divided into two groups: grammatical collocations and lexical collocations. Grammatical collocations consist of a dominant word — noun, adjective/participle, verb — and a preposition or a grammatical construction. Lexical collocations, on

the other hand, do not have a dominant word; they have structures such as the following: verb + noun, adjective + noun, noun + verb, noun + noun, adverb + adjective, adverb + verb. (Benson et.al, 2010a)

Next, considering that this research examines imperatives that dominantly consist of verbs, the type of collocation to be analyzed in this research is the grammatical collocation. Benson et al. (2010b) defines a grammatical collocation as a phrase consisting of a dominant word (noun, adjective, verb) and a preposition or grammatical structure such as an infinitive or clause. He later describes that eight major types of grammatical collocations that are designated by G1, G2, etc. (2010c) G1: collocations consist of noun + preposition combinations; G2: collocations consist of nouns followed by to + infinitive; G3: nouns that can be followed by a that clause; G4: collocations consist of preposition + noun combinations; G5: collocations are adjective + preposition combinations that occur in the predicate or as set-off attributives (verbless clauses); G6: collocations consist of predicate adjectives and a following to + infinitive; G7: adjectives (many of which are also in G6) can be followed by a that clause; G8: collocations consist of nineteen English verb patterns, designated by the capital letters A to S with the explanation in the following table

Table 1. Grammatical Collocations of G8 According to Benson et al. (2010d)

Type	Pattern	Example
G(A)	Verb + Direct O + to + Indirect O = V + Indirect O + Direct O	He sent the book to his brother. = He sent his brother the book.
G(B)	Verb + Direct O + to + Indirect O	They mentioned the book to her.
G(C)	Verb + Direct O +for + Indirect O = Verb + Indirect O + Direct O	She bought a shirt for him. She bought him a shirt.
G(D)	Verb + Preposition + Object	We will adhere to the plan
G(d)	Verb + O + Preposition + O	We invited them to the meeting.
G(E)	Verb + to + Infinitive	They began to speak.
G(F)	Verb + bare infinitive	He had better (would rather) go.
G(G)	Verb + V-ing	He kept talking.
G(H)	Verb + Object +to Infinitive	She asked me to come.
G(I)	Verb + Object + Infinitive	We let the children go to the park.
G(J)	Verb + Object + V-ing	We watched them dancing.
G(K)	Verb + a possessive +V-ing	They remembered Bill making that mistake.
G(L)	Verb + that-clause	They admitted that they were wrong.
G(M)	Verb + O + to be + Complement	We consider her to be very capable.
G(N)	Verb + O + Complement	The police set the prisoner free.
G(O)	Verb + O1 + O2	We bet her ten pounds.
G(P)	Verb + (O) + Adverbial	The boys sneaked into the auditorium.
G(Q)	Verb + (O) + wh-clause/ wh-phrase	She asked us why we had come.
G(R)	It + Verb + O + to Infinitive	It behooves/behoves you to study more.
	It + Verb + O + that-clause	It puzzled me that they never answered the telephone.
G(S)	Verb + Complement (Adj or N)	She became an engineer. She was enthusiastic.
G(s)	Verb + Complement (Adj)	She looks fine.

2.   METHOD

The method used in this research is a qualitative descriptive method. Qualitative research is a research which has a purpose to investigate the quality of relationship, activities, situation of subject study, such as action, perception, motivation, behavior, etc. (Fraenkel, 2009). Further, Berg states that in this research, we can use two kind of approaches, namely theory- before-research approach and research- before-theory approach. In this research, the researcher chooses the first approach in which the researcher searches an idea, finds theory, decides the design of the research, collects, and analyzes the data, then makes a conclusion (2001).

The data sources used in qualitative study can be taken from interviewees or informants, events or activities; places or locations; objects; various images and recordings; documents and archives (Sutopo, 2002). As mentioned by Sutopo, the data of the research are collected from a document KRISBOW Impact

Drill 500W User Guide. The researcher, then, examines the data in the form of imperatives found in the document and draws a conclusion.

3. RESULTS AND DISCUSSION

The focus of the research is grammatical collocation used to produce commands or instructions in User Guide. Commands or instructions written in User Guide are always made in the form of imperatives. An imperative itself is constructed from verbs. So, the grammatical collocation type that can be analyzed is type G8 – a type focusing on verbs. Further, from 21 types of G8 Grammatical Collocations stated by Benson et al. (2010e), there are only 12 of which are found in imperatives used in KRISBOW Impact Drill 500W User Guide. They are type GB, type GD, type Gd, type GE, type GH, type GI, type GL, type GN, type GP, type GQ, type Gs. The following are the findings and their analysis:

Table 2. Grammatical Collocation of Imperatives in KRISBOW Impact Drill 500W User Guide

No	Collocation Type	Total
1	GB	1
2	GD	2
3	Gd	12
4	GE	1
5	GH	2
6	GI	1
7	GL	8
8	GN	8
9	GP	29
10	GQ	3
11	Gs	2
Total		69

Type GB

No	Type	Data	Pattern
1	GB	*Connect the electric power tool to electricity* through a 16/25A maximum secured contact protected outlet (230/120V-, 50/60Hz).	Verb + Direct O + to + Indirect O

As stated by Benson et.al (2010f), in type B, verbs are transitive; when they have an indirect object, they do *not* allow the *dative movement transformation,* i.e., the shift of the indirect object (usu. animate) to a position before the direct object with the deletion of *to*. Thus, we have *connect the electric power tool to electricity,* but not **connect electricity the electric power tool*, creating an unusual sentence structure and meaning. Taking this into account, the sentence is in Type GB category.

Type GD

No	Type	Data	Pattern
1	GD	*Check for misalignment* or *binding of moving parts*	Verb + Preposition + Object
2	GD	*Pull out the power plug* if the cable becomes damaged during operation	Verb + Preposition + Object

Benson et.al mentions that in this pattern, the verb forms a collocation with a specific preposition (+ object) (2010g). The two sentences above show the use of some specific prepositions after certain verbs. The preposition *for* is normally used as the preposition of *check*, while the preposition *out* follows *pull* to inform that we must remove *the power plug* out of a socket. Then, the above sentences are categorized as type GD because there are prepositions directly put after the verbs. Besides, the prepositions are not used to form a prepositional phrase, but to be only specific prepositions for certain verbs.

Type Gd

No	Type	Sentence	Pattern
1	Gd	*Avoid body contact with earthed or grounded surface*	Verb + O + Preposition + O
2	Gd	Do not *expose power tools to the rain or wet conditions*	Verb + O + Preposition + O
3	Gd	*Use the correct power tool for your application*	Verb + O + Preposition + O
4	Gd	*Disconnect the plug from the power source*	Verb + O + Preposition + O

5	Gd	Do not *use the electric power tool with a damaged cable*	Verb + O + Preposition + O
6	Gd	*Connect them with a residual current circuit-breaker*	Verb + O + Preposition + O
7	Gd	*Insert the designated drill into the drill chuck opening*	Verb + O + Preposition + O
8	Gd	Only *connect the power plug with a socket* when the power tool is turned off	Verb + O + Preposition + O
9	Gd	Never *place the drill chuck key into the drill chuck* during operation	Verb + O + Preposition + O
10	Gd	*Attach drills and screws to the impact drill* only when it is turned off	Verb + O + Preposition + O
11	Gd	When operating a power tools outdoor, *connect it to residual current circuit-breaker*	Verb + O + Preposition + O
12	Gd	Only *use original parts as replacement parts*	Verb + O + Preposition + O

When a verb (or a certain sense of a verb) is normally followed by a prepositional phrase, its pattern is designated by the small letter *d* (Benson et.al, 2010h). All the sentences above are classified as type Gd not only because of collocations made with a specific preposition (+ object), but also prepositional phrase used after the verbs.

Type GE

No	Type	Data	Pattern
1	GE	*Fail to follow* all instructions may result an electric shock	Verb + to + Infinitive

Benson et.al describes this pattern as the verbs that are followed by *to* + infinitive. Examples of this construction are: *they began to speak, she continued to write, he decided to come, we offered to help,* etc. (2010i). The verb of the imperative is *fail* and the *to infinitive* is *to follow*. Therefore, it is very clear that the sentence is identified as type GE.

Type GH

No	Type	Data	Pattern
1	GH	Do not *cover the ventilation slots to avoid* an overheating of the power tool.	Verb + Object +to Infinitive
2	GH	If the motor has intensely overheated, *allow it to run* idle for 2 to 3 minutes or maximum rotation speed	Verb + Object +to Infinitive

As mentioned by Benson et.al (2010j), in this pattern, we will find most of the verbs are transitive verbs which are followed by an object and *to* + infinitive. We can see the typical examples of this construction from the sentences above. They are: Do not *cover the ventilation slots to avoid* an overheating of the power tool and *allow it to run* idle for 2 to 3 minutes or maximum rotation speed. *Cover* and *allow* are verbs commonly used with transitive objects. In the sentences, each object is followed by to infinitive (*to avoid; to run*). So, it means that they are categorized as type GH.

Type GI

No	Type	Data	Pattern
1	GI	Should the machine fail to function after a long operation time, *let it check* by a technician	Verb + Object + Infinitive

It is similar with the type GH. The only difference is type GI uses infinitive without to. Benson et.al explains that in this pattern, transitive verbs are followed by a direct object and an infinitive without to (2010k). Examples of this type can be seen in the sentence: *let it check* by a technician. The classification of GI of this sentence can be known from the use of verb *let*. It is a verb that is usually used as a transitive verb with a direct object. Besides, in English grammar, *let* is always used with the pattern *Let + Object + Infinitive without to.* In short, the sentence is classified as type GI.

Type GL

No	Type	Data	Pattern
1	GL	*Ensure the switch is in the off-position* before connecting to power source.	Verb + that-clause

2	GL	*Ensure these are connected* and properly used.	Verb + that-clause
3	GL	*Make sure that all parts are there.*	Verb + that-clause
4	GL	*Make sure that the drill fits correctly into the drill chuck.*	Verb + that-clause
5	GL	*Make sure that the drill sits tightly* even after a complete run.	Verb + that-clause
6	GL	*Make sure that there is no water or electricity conduit* behind the place to be drilled.	Verb + that-clause
7	GL	*Please make sure that it is only set when the power tool is turned off.*	Verb + that-clause
8	GL	*Make sure that there is no water contains inside of the machine.*	Verb + that-clause

In this pattern, verbs can be followed by a noun clause beginning with the conjunction *that* (Benson et.al, 2010l) as seen in sentences 3-8. *Make sure* is an idiomatic expression serving as verb that means to check that something is true or has been done (Hornby, 2015). The verb is followed by a noun clause indicated by conjunction *that*. In colloquial English, the *that* may be omitted. Some verbs always take a noun or pronoun object before the *that* clause (Benson et.al, 2010m) as seen in sentences 1 and 2. In these sentences, the writer does not only omit the conjunction *that*, but also put objects (*the switch*; *these*) after the verbs. Overall, it means that all the sentences can be classified as type GL.

Type GN

No	Type	Data	Pattern
1	GN	*Keep your work area clean and well luminous*	Verb + O + Complement
2	GN	*Keep children and bystanders away* while operating a power tool.	Verb + O + Complement
3	GN	*Have the power tool repaired* before use	Verb + O + Complement
4	GN	*Keep cutting tools sharp and clean*	Verb + O + Complement
5	GN	*Have your power tool serviced* by qualified repair person	Verb + O + Complement
6	GN	*Turn the machine off*	Verb + O + Complement
7	GN	*Pull the depth stop out far enough*	Verb + O + Complement
8	GN	*Keep the handles dry and free from oil and grease*	Verb + O + Complement

As explained by Benson et.al. (2010n), this pattern uses transitive verbs that can be followed by a direct object and an adjective or a past participle or a noun/pronoun. Sentences 1,2,4,6,7 and 8 are the examples of the use transitive verbs that are followed by adjective, while sentences 3 and 5 show us the examples of the use of past participle. From the explanation above, it can be concluded that the sentences above are in type GN.

Type GP

No	Type	Data	Pattern
1	GP	*Save all warnings and instructions for future reference.*	Verb + (O) + Adverbial
2	GP	Do not *operate power tools in explosive atmospheres*	Verb + (O) + Adverbial
3	GP	Never *modify the plug in anyway*	Verb + (O) + Adverbial
4	GP	Do not *use any adapter plugs with earthed (grounded) power tools.*	Verb + (O) + Adverbial
5	GP	Never *use the cord for carrying, pulling or unplugging the power tool*	Verb + (O) + Adverbial
6	GP	*Keep cord away* from heat, oil, sharp edges or moving parts.	Verb + (O) + Adverbial
7	GP	*Use a suitable extension cord for outdoor use.*	Verb + (O) + Adverbial
8	GP	Do not *use a power tool while you are tired*	Verb + (O) + Adverbial
9	GP	*Remove any adjusting key or wrench before turning the tool on*	Verb + (O) + Adverbial
10	GP	*Keep proper footing and balance at all times*	Verb + (O) + Adverbial
11	GP	*Dress properly*	Verb + (O) + Adverbial
12	GP	*Keep your hair, clothing, and gloves away from moving parts*	Verb + (O) + Adverbial
13	GP	Do not *use tool if switch does not turn it on or off*	Verb + (O) + Adverbial
14	GP	*Store idle power tools out of the reach of children*	Verb + (O) + Adverbial
15	GP	*Use the power tool, accessories and tool bits etc. in accordance with these instructions*	Verb + (O) + Adverbial

16	GP	*Use the included auxiliary handle with this machine*	Verb + (O) + Adverbial
17	GP	*Wait until the machine has come to a complete standstill*	Verb + (O) + Adverbial
18	GP	Never *use the impact drill without the attachable handle*	Verb + (O) + Adverbial
19	GP	Please *inform yourself before drilling*	Verb + (O) + Adverbial
20	GP	*Keep the bubble at the middle of the standard bubble*	Verb + (O) + Adverbial
21	GP	*Place the drill chuck key in one of the side holes of the drill chuck*	Verb + (O) + Adverbial
22	GP	*Turn the drill chuck key clockwise*	Verb + (O) + Adverbial
23	GP	*Tighten the drill by turning the drill chuck key counter-clockwise*	Verb + (O) + Adverbial
24	GP	*If it is possible, fix the work piece on a workbench*	Verb + (O) + Adverbial
25	GP	*Pre-drill the hole with a small drill*	Verb + (O) + Adverbial
26	GP	*Start drilling with a low rotation speed*	Verb + (O) + Adverbial
27	GP	*Clean the machine regularly after each use*	Verb + (O) + Adverbial
28	GP	*Clean the machine with a moist cloth and soft detergent*	Verb + (O) + Adverbial
29	GP	Never *use the power tool in a humid environment*	Verb + (O) + Adverbial

In this pattern, intransitive, reflexive, and transitive verbs must be followed by an adverbial. The adverbial may be an adverb, a prepositional phrase, a noun phrase, or a clause (Benson et.al., 2010n). From the sentences above, it can be identified that there are 5 sentences using adverbs after the verb/object (sentence 6,11,12,22,27) and 2 sentences using clauses (sentence 8, 17). There is no sentence with Subject/Verb followed by a noun phrase, meaning that the rest are sentences using prepositional phrases. To sum up, all above sentences can be classified as Type GP.

Type GQ

No	Type	Data	Pattern
1	GQ	*Watch what you are doing* and *use common sense when operating a power tool*	Verb + (O) + wh-clause/ wh-phrase
2	GQ	*Do not allows persons unfamiliar with the power tool* or these instructions to operate the power tool	Verb + (O) + wh-clause/ wh-phrase
3	GQ	*Only use original replacement parts which are provided by the manufacturer*	Verb + (O) + wh-clause/ wh-phrase

Benson et.al. states that in this pattern, verbs can be followed by an interrogative word: *how*, *what*, *when, where, which, who, why*; to these we add *whether* (which often alternates in clauses with *if*). These interrogative forms are often called *wh*-words (2010o). Two of the sentences above, sentence 1 and 3, use interrogative words, namely *what* and *which* respectively. However, it is slightly different with sentence 2 in which the writer omits the *wh*-word (*who*) after word *persons*. This kind of sentence is permitted in English grammar. In conclusion, all the sentences in the table above are categorized as Type Q.

Type Gs

No	Type	Data	Pattern
1	Gs	*Stay alert*	Verb + Complement (Adj)
2	Gs	Then *change stepwise* to a high rotation speed	Verb + Complement (Adj)

In this pattern, a somewhat larger group of intransitive verbs can be followed only by a predicate adjective (Benson et.al., 2010p). This theory applies to the above sentences in which the intransitive verbs (*stay;change*) are directly followed by predicates in the form of adjectives (*alert; stepwise*). Therefore, it can be said that the two sentences are classified as type Gs.

4. CONCLUSION

Analyzing 69 collected data based on Benson's types of grammatical collocations (2010q), the researcher finds that from the collected data, there are as many as 1 type GB data (1.4%), 2 GD type data (2.9%), 12 type Gd data (17.4%), 1 type GE data (1.4%), 2 type GH data (2.9%), 1 type GI data (1.4%), 8 type GL data (11.6%), 8 type GN data (11.6%), 29 type GP data (42.02%), 3 type GQ data (4.3%), 2 type Gs data (2.9%). To summarize, the most frequently used grammatical collocation of imperatives in the KRISBOW Impact Drill 500W User Guide is type GP with the percentage of 42.02%. From all types, type GP is the one with the widest range of structures covering an adverb, a prepositional phrase, a noun phrase,

or a clause, indicating the frequent use of this type in the form of imperatives in the User Guide will completely provide readers with information beneficial to the use of the product.

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