

AN ANALYSIS STUDY: OFFICE STAFFS' CORRESPONDENCE SKILLS AT KOMANDO RESOR MILITER 044/GARUDA DEMPO

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Abstract- Correspondence skill is an ability possessed by employees in writing letters, emails, memos, and other written communications clearly, precisely, and effectively. The purpose of this study is to describe the language errors of Personnel Staff employees of Military Resort Command 044/Garuda Dempo in writing letters and efforts that can be made to improve the correspondence skills of Personnel Staff employees of Military Resort Command 044/Garuda Dempo. This research uses a qualitative method with a descriptive approach. The findings of this study indicate that the correspondence skills of Personnel Staff employees are still categorized as low, seen from the many mistakes in writing that are often made, not in accordance with the format of writing official letters, and errors in understanding effective sentences. The factor that causes the inability to write official letters to Personnel Staff employees is the lack of training in writing official letters. So that the efforts made to overcome the inability to write official letters on Personnel Staff employees are training, feedback, presenting examples of good correspondence, writing exercises, and the use of tools.

Keywords: Correspondence, skills, office staffs'

employee performance when completing their duties.

I. INTRODUCTION

The world of work is where work activities take place in an institution, company, or organization. An important role that becomes the continuity of work activities is the element of Human Resources (HR). Work facilities and sophisticated tools without human work functions are not balanced, because humans have the ability to think and act to do something useful. This ability can be observed from

Employee performance is the result of carrying out tasks in accordance with the responsibilities given. Some factors that affect employee performance are ability and expertise, motivation, commitment, personality, work environment, and loyalty. However, one of the determinants of work success is having quality employees and playing an important role in achieving the goals of an institution or company. Human Resources (HR) is the main focus in

sustainability to benefit employees, institutions and companies.

Every institution or organization is inseparable from correspondence activities, this is done as a communication tool to achieve harmonious work coordination. Correspondence skills are one of the important skills that must be possessed by an employee. These skills include the ability to write letters, emails, memos and other written communications clearly, precisely and effectively. The quality of good institutional correspondence can affect the image of the institution or organization and relationships with other institutions/organizations. Zakkia, et al (2019: 29) state that the use of language in official letters must be strictly in accordance with the General Guidelines for Indonesian Spelling which includes the use of letters, the use of punctuation marks, and word writing. In addition, it must pay attention to the choice of words in writing letters.

The application of official letter writing is still found many kinds of sentence errors in terms of the effectiveness of written language. According to Dulay (in Tarigan, 2007: 142), errors are parts of conversion or composition deviating from some standard norms or selected norms of adult language performance. The elements included in the category of Indonesian language errors in this letter are letter usage errors, word writing errors, punctuation errors, ineffective use of words.

The author will focus on official letters issued by the Personnel Staff at the 044/Garuda Dempo Military Resort Command. By examining letter usage errors, word writing errors, and punctuation errors. The Military Resort Command, abbreviated as Korem, is a functional unit of the Kodam as the Regional Development and Operations Command (TNI-AD) of the Indonesian National Army based in a region or city. Korem manages several Military District Commands (Kodim) that support units such as Military Police, Engineers, Equipment and Transportation, Health and others. Korem is led by a military center commander or abbreviated as Danrem with the rank of Brigjen TNI. Similarly, Military Resort Command 044/Garuda Dempo, one of the Korem under Kodam II/Sriwijaya is based in Palembang City, South Sumatra Province. One of the main functions and tasks at Korem 044/Gapo is that the personnel staff is

responsible for carrying out a number of HR functions related to management to regulate working relationships between units, sections or individuals. For example, making letters of promotion / position, service recruitment, personnel maintenance, education proposals, and others.

Based on the observations obtained, there are still mistakes that occur in making official letters during the implementation of the MBKM Internship program for approximately 4 (four) months at Korem 044 / Garuda Dempo which is located on Jl. General Sudirman KM.4 NO. 5, 20 Ilir D. IV Kec, Ilir Timur I, Palembang City, South Sumatra. As for the background of errors when making letters, namely, how the form of letter writing errors in writing official letters, how the form of punctuation errors, and how the form of word writing errors in writing official letters at the 044/Garuda Dempo Military Resort Command.

From the description above, the reason the author is interested in taking the title regarding correspondence skills is because the author wants to dig deeper information related to why in making official letters there are still many writing errors. Therefore, the author is interested in raising the title "An Analysis Study: Office Staffs' Correspondence Skills At Komando Resor Militer 044/Garuda Dempo"

II. METHODS

The research used is a qualitative deisciplinary research. This research was conducted at Military Resort Command 044/Garuda Dempo, located at Jl. General Sudirman KM.4 No. 5, 20 Ilir D. IV District, Ilir Timur I, Palembang City, South Sumatra. The source of data obtained by the author in this study is the outgoing official letter of the Personnel Staff Komando Resor Militer 044/Garuda Dempo.

There are 3 (three) data collection techniques used in this study, namely: Documentation, Observation, and Interview.

The analysis technique carried out in this study is in accordance with Tarigan (1997) in R. Mantasiah's book, namely:

1. Collecting Data: The first step is to collect data on errors, related to language errors can be obtained from test results, writing, reading, speaking and listening exercises.

2. Identifying Errors: Once the data was collected, errors were identified based on errors in the format of writing official letters, ineffective sentences, and improper use of punctuation.
3. Classifying and Sorting Errors: Classify all identified errors and categorise them according to the type of error.
4. Evaluating Errors: Identifying the causes of errors and finding solutions to reduce and eliminate errors.
5. Explaining the Error: Explains the part that went wrong, what caused the error, and how to correct the error.

III. RESULT AND DISCUSSION

Hasil Penelitian

a. Mail Data at Military Resort Command 044/Garuda Dempo

Below are some of the letters in Korem 044/Garuda Dempo:

- a) Request for Non-Commissioned Officer and Enlisted Personnel Data
- b) Sriwijaya compensation proposal
- c) Proposal for Watzah Compensation
- d) Proposal for Honourable Discharge of Army Civil Servants

b. Mailing Procedure

The method of sending letters carried out by the 044/Garuda Dempo Military Resort Command is by writing letters; letters are typed and printed, getting approval from superiors, putting letters in envelopes, followed by giving letters to the general secretariat (Setum), finally sending letters via regular, express, or flash mail services. This is in accordance with an interview that researchers conducted with one of the personnel staff, namely Mrs. Lis on Monday at 10:37 WIB. Mrs. Lis said that:

"I have attended training but only once, it was called Latprajab (pre-service training). There I learned how to make correspondence, discipline as a civil servant, and marching rules. However, punctuation errors are still common due to lack of accuracy."

c. Correspondence Language at 044/Garuda Dempo Military Resort Command

Artha, Dewi Juni (2018: 1) explains that correspondence is correspondence.

Correspondence is an ongoing relationship between two parties by exchanging letters from one party to another, within a company / organization.

The delivery of messages such as good correspondence to the recipient of the message must be done as well as possible, both in terms of the formal writing of this letter, the spelling used and other grammatical skills. This is done with the aim of maintaining the good name of the institution.

The following will reveal the correspondence skills of personnel staff employees at the 044/Garuda Dempo Military Resort Command.

Data 1: Request Letter for NCO and Enlisted Personnel Data

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO

Palembang, 3 Mei 2023

Nomor : B/ 228 /VI/2023
Klasifikasi : Biasa
Lampiran : Satu Lembar
Perihal : Permintaan data personel Bintara dan Tamtama Korem 044/Gapo kelahiran tahun 1973 s.d. 1974

Kepada
Yth. Dandim Jajran Korem 044/Gapo
di
Tempat

1. Berdasarkan Surat Kaajendam II/Swj Nomor B/428/III/2023 tanggal 3 Mei 2023 tentang Permintaan data personel Bintara dan Tamtama kelahiran tahun 1973 s.d. 1974.

2. Sehubungan hal tersebut di atas, disampaikan bahwa guna tertibnya penyelenggaraan administrasi Pemberhentian Dengan Hormat dari dinas keprajuritan Angkatan Darat, mohon kepada tersebut alamat untuk mengirimkan data personel Bintara dan Tamtama kelahiran tahun 1973 s.d. 1974 yang akan memasuki Masa Persiapan Pensiun (MPP) dalam bentuk *hardcopy* dan *softcopy* sesuai contoh terlampir.

3. Data personel yang dimaksud mohon dikirimkan ke Danrem 044/Gapo u.p. Kasipers Kasrem 044/Gapo paling lambat tanggal 11 Juni 2023.

4. Demikian mohon dimaklumi.

a.n. Komandan Korem 044/Garuda Dempo
Kepala Seksi Personel
u.b.
Pih. Pasbinpers

Mulyadi
Kapten Inf NRP 2920090080568

Tembusan :
1. Irdam II/Swj
2. Danrem 044/Gapo
3. Aspers Kasdam II/Swj
4. Kaajendam II/Swj
5. Para Kasi Kasrem 044/Gapo
6. Dan/ka Satbalakrem 044/Gapo

Based on the example of data letter 1:

Letter Requesting Data on Non-Commissioned Officers and Enlisted Personnel, it can be seen that there are several mistakes in writing official letters that are not in accordance with the official letter writing format.

a) Letter Head

In writing the official letter head in this picture does not include the address and telephone number of the sender of the letter,

namely Komando Resor Militer 044/Garuda Dempo.

Sample findings:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO

Correct writing:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO
Jalan Jendral Sudirman KM.4 No. 5, Kecamatan, Ilir Timur I
Palembang
Telephone (0711) 411184

b) Letter Date

In writing the date of the letter, the name of the city before writing the name of the place/city on the date of the letter, should not need to be written because there is already writing the name of the place.

Sample findings:

Palembang, 10 Mei 2023

Correct writing:

10 Mei 2023

c) Destination Address

In the destination address, the word "To" should no longer need to be written because it has been explained with the word honorable (Yth).

Sample findings:

Kepada

Yth. Dandim Jajarran Korem

044/Gapo

Correct writing:

Yth. Dandim Jajarran Korem 044/Gapo

d) Greetings

There is no opening salutation in the letter, it should be written as an opening salutation such as:

- (1) With respect,
- (2) Assalamualaikum Wr.Wb.,

e) Contents

In the body of the letter, there is no need for too much dispensation, ineffective sentences, word writing errors, and incorrect use of colon punctuation (:) which should not need dispensation.

Sample findings:

“Sehubungan hal tersebut di atas, disampaikan bahwa guna tertibnya penyelenggaraan administrasi pemberhentian Dengan Hormat dari dinas keprajuritan Angkatan Darat, mohon kepada tersebut alamat untuk mengirimkan data personel Bintara dan Tamtama.”

Correct writing:

“Sehubungan hal di atas, disampaikan bahwa guna tertibnya penyelenggaraan administrasi pemberhentian Dengan Hormat dari Dinas Keprajuritan Angkatan Darat, mohon untuk mengirimkan data personel Bintara dan Tamtama.”

f) Salam Penutup

Pada surat tidak ada salam penutup, seharusnya ditulis seperti:

- (1) Hormat kami
- (2) Salam takzim

g) Tembusan

Pada bagian tembusan ditemukan kesalahan penggunaan tanda baca titik dua (:), yang seharusnya tidak perlu dispasi.

Contoh temuan:

Tembusan :

Penulisan yang benar:

Tembusan:

Data 2: Surat Usul Santunan Sriwijaya

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO
Palembang, 25 Mei 2023

Nomor : B/ A/s /V/2023
Klasifikasi : Biasa
Lampiran : Satu Berkas
Perihal : Usul Santunan Sriwijaya

Kepada
Yth. Pangdam II/Swj
di
Palembang
u.p. Aspers Kasdam II/Swj

1. Dasar :

- Juklak Pangdam II/Swj Nomor Juklak/9/2/1993 tanggal 25 Oktober 1993 tentang Petunjuk Pelaksanaan Pemberian Santunan Sriwijaya; dan
- Surat Dandim 0430/Banyuasin Nomor B/267/V/2023 tanggal 30 Mei 2023 tentang Permohonan santunan Sriwijaya a.n. Alm. Pratu M. Pasal Daat Ibrahim Hasbullah NRP 3119055351100 Tabakpan-1/Pok-1/Ru-1/II/B Yonif Raider 321/GT/13/1 Kostrad.

2. Sehubungan hal tersebut di atas, diajukan usul untuk mendapatkan Santunan Sriwijaya a.n. Alm. Pratu M. Pasal Daat Ibrahim Hasbullah NRP 3119055351100 Tabakpan-1/Pok-1/Ru-1/II/B Yonif Raider 321/GT/13/1 Kostrad, sebagaimana daftar lampiran.

3. Sebagai bahan pertimbangan dilampirkan persyaratan administrasi masing-masing rangkai tiga sebagai berikut :

- Fotokopi Keterangan Kematian;
- Fotokopi Skep Pengangkatan Pertama;
- Fotokopi Skep Pangkat Terkaahir;
- otokopi Keterangan Ahli Waris; dan
- Fotokopi KTP Ahli Waris.

4. Demikian mohon dimaklumi.

a.n. Komandan Korem 044/Garuda Dempo
Kepala Seksi Personal

Agus Puriyanto
Kapten Inf NRP 11960036590873

Tembusan :

- Irdam II/Swj
- Danrem 044/Gapo
- Kajati dan Kaku Dam II/Swj
- Dandim 0430/Banyuasin
- Paku Tk III Makorem 044/Gapo

Berdasarkan contoh surat data 2: Surat Usul Santunan Sriwijaya, dapat terlihat beberapa kesalahan pada penulisan surat dinas yang tidak sesuai dengan format penulisan surat resmi.

a) Kepala Surat

Pada penulisan kepala surat dinas pada gambar ini tidak mencantumkan alamat dan nomor telepon dari pengirim surat yaitu Komando Resor Militer 044/Garuda Dempo.

Contoh temuan:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO

Penulisan yang benar:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO
Jalan Jendral Sudirman KM.4 No.5, Kecamatan, Ilir Timur I
Palembang
Telepon (0711) 411184

b) Tanggal Surat

Pada penulisan tanggal surat nama kota sebelum penulisan nama tempat/kota pada tanggal surat, seharusnya tidak perlu ditulis karena sudah ada penulisan nama tempat.

Contoh temuan:

Palembang, 29 Mei 2023

Penulisan yang benar:

29 Mei 2023

c) Alamat Tujuan

Pada alamat tujuan terdapat kata “Kepada” seharusnya tidak perlu lagi ditulis karena sudah dijelaskan dengan kata yang terhormat (Yth).

Contoh temuan:

Kepada

Yth. Pangdam II/Swj

Penulisan yang benar:

Yth. Pangdam II/Swj

d) Salam Pembuka

Pada surat tidak ada salam pembukanya, seharusnya ditulis salam pembuka seperti:

(1) Dengan hormat,

(2) Assalamualaikum Wr.Wb.,

e) Isi

Pada bagian isi surat tidak perlu dispasikan terlalu jauh, kalimat yang tidak efektif, kesalahan penulisan kata, dan kesalahan penggunaan tanda baca titik dua (:) yang seharusnya tidak perlu dispasikan.

Contoh temuan:

(1) Dasar :

(2) Juklak

(3) Pada isi surat di nomor dua terdapat kalimat “sehubungan hal tersebut di atas, diajukan usul untuk mendapatkan Santunan Sriwijaya.”

(4) Terkaahir

(5) otokopi

Penulisan yang benar:

(1) Dasar:

(2) Juklak

(3) Kalimat yang seharusnya tidak perlu menggunakan kata tersebut seperti “sehubungan hal di atas, diajukan usul untuk mendapatkan Santunan Sriwijaya.”

(4) Terakhir

(5) Fotokopi

f) Salam Penutup

Pada surat tidak ada salam penutup, seharusnya ditulis seperti:

(1) Hormat kami

(2) Salam takzim

g) Tembusan

Pada bagian tembusan ditemukan

kesalahan penggunaan tanda baca titik dua (:), yang seharusnya tidak perlu dispasi

Contoh temuan:

Tembusan :

Penulisan yang benar:

Tembusan:

Data 3: Surat Usul Santunan Watzah



Berdasarkan contoh surat data 3: Surat Usul Santunan Watzah, dapat terlihat beberapa kesalahan pada penulisan surat dinas yang tidak sesuai dengan format penulisan surat resmi.

a) Kepala Surat

Pada penulisan kepala surat dinas pada gambar ini tidak mencantumkan alamat dan nomor telepon dari pengirim surat yaitu Komando Resor Militer 044/Garuda Dempo.

Contoh temuan:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO

Penulisan yang benar:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO

Jalan Jendral Sudirman KM.4 No. 5, Kecamatan, Ilir Timur I

Palembang

Telepon (0711) 411184

b) Tanggal Surat

Pada penulisan tanggal surat nama kota sebelum penulisan nama tempat/kota pada tanggal surat, seharusnya tidak perlu ditulis karena sudah ada penulisan nama tempat.

Contoh temuan:

Palembang, 27 Mei 2023

Penulisan yang benar:

27 Mei 2023

c) Alamat Tujuan

Pada alamat tujuan terdapat kata “Kepada” seharusnya tidak perlu lagi ditulis karena sudah dijelaskan dengan kata yang terhormat (Yth).

Contoh temuan:

Kepada

Yth. Pangdam II/Swj

Penulisan yang benar:

Yth. Pangdam II/Swj

d) Salam Pembuka

Pada surat tidak ada salam pembukanya, seharusnya ditulis salam pembuka seperti:

- (1) Dengan hormat,
- (2) Assalamualaikum Wr.Wb.,

e) Isi

Pada bagian isi surat tidak perlu dispasi dan terdapat kalimat yang tidak efektif yaitu, dan kesalahan penggunaan tanda baca titik dua (:), yang seharusnya tidak perlu dispasi.

Contoh temuan:

(1) Dasar :

(2) Pada isi surat di nomor dua terdapat kalimat “sehubungan hal tersebut di atas, diajukan usul untuk mendapatkan Santunan Watzah.”

(3) Sbb :

Penulisan yang benar:

- (1) Dasar:
- (2) Pada isi surat di nomor dua terdapat kalimat “sehubungan hal di atas, diajukan usul untuk mendapatkan Santunan Watzah.”
- (3) Sebagai berikut:

f) Salam Penutup

Pada surat tidak ada salam penutup, seharusnya ditulis seperti:

- (1) Hormat kami
- (2) Salam takzim

g) Tembusan

Pada bagian tembusan ditemukan kesalahan penggunaan tanda baca titik dua (:), yang seharusnya tidak perlu dispasi.

Contoh temuan:

Tembusan :

Penulisan yang benar:

Tembusan:

Data 4: Surat Usul Pemberhentian dengan hormat sebagai PNS AD

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO
Palembang, 24 Mei 2023

Nomor : B/ /V/2023
Klasifikasi : Biasa
Lampiran : Dua Berkas
Perihal : Usul Pemberhentian dengan hormat sebagai PNS AD a.n. Suherni Dwiyantri Gol II/b NIP 196507051987032015 PNS Korem 044/Gapo beserta 1 orang

Kepada
Yth. Pangdam II/Swj
di
Palembang

u.p. Kasjendam II/Swj

1. Dasar :
 - a. Keputusan Ka BKN Nomor 14 Tahun 2003 tanggal 21 April 2003 tentang Petunjuk teknis pemberhentian dan pemberian pensiun PNS serta pensiun janda/duda; dan
 - b. Surat Dandim 0405/Lahat Nomor B82/1/2023 tanggal 24 Mei 2023 tentang Usul Pemberhentian Dengan Hormat sebagai PNS AD dengan Hak Pensiun a.n. Pengatur Tk I-II/d Suyanto NIP 196508161996011001 PNS Kodim 0405/Lahat.
2. Sehubungan hal tersebut di atas, diajukan usul pemberhentian dengan hormat sebagai PNS AD dengan hak pensiun a.n. Penata Muda Tk I - II/b Suherni Dwiyantri NIP 196507051987032015 PNS Korem 044/Gapo beserta 1 orang, sebagaimana daftar terlampir.
3. Sebagai bahan pertimbangan dilampirkan bahan administrasi sebagai berikut :
 - a. DPCCP;
 - b. Fotokopi Kep Pengangkatan CPNS & PNS;
 - c. Fotokopi Skep Pangkat terakhir;
 - d. Fotokopi Skep Jabatan terakhir;
 - e. Fotokopi Kep MPP;
 - f. Fotokopi Surat Nikah;
 - g. Fotokopi Karpap, Karsu/Karsu;
 - h. Fotokopi Kartu Tanda Peserta Asabri (KTPA);
 - i. Surat Keterangan Domisili;
 - j. SKP dua tahun terakhir;
 - k. Daftar susunan keluarga/ KU-1;
 - l. Surat keterangan tidak pernah dihukum;
 - m. Pasfoto ukuran 3 x 4 cm sebanyak 8 lembar; dan
 - n. Fotokopi Kep Perubahan NIP.
4. Demikian mohon dimaklumi.

a.n. Komandan Korem 044/Garuda Dempo
Kepala Seksi Personel
Agus Ferdianto
Agus Ferdianto
Kapten Inf NRP 11960036590873

Tembusan :
1. Isitem II/Swj
2. Danrem 044/Gapo
3. Aspers Kasdam II/Swj
4. Kaku dan Kainfolathta Dam II/Swj
5. Dandim 0405/Lahat
6. Kasjendrem 044/Gapo
7. Kainfolathtarem 044/Gapo

Berdasarkan contoh surat data 4: Surat Usul Pemberhentian dengan hormat sebagai

PNS AD, dapat terlihat beberapa kesalahan pada penulisan surat dinas yang tidak sesuai dengan format penulisan surat resmi.

a) Kepala Surat

Pada penulisan kepala surat dinas pada gambar ini tidak mencantumkan alamat dan nomor telepon dari pengirim surat yaitu Komando Resor Militer 044/Garuda Dempo.

Contoh temuan:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO

Penulisan yang benar:

KOMANDO DAERAH MILITER II/SRIWIJAYA
KOMANDO RESOR MILITER 044/GARUDA DEMPO

Jalan Jendral Sudirman KM.4 No.5, Kecamatan, Ilir Timur I
Palembang

Telepon (0711) 411184

b) Tanggal Surat

Pada penulisan tanggal surat nama kota sebelum penulisan nama tempat/kota pada tanggal surat, seharusnya tidak perlu ditulis karena sudah ada penulisan nama tempat.

Contoh temuan:

Palembang, 24 Mei 2023

Penulisan yang benar:
24 Mei 2023

c) Alamat Tujuan

Pada alamat tujuan terdapat kata “Kepada” seharusnya tidak perlu lagi ditulis karena sudah dijelaskan dengan kata yang terhormat (Yth).

Contoh temuan:

Kepada

Yth. Pangdam II/Swj

Penulisan yang benar:

Yth. Pangdam II/Swj

d) Salam Pembuka

Pada surat tidak ada salam pembukanya, seharusnya ditulis salam pembuka seperti:

(1) Dengan hormat,

(2) Assalamualaikum Wr.Wb.,

e) Isi

Pada bagian isi surat tidak perlu dispasi dan terdapat kalimat yang tidak efektif yaitu, dan kesalahan penggunaan tanda baca titik dua (:)

yang seharusnya tidak perlu dispasi.

Contoh temuan:

- (1) Dasar :
- (2) Pada isi surat di nomor dua terdapat kalimat “sehubungan hal tersebut di atas, diajukan usul pemberhentian dengan hormat sebagai PNS AD dengan Hak Pensiun.
- (3) Sbb :

Penulisan yang benar:

- (1) Dasar:
- (2) Pada isi surat di nomor dua terdapat kalimat “sehubungan hal di atas, diajukan usul Pemberhentian Dengan Hormat sebagai PNS AD dengan Hak Pensiun.”
- (3) Sebagai berikut:

f) Salam Penutup

Pada surat tidak ada salam penutup, seharusnya ditulis seperti:

- (1) Hormat kami
- (2) Salam takzim

g) Tembusan

Pada bagian tembusan ditemukan kesalahan penggunaan tanda baca titik dua (:), yang seharusnya tidak perlu dispasi.

Contoh temuan:

Tembusan :

Penulisan yang benar:

Tembusan:

a. Factors Causing the Incapacity of Personnel Staff Employees of Komando Resor Militer 044/Garuda Dempo Dalam Korespondensi.

- 1) Employees do not have sufficient skills or knowledge in correspondence.
- 2) Indiscipline can also affect correspondence.
- 3) Lack of specialized training.
- 4) Memory limitations or forgetfulness can cause mistakes in pronouncing language sounds, words, word order, or word stress in official letters.
- 5) Lack of understanding of writing standards.

b. Efforts to Hone Correspondence Skills of

Personnel Staff Employees at Komando Resor Militer 044/Garuda Dempo

- 1) Conduct training to improve effective writing skills, use of good grammar, proper word selection, and use of correct spelling.
- 2) Writing exercises to improve fluency and effectiveness of correspondence.
- 3) Studying Correspondence is used as a reference for employees in creating letters, emails, or memos.
- 4) Improve Communication to improve communication between employees and colleagues

Discussion

a. Correspondence of Personnel Staff Employees at Komando Resor Militer 044/Garuda Dempo

Correspondence means about correspondence or about sending letters (KBBI-online), then Finoza (2009) says that the activity of sending letters to each other by individuals or organizations is called correspondence or correspondence.

Correspondence skills analysis is an evaluation process tailored to measure a person's ability to write letters or emails in a business or work context. This is important because good correspondence skills can improve one's communication effectiveness and professionalism in the workplace.

Types of correspondence according to Purwanto (2011) say that correspondence in an office, agency, or organization is divided into two, namely:

1. External correspondence, which is correspondence carried out by the office or its parts with outside parties.
2. Internal correspondence, which is correspondence carried out by people within an office, including the relationship between the head office and branch offices.

In this study, the focus is on official letters, namely outgoing letters in the Personnel Staff of the Military Resort Command 044 / Garuda Dempo as many as 4 letters, namely:

1. Request for Non-Commissioned Officer and Enlisted Personnel Data
2. Proposed Sri Lankan Compensation

3. Proposal for Watzah Compensation
4. Proposal for Honorable Discharge of Army Civil Servants

b. Correspondence Skills of Personnel Staff Employees at Komando Resor Militer 044/Garuda Dempo

Based on the results of previous research, it was found that the correspondence skills of Personnel Staff employees at the 044/Garuda Dempo Military Resort Command were still categorized as low. This was obtained by analyzing 4 (four) outgoing official letters. The low correspondence skills of Personnel Staff employees at the 044/Garuda Dempo Military Resort Command can be seen from the many errors obtained in the letter writing format and the use of effective sentences. As in the head of the letter there is no address, there is no opening greeting and closing greeting, in the content of the letter the writing is less effective, and does not understand how to use effective sentences.

c. Lack of training in making official letters is an important factor

Lack of training in making official letters is a major factor in this study. This is because it can cause a lack of skills in writing official letters. Training is actually very helpful in improving writing skills and understanding the concept of writing official letters. With training, official letter writers can learn the correct writing procedures, including the right structure, format and spelling. And can increase professionalism in conveying information in writing.

d. Efforts Made to Hone Correspondence Skills

Efforts made to hone employee correspondence include the following:

- 1) Training and workshops: Conduct specialized training or workshops that focus on improving correspondence skills.
- 2) Regular feedback: Provide regular feedback to employees on the correspondence they have created.
- 3) Present examples of good correspondence: Provide examples of

good correspondence as a reference for employees in creating letters, emails, or memos.

- 4) Writing exercises: Encourage employees to regularly practice their writing skills.
- 5) Use of tools: Using tools such as software.

IV. CONCLUSION

Based on the research findings, the results of data analysis and discussion regarding the analysis of correspondence of Personnel Staff employees at the 044/Garuda Dempo Military Resort Command in 2023, the following conclusions can be drawn:

1. The correspondence skills of Personnel Staff employees are still categorized as low. This can be seen from the many mistakes in writing official letters.
2. The forms of mistakes that are mostly made in the correspondence of Personnel Staff employees are not in accordance with the letter writing format of official letter writing, and errors in understanding effective sentences.
3. The factor that causes the inability to write official letters on Personnel Staff employees is the lack of training in writing official letters.
4. Efforts made to overcome inability to write official letters for Personnel Staff employees are training, feedback, presenting examples of good correspondence, writing practice, and the use of tools.

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No. : 079/UW-M.Ling/LOA-58/VII/2023
Subject : Letter of Acceptance (LOA)

Dear,
Ayu Puspita Indah Sari, Rahmi Fadilla

Warm Compliments,

We are pleased to inform you that, your manuscript is accepted for publication. Hereby we inform that the manuscript entitled “**An Analysis Study: Office Staffs’ Correspondence Skills at Komando Resor Militer 044/Garuda Dempo**” will be published in the Retorika: Jurnal Ilmu Bahasa - 2443-0668 Vol. 10 No. 2 August 2024 accredited by Sinta 3. This letter is submitted to be used properly.

Thank you very much for your submission to our journal.

Best Regards,

Editor in Chief



Dr. Mirsa Umiyati, S.S., M.Hum
NIK. 230 340 024