

Analysis of Correspondence Capabilities of Personnel Staff of Military Resort Command 044/Garuda Dempo

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Abstract-Effective correspondence is essential for clear and professional communication, particularly in administrative settings. This study investigates the correspondence abilities of personnel staff at Military Resort Command 044/Garuda Dempo, focusing on common language errors and strategies for improvement. Using a qualitative method with a descriptive approach, the research analyzed official letters and conducted interviews to gather comprehensive insights. The findings reveal that staff proficiency in correspondence is low, marked by frequent deviations from standard formats and ineffective sentence structures. These deficiencies are primarily attributed to a lack of formal training in official letter writing. To address these issues, the study recommends implementing targeted training programs, providing constructive feedback, using exemplary models of correspondence, conducting regular writing exercises, and leveraging supportive tools. These interventions aim to enhance the staff's ability to produce clear and effective official communication.

Keywords: Correspondence Proficiency, Language Error Analysis, Official Letter Writing, Military Administration, Qualitative Research.

I INTRODUCTION

Effective communication, particularly through official correspondence, is a critical skill for organizational success. Employees' correspondence capabilities, including the ability to write letters, emails, and memos effectively, significantly impact operational efficiency and institutional image (Triyatma, 2022).

Employee performance is the result of work from carrying out tasks in accordance with the responsibilities given. Several factors affect employee performance, namely ability and expertise, motivation, commitment, personality, work environment, and loyalty. However, one of the determinants of work success is having employees who are qualified and play an

important role in achieving the goals of an institution or company. Human Resources (HR) are 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 ability is one of the important skills that must be owned by an employee. This ability includes the ability to write letters, emails, memos and other written communications clearly, precisely and effectively (Faisah, 2019). The good quality of institutional correspondence can affect the image of the institution or organization and relations with other institutions/organizations (Agustini,

2018). The use of language in official letters must strictly comply with the General Guidelines for Indonesian Spelling which includes the use of letters, the use of punctuation marks, and the writing of words (Supriyana, Azmin, Nureryani, & Rahmawati, 2016). In addition, you must pay attention to the choice of words in writing letters (Purwandari, Setiawan, & Saddhono, 2014; Riana & Hulu, 2022).

In the application of writing official letters there are still many found various kinds of sentence errors in terms of the effectiveness of written language (Kemal, 2013). Errors are parts of the conversion or composition that deviate from some standard norms or selected norms of adult language performance (R. & Yusri, 2020). The elements included in the category of Indonesian language errors in this letter are errors in the use of letters, errors in writing words, errors in writing punctuation marks, ineffective use of words (Hasanah, 2018; Julianus, Simanjuntak, & Seli, 2020).

The author will focus on official letters issued by the Personnel Staff at the Military Resort Command 044/Garuda Dempo. By examining the errors in the use of letters, misspellings of words, and errors in the use of punctuation. The Military Resort Command, abbreviated as the Korem, is the functional unit of the Regional Military Command as the Regional Operations and Development Command (TNI-AD) of the Indonesian National Armed Forces which is headquartered in a region or city. The Korem manages several District Military Commands (Kodim) which support units such as the Military Police, Engineers, Equipment and Transport, Health and others. The Korem is led by the commander of the military center or abbreviated as the Danrem with the rank of Brigadier General TNI. The same is true for the 044/Garuda Dempo Military Resort Command, a Korem under the II/Sriwijaya Military Command which is headquartered in Palembang City, South Sumatra Province. In a military institution like Korem 044/Garuda Dempo, effective correspondence ensures seamless communication, operational accuracy, and professional representation, making it a vital competency for personnel staff. For example, making letters of promotion/position, recruiting services, maintaining personnel, proposing education, and so on (Fitriyani, 2017).

Based on the results of observations obtained, there were still mistakes that occurred in making official letters during the

implementation of the MBKM Internship program for approximately 4 (four) months at Korem 044/Garuda Dempo located on Jl. General Sudirman KM. 4 NO. 5, 20 Ilir D. IV District ,Ilir Timur I, Palembang City, South Sumatra. As for the background of the mistake when making the letter, namely, what form of

letter writing error in writing official letters, what form of punctuation writing error, and what form of word writing error in writing official letters at the Military Resort Command 044/Garuda Dempo

From the description above, the reason the writer is interested in taking the title regarding correspondence ability is because the writer wants to dig deeper into information regarding why there are still many writing errors in making official letters. Therefore, the author is interested in raising the title "Correspondence Language of Personnel Staff of the Military Resort Command 044/Garuda Dempo."

II. METHODS

This qualitative descriptive study was conducted at the Military Resort Command 044/Garuda Dempo, located at Jl. General Sudirman KM.4 No. 5, Palembang City, South Sumatra. This location was chosen due to the personnel staff's frequent engagement in official correspondence activities, making it an ideal setting for analyzing correspondence capabilities.

Data were collected using the following three methods:

- Documentation. Official letters issued by the Personnel Staff at Korem 044/Garuda Dempo were collected and analyzed to identify language errors. Selection criteria for these documents included their relevance to administrative and operational functions.
- Observation. Direct observations were made of the correspondence process, focusing on how staff create and format official letters.
- Interviews. Structured interviews were conducted with personnel staff and supervisors to gather insights into correspondence challenges and training needs.

The analysis employed Tarigan's (1997) framework, as outlined in R. Mantasiyah's book, to identify and evaluate errors systematically:

- 1) Data collection. Errors in official letters were identified through repeated reading and review.
- 2) Identification of errors. Errors were categorized based on linguistic levels,

including phonology, morphology, syntax, semantics, and discourse.

- 3) Classification and sorting. Errors were classified into categories such as punctuation, spelling, and sentence structure, and ranked by frequency.
- 4) Error evaluation. The root causes of errors were examined, focusing on factors such as lack of training and adherence to guidelines.
- 5) Explanation of errors. Errors were explained in terms of their nature, underlying causes, and recommended corrective measures (R. & Yusri, 2020).

Permission was obtained from Korem 044/Garuda Dempo to analyze official correspondence documents. Participant anonymity and confidentiality were maintained throughout the study.

III. RESULT AND DISCUSSIONS

Results

Document data at Military Resort Command 044/Garuda Dempo

Below are some letters from the 044/Garuda Dempo Military Resort Command:

- 1) Requests for NCO and Enlisted Personnel Data
- 2) Sriwijaya Compensation Proposal
- 3) Watzah Compensation Proposal
- 4) Proposal for Dismissal with Honor of Civil Servants of the Army

Mail Delivery Procedure

The method of sending letters by the Military Resort Command 044/Garuda Dempo is by writing a letter; Letters are typed and printed, obtain approval from superiors, put letters into envelopes, followed by delivering letters to the general secretariat (*Setum*), finally sending letters via regular, express, or flash mail services. This is in accordance with the interview that the researcher conducted with one of the personnel staff, namely Mrs. Lis, on Monday at 10.37 WIB. Miss Lis said that:

"I have participated in training but only once, the name was *Latprajab* (Pre-service training). There I learned how to make correspondence, discipline as a civil servant, and line rules. However, there are still frequent punctuation errors due to carelessness. "

Language Correspondence to Military Resort Command 044/Garuda Dempo

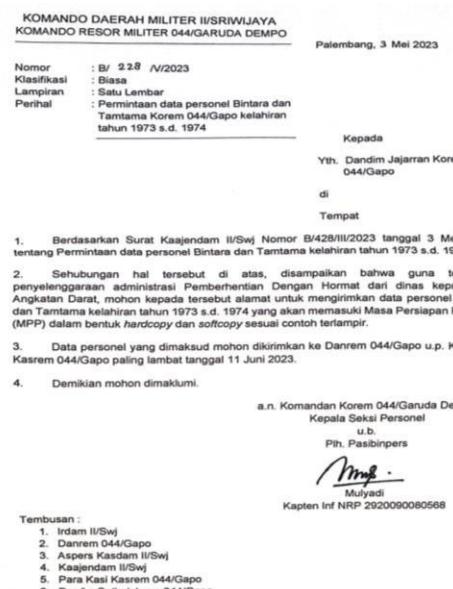
Correspondence is an ongoing relationship between two parties by exchanging letters from

one party to another, within a company/organization.

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.

In the following, the researcher will present the correspondence skills of the personnel staff at the 044/Garuda Dempo Military Resort Command.

Data 1: Non-commissioned Officer and Private Personnel Data Request Letter



Based on sample data letter 1: Letter of Request for Non-Commissioned Officer and Private Personnel Data, it can be seen that there are several errors in writing official letters that are not in accordance with the format for writing official letters.

- Headmaster

In writing the head of the official letter in this image does not include the address and telephone number of the sender, namely the Military Resort Command 044/Garuda Dempo. Examples of findings:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA
MILITARY RESORT COMMAND
044/GARUDA DEMPO

Correct spelling:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA
MILITARY RESORT COMMAND
044/GARUDA DEMPO
Jalan Jendral Sudirman KM. 4 No. 5, District, Ilir
Timur I Palembang
Telephone (0711) 411184

• 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, it should not need to be written because the place name has already been written.

Examples of findings:

Palembang, 10 May 2023

Correct spelling:

May 10, 2023

• Destination address

In the destination address there is the word "To" it should not need to be written anymore because it has been explained in an honorable word (Yth.)

Examples of findings:

To

Dear Dandim Jajarran Korem
044/Gapo

Correct spelling:

Dear Dandim of Korem 044/Gapo

• Greetings

In the letter there is no opening greeting, it should be written greeting like:

- (1) Yours sincerely.
- (2) AssalamualaikumWr. Wb.
- (3) Contents.

There is no need for spaces in the contents of the letter and there are sentences that are not effective, namely.

Examples of findings: "In connection with the above, it is conveyed that in order to orderly administer the dismissal with respect from the Army Soldiers' Service, please ask the address for sending data on Non-Commissioned Officers and Enlisted Personnel."

Repair:

"In connection with the above, it is conveyed that in order to orderly organize the administration of dismissal with respect from the Army Military Service, please send data on non-commissioned officers and enlisted personnel."

• Closing Regards

There is no closing greeting in the letter, it should be written like:

- (1) Sincerely.
- (2) Greetings respectfully.
- (3) Copy.

In the copy, an error was found in the use of colon punctuation (:), which should not need spaces.

Examples of findings:

Copy

Correct spelling:

Copy

Data 2: *Sriwijaya Compensation Letter*



Based on sample data letter 2: Letter of Proposal for *Sriwijaya Compensation*, it can be seen that there are several errors in writing official letters that are not in accordance with the format for writing official letters.

• Headmaster

In writing the head of the official letter in this image does not include the address and telephone number of the sender, namely the Military Resort Command 044/Garuda Dempo.

Examples of findings:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA
MILITARY RESORT COMMAND
044/GARUDA DEMPO

Correct spelling:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA
MILITARY RESORT COMMAND
044/GARUDA DEMPO

Jalan Jendral Sudirman KM. 4 No. 5, District, Ilir Timur I Palembang
Telephone (0711) 411184

- 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, it should not need to be written because the place name has already been written.

Examples of findings:

Palembang, 29 May 2023

Correct spelling:

May 29, 2023

- Destination address

In the destination address there is the word "To" it should not need to be written anymore because it has been explained in an honorable word (Yth.)

Examples of findings:

To

Dear Pangdam II/Swj.

Correct spelling:

Dear Pangdam II/Swj.

- Greetings

In the letter there is no opening greeting, it should be written greeting like:

(1) Yours faithfully,

(2) Peace be upon you, and *Allah* mercy and blessings.

- Fill

The contents of the letter do not need to be spaced too far, sentences that are not effective, errors in word writing, and errors in the use of colon punctuation (:) which should not need spaces.

Examples of findings:

(1) Base

(2) *Juklak*

(3) In the contents of letter number two there is the sentence "in connection with the above, a proposal is submitted to receive *Sriwijaya* compensation."

(4) Last

(5) Auto-copy

Correct spelling:

(1) Base

(2) *Juklak*

(3) Sentences that shouldn't need to use the word are like "in connection with the above, a proposal is submitted to get *Sriwijaya*

Compensation."

(4) Final

(5) Photocopy

- Closing

In the letter, it should be written like:

(1) Best regards

(2) Greetings respectfully

- Copy

In the copy, an error was found in the use of colon punctuation (:), which should not need spaces

Examples of findings:

Copy

Correct spelling:

Copy

Data 3: Letter of Proposal for *Watzah* Compensation



Based on sample data letter 3: Letter of Proposal for *Watzah* Compensation, it can be seen that there are several errors in writing official letters that are not in accordance with the format for writing official letters.

- Headmaster

In writing the head of the official letter in this image does not include the address and telephone number of the sender, namely the Military Resort Command 044/Garuda Dempo.

Examples of findings:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA
MILITARY RESORT COMMAND
044/GARUDA DEMPO

Correct spelling:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA
MILITARY RESORT COMMAND
044/GARUDA DEMPO
Jalan Jendral Sudirman KM. 4 No. 5, District, Ilir
Timur I Palembang
Telephone (0711) 411184

- 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, it should not need to be written because the place name has already been written.

Examples of findings:

Palembang, 27 May 2023

Correct spelling:

May 27, 2023

- Destination address

In the destination address there is the word "To" it should not need to be written anymore because it has been explained in an honorable word (Yth.)

Examples of findings:

To

Dear Pangdam II/Swj

Correct spelling:

Dear Pangdam II/Swj

- Greetings

In the letter there is no opening greeting, it should be written greeting like:

- (1) Yours faithfully
- (2) Peace be upon you, and Allah mercy and blessings

- Fill

The contents of the letter do not need spaces and there are sentences that are not effective, namely, and errors in the use of colon punctuation marks (:) which should not need spaces.

Examples of findings:

- (1) Base
- (2) In the contents of the letter in number two there is the sentence "in connection with the above, a proposal is submitted to receive the *Watzah Compensation*."
- (3) As follows

Correct spelling:

- (1) Base
- (2) In the contents of the letter number two there is the sentence "in connection with the above, a proposal is submitted to receive *Watzah Compensation*."
- (3) As follows

- Closing

In the letter, it should be written like:

- (1) Best regards
- (2) Greetings respectfully

- Copy

In the copy, an error was found in the use of colon punctuation (:), which should not need spaces.

Examples of findings:

Copy

Correct spelling:

Copy

Data 4: Letter of Proposal for Honorable Dismissal as an Army Civil Servant



Based on sample data letter 4: Letter of Proposal for Honorable Dismissal as an Army Civil Servant, it can be seen that there are several errors in writing an official letter that is not in accordance with the format for writing an official letter.

- Headmaster



In writing the head of the official letter in this image does not include the address and

telephone number of the sender, namely the Military Resort Command 044/Garuda Dempo.

Examples of findings:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA

MILITARY RESORT COMMAND
044/GARUDA DEMPO

Correct spelling:

REGIONAL MILITARY COMMAND
II/SRIWIJAYA

MILITARY RESORT COMMAND
044/GARUDA DEMPO

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

Telephone (0711) 411184

- 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, it should not need to be written because the place name has already been written.

Examples of findings:

Palembang, 24 May 2023

Correct spelling:

May 24, 2023

- Destination address

In the destination address there is the word "To" it should not need to be written anymore because it has been explained in an honorable word (Yth.)

Examples of findings:

To

Dear Pangdam II/Swj.

Correct spelling:

Dear Pangdam II/Swj.

- Greetings

In the letter there is no opening greeting, it should be written greeting like:

- (1) Yours faithfully
- (2) Peace be upon you, and Allah mercy and blessings

- Fill

The contents of the letter do not need spaces and there are sentences that are not effective, namely, and errors in the use of colon punctuation marks (:) which should not need spaces.

Examples of findings:

(1) Base

(2) In the contents of the letter in number two

there is the sentence "in connection with the above, a proposal is submitted for honorable discharge as an Army Civil Servant with Pension Rights.

(3) As follows

Correct spelling:

(1) Base

(2) In the contents of letter number two there is the sentence "in connection with the above, a proposal is submitted for Honorable Dismissal as an Army Civil Servant with Retirement Rights."

(3) As follows

- Closing

In the letter, it should be written like:

(1) Best regards

(2) Greetings respectfully

- Copy

In the copy, an error was found in the use of colon punctuation (:), which should not need spaces.

Examples of findings:

Copy

Correct spelling:

Copy

Factors Causing the Inability of Personnel Staff Staff of the 044/Garuda Dempo Military Command in Correspondence

- 1) Employees do not have sufficient skills or knowledge in terms of correspondence
- 2) Indiscipline can also affect correspondence
- 3) Lack of special training
- 4) Limited memory 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

Efforts to Sharpen Correspondence Capability of Personnel Staff Officers at Military Resort Command 044/Garuda Dempo

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

colleagues

Discussion

Personnel Staff Correspondence at Military Resort Command 044/Garuda Dempo

Correspondence has the meaning of correspondence or sending letters (KBBI-online), then Finoza (2009) says that the activity of exchanging letters by individuals or organizations is called correspondence or correspondence.

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

Types of correspondence are correspondence in an office, agency, or organization is divided into two, namely:

- 1) External Correspondence, namely correspondence relations conducted by the office or its parts with outsiders.
- 2) Internal Correspondence, namely correspondence relations carried out by people in an office, including the relationship between the head office and branch offices.

In this study, the focus was 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) Requests for NCO and Enlisted Personnel Data
- 2) Sriwijaya Compensation Proposal
- 3) Watzah Compensation Proposal
- 4) Proposal for Dismissal with Honor of Civil Servants of the Army.

Personnel Staff Correspondence Capability at Military Resort Command 044/Garuda Dempo

Based on the results of previous studies, it was found that the correspondence ability of Personnel Staff employees at the Military Resort Command 044/Garuda Dempo was still in the low category. This was obtained from the analysis that was carried out on outgoing official letters of 4 (four) letters. The low correspondence ability of Personnel Staff employees at the Military Resort Command 044/Garuda Dempo can be seen from the many errors found in the letter writing format and the effective use of sentences. As in the head of the letter there is no

address, there is no opening greeting and closing greeting, the contents of the letter are less effective, and they do not understand how to use effective sentences.

Factors Lack of Training in Making Official Letters Become Important

Lack of training in making official letters is the main factor in this research. This is because it can lead to 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 makers can learn proper writing procedures, including proper structure, format and spelling. And can increase professionalism in conveying information in writing.

Efforts Are Made To Sharpen Correspondence Ability

Efforts made to hone employee correspondence include the following:

- 1) Training and workshops: Conducting special training or workshops that focus on improving correspondence skills.
- 2) Regular feedback: Provide regular feedback to employees regarding the correspondence they have made.
- 3) Provide examples of good correspondence: Provide examples of good correspondence as a reference for employees in composing letters, e-mails, or memos.
- 4) Writing practice: Encourage employees to regularly practice their writing skills.

Use of assistive devices: Using assistive devices such as software.

IV. CONCLUSION

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

- 1) Correspondence Skills

The correspondence skills of Personnel Staff employees are categorized as low, as evidenced by frequent errors identified in official letters.

- 2) Common Mistakes

The most common errors include non-compliance with official letter-writing formats, such as incorrect headings, spacing, and salutations, as well as ineffective sentence structures that fail to convey messages clearly and professionally.

3) Causes of Inability

The primary factor contributing to these deficiencies is the lack of regular and comprehensive training programs specifically designed to enhance official letter-writing skills.

4) Efforts to Improve Skills

Efforts to improve correspondence skills among Personnel Staff include implementing targeted training programs, providing constructive feedback on written drafts, presenting examples of well-written correspondence, conducting regular writing exercises, and utilizing assistive tools to aid in official letter preparation.

To ensure sustainable improvement in correspondence capabilities, it is recommended that Military Resort Command 044/Garuda Dempo institutionalize structured training programs, enforce standardized correspondence procedures, and adopt technology-assisted solutions. Future research could explore the long-term impacts of these interventions on overall organizational efficiency.

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