

DEVELOPING OFFICIAL LETTER WRITING TECHNIQUES TO IMPROVE COMMUNICATION EFFICIENCY

Wilawan Sangpha
Personnel Division, Suan Sunandha Rajabhat University
E-mail: wilawan.sa@ssru.ac.th
Tawatchai Suphuan
College of Innovation and Management, Suan Sunandha Rajabhat University
E-mail: tawatchai.so@ssru.ac.th

Abstract

The objective of this research is to investigate the problems and obstacles personnel face in writing official documents and to develop effective techniques and guidelines that align with the regulations of the Office of the Prime Minister on clerical work, using correct and appropriate language. The sample group consisted of 26 personnel from the Human Resources Division of Suan Sunandha Rajabhat University. Data were collected using questionnaires and analyzed using percentage, mean, and standard deviation. The results revealed that prior to the development phase, most personnel experienced issues with word choice, document format, and the use of inappropriate bureaucratic language, leading to communication delays and content errors. However, after training and development, personnel were able to write official documents more accurately and in compliance with standardized rules and formats, resulting in clearer and more effective internal communication. Recommendations: It is recommended that a handbook for writing official documents be developed for the Human Resources Division of Suan Sunandha Rajabhat University. This would provide a consistent framework for document writing and help guide new personnel in performing their duties correctly in accordance with the regulations of the Office of the Prime Minister, using appropriate and correct language.

Keywords: Official Letter Writing, Government Communication, Writing Techniques.

Introduction

Background and Significance of the Problem

Writing official documents or composing formal government correspondence is a crucial aspect of administrative work. However, many employees, especially newcomers or those recently transferred from other departments, often struggle with how to draft these documents effectively. Questions arise such as: How can an official letter be written to appear professional, convey the intended message clearly, and fulfill the expectations of both sender and receiver.

For newly appointed officers or transferred personnel, the lack of prior experience in drafting official documents can lead to uncertainty and stress. They often rely heavily on instructions from supervisors or previous document templates, which can delay the learning process. In some cases, it may take several months for them to fully understand the documentation style and official writing standards required by their respective departments. These difficulties highlight how challenging official writing can be and how it may become a source of pressure for staff.

Nevertheless, writing official documents is not inherently difficult if one is equipped with clear writing principles and an understanding of document types and their specific purposes. Thus, it is essential to develop writing skills and techniques that promote clarity, correctness, and compliance with official standards—particularly for new employees or those unfamiliar with the government’s clerical regulations. Strengthening these competencies will lead to more efficient communication and smoother operations within the organization.

Research Objectives

This research aims to:

Examine the problems and obstacles faced by personnel in writing official documents.

Develop effective techniques and guidelines for writing official documents in accordance with the regulations of the Office of the Prime Minister on clerical work, with a focus on clarity, appropriateness, and standardized language use.

Literature Review

Government Clerical Work (Sarabandan)

“Sarabandan” refers to the management of official documents, encompassing the processes of document creation, receiving, dispatching, storing, borrowing, and destruction. It also includes the systematic administration of official documents to ensure convenience, accuracy, and efficiency. This definition is based on the *Regulations of the Office of the Prime Minister on Government Clerical Work, B.E. 2526 (1983)* and its subsequent amendments.

Writing official documents is considered the core of clerical work. It requires adherence to standardized formats, such as the use of formal bureaucratic language, proper referencing, paragraph formatting, and official signatures. Official documents are categorized into six types:

1. External letters
2. Internal letters
3. Sealed/stamped documents
4. Command documents
5. Public relations documents
6. Documents created as official records

Understanding these formats and their correct usage is essential for maintaining professionalism and consistency in official communications.

Related Research Studies

Several studies have examined the challenges and methods for improving official document writing within governmental and educational institutions:

- **Chantree Daengthongdee (2016)** conducted a study on official writing in universities and found that many staff members lacked adequate skills in drafting external letters and command documents.

- **Teeraman Suksonwang (2017)** reported that a major cause of delays in preparing official documents was the improper use of language and unfamiliarity with official formats.

- **Piyanuch Wongchai (2019)** developed a training program for newly appointed staff in official writing. The study showed a statistically significant improvement in post-training evaluation scores.

- **Wimolsri Tara (2021)** emphasized the importance of having a standardized official writing handbook to ensure consistency and enhance the efficiency of communication within an organization.

These studies collectively highlight the need for structured training and reference materials to support staff in mastering official document writing, particularly for newcomers or transferred employees.

Research Method

1. Research Procedures

This section outlines the methodology employed in the study, including the sample group, study process, location, time frame, and data analysis.

1.1 Population and Sample

The population consisted of **26 personnel from the Human Resources Division** at Suan Sunandha Rajabhat University. The study aimed to develop understanding and awareness among personnel regarding clerical work (Sarabandan). The research was conducted from **October 2024 to March 2025**.

The study focused on assessing personnel knowledge and understanding of official document writing in relation to clerical work, divided into the following three areas:

- 1) Types and formats of official documents
- 2) Scope of clerical duties
- 3) Document storage and classification systems

1.2 Study Approach

This study involved the **development of techniques for official document writing** with the objective of enhancing communication efficiency. The approach included structured assessments and skill-building strategies aimed at improving personnel proficiency in official writing formats.

1.3 Research Location

The study was conducted at **Suan Sunandha Rajabhat University**, specifically within the Human Resources Division.

1.4 Study Period

The research was carried out over a six-month period, from **October 2024 to March 2025**.

1.5 Data Analysis

Data analysis was performed using a five-level interpretation scale to evaluate quality indicators based on mean scores:

Score Range	Interpretation
1.00 – 1.49	Very Low Possibility
1.50 – 2.49	Low Possibility
2.50 – 3.49	Moderate Possibility
3.50 – 4.49	High Possibility
4.50 – 5.00	Very High Possibility

This scale was used to interpret participants' responses regarding their knowledge, performance, and improvement in official document writing.

Research Results

Before Development

The majority of participants had difficulty:

- Choosing appropriate wording
- Structuring official letters
- Using standard language

This often led to miscommunication and errors in content or tone.

After Development

Post-training evaluations indicated:

- Improved ability to structure documents correctly
- Better understanding of formal tone and content
- Increased confidence in drafting letters

All participants rated the feasibility of applying these techniques as "very high" (average = 5.00 on all criteria).

Practical Application

Participants reported using the techniques in their daily work, leading to:

- Faster document turnaround
- Clearer inter-departmental communication
- Reduced corrections and revisions

Discussion

The findings of this study strongly support the hypothesis that providing targeted training and practical writing techniques significantly enhances the ability of public sector personnel to compose official letters accurately and effectively. Prior to the implementation of the development program, most staff demonstrated limited confidence in preparing official correspondence. This was reflected in the common issues observed in their writing, such as improper use of language, disorganized formatting, and failure to comply with official standards. These problems often led to inefficiencies, such as repeated revisions, delayed communication, and misunderstandings between departments.

The development phase introduced a structured set of techniques, guidelines, and examples aligned with government regulations for official correspondence. Through workshops and practical exercises, participants were able to gain hands-on experience in drafting and reviewing formal documents. Post-training assessments revealed marked improvement in participants' writing proficiency. Not only did they demonstrate a better grasp of format and tone, but they also showed an increased ability to communicate messages clearly and professionally. The consistent application of these techniques significantly reduced writing errors and contributed to faster turnaround times in document processing.

Another key takeaway is the role of clear documentation standards in promoting organizational efficiency. The lack of a centralized writing manual prior to this study resulted in inconsistencies across different staff members' work. However, after implementing shared techniques and standards, internal communications became more coherent and predictable. This highlights the importance of institutionalizing best practices through a well-structured manual that can be used for training and reference. It also ensures that new staff can adapt more quickly to administrative expectations without relying solely on informal instruction or trial-and-error methods.

In addition to technical improvements, the study also revealed positive behavioral changes among personnel. Participants reported greater confidence in their roles and a stronger sense of ownership over their written work. The training sessions fostered a collaborative learning environment, where staff shared experiences and supported one another in improving their writing. This peer engagement contributed to a stronger team dynamic and reinforced the culture of continuous learning within the department.

In conclusion, this research illustrates the value of integrating practical skill development with institutional reform. By addressing both individual and systemic challenges in official letter writing, the study not only achieved its immediate objectives but also laid the foundation for sustainable improvements in administrative communication. The findings strongly advocate for the replication of such initiatives in other departments and recommend periodic training updates to ensure that staff remain up-to-date with evolving communication standards and practices.

Conclusion

Writing official correspondence is a critical yet often overlooked skill in public administration. By identifying key problems and implementing structured development, this research achieved its goal of improving internal communication through better writing practices.

Recommendations

1. Develop a standardized writing manual tailored to the department's needs.
2. Provide regular training sessions on document formatting and tone.
3. Encourage peer review and knowledge sharing among staff.

These strategies will contribute to long-term communication effectiveness and professional development within the institution.

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