

**TECHNIQUES FOR WRITING OFFICIAL BOOKS, COMPILED BY  
TRAINING AND PERSONNEL DEVELOPMENT DEPARTMENT  
SUAN SUNANDHA RAJABHAT UNIVERSITY**

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**ABSTRACT**

This study on techniques for writing official letters was compiled by the Personnel Training and Development Department, Suan Sunandha Rajabhat University. Its objective was to provide information regarding correct writing of official letters, according to the Office of the Prime Minister's regulations on correspondence. Questionnaires about techniques for writing official letters of personnel of Suan Sunandha Rajabhat University were used as tools to collect data.

The population of this study consisted of the members of staff of the Personnel Training and Development Department, Suan Sunandha Rajabhat University. Purposive sampling was used to obtain a total of 24 samples. Data were then processed by computing the mean values and percentages of the responders. Descriptive statistics was used to analyze the data. The results were reported in a tabular format.

Results showed that there were 24 responders from the Personnel Training and Development Department, Suan Sunandha Rajabhat University. The survey question which had the highest agreement level at 85.71 per cent was "writing of official letters should be clear and correct, and follows a format specified by the Office of the Prime Minister's regulations on correspondence." The questions with following agreement levels, in order, included "arrangement of content uses appropriate, clear, and easy-to-read language" (82.14 per cent), and "official language should be used with appropriate recipients and in appropriate occasions" (75.00 per cent). Therefore, writing of official letters was both science and art. The science aspect consisted of the principle of clarity, uses of language that was grammatically correct and appropriate to the recipients and occasions. The art aspect consisted of uses of language that was pleasing to the reader and led to fulfillments of the letter's objectives. This required the writer to be a proficient reader and an experienced writer. Writing good official letters required skills and experience.

**Keywords:** techniques, official letter

## INTRODUCTION

In writing of official letters, apart from ensuring a correct format in accordance with the Office of the Prime Minister's regulations on correspondence, the writer must make sure that the content is clear, correct and suitable; that the content was organized; and that the language is clear, correct, suitable, and easy-to-read. Therefore, writing official letters is both science and art. The science aspect consists of the principle of clarity, uses of language that is grammatically correct and appropriate to the recipients and occasions. The art aspect consists of uses of language that is pleasing to the reader and that leads to fulfillments of the letter's objectives. This requires the writer to be a proficient reader and an experienced writer. Writing good official letters requires both skills and experience. The Personnel Training and Development Department therefore conducts a study that collects important principles of official letters and publishes handbooks on writing official letters. It hopes that the handbooks would benefit, facilitate works of, and provide guidelines for personnel of the University and for other interested persons.

Writers of official letters or official correspondences must focus on the form and on communicating the sender's and recipient's needs. In many cases, this is a challenge for new employees who are assigned by their superiors to draft official letters, and may lead to stress or to writings that do not satisfy the superiors. Similarly, new government officers or those that are newly transferred from different departments may not be able to draft official letters that they have not written before, must follow instruction letters or instructions from their superiors, and often face problems in drafting the official letters. They usually require many months before gaining a good understanding of official letters in their departments. This issue shows that writing official letters is difficult and could lead to stress. However, writing official letters is not as difficult as one initially perceives if we start with good writing principles before tackling principles of writing official letters. Firstly, one must be aware of different types of official letters. Therefore, the Personnel Training and Development Department has recognized the said difficulty and has studied "techniques for writing official letters" for the members of staff and related persons to use as guidelines for correct operations.

## OBJECTIVES

For correct writing of official letters, in accordance with the Office of the Prime Minister's regulations on correspondence

## METHOD

### Step 1 Literature Review

1. Related textbooks, documents, printed media, research, and websites were surveyed.
2. The authors have analyzed data in the related documents and textbooks, and classified them according to their topics.

### **Step 2 Design and Development of Research Material**

The authors designed and made a set of questionnaires on techniques for writing official letters of personnel of Suan Sunandha Rajabhat University, consisting of a series of close-ended questions.

### **Step 3 Evaluation**

The authors submitted the questionnaires on techniques for writing official letters of personnel of Suan Sunandha Rajabhat University to a panel of experts for an evaluation, collected their suggestions, and revised the questionnaires, producing the final version of the questionnaires (an example is available in Appendix A).

### **Step 4 Data Analysis and Discussion**

1. The authors distributed the questionnaires on techniques for writing official letters of personnel of Suan Sunandha Rajabhat University to a sample set of 24 responders, obtained using purposive sampling.

2. The authors analyzed the collected data and conclude the results of the study. Mean values and percentages of responders were calculated. Results were discussed using descriptive statistical analysis and were presented in a tabular format.

### **Material**

Questionnaires on techniques for writing official letters of personnel of Suan Sunandha Rajabhat University

### **Data Analysis**

Frequencies, expressed as percentages of responders, were calculated using the equation below.

$$\text{Percentage} = \frac{x * 100}{n}$$

$x$  = number of samples fulfilling a given criteria  
 $n$  = number of all samples

2.2 The surveyed satisfaction levels were discussed. Descriptive statistics were used to analyze the data and the results were presented in a tabular form.

## **RESULTS AND DISCUSSION**

Results showed that the Personnel Training and Development Department, Suan Sunandha Rajabhat University had 24 responders. The survey question which had the highest agreement level of 85.71 per cent was “writing of official letters should be clear and correct, and follows a format specified by the Office of the Prime Minister’s regulations on correspondence.” The question with following agreement levels, in order, included “arrangement of content uses appropriate, clear, and very legible language” (82.14 per cent), and “official language should be used with appropriate recipients and in appropriate occasions” (75.00 per cent). Therefore, writing of official letters was both science and art. The science aspect consisted of the principle of clarity, uses of language that is grammatically correct and

appropriate to the recipients and occasions. The art aspect consisted of uses of language that was pleasing to the reader and led to fulfillments of the letter's objectives. This required the writer to be a proficient reader and an experienced writer. Writing good official letters required skills and experiences.

### **Recommendations**

1. There should be more questions in the questionnaires covering more aspects.
2. There should be further research on writing official letters to reduce impacts on operations of the personnel

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