

AN ANALYSIS OF ERRORS IN OFFICIAL LETTER WRITING AT THE KAMPUNG BARU VILLAGE OFFICE IN 2025

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Abstrak

Penelitian ini bertujuan untuk mengidentifikasi dan mendeskripsikan kesalahan penulisan surat dinas di Kantor Desa Kampung Baru tahun 2025 serta menganalisis berbagai faktor yang melatarbelakangi terjadinya kesalahan tersebut. Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan metode analisis isi (content analysis). Sumber data dalam penelitian ini berupa arsip surat dinas yang bersumber dari 50 surat keluar di Kantor Desa Kampung Baru tahun 2025. Adapun data dalam penelitian ini berupa kesalahan penulisan surat keluar di Kantor Desa Kampung Baru. Seluruh data diperoleh melalui teknik dokumentasi dan wawancara, kemudian dianalisis merujuk pada teori kesalahan bahasa dalam surat resmi. Hasil penelitian menunjukkan bahwa terdapat 237 data kesalahan berdasarkan sembilan kategori penulisan surat. Kesalahan bahasa dalam isi surat menjadi temuan yang paling dominan dengan frekuensi sebanyak 57 data. Kesalahan signifikan lainnya ditemukan pada penulisan nomor surat (36 data) dan alamat surat (35 data). Secara spesifik, kesalahan pada bagian isi surat mencakup kesalahan penulisan penggunaan huruf kapital, tata kalimat, singkatan umum, penulisan nominal rupiah, penulisan tanda titik dua (:), penulisan akhiran -nya, hingga format penulisan NIP dan nama penandatanganan yang tidak sesuai dengan kaidah terbaru. Adapun faktor-faktor penyebab kesalahan tersebut meliputi hambatan komunikasi dalam memahami instruksi dari instansi tingkat atas, beban kerja yang tumpang tindih (multitasking), belum tersedianya buku panduan khusus tata naskah dinas di kantor desa, serta faktor ketidaktelitian dalam pemilihan diksi. Berdasarkan hasil penelitian, dapat disimpulkan bahwa kualitas korespondensi di Kantor Desa Kampung Baru masih memerlukan perbaikan signifikan melalui penyediaan pedoman teknis yang aplikatif serta pelaksanaan pelatihan bimbingan teknis secara berkala bagi perangkat desa.

Kata Kunci: analisis kesalahan, surat dinas, Kampung Baru

Abstract

This study aims to identify and describe errors in official letter writing at the Kampung Baru Village Office in 2025 and analyze the various factors behind the occurrence of these errors. This study uses a descriptive qualitative approach with a content analysis method. The data source in this study is an archive of official letters sourced from 50 outgoing letters at the Kampung Baru Village Office in 2025. The data in this study are errors in outgoing letter writing at the Kampung Baru Village Office. All data were obtained through documentation and interview techniques, then analyzed referring to the theory of language errors in official letters. The results showed that there were 237 error data based on nine categories of letter writing. Language errors in the letter content were the most dominant finding with a frequency of 57 data. Other significant errors were found in the writing of letter numbers (36 data) and letter addresses (35 data). Specifically, errors in the letter content include errors in the use of capital letters, sentence structure, common abbreviations, writing rupiah nominals, writing colons (:), writing the suffix -nya, to the format for writing NIP and the name of the signatory that does not comply with the latest rules. The factors causing these errors include communication barriers in understanding instructions from higher-level agencies, overlapping workloads (multitasking), the lack of a specific guidebook for official scripts in the village office, and inaccuracy in the choice of diction. Based on the research results, it can be concluded that the quality of correspondence at the Kampung Baru Village Office still requires significant improvement through the provision of applicable technical guidelines and the implementation of regular technical guidance training for village officials.

Keywords: error analysis, official letters, Kampung Baru

1. INTRODUCTION

The ability to communicate effectively is a crucial aspect for humans in carrying out social interactions in various areas of life. In this regard, the crucial aspect of carrying out interactions is not only verbal, but also written. In line with this statement, Ayuni & Alber (2022), Sharma (2024), Nur Azel Rizki Syahbani et al. (2026), and Paisal et al. (2024) argue that humans use language to interact with everyone, both verbally and in writing. Therefore, language mastery is the main key to ensuring that the message conveyed is received correctly by the interlocutor.

Success in conveying a written message depends heavily on the writer's adherence to applicable language standards. In line with this statement, Syahputra et al. (2022), Nur (2025), Maryam (2025), Rozalles Lucky Triaji Levi et al. (2026) state that written language is communication that utilizes good and correct sentence structure and the use of standard language in accordance with applicable regulations. Therefore, the use of standard language is not merely a formality, but rather a necessity to create a harmonious understanding between the sender and recipient of the message.

In government circles, one of the dominant forms of written communication is the official letter. In line with this statement, Soedjito (2018), Robby et al. (2025), Hariadi (2021), Kartikasari & Ni'mah (2025) state that an official letter is a formal document issued exclusively by a government agency to handle various administrative and state affairs. This document serves as an official means of communication addressed to related parties who have a working relationship with the agency. Due to its formal and binding nature, official letters must be written using standard language and following applicable official writing rules.

Theoretically, official letters must meet strict linguistic and technical standards. In line with this, Iswanto et al., (2024) emphasize that as a written communication tool, official letters must pay attention to spelling accuracy, word choice,

and clear sentence structure to avoid misinterpretation. Echoing this opinion, Soedjito (2018) emphasized that the functional aspects of official letters must be reflected through concise, clear, logical writing and the use of polite language. However, in practice, Setiawati et al. (2025), Suryadi et al. (2022), Djais et al. (2025), Rochmansyah et al. (2022) state that language errors often arise as a form of normative deviation that can disrupt effective communication. Therefore, analyzing language errors is a crucial approach to identifying and evaluating the quality of official letter writing to ensure compliance with applicable administrative standards.

In addition to linguistic aspects, official letters must also adhere to applicable administrative regulations. In line with this statement, Rosma & Riyadi (2025) state that official letter writing guidelines detail the format, structure, and systematics of official letters in government circles. These regulations aim to create uniformity and administrative order so that each document meets clear standards. Therefore, every government agency should be able to produce official letters that are not only linguistically correct but also comply with formal regulations.

However, this ideal situation has not yet been fully achieved. Based on initial observations, spelling errors were still found in official letters at the Kampung Baru Village Office in 2025. These errors were evident in several parts of the letters, as follows:

Example 1

Writing Errors in Opening Greetings

Attachment:

Dengan Hormat,

Based on example (1), an error in writing an official letter is found in the opening salutation, namely the phrase **With Respect**. This error occurs because the initial word "with respect" is capitalized. It should not be

capitalized but lowercase. However, in the letter, it is capitalized. In line with this statement, Arifin & Hadi (2009) state that the opening salutation should be written "With Respect," with the initial letter "D" capitalized, "h" small capitalized, and ending with a comma. The correction to example (1) can be seen as follows:

With Respect,

Example 2

Error writing the ending

Attachment:

Demikianlah Surat ini kami sampaikan,atas kerja samanya kami
ucapkan terima kasih.

Based on example (2), there are errors in the use of language in the contents of the letter in the use of the word **thus** and **cooperation**. This error occurred because the use of the word such was excessive and unnecessary in closing the letter. Apart from that, the writing of the word cooperation is not correct, because the use of the ending - **the** reference is unclear and less formal. Meanwhile, in this letter these two words are still used. In line with this statement, Nadia & Sugihastuti (2018) do not need to include such words in the letter, and the ending - in the verbs should be replaced with a clear title such as Brother, Father, or Mother. The improvements to example (2) can be seen as follows:

We thank you for your attention and cooperation.

The author chose official letters as the object of study because they represent a form of standard Indonesian used in official government communication. Ideally, official letters should adhere to applicable linguistic rules. However, many errors are still found in official letter writing, particularly at the Kampung Baru Village Office. This situation indicates that the quality of official letter writing still requires further in-depth study.

The Kampung Baru Village Office was selected as the research location based on its role as a government unit that interacts directly with the community. The use of official letters at the village level is relatively high, both for internal and

external purposes. This situation makes official letters a reflection of the quality of written communication among village officials. Furthermore, initial observations indicate that various writing errors persist, both in terms of format, structure, and language usage.

Based on this phenomenon, the researcher formulated a research problem regarding the types of errors in official letter writing at the Kampung Baru Village Office in 2025 and the factors underlying these errors. This study aims to identify and describe in detail the types of errors found, as well as analyze the causal factors in order to provide concrete recommendations for improving the management of correspondence within the village government.

Several previous studies have shown that various errors in writing official letters frequently occur in academic institutions. Cindy dkk (2024) research in "Analysis of Errors in Writing Official Letters: A Case Study at SMP Negeri 2 Sangatta Utara" revealed neglect of structural formatting in the letterhead, date, margins, and inaccurate use of capital letters and standard punctuation due to the writer's limited competence.

In line with that, Kristiyanti & Indrojiono (2025) through the study "Analysis of Errors in Writing Incoming Official Letters at ASMI Desanta Yogyakarta" found that external official documents often deviate from formal standards, such as the inclusion of city names in the date line, hyphen errors in the attachment column, to errors in writing the destination address due to the low level of accuracy of the sending staff. In general, these two studies indicate that the management of correspondence in educational institutions still requires technical evaluation and periodic development of standard formats.

On the other hand, the phenomenon of deviation from official script guidelines is also clearly found in local government agencies.

Research by Anisyah & Sari (2025) in "Case Study of Errors in Writing Official Letters in the Palembang Communication and Information Technology Environment" shows that official communication in public agencies is still marked by non-compliance with applicable standard regulations. These recurring errors include basic linguistic areas such as grammatical errors, inaccurate formal diction, writing non-standard abbreviations, typographical errors, and inaccurate punctuation triggered by limited employee understanding and minimal multi-layered supervision. Thus, a series of previous studies concluded that strengthening human resource competencies and format editing accuracy is urgently needed in various sectors to maintain the credibility of agency communication as a whole.

The novelty of this research lies in its analytical approach, which not only maps the forms of language errors and deviations from administrative provisions textually, but also explores the root causes in depth through direct confirmation with village officials as document creators. While previous research by Cindy dkk (2024), Kristiyanti & Indrojiono (2025), and Anisyah & Sari (2025) mostly focused on visual identification of document errors in academic institutions and regional agencies, this study goes further by combining letter text analysis and in-depth interviews. Through this direct confirmation, subjective factors and structural constraints underlying the errors can be comprehensively revealed, so that the resulting recommendations for improving correspondence governance are more applicable and based on reality in the field.

2. METHOD

This research uses a descriptive qualitative approach to understand the phenomenon in depth without involving statistical calculations. According to Sugiyono (2020), this approach emphasizes a systematically described data analysis process to produce objective findings based on real-world conditions. The method applied is content analysis to examine the messages

in the text in a structured manner. In line with Bungin (2015) view, this method is relevant for analyzing the linguistic quality and formatting appropriateness of official documents through in-depth data organization and interpretation.

The data source in this study was 50 archives of outgoing letters at the Kampung Baru Village Office in 2025. The data for this study consisted of writing errors in the official letter archives of the Kampung Baru Village Office in 2025. Data collection techniques were carried out through documentation and in-depth interviews with the Head of General Affairs to explore the factors causing writing errors. The use of documentation and interview techniques, as stated by Sugiyono (2020), aims to obtain authentic data regarding real conditions in the field without any object manipulation. In-depth interviews aimed to explore technical obstacles and personal factors that triggered errors directly from informants. Meanwhile, documentation was carried out by collecting archives of related official letters or documents as physical evidence to be validated with the interview results.

Next, data analysis was carried out in stages, including data reduction, data presentation, and drawing conclusions. In the reduction stage, raw data from interviews and documents were sorted and simplified to focus on the factors causing errors. The data was then presented in a systematic narrative to clearly illustrate the interrelationships between the findings. The final stage was drawing conclusions to provide a comprehensive and accurate understanding of the root causes of writing errors occurring in the field.

In this case, the data was analyzed using the theory of Arifin & Hadi (2009) which includes errors in writing the letterhead, errors in writing the letter number, errors in writing attachments, errors in writing the subject of

the letter, errors in writing the letter date, errors in writing the letter address, errors in writing the opening greeting, errors in writing the opening paragraph, errors in writing the closing paragraph, errors in writing the closing greeting, errors in writing the copy, and the use of language in the body of the letter. Meanwhile, to support errors in using language in the body of the letter, the researcher used the theory of Nadia & Sugihastuti (2018) which includes errors in writing capital letters, errors in writing the name of the signatory, errors in writing the suffix *-nya*, errors in writing nominal rupiah, errors in writing sentence structure, errors in writing colons (:), errors in writing NIP numbers, errors in writing abbreviations. To ensure the credibility of the research results, the researcher applied source triangulation and technical triangulation techniques. Referring to Sugiyono (2020) triangulation functions to test the validity of data through comparison of various sources and methods so that the research results can be scientifically accounted for.

3. RESULTS AND DISCUSSION

Based on the results of the research on the analysis of errors in writing official letters at the Kampung Baru Village Office in 2025, various forms of errors were found in the writing of official letters. This analysis refers to the theories of Arifin and Hadi (2009) as well as Nadia and Sugihastuti (2018), which classify errors in official letter writing into nine aspects, namely errors in writing the letterhead, letter number, attachment, subject line, date, address, opening salutation, copy notation, and errors in language use in the body of the letter.

Overall, 237 errors were found in the writing of official letters at the Kampung Baru Village Office in 2025. These errors consisted of 32 errors in writing the letterhead, 36 errors in writing the letter number, 14 errors in writing the attachment, 16 errors in writing the subject line, 31 errors in writing the date, 35 errors in writing the address, 14 errors in writing the opening salutation, 2 errors in

writing the copy notation, and 57 errors in language use in the body of the letter.

Based on these numbers, the most frequently found error was the use of language in the body of the letter, with 57 cases. These errors included the use of capital letters, sentence structure, common abbreviations, writing of rupiah amounts, use of the colon (:), writing of the suffix *-nya*, writing of the signatory's name, and writing of the NIP. Meanwhile, the least frequently found error was in the writing of copy notation, with only 2 cases. This indicates that language use in the body of official letters remains the main problem in official letter writing at the Kampung Baru Village Office.

The explanation of each type of error is presented as follows.

Letterhead Writing Errors

Letterhead errors are deviations or inconsistencies in letterhead elements with applicable official script standards and spelling rules. Research findings revealed 32 errors in letterheads in official letters at the Kampung Baru Village Office.

Data 2 (SU02)

Attachments:



Based on data (2), an error in writing official letters occurs in the letterhead section, including the use of a colon (:). This error occurs because the letterhead does not need to include a colon (:) and the word postal code. Meanwhile, the letter still includes a colon (:) in the writing of the phrase main road and postal code. In line with this statement, Nadia & Sugihastuti (2018) state that the letterhead does not need to be followed by a colon (:) and can be changed using a comma to separate main road from the city name. The word postal

code does not need to be followed by a colon (:) because the number following it is not a detail, and the word postal code should not be included because it does not comply with the rules. The correction of data (2) can be seen as follows:
Jalan Poros, Kampung Baru 28388.

Letter Number Writing Error

Letter numbering errors refer to inconsistencies in the order of codes, numbers, or symbols used in letter numbering, inconsistent with applicable official document formatting guidelines. Analysis revealed 36 errors in letter numbering in official letters at the Kampung Baru Village Office.

Data 1 (SU01)

Attachments:

Nomor : 005 / UM / 2025 / 027

Based on data (1), an error in writing official letters occurs in the letter number section, including the use of the word number. This error occurs because the word number is written without a space between the number and the colon (:). Meanwhile, the letter itself still includes a space. In line with this statement, Nadia & Sugihastuti (2018) state that the word number should not include a space between the number and the colon (:). After the colon (:), a space should be used before the letter number. The correction to data (1) can be seen below:

Number: 005/UM/2025/027

Data 16 (SU16)

Attachments:

Nomor : 028 / PEMDES / KB / IX / 2025

Based on data (16), there is an error in writing the official letter number **028/PEMDES/KB/IX/2025**. This error occurs because the letter number should be typed without spaces. However, the letter number is written using a space between the forward slash and the letter number. In line with this statement, Arifin & Hadi (2009) state that, based on applicable regulations,

the forward slash is neither preceded nor followed by a space.

The correction to data (16) can be seen below:

028/PEMDES/KB/IX/2025

Errors in Writing Attachments

Attachment errors refer to inconsistencies in the writing of additional information in letters, both in naming elements and writing unit quantities, which do not follow Indonesian language rules and administrative standards. Based on the analysis, 14 errors were found in attachments in official letters at the Kampung Baru Village Office.

Data 4 (SU04)

Attachments:

Sifat : Penting
Lampiran :-

Based on data (4), there is an error in writing the attachment section of an official letter. This error occurs because the word **attachment** is written without a space between the word attachment and the colon (:). Meanwhile, the letter itself still uses a space. In line with this statement, Nadia & Sugihastuti (2018) state that the word attachment is written without a space between the word attachment and the colon (:). A space is used after the colon (:). The correction to data (4) can be seen as follows:

Attachment: -

Data 43 (SU043)

Attachments:

Nomor : 005 / UM / 2025 / 019
Sifat : Penting
Lampiran :-
Perihal : UNDANGAN

Based on data (43), there are errors in writing official letters in the attachment section. This error occurs because the word **attachment** is included, even though the letter

does not attach anything. In line with this statement, Arifin & Hadi (2009) If something is attached to the letter, what is attached should be written in full. However, if the letter does not attach other items such as brochures, photocopies, or books, the word "attachment" does not need to be included in the letter. As for data corrections (43) as follows:

Number: 005/UM/2025/019

Nature: Important

Subject: Invitation

Mistakes in Writing the Subject of the Letter

A typo in the subject line of a letter refers to an inconsistency in the writing of the main body or main content of the letter, either through inappropriate capitalization or a summary of the subject line that is not communicative according to official script rules. Based on the analysis, 16 errors in the subject line were found in official letters at the Kampung Baru Village Office.

Data 41 (SU41)

Attachments:

Lampiran :-
Perihal : **UNDANGAN**

Based on data (41), an error in writing an official letter is found in the subject line of the **INVITATION** letter. This error occurs because the subject line does not need to be underlined, bolded, and capitalized only at the beginning of the sentence. Furthermore, there is no space between the subject line and the colon (:). Meanwhile, the letter itself still uses underlining, bolding, and capitalization. In line with this statement, Nadia & Sugihastuti (2018) state that the subject line does not need to be underlined, bolded, and capitalized only at the beginning of the word. The subject line is followed by a colon (:) without a space. The correction to data (41) can be seen as follows:

Subject: Invitation

Data 34 (SPR34)

Attachment:

Hal : **Permohonan Bantuan Dana
Untuk Pawai Hut Kab. Pelalawan
Ke -26 di Pangkalan Kerinci**

Based on data (34), there is an error in writing the subject line of the official letter requesting financial assistance for the 26th Pelalawan Regency Anniversary Parade in Pangkalan Kerinci. This error occurs because the subject line is written unnecessarily long and ineffectively. Meanwhile, the subject line in the letter is written in full and detailed form, thus violating the principle of writing official letters, which should be concise and clear. In line with this statement, Arifin & Hadi (2009) state that the subject line or subject line should be written briefly, concisely, and represent the core issue. The correction to data (34) is as follows:

Subject: Request for Financial Assistance

Mistake in Writing the Date of the Letter

Letter date errors are inconsistencies in writing, including the place, date, month, and year, that do not follow Indonesian language rules or standard official letter format. Based on the analysis, 31 errors in date writing were found in official letters at the Kampung Baru Village Office.

Data 26 (SU26)

Attachments:

Kampung Baru, 16 September 2025

Based on data (26), there is an error in the official letter's date, September 16, 2025. This error occurred because the date of the letter did not include the city name. Meanwhile, the letter itself still includes the city name. In line with this statement, Arifin & Hadi (2009) found that official and commercial letters prior to the date of the letter did not need to include the city name because it was already listed on the letterhead. The correction to data (26) can be seen as follows:

September 16, 2025

Errors in Writing the Mailing Address

Errors in writing a letter address are inconsistencies in stating the identity of the

recipient of the letter, such as excessive use of connecting words, abbreviation of address elements, or inaccurate use of punctuation marks that do not comply with the rules of formal letter writing. Based on the results of the analysis, there was an error in writing the mailing address in the letter The service at the Kampung Baru Village Office found 35 data.

Data 5 (SPM5)

Attachments:

Kepada YTH,
Bapak Kepala BPN

Based on data (5), errors in official letters include the use of the word **to** and the greeting **Mr**. This error occurs because the word **to** is not necessary in the address. Furthermore, the greeting **Mr** is unnecessary if followed by a title. Meanwhile, the letter still includes the words **to** and the greeting **Mr**. In line with this statement, Arifin & Hadi (2009) state that the address does not begin with the word "to," and the greeting is not used if followed by a title. The correction to data (5) can be seen as follows:

To: Head of the National Land Agency (BPN)
of Pelalawan Regency
Pangkalan Kerinci

Data 31 (SPR31)

Attachments:

Bapak Pimpinan
PT.RAPP

Based on data (31), there is an error in writing an official letter in the address section, as it does not comply with the rules for writing abbreviations in Indonesian. This error occurs because the abbreviation **PT** should not be written with a period. Meanwhile, the letterhead uses a period for the abbreviation **PT.RAPP**. In line with this statement, Arifin & Hadi (2009) state that abbreviations consisting of capital letters and not names of people or titles are not followed by periods. The correction to data (31) can be seen below:

PT RAPP

Mistakes in Writing Opening Greetings

Errors in writing opening greetings are inconsistencies in the use of initial expressions of respect, either in the form of errors in capitalization or incorrect use of the comma (,) at the end of a line according to standard Indonesian language rules. Based on the analysis results, 14 data were found to contain errors in writing opening greetings in official letters at the Kampung Baru Village Office.

Data 76 (SU76)

Lampiran:

Dengan Hormat,

Based on data (76), an error in official letters occurs in the opening greeting, including the phrase With Respect. This error occurs because the initial word with respect is capitalized. It should not be capitalized but lowercase. However, in the letter, it is capitalized. In line with this statement, Arifin & Hadi (2009) state that the opening greeting is written "With Respect," with a capital D, a lowercase h, and a comma at the end. The correction to data (76) can be seen as follows: With Respect,

Error in Writing Copy

Errors in writing copies are inconsistencies in listing other parties who receive copies of letters, including the use of redundant words, incorrect job order, or punctuation errors that do not comply with official document standards. Based on the analysis, two data points were found in errors in writing copies in official letters at the Kampung Baru Village Office.

Data 39 (SPM39)

Attachments:

Tembusan

1. Kanwil Pertanahan Provinsi Riau

Based on data (39), there is an error in writing official letters in the word **effluent**. This error occurs because the word **effluent** is underlined. It should not be underlined. In line with this statement, Arifin & Hadi (2009) state that the word effluent does not need to be underlined and should be written simply without unnecessary additions. The correction to data (39) is as follows:

Effluent:

Data 95 (SPM95)

Attachments:

Tembusan

1. Kanwil Pertanahan Provinsi Riau
2. Bank BRI Cabang Pangkalan Kerinci
3. Notaris **ZULMARDHI, SH., M.Kn**

Based on data (95), errors in official letters include the copy section, including the words **effluent** and **ZULMARDHI, SH., M.Kn**. These errors occur because the copy is not followed by a colon (:) and the person's name is capitalized. Furthermore, there are incorrectly written title abbreviations. The copy should be followed by a colon (:), and capitalization should only be used at the beginning of a word. In line with this statement, Nadia & Sugihastuti (2018) Nadia & Sugihastuti (2018) state that if there is more than one copy, after the copy is followed by a colon (:), capitalization should only be used at the beginning of the word, and title abbreviations must comply with applicable rules. The corrections to data (95) are as follows:

Effluent:

1. Riau Province Regional Office of Defense
2. BRI Bank, Pangkalan Kerinci Branch
3. Notary Zulmardhi, S.H., M.Kn

Spelling Errors in the Contents of the Letter

English: Writing errors in the contents of the letter are a form of deviation in the use of grammatical rules which include spelling errors, non-standard word choices (diction), and ineffective sentence structures which reduce the clarity of the message in the official letter. Based on the analysis results, writing errors in the contents of official letters at the Kampung Baru

Village Office were found to be 57 data which were classified into 8 errors Nadia & Sugihastuti (2018) including errors in writing capital letters, errors in writing common abbreviations, errors in writing sentence structure, errors in writing the suffix -nya, errors in writing colons (:), errors in writing nominals, errors in writing the name of the signatory, and errors in writing the NIP number.

Capitalization Error

Data 20 (SE20)

Attachments:

Kepada Bapak/Ibu **Pengguna Wilayah Pasar** serta petugas

Based on data (20), errors in official letters focused on spelling, particularly capitalization. This error occurred in the phrase **Market Area Users**. This spelling ineffectiveness occurred due to the incorrect use of capital letters at the beginning of each word, even though these elements were not the names of official institutions, geographic names followed by proper nouns, or document titles. In line with this statement, Nadia & Sugihastuti, (2018) stated that capital letters should be used for the first letter of sentences, elements of country names, government and state institutions, and the names of official documents. The correction to data (20) can be seen as follows:

Market Area Users

Data 11 (SPM 11)

Attachments:

Bapak/Ibu Kepala Sekolah untuk menjadi **Peserta Upacara** tersebut dengan memakai **Baju Melayu Lengkap**, adapun daftar peserta sebagai

Based on data (11), errors in official letters focused on spelling, particularly the inappropriate use of capital letters. This error occurred in the phrase **Participants in the Ceremony in Complete Malay Clothing**. This inaccuracy occurred because capital letters were used at the beginning of each word in a general phrase, even though these

elements were not names of institutions, official documents, or proper nouns. In line with this statement, Nadia & Sugihastuti (2018) stated that capital letters are used for the first letter of all elements in the names of countries, government and state institutions, and official documents. The correction to data (11) can be seen as follows: Participants in the ceremony in complete Malay clothing.

Data 12 (SPM12)

Attachment:

Kecamatan Ukui Kabupaten Pelalawan mengirimkan Nama-Nama

Peserta serta data terlampir sebagai berikut :

Based on data (12), errors in official letters focused on spelling, particularly the incorrect use of capital letters for repeated words. This error occurred in the phrase **Names Of Participants**. This error occurred due to the use of capital letters for the second element of the repeated word and for the following word, even though the phrase is not part of a book title, essay title, or official institution name that requires capitalization for each element within the context of the letter's contents. In line with this statement, Nadia & Sugihastuti (2018) stated that capital letters are used for the first letter of all elements of the names of countries, government and state institutions, and the names of official documents. The correction to data (12) can be seen as follows:

Names of participants

Data 55 (SPR55)

Attachments:

Kabupaten Pelalawan Memohon Bantuan Dana, yang mana dana

Based on data (55), errors in official letters focused on spelling, particularly the incorrect use of capital letters in the middle of sentences. This error occurred in the phrase "Requesting Funding Assistance." This error occurred because a capital letter was used at the beginning of every word, even though the phrase is part of the general content or intent of the letter and is not the name of an agency, official document, or stand-alone title. The use of capital letters in every word element results in the

writing being non-standard according to Indonesian spelling rules. In line with this statement, Nadia & Sugihastuti (2018) stated that capital letters are used for the first letter of all elements of the names of countries, government and state institutions, and the names of official documents. The correction to data (55) can be seen as follows:

Requesting Funding Assistance

Data 67 (SPM 67)

Attachments:

Sehubungan dengan Hasil keputusan bersama dengan BPD, RT, RW, tokoh masyarakat Pada Tanggal 23 Oktober 2025 tentang pelaksanaan replanting TKD Transbaru, maka dengan ini Pemerintah Desa Kampung Baru memberitahukan kepada Bapak/Ibu penggarap bahwa Besok Pagi pada tanggal 24 Oktober 2025 akan dilakukan penumbangan

Based on data (67), errors in official letters include spelling errors, particularly those related to the incorrect use of capital letters for several words in the middle of sentences. These errors occur in the words **Results, On the Date, and Tomorrow Morning**. These errors occur because the author uses capital letters for prepositions and time adverbs that are not positioned at the beginning of the sentence and do not refer to proper nouns or specific official documents. The inappropriate use of capital letters results in the text being non-standard and violating the rules of Indonesian grammar. In line with this statement, Nadia & Sugihastuti (2018) state that capital letters are used for the first letter of all elements of the names of countries, government and state institutions, and the names of official documents. The corrections to data (67) can be seen as follows:

Results, on the date, tomorrow morning

Data 60 (SPR60)

Attachments:

Sehubungan dengan turunnya Pajak Bumi dan bangunan Tahun 2025, maka dengan ini Pemerintah Desa Kampung Baru Kecamatan Ukui memohon bantuan kepada Bapak Pimpinan KUD Sawit Subur untuk melakukan Pemotongan Dana Pajak PBB Anggota KUD sawit subur

Based on data (60), including errors in the use of language in the content of the letter, which focus on aspects of spelling, particularly the use of incorrect capital letters. These errors are found in several phrases in the middle of sentences, namely **Land Tax, Year, Tax Fund Deduction, and Member**. This error occurs due to excessive use of capital letters in adverbs that are not the names of official institutions, stand-alone document titles, or elements of geographical names. In line with this statement, Nadia & Sugihastuti (2018) state that capital letters in official letters must be used correctly, such as at the beginning of sentences, elements of the names of government institutions, state administration, and the names of official documents. The corrections to data (60) can be seen as follows:

Land Tax, Year, Tax Fund Deduction,
Member

Errors in Sentence Grammar

Data 7 (SPM07)

Attachment:

nama sudah di serahkat dari Pihak Masyarakat

Based on data (7), including errors in the use of language in the letter's content, the spelling focuses on the word with the affix **handed over**. This error occurs because the word with the affix "di serahkat" is spelled incorrectly, as it should be written as **handed over** (handing over). Meanwhile, in the letter, the affixes are written separately. In line with this statement, Nadia & Sugihastuti (2018) state that the word with the affix is written as series (handing over). The correction to data (7) can be seen as follows:

Regarding the issue of changing the name of the plasma plantation certificate in Kampung Baru Village, which has been going on for 6 years, and to date there has been no clarity. Meanwhile, the cost of the name change has been submitted by the party.

Data 18 (SU18)

Attachments:

kepada masyarakat Desa Kampung Baru, dengan ini Pemerintah Desa Kampung Baru Kecamatan Ukui mengundang Bapak/Ibu yang berkenaan perihal tersebut untuk dapat hadir pada:

Based on data (18), errors in the use of language in the letter's content include sentence structure errors. These errors occur due to the use of sentences that are too long and ineffective, as well as inappropriate word choices, such as **to be able to attend**, which should simply be written **to attend**. Furthermore, there is repeated information, such as **Kampung Baru, Ukui District**, which does not need to be included again because it is already on the letterhead. In line with this opinion, Nadia & Sugihastuti (2018) state that sentences in a letter should be concise, clear, and not overlapping. The corrections to data (18) can be seen as follows:

In connection with the planned presence of the Regent of Pelalawan and the Pelalawan National Land Agency (BPN) in the agenda for handing over land certificates for the Tora program, the Kampung Baru Village Government invites you to attend:

Data 63 (SPM63)

Attachments:

Bapak/Ibu penggarap bahwa pada tanggal 01 Juli 2025 akan di lakukan replanting pada sawit tersebut dengan data nama penggarap data terlampir.

Based on data (63), there are errors in the use of language in the letter's content, including sentence structure. These errors occur due to the use of overly long and ineffective sentences, as well as inappropriate word choices, **such as the name of the cultivator in the attached data**, which should simply be written as the name of the cultivator. In line with this opinion, Nadia & Sugihastuti (2018) state that sentences in a letter should be concise, clear, and not overlapping. The corrections to data (63) can be seen as follows:

With the name of the cultivator in the attached data

Data 63 (SH63)

Attachments:

Sehubungan dengan hal tersebut, dimohon kepada seluruh Kepala Dusun agar dapat segera mengordinasikan pelaksanaan siskamling

Based on data (63), errors in the use of language in the letter's content include sentence structure errors. These errors occur due to the use of overly long and ineffective sentences, as well as inappropriate word choices, such as **The hamlet head can coordinate immediately**, which should simply be written as **The hamlet head can coordinate immediately**. In line with this opinion, Nadia & Sugihastuti (2018) state that sentences in letters should be concise, clear, and uncluttered. The correction of data (63) can be seen as follows: "The hamlet head can coordinate immediately."

Data 42 (SPR42)

Attachments:

Perkemahan Sd, MTs, SMP se-Kabupaten Pelalawan di desa Kampung Baru dan mengingat dengan melihat kondisi jalan yang saat ini

Based on data (42), errors in the use of language in the letter's content include sentence structure errors. These errors occur due to the use of overly long and ineffective sentences, as well as inappropriate word choices, such as **remembering by looking at the road conditions**, which should be written simply by looking at the road conditions. In line with this opinion, Nadia & Sugihastuti (2018) state that sentences in a letter should be concise, clear, and not overlapping. The correction of data (42) can be seen as follows:

By looking at the road conditions.

Data 50 (SPM50)

Attachment:

Kab. Pelalawan untuk Hearing bersama

Based on data (50), the use of the word **hearing** in the letter's content is an error. This error occurs because the use of the foreign term hearing does not conform to the language rules for official letters, which should use Indonesian. However, the

letter still uses the foreign term. In line with this statement, Arifin & Hadi (2009) state that official letters should avoid using foreign terms and should use standard Indonesian. The correction to data (50) can be seen as follows: Pelalawan Regency for a joint meeting

Data 51 (SPR51)

Attachment:

80, maka dengan ini Pemerintah Desa Kampung Baru Kecamatan Ukui Kabupaten Pelalawan menghimbau kepada seluruh RT Se-Desa Kampung Baru untuk memberitahukan kepada warganya

Based on data (51), errors in the use of language in the letter's content focused on the aspect of sentence structure. These errors included the use of overly long and ineffective sentence structures, as well as inappropriate word choice. This ineffectiveness was evident in the phrase **appeal to all RTs in Kampung Baru Village to notify** which was deemed redundant because the general location information was already stated on the letterhead. Furthermore, there was an error in the word **appeal**, which should be written, because the root word is "imbau" (standard), not **appeal**. In line with this opinion, Nadia & Sugihastuti (2018) stated that sentences in letters should be concise, clear, and uncluttered so that the message can be conveyed quickly and accurately. The use of the phrase "se-Desa Kampung Baru" was deemed redundant because the general location information was already stated on the letterhead. The corrections to data (51) can be seen as follows:

Encouraging all RTs to notify

Data 71 (SPR71)

Attachment:

permintaan kepada Bapak Pimpinan KUD Sawit Subur berupa tumpeng sebanyak 3 tumpeng yang mana tumpeng tersebut dibawa ke halaman kantor desa pada tanggal 16 Agustus 2025 Pukul 19.00 wib.

Based on data (71), errors in language usage were found in the body of the letter, which focused on sentence structure. These errors were characterized by the use of overly

long, ineffective sentence structures, and unnecessary repetition of words. This is evident in the use of the phrase **In the form of 3 tumpeng cones**, meaning the tumpeng were brought to the village office yard. In this sentence, the word **tumpeng** is repeated three times, resulting in a cluttered and ineffective sentence. In line with this opinion, Nadia & Sugihastuti (2018) state that sentences in official letters must meet the criteria of being concise, clear, and uncluttered to avoid misunderstandings for the reader. The correction to data (71) can be seen as follows:

In the form of 3 tumpeng cones brought to the village office yard.

Common Abbreviation Writing Mistakes

Data 28 (SU28)

Attachments:

waktu : 16.00 WIB s/d selesai

Based on data (28), errors in official letters focused on spelling, particularly abbreviations. These errors occurred in the non-standard abbreviation **s/d**. This spelling ineffectiveness occurred due to the use of a slash (/) as a connector for abbreviations, even though Indonesian language rules require common two-letter abbreviations to use a period between each element. In line with this statement, Nadia & Sugihastuti (2018) stated that two-letter abbreviations commonly used in correspondence are each followed by a period. Therefore, the correct abbreviation **up to** according to the rules is **s.d.** and not using a slash. The correction to data (28) can be seen as follows:

Time: 16:00 WIB s.d finished

Errors in writing the suffix -nya

Data 25 (SPM25)

Attachments:

Demikianlah Surat ini kami sampaikan,atas kerja samanya kami

ucapkan terima kasih.

Based on data (25) including errors in language use in the contents of the letter in the use of the word **thus** and **cooperation**. This error occurred because the use of the word **such** was excessive and unnecessary in closing the letter. Apart from that, the writing of the word **cooperation** is not correct, because the use of the ending - the reference is unclear and less formal. Meanwhile, in this letter these two words are still used. In line with this statement, Nadia & Sugihastuti (2018) do not need to include such words in the letter, and the ending - in the verbs should be replaced with a clear title such as Brother, Father, or Mother. The data improvements (25) can be seen as follows:

We thank you for your attention and cooperation.

Mistake in Writing the Colon (:)

Data 24 (SU24)

Attachments:

Dengan ini Pemerintah Desa Kampung Baru Kecamatan Uku Kabupaten Pelalawan Provinsi Riau mengundang Bapak/Ibu untuk hadir pada :

Based on data (24), errors in official letter writing focus on spelling, particularly the use of the colon (:). The error occurs when the colon (:) is not placed close to the preceding word or is not spaced. This spelling ineffectiveness occurs due to inaccuracy in applying the rules for writing official letters, which state that punctuation such as the colon should be written simultaneously without spaces with the preceding word. In line with this statement, Nadia & Sugihastuti (2018) state that sentences in letters should be concise, clear, and not overlapping, and punctuation must be written according to the rules. The correction to data (24) can be seen as follows:

In connection with the planned attendance of the Pelalawan Regent and the Pelalawan National Land Agency (BPN) at the Tora program land certificate handover agenda, the

Kampung Baru Village Government invites you to attend:

Nominal Writing Error

Data 22 (SE22)

Attachments:

1. Retribusi Kios/Rumah/Tempat Usaha Rp. 50.000/bulan
2. Retribusi Los Rp. 3.000/kegiatan
3. Retribusi Pelataran Rp. 2.500/kegiatan
4. Retribusi Parkir :
 - a. Kendaraan Roda 2 Rp. 1.000/sekali parkir
 - b. Kendaraan Roda 4 Rp. 2.000/sekali parkir

Based on data (22), the letter contains a grammatical error in writing rupiah figures. This error occurs because the rupiah nominal value is written incorrectly, namely by not including two trailing zeros and still using a period after Rp. Meanwhile, the letter itself is written as Rp. 50,000, which is not in accordance with standard spelling. In line with this statement, Nadia & Sugihastuti (2018) state that the correct spelling of the rupiah is Rp without a period, immediately followed by the number without a space, and ending with two zeros after the comma. The corrections to data (22) can be seen as follows:

1. Kiosk/Home/Business Fee: Rp. 50,000.00/month
2. Parking Fee: Rp. 3,000.00/activity
3. Yard Fee: Rp. 2,500.00/activity
4. Parking Fee:
 - a. Two-Wheeled Vehicles: Rp. 1,000.00/parking
 - b. Four-Wheeled Vehicles: Rp. 2,000.00/parking

Error in Writing the Signatory's Name

Data 44 (ST44)

Attachments:

ARDI ARSYAD, SKM
NIP.19710125 199703 1 004

Based on data (44), there are errors in the use of language in the letter, particularly in the spelling of the signatory's name. This error occurs because the signatory's name is written entirely in capital letters, in bold, and underlined, which does

not comply with the latest rules for writing official letters. Furthermore, the academic title after the name is written without proper spacing and periods. In line with Nadia & Sugihastuti (2018) statement, the signatory's name should be written normally (capitalized at the beginning of each word only), without bolding, and without underlining. The correction for the spelling of the name in data (44) is as follows:

Ardi Arsyad, S.K.M.

Mistake in Writing NIP Number

Data 54 (ST54)

Attachments:

YULIUS EFFENDI, SE
NIP. 19731122 200701 1 005

Based on data (54), there is a grammatical error in the letter, particularly in the writing of the Employee Identification Number (NIP). This error occurs because the abbreviation NIP is followed by a period and there is a space or pause between groups of numbers. In the letter, the NIP is written as NIP. 19731122200701 1 005, which does not comply with applicable regulations for writing official letters. In line with the statement by Nadia & Sugihastuti (2018), the abbreviation NIP does not need to be followed by a period, and the numbers following it are written together without spaces to avoid breaking the identity code sequence. The correction for writing the NIP in data (54) is as follows:
NIP197311222007011005

DISCUSSION

The The results of the study showed that official letters at the Kampung Baru Village Office in 2025 contained nine types of writing errors, with a total of 237 errors. These errors included errors in writing the letterhead with 32 data, letter number with 36 data, attachments with 14 data, subject line with 16 data, letter date with 31 data, letter address

with 35 data, opening salutation with 14 data, copy notation with 2 data, and language errors in the body of the letter with 57 data. This finding indicates that language errors in the body of the letter were the most dominant type of error, followed by errors in writing the letter number and letter address. Thus, the main problem in official letter writing at the Kampung Baru Village Office lies not only in the format of the letter, but also in linguistic accuracy and administrative precision.

The dominance of language errors in the body of the letter indicates that mastery of standard Indonesian language rules in official letter writing still needs to be improved. Errors in the body of the letter included the use of capital letters, sentence structure, common abbreviations, writing of rupiah amounts, use of the colon (:), writing of the suffix *-nya*, the signatory's name, and the NIP. This finding is in line with Citra (2021), who showed that the use of Indonesian spelling in official letters at a village office still often deviates from the rules, both in outgoing and incoming letters. This strengthens the view that spelling and language errors in official letters do not only occur at the Kampung Baru Village Office, but are also found in other village offices.

Language errors in official letters were also found in the study by Dalimunthe and Situmorang (2022), which discussed Indonesian language errors in official letters at the Padang Masiang Urban Village Office, Barus District. The similarity of these findings shows that local government institutions still face similar problems in official letter writing, especially in applying standard Indonesian language rules. This indicates that official letter writing has not yet become an administrative skill that is evenly mastered by village and urban village government officials.

In addition, the findings of this study are relevant to Hinasah et al. (2023), who found Indonesian language errors in official letters at Sindangkasih District Office. The similarity of the findings indicates that official letter writing errors do not only occur at the village level, but also at the

district level. Therefore, errors in official letters can be seen as a broader issue in government administration practices. These errors need attention because official letters are formal communication media that reflect the administrative order and professionalism of an institution.

The findings of this study are also supported by Sunarti (2021), who examined errors in the use of Indonesian in official letters at a subdistrict office. The study showed that errors in the use of Indonesian in official letters are still frequently found in government environments. This is in line with the findings of the present study, particularly in errors involving capitalization, diction, sentence structure, and punctuation. This similarity shows that low accuracy and limited mastery of Indonesian language rules are important factors causing errors in official letters.

Compared with the study by Indah and Sri (2023), the findings of this study show similarities in the dominance of language errors in the body of the letter. Indah and Sri (2023) found that language errors in correspondence at an urban village office were among the most frequent errors. The same pattern was found in this study, in which language errors in the body of the letter were the highest finding, with 57 data. This similarity indicates that the body of the letter is the most vulnerable part because it requires accuracy in sentence construction, diction selection, punctuation use, and the application of correct spelling rules.

These findings are also in line with Rochmansyah et al. (2022), who found that capitalization errors were among the dominant errors in official circular letters. In this study, capitalization errors were also included in language errors in the body of the letter. This shows that the use of capital letters remains a basic problem in official letter writing. Although such errors may appear simple, they

can affect the standardization and formality of official letters.

Based on the interview results, the factors causing errors in official letter writing at the Kampung Baru Village Office came from several internal and external obstacles. These factors included communication barriers in understanding instructions from higher-level agencies, overlapping workloads, the absence of a specific technical guidebook for official correspondence at the village office, and inaccuracy in diction selection. Although village officials already had a basic understanding of letter structure and had implemented checking procedures through the Village Secretary, errors still occurred due to limited time, the lack of applicable technical guidelines, and the absence of continuous language training.

Therefore, improving the quality of official letter writing needs to be carried out through the provision of technical guidelines and regular training for village officials. In this context, Zulfirman (2022) can be used as a supporting reference to show that an appropriate learning process can help improve learning outcomes and understanding. Although Zulfirman's study does not directly discuss official letters, the idea of the importance of learning methods can be linked to the need for technical training for village officials. Practical, directed, and practice-based training can help village officials understand official letter writing rules more effectively.

Thus, the results of this study confirm that errors in official letter writing at the Kampung Baru Village Office are not isolated problems, but are related to language mastery, administrative accuracy, the availability of guidelines, and the work system within the village office. These errors need to be minimized through strengthening official correspondence literacy, preparing a specific guidebook, conducting technical guidance training, and applying layered checking before letters are issued. These steps are important so that official letters become more standard, effective, communicative, and in accordance with Indonesian

language rules and government administrative standards.

4. CONCLUSION

Based on the results of the research and discussion, it can be concluded that writing errors in the contents of letters are the most dominant type of error in official correspondence at the Kampung Baru Village Office in 2025. Of the total 237 error data analyzed using the theory of Arifin & Hadi (2009), language errors in the contents of letters rank highest with 57 findings, followed by errors in writing letter numbers (36 findings), and errors in writing letter addresses (35 findings). Meanwhile, the least errors found were in the copy section (2 findings).

Specifically, analysis of spelling errors in the letter's contents showed that the most frequent errors occurred in capital letters (13 items), sentence structure (9 items), and errors in colons (:) (8 items). These findings indicate that although village officials formally understand the structure of letters, accuracy in linguistic aspects and spelling rules is still very low.

The dominant factors causing these errors are influenced by several technical and work system constraints, including: (1) communication barriers in understanding instructions from higher-level agencies, (2) overlapping workloads (multitasking) which trigger inaccuracy, (3) the unavailability of specific technical guidebooks in village offices, and (4) doubts in choosing diction that is considered formal and appropriate. Thus, it is necessary to strengthen the literacy of official scripts and provide applicable writing guidelines to minimize errors in the future.

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