



THE CONCEPT OF OFFICE COMMUNICATION IN ISLAMIC PERSPECTIVE

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Abstract :

Communication has a crucial role in human life. Through effective communication, harmonious relationships between individuals can be created, considering that humans are essentially social creatures who need interaction with each other. This study aims to explain the concept of office communication, including understanding, elements, forms, and communication in an Islamic perspective. The method used is qualitative with a literature study approach. Data were collected through literature analysis from various books and journal articles relevant to the research topic. The results showed that office communication is a process that starts from processing ideas, transforming data into information, to delivering messages by the authorities to the parties in need. This process utilizes various office communication media so that messages can be conveyed effectively to achieve organizational goals. From the Qur'anic perspective, forms of communication emphasize the importance of speaking with honesty, gentleness, and effectiveness. Principles such as correct speech (qaulan sadidan), easy to understand (qaulan maysura), good (qaulan ma'rufan), effective (qaulan balighan), noble (qaulan kariman), and gentle (qaulan layyinan) are used as guidelines.

Keywords : Communication, Probation, Islamic Perspective

INTRODUCTION

Communication has a crucial role in human life. Through effective communication, harmonious relationships between individuals can be created, considering that humans are essentially social creatures who need interaction with others. Most human needs can only be met through cooperation with others. Without communication, various activities tend to experience obstacles, so that the achievement of planned goals becomes difficult to realize (Hafiz et al., 2020).

In the context of a world that continues to grow due to globalization and rapid technological innovation, communication in an office environment is an important element that supports the effectiveness and efficiency of an organization. Communication that runs well not only facilitates the exchange of information between employees, but also strengthens relationships between levels in the organizational structure. Every organization certainly makes communication a priority in order to produce harmonious performance. It can be imagined, without communication, the activities in the organization will not produce anything (Taslim et al., 2020). Surah Ash-Shuara verse 84 explains that:

وَجْعَلْ لِّي لِسَانَ صِدْقٍ فِي الْآخِرِينَ

Meaning: "Grant me honourable mention on the tongue of truth among the latest (generations)."



This verse is closely related to communication ethics, including in the context of office communication. In the work environment, communication is not just a means of conveying information, but also reflects an individual's personality and integrity values. Through honest, polite and responsible communication, one can build a positive reputation and leave a good impression in the eyes of coworkers and superiors. This is in line with the meaning of "verbal shidq", which is true and moral speech, which not only benefits directly, but also becomes a legacy of goodness.

According to previous research results, one of them by Yusri M. Daud in his article, office communication is an interaction that takes place in an office environment, where the main activity involves the exchange of ideas or ideas. The role of communication is crucial, given its function in clarifying organizational goals and strategies, which of course require support from various parties or main groups. Generally, the communication process in an office is managed by managers and public relations teams, who carry out both one-way and two-way communication (Daud, 2023).

This research focuses on communication in the office environment, which not only discusses the understanding and importance of communication in the office, but also reviews the elements, forms, and media used in the communication process. Different from other studies that generally only describe communication theories in general, this study specifically highlights communication in the context of office organizations, and reviews it from an Islamic perspective. With this approach, the author aims to present a comprehensive understanding of office communication, starting from the definition, elements, forms, media used, and highlighting forms of communication according to the Qur'anic perspective.

RESEARCH METHOD

This research was conducted using a qualitative method through a literature study approach. Literature study is a research approach carried out by collecting information and data from various written sources available in the library, such as reference books, relevant previous research results, articles, notes, and journals related to the topic under study (Sari & Fitriawan, 2020). Data collection techniques are carried out by reviewing and analyzing literature including books and journal articles that are in accordance with the research focus. The data that has been collected is then analyzed using the content analysis method to draw conclusions related to the concept of communication in an office environment.

FINDINGS AND DISCUSSION

Definition of Office Communication

The English word communication comes from the Latin communis, which means "the same". It is also related to Latin terms such as communico, communicatio, or communicare, which literally means "to make common". Of all these terms, communis is considered to be the main root of the word

communication and is the basis for various similar word forms in Latin. Essentially, communication is defined as the process of sharing ideas, meanings, or messages that can be mutually understood by all parties involved (Nofrion, 2016).

According to Wahlstrom, (Dyatkina, 2021), communication is the process of conveying information, ideas, and feelings in any form, whether oral or written. Communication also includes expression through body language, communication style, individual appearance, and various other supporting elements that serve to emphasize and clarify the message conveyed.

Communication in an organizational context is a series of information exchange activities that include the delivery of plans, instructions, directions, suggestions, and other forms of communication carried out between one individual or group with other parties in an organization. This activity is important to ensure that all members of the organization understand the roles, responsibilities, and policies that have been set. The implementation of organizational communication can be done through various means, such as official letters, announcements on information boards, coordination by telephone, preparation of reports both in writing and orally, as well as through discussion forums or internal meetings.

An office is a location or area dedicated to information management, which includes operations such as data collection, recording, processing, storage and distribution. In addition, an office is also understood as the center where various administrative activities take place, including managerial and other operational support activities (Hasibuan et al., 2024). Meanwhile, office communication is the process of exchanging information that occurs in an office environment that aims to improve the effectiveness of organizational performance. Through this communication, a unified system is formed between interrelated parts and an organized and efficient pattern of relationships and work mechanisms is created (Rohmah, 2023).

Based on the description above, communication is the process when a communicator conveys a message or information to the recipient through various media with the aim of obtaining a common understanding or response. In the context of offices, office communication consists of a series of stages, starting from the formulation of ideas, processing data into information, to delivering messages by those in authority to those who need them, by utilizing office communication media in order to encourage actions that support the achievement of organizational goals efficiently and effectively.

Elements of Office Communication

The elements of office communication are the essential elements that support the process of information exchange in the work environment. All these elements interact with each other to ensure that messages can be sent and received effectively. The explanation of the elements of office communication is as follows:

1. Communicator (Sender)

The first element in communication is the source of information, also known as the message sender or communicator. This party can be an individual or organization in charge of conveying messages. In other words, the source of communication can involve one person, two people, or even groups such as institutions or agencies (Pujasri et al., 2018).

2. Message

Messages are the main aspect of communication delivered by communicators to recipients or communicants. Clarity in delivering and receiving messages determines the smoothness of communication (Nurhikmahyanti, 2021). The content of this message can be verbal (words) or nonverbal (body language, expressions, etc.), and can be conveyed consciously or unconsciously. Based on the way of delivery, messages are classified into four types, namely: intentional verbal messages, which are when someone consciously speaks to communicate; unintentional verbal messages, which appear without the intention to say it; intentional nonverbal messages, such as gestures or expressions made with a certain intention; and unintentional nonverbal messages, which are nonverbal cues or behaviors that appear spontaneously and are not controlled by the communicator. These four types of messages play an important role in determining the effectiveness of communication in an office environment (Pramono, 2021).

3. Communication Channels (Media)

Communication channels, or media, are the means by which communicators communicate messages to recipients. This media functions as a liaison so that information can be received clearly and effectively by the recipient. In interpersonal communication, media that are often used include telephone and writing. In mass communication, the media used to communicate messages are classified into two types of print and electronic media. Newspapers, magazines, books, pamphlets, brochures, newsletters, banners, posters, and similar materials are examples of print media. While electronic media include radio, movies, television, video recordings, computers, digital boards, and so on. The selection of the right media greatly determines the success of the effectiveness of message delivery. (Suryadi & Rahmawati, 2021).

4. Communicator (Receiver)

Communicants are parties who receive messages in the communication process. A communicator is required to have sensitivity and ability to capture and interpret the messages received. What is very important in communication is the common perception between the communicator and the communicant so that the message can be understood as intended by the sender. Communicants can be individuals, groups, large audiences, or certain audiences who are targeted in a communication activity. The effectiveness of communication depends on the extent to which the communicator is able to understand the content of the message in accordance with the intent of

the communicator. (Supartini, 2004).

According to Gunadi, in (Faruddin & Marjuki, 2022) the communication process has at least three main components, namely communicators, media, and communicants. Communication experts often emphasize that communication does not merely aim to provide information so that others understand something, but also has a persuasive nature, namely encouraging others to accept messages, follow invitations, or take certain actions.

Forms of Office Communication

1. Direct Communication

Direct communication is a type of communication that occurs face-to-face, without involving third parties or the use of communication media, and is not affected by distance (Pohan & Fitria, 2021). Examples are face-to-face conversations, face-to-face team meetings, discussions between coworkers, and so on. This direct communication has several advantages including: a). Quick response and can be clarified immediately. b). Builds a closer working relationship. c). Reducing the risk of misunderstanding because expressions and intonations can be seen/heard. However, direct communication has disadvantages, one of which is that it is not always documented and is limited by time and place.

2. Indirect Communication

Indirect communication is defined as communication that occurs through intermediaries or through the use of communication media tools such as letters, emails, or telephones, which involve third parties. For example, official letters sent to other agencies as a form of formal communication between institutions, and so on. The advantages of this indirect communication are: a). Can be used as documentation or written evidence. b). Can reach many people at once. c). Efficient for communication across time and place. Meanwhile, the disadvantages of this communication are: a). Response can be slow. b). Risk of misinterpretation if the message is not clearly written.

3. Verbal Communication

According to Rasto, as cited by (Sulistiowati, 2022), verbal communication is the process of sharing information using words, both orally and in writing. Verbal message delivery can be done through face-to-face interaction, either directly as in daily conversations in the office between fellow employees or indirectly through media such as telephone or communication applications on smartphones. Meanwhile, verbal communication in written form can be found in the use of memos, letters, reports, and electronic media such as email and fax. Along with the development of information technology, there are now various applications that are able to convert speech into text or vice versa, thus enriching the way of verbal communication.

4. Non-verbal Communication

Nonverbal communication, also known as silent language, refers to conveying messages through actions or behaviors without the use of words, either spoken or written. This type of communication is often an important element in understanding the true intent of a message. In face-to-face interactions, nonverbal cues such as eye contact, gestures, and postures such as bowing or looking up can convey deeper meanings. Nonverbal communication is also used to show empathy, acceptance, and build a sense of community, for example through handshakes, hugs, or pats on the shoulder that serve as reinforcement of the emotions or responses of the communicant.

In addition, the meaning of nonverbal communication is also influenced by time and symbols. The concept of time, or chronemics, provides an implicit message, such as arriving late or early to a meeting, which can be interpreted as a form of appreciation or otherwise. Nonverbal symbols or cues, such as colors (chromatics) and the use of emojis, are now widely used in digital communication to reinforce written messages and convey certain nuances more effectively (Sulistiowati, 2022).

5. Oral Communication

Oral communication is a form of communication that occurs directly through speech between the communicator messenger and the recipient of the message. This communication conveys information through sound or verbal language. In an office context, oral communication is one of the most frequently used forms of communication in daily activities. This is because it is flexible, easy to do by anyone, and allows for direct feedback. Oral communication also has its own peculiarities because it involves the dimension of personal relationships between the parties involved, which can have a positive or negative impact depending on the situation and the way it is delivered (Waruwu, 2022).

6. Written Communication

This type of communication is often used when it is difficult to meet directly with the communicant or when there is a need to convey an idea to a wide audience in a limited time. Written communication can take various forms, such as memos, letters, emails, faxes, newsletters, and others, which are conveyed through writing or symbols in a medium. According to Robbins in (Sukoco, 2016), written communication has the advantage of being legally provable, for example in court, and is also used as evidence of financial administration. In general, both the sender and receiver of written communication keep an archive that can be maintained for a certain period of time.

7. Vertical Communication

Vertical communication occurs between leaders and subordinates, both from top to bottom and from bottom to top. Communication that flows from leaders to subordinates is referred to as downward

information flow. This type of information is usually in the form of instructions or orders given by the leader to assist subordinates in carrying out their duties. Conversely, communication from subordinates to leaders is known as upward information flow, which is often in the form of reports or information submitted to provide an overview of the progress or work results that have been achieved.

8. Horizontal Communication

Horizontal communication occurs between employees or employees in one unit with other units that have the same level or position. This communication aims to assist employees in sharing information and coordinating their tasks, so that work can be completed effectively and efficiently. With horizontal communication, between units or between employees of equal rank can support each other in achieving common goals. (Asriel et al., 2016).

Horizontal communication, or communication between coworkers, is essential for coordinating various activities and facilitating engagement when carrying out tasks. It contributes to a more familiar and less formal work environment. Horizontal communication can occur directly, for example, during leadership meetings, service meetings, work meetings, or work discussions. Furthermore, it can occur indirectly, either verbally (over the phone) or in writing (through memos, notes, or newspapers). Concrete examples of horizontal communication include sending information, copies of letters, and coordination meetings between units or personnel. (Rasyid & Putra, 2018).

9. Communication Diagonal

Diagonal communication occurs within an organization or office between people who hold different jobs or job levels but do not have a direct vertical relationship. For example, diagonal communication may occur when a staff internal auditor from the central audit department communicates directly with the head of the branch being audited about a bookkeeping or transaction reporting issue. Other examples of diagonal communication include formal communication between the production manager and the promotion department, the production manager and the accounting department, and the finance manager and the research and development department. This type of communication is important to facilitate collaboration between departments with diverse structures within the organization. (Hery, 2022).

Forms of Communication in Qur'anic Perspective

1. Qaulan Sadidan (Correct and Firm Speech)

In language, the word *sadid* means good, appropriate, appropriate, and correct. The expression *qaulan sadidan* is used as a communication concept to remind believers to always speak honestly and in the right place. In Surah An-Nisa verse 9, the Qur'an emphasizes

the importance of a believer's concern for the future of his heirs.

وَلْيَخْشَ الَّذِينَ لَوْ تَرَكَوْا مِنْ خَلْفِهِمْ ذُرِّيَّةً ضِعْفًا خَافُوا عَلَيْهِمْ فَلْيَتَّقُوا اللَّهَ وَلْيَقُولُوا
قَوْلًا سَدِيدًا

Meaning: *"Fear those who should leave after them weak offspring (whom) they fear for. So, fear Allah and speak with truthful speech (in terms of safeguarding the rights of their offspring)."*

In this context, qaulan sadidan means giving good advice before death, with the core message to be fair to the heirs. Do not let the heir leave weak and poor descendants after the death of the heir. (Afifi, 2020).

This verse speaks of the importance of speaking correctly and wisely, especially in the context of responsible situations. In this case, the communication should be truthful, honest, and mindful of its impact. In the context of communication in general, this verse reminds us to be careful in the choice of words we use, especially when conveying something that is important and has the potential to significantly affect others. It also suggests speaking with good intentions and responsibility, noting that our words can have as great an effect on others as the inheritance of responsibility mentioned in this verse.

2. Qaulan Maysura (Easy and Appropriate Speech)

Qoulun Maysura means speech that is easy to understand and appropriate. When viewed from a communication perspective, this term teaches that a communicator should convey messages in a way that is easy to understand and appropriate. With clear and appropriate delivery, communicants can understand the meaning of the message without feeling offended. This will create a communication effect that matches the communicator's expectations. The verse related to qaulan masyura is Q. S. Al-Isra verse 28.

وَأِمَّا تُعْرِضَنَّ عَنْهُمْ رَحْمَةً مِّن رَّبِّكَ تَرْجُوهَا فَقُلْ لَهُمْ قَوْلًا مَّيْسُورًا

Meaning: *And if (unable to help so) you (are forced) to turn away from them in order to obtain from your Lord the mercy you hope for, say to them a gentle word.*

The verse explains how Prophet Muhammad should communicate with the poor, relatives, and travelers when he has nothing to give them. In such cases, they still deserve polite, gentle, and understandable speech. (Sulkifli & Muhtar, 2021).

This verse emphasizes the importance of speaking with polite words and not hurting the feelings of others, even if we cannot fulfill their requests. In the context of office communication, this verse teaches the importance of polite communication, especially in situations where one has to decline a request from a coworker, subordinate, or client. A professional must be able to convey rejection with language that remains respectful and maintains good relations, without causing conflict or

misunderstanding. By applying the principles of empathetic and polite communication as taught in this verse, the work environment can become more harmonious and productive, and build a work culture of mutual respect.

3. Qaulan Ma'rufan (Good Speech)

Qaulan Ma'rufan, or good words in the Qur'an, if examined through the lens of communication, means that a communicator must use ethics when speaking. Thus, the message conveyed can provide a sense of serenity and peace for communicants who receive it. Qaulan Ma'rufan is found in Q. S. An-Nisa verse 8:

وَإِذَا حَضَرَ الْقِسْمَةَ أُولُو الْقُرْبَىٰ وَالْيَتَامَىٰ وَالْمَسْكِينُ فَأَرْزُقُوهُمْ مِنْهُ وَقُولُوا لَهُمْ قَوْلًا مَعْرُوفًا

Meaning: *"When the time of distribution comes for the relatives, the orphans, and the poor, give them some of the money and speak to them kind words."*

Q.S. An-Nisa verse 8 emphasizes the importance of speaking kindly and respectfully to those who may be in a weak position or not get a direct share, such as orphans, the poor, and relatives. The command to say "qaulan ma'rufan" or good speech reflects Islamic teachings on polite, courteous, and empathetic communication ethics. In the context of office communication, this value is very relevant because it shows that in every interaction, especially those concerning the interests or rights of others, communication must be carried out in a respectful and harmless manner. When conveying difficult decisions such as rejection, reduction of benefits, or reassignment, a leader or coworker is required to use gentle and constructive language so as not to cause hurt or conflict. This verse teaches that communication is not only a means of conveying information, but also a means of showing care and social justice in the work environment.

4. Qaulan Balighan (Effective Speech)

When viewed from the elements of communication, a communicator must be able to establish effective communication. The message delivered should leave a deep impression on the communicant and contain useful advice. To achieve effective communication, communicators need to have ethos, which is high credibility or confidence; logos, which is the ability to believe and convey messages logically; and pathos, which is the ability to persuade or influence the emotions of communicants to accept the opinions they convey. (Hendra, 2019). The Quranic verse that explains this Qaulan Balighan is An-Nisa verse 63:

أُولَٰئِكَ الَّذِينَ يَعْلَمُ اللَّهُ مَا فِي قُلُوبِهِمْ فَأَعْرِضْ عَنْهُمْ وَعِظْهُمْ وَقُلْ لَهُمْ فِي أَنفُسِهِمْ قَوْلًا بَلِيغًا

Meaning: *"They are those of whom Allah knows what is in their hearts. So turn away from them, admonish them, and speak to them words that will make an impression on their souls."*

This verse reminds us of the importance of good communication, especially in delivering advice or warnings to people whose hearts may be filled with pride or hatred for the truth. Effective communication in such situations teaches us that we should choose our words wisely, using a gentle and understanding approach so that the message can be well received and have a positive impact. Sometimes, communication that is too direct or harsh will actually close a person's heart to receive feedback. Therefore, impactful communication, as mentioned in this verse, can be defined as delivering a message in a way that touches the heart, gives a good emotional impact, and can change views or attitudes.

5. Qaulan kariman (Noble Speech)

Qaulan Kariman is a term that indicates something important or valuable. In general, it refers to a style of communication that values politeness, gentleness, and manners. The use of qaulan kariman emphasizes the importance of speaking politely, avoiding harsh tones, and not using harsh speech in interacting with others.

The word karima comes from the verb form which means to honor or exalt. In other contexts, karima refers to polite and refined speech that expresses admiration. In communication, the notion of qaulan karima indicates the use of language that is noble and in accordance with norms and ethics. (Anam, 2023).

The Holy Qur'an only contains the word qaulan karima once, in Surah Al-Isra' (17:23).

وَقَضَىٰ رَبُّكَ أَلَّا تَعْبُدُوا إِلَّا إِيَّاهُ وَبِالْوَالِدَيْنِ إِحْسَانًا ۖ إِمَّا يَبُلُغَنَّ عِنْدَكَ الْكِبَرَ أَحَدُهُمَا أَوْ كِلَاهُمَا فَلَا تَقُلْ لَهُمَا أُفٍّ وَلَا تَنْهَرْهُمَا وَقُلْ لَهُمَا قَوْلًا كَرِيمًا

Meaning: *"Your Lord has commanded you to worship none but Him and to be kind to your parents. If either of them or both of them come to an old age in your care, then do not say to them the word "ah" and do not yell at them, and speak to them a kind word."*

The word karima comes from the verb form which means to honor or exalt. In other contexts, karima refers to polite and refined speech that expresses admiration. In communication, the notion of qaulan karima indicates the use of language that is noble and in accordance with norms and ethics. In the verse in question, Allah commands us to speak to our parents with politeness, and this attitude is highly recommended in interacting with them.

6. Qaulan Layyinan (Gentle Speech)

Qaulan Layyinan refers to words expressed with gentleness and subtlety. This word refers to a persuasive communication technique that makes it possible to understand the situation of the person being spoken

to and be able to control emotions. Gentle speech shows the personality of the communicator who is calm and able to deal with unexpected communication situations. Qaulan layyina provides gentle invitations and suggestions, or examples delivered in a convincing manner, without demeaning the opinions or views of others. This term can also be interpreted as a subtle and non-judgmental form of communication, which is able to melt the hearts of hardened communicants. (Mustofa, 2020).

Another form of effective communication model found in the Qur'anic guidance can be found in Allah's words in QS. Thaha: 44

فَقُولَا لَهُ قَوْلًا لَّيِّنًا لَّعَلَّهُ يَتَذَكَّرُ أَوْ يَخْشَىٰ

Meaning: *"Speak to him (Fir'aun) with gentle words, so that he may realize or be afraid."*

Verse 44 explains Allah's command to Prophet Musa (peace be upon him) and Harun (peace be upon them) to face the arrogant and transgressing Pharaoh. Allah SWT gave them a miracle to face Pharaoh, with the intention of giving advice with gentle words. They were sent to invite Pharaoh to believe in Allah with a good message.

This verse shows that in conveying a message, even to someone as hard as Pharaoh, God ordered Prophet Moses and Prophet Aaron to still use soft and polite words. This is an important basis for communication ethics in the work environment, where every interaction, both between superiors and subordinates and between coworkers, should be done with polite, non-hurtful, and empathetic speech. Gentle communication is more effective in creating a harmonious work atmosphere, encouraging cooperation, and preventing conflict. In addition, an ethical and respectful communication style can facilitate the achievement of organizational goals because the messages conveyed are more easily accepted and understood.

7. Qaulan Saqilan (Firm and Strong Speech),

Qaulan Saqilan refers to firm and strong speech, reflecting communication ethics based on faith. This term describes the delivery of messages with firmness that can strengthen the heart, both in the form of brief and persistent communication. In the context of da'wah, the most important thing is to understand the material and dig deep for information before delivering it. We are required to be careful and selective in receiving and delivering information. According to the Qur'anic view, the process of conveying and receiving information must be done carefully, without rushing to verify or believe a news. (Aziz, 2023). The verse related to qaulan saqila is found in surah al-Muzzammil, verse 5.

إِنَّا سَنُلْقِي عَلَيْكَ قَوْلًا ثَقِيلًا

Meaning: *Surely We will bring down upon you a heavy word.*

The link between this verse and office communication can be seen in the context of communication responsibilities owned by a leader or communicator in an organization. This verse means that communication must be done with full consideration and responsibility, because every word or message conveyed will have a big impact, both in internal and external communication.

8. Ahsanu Qaulan (The Best Speech)

The term qaul ahsan or ahsanu qaulan can be interpreted as the best form of communication. This expression reflects the highest level of communication ethics according to Islamic teachings, thus, qaul ahsan becomes an important element in the principles of communication ethics. In the context of communication, qaul ahsan can be understood as a comprehensive method of da'wah. This means that good speech comes from a good person, is delivered with sincere intentions, and aims to achieve goodness. This concept is explained in Surah Al-Fushshilat verse 23, which emphasizes the importance of kind speech. (Muttagin, 2024).

وَذَلِكُمْ ظَنُّكُمُ الَّذِي ظَنَنْتُمْ بِرَبِّكُمْ أَرَدْتُمْ فَأَصْبَحْتُمْ مِنَ الْخَاسِرِينَ

Meaning: *That is your conjecture which you have alleged against your Lord, and it has destroyed you, and you are of the losers.*

The relevance of this verse to office communication lies in the importance of honest, precise, and truth-based communication in an organization. This verse reminds us of the dangers of prejudice or incorrect information, which can cause harm to both individuals and organizations. In an office context, this can be interpreted as the danger of disseminating information that is inaccurate or based on mere assumptions, which can damage professional relationships and hinder the achievement of organizational goals.

9. Qaulan Adziman (Great Speech),

The great word (Qaulan Adziman) is explained in Surah Al-Isra verse 40:

أَفَأَصْفَاكُمْ رَبُّكُمُ بِالْبَنِينَ وَاتَّخَذَ مِنَ الْمَلَائِكَةِ إِنَاثًا إِنَّكُمْ لَتَقُولُونَ قَوْلًا عَظِيمًا

Meaning: *Has your Lord chosen a son for you, while He has made an angel a daughter? Verily, you (polytheists) have indeed uttered words which are very great.*

In Surah Al-Isra verse 40, the term Qoulan Adziman refers to noble and great speech. In context, this verse refers to the lies and accusations made by the disbelievers of Quraysh against Allah SWT. According to the commentary literature, Allah revealed this verse in response to the Quraysh's accusation that the angels are the daughters of Allah. Of course, this accusation is a very vile, sinful, and baseless utterance. They had uttered a great slander against Allah, who is Exalted from all such accusations. Allah has no son nor is He begotten.

Therefore, Allah SWT strongly criticizes the speech which in this

verse is referred to as qaulan 'adziman, which is a very big sin. In the context of communication, this verse emphasizes the importance of a preacher or a person who delivers da'wah not to spread misinformation or information that does not have a strong basis. Furthermore, spreading slander or lies is very bad behavior. Therefore, every preacher must ensure that the message he is delivering is true. This includes the need to check and authenticate the validity of quotations from Qur'anic verses, hadith, history, and scholars' viewpoints before they are published. (Darlis, 2015).

CONCLUSION

Office communication is a crucial aspect in supporting organizational effectiveness. With good communication, the delivery of information can run smoothly, so that organizational goals are easier to achieve. Communication in an office environment includes various elements such as communicators, messages, media, and feedback that are interrelated in ensuring a clear understanding between the parties involved. Forms of communication in offices can be verbal or non-verbal, and use various media, both internal and external, to ensure the smooth flow of information.

Forms of communication in the Qur'anic perspective emphasize the importance of speaking with honesty, gentleness, and effectiveness. Principles such as correct speech (qaulan sadidan), easy to understand (qaulan maysura), kind (qaulan ma'rufan), effective (qaulan balighan), noble (qaulan kariman), and gentle (qaulan layyinan) are used as guidelines. In addition, the Qur'an also teaches communication that is firm and strong (qaulan saqilan), full of kindness (ahsanu qaulan), and avoids slander (qaulan adziman), all to ensure the message delivered reflects morals and truth.

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