



## OFFICE LETTERS: TYPES, EFFECTIVE PRINCIPLES, AND HISTORY IN THE TIME OF THE PROPHET

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### Abstract :

Correspondence is an essential component of office administration systems, serving as a medium for both formal and informal written communication. In the professional world, letters function not only as a means of conveying information but also as legal documents and institutional records. This study aims to examine the various types of office correspondence, the principles of effectiveness in letter writing, and to explore the history of correspondence during the time of the Prophet Muhammad (peace be upon him). The research method employed is a qualitative approach with a literature review as the primary source of data. The findings indicate that understanding the types of letters and applying effective principles such as structure, clarity, and linguistic efficiency are crucial in supporting administrative performance. Furthermore, correspondence practices during the Prophet's era demonstrate that letters were used as strategic tools for diplomacy and da'wah. This study is expected to contribute to enhancing the understanding and professional practice of office correspondence grounded in historical values.

**Keywords :** Office Correspondence, Types of Letters, Effective Principles

## INTRODUCTION

One of the most important ways of communicating is through letters, which is still used today despite many advances in information technology. Correspondence is an activity or interaction that continues between two parties by exchanging letters. Letters function as a written communication tool that comes from one party and is addressed to another party to convey a message. Letters are one form of communication media that is crucial in an organization or company, both for communicating with external parties and for communication within the organization itself. Given the important role of letters, the contents of the letter must be designed concisely and concisely, but must still be clear and firm. Efficient letter writing requires accuracy in choosing words, arranging sentence structures, and the suitability of the contents of the letter with the communication objectives to be achieved. The language used should be simple, easy to understand, and orderly. The goal is that the message delivered does not cause confusion or misinterpretation for the recipient. Clarity and ease of reading the letter are important elements in creating effective communication, as well as accelerating decision-making based on the information conveyed through the letter. Therefore, the ability to write letters professionally is a skill that every administrative employee and office employee must have to support



the smooth running of tasks and the overall function of the organization.

Office correspondence management includes various types of letters with specific purposes and formats that support the continuity of activities and official records of an institution or organization. The content of the letter can be information in the form of notifications, statements, questions, requests, reports, records of individual or organizational activities such as agreements, decisions, evidence, and others. With further explanation, a letter is a means of written communication to send messages to other parties that have certain provisions, namely the use of paper, the use of formats/models, the use of codes and symbols, the use of special language, and signing (Rusdiana, 2021).

Based on previous research, According to Wursanto in his article, a letter is a means of communication to convey written information by one party to another. Its functions include five things: a means of notification, request, thoughts, and ideas; written evidence; reminder; evidence (Rohayati Arifin, 2020). The development of correspondence is not only influenced by modern administrative needs, but also has long historical roots. Therefore, understanding the types of letters, principles of effective writing, and historical aspects of correspondence is crucial to enrich insight and improve the quality of today's office administration.

This study uses a qualitative approach with a literature study method, namely by collecting and analyzing various relevant literature, both contemporary and classical. Through this approach, the author hopes to provide academic and practical contributions in understanding office correspondence as a whole, starting from the definition, types of letters, functions, to the principles of good letter writing. In addition, the integration of Islamic values into modern letter practices is expected to provide moral and spiritual dimensions in administrative activities in the work environment. Thus, the results of this study are expected not only to enrich the scientific treasury in the field of office administration, but also to become an applicable guideline for practitioners, employees, and students in compiling official letters that are not only technically correct, but also reflect ethical values and professionalism.

## **RESEARCH METHOD**

This research is a type of qualitative research that uses a literature review method. Data collection is carried out by collecting primary and secondary sources from various references, such as books, journal articles, websites, and other documents relevant to office correspondence.

The data analysis technique used in this study is content analysis. In this process, researchers sort, classify, and interpret the content found from various sources. The purpose of this analysis is to gain a deeper understanding of the principles, procedures, and innovations in office correspondence.

## **FINDINGS AND DISCUSSION**

### **Understanding Letters**

According to the Great Dictionary of the Indonesian Language (KBBI), a letter is defined as a sheet of paper or something similar containing writing or a

sheet of paper that provides an explanation of something written. This explanation highlights the physical aspect and the main role of the letter as a means of conveying information in writing.

According to Yatimah, a letter is a written communication medium used to send information from one party (individual, institution, or organization) to another party. The contents of the letter can include notifications, statements, requests, reports, ideas, objections, and others (Ridho Muarief, Sintaria Praptinasari, Ahris :Nadhifah, 2022). Based on the opinion of Muchtar and Qamaria, a letter is a means of communication used to convey written information by one party to another party related to activities both in the business world and outside of business.

Then, based on the Center for Language Development and Guidance of the National Learning Unit, a letter can be understood as a communication medium that functions to send written information from one party to another. According to Sudikno Metrokusumo, a letter is something that contains punctuation marks that are intended to express feelings or convey someone's ideas and is used as a means of proof (Mega Hanipa Nasution dan Kusmilawaty, 2022). According to Sudikno Metrokusumo, a letter is something that contains punctuation marks which are intended to express feelings or convey someone's ideas and are used as evidence (Fachrul Rozi, 2018). Mariskha explained that a letter is a means of communicating in writing with the aim of conveying a message to another person that has certain provisions, namely the use of codes and notations (such as attachments and subjects), choice of paper, form and model used, use of special language, and including a signature (Ade Nurul Izatti, Yotolembah, dkk, 2023).

As explained in QS. Al-Hujurat verse 6 discussing records and bookkeeping, this is done because of the concern that arises where every human being has a weak memory level and a strong tone, so it is very necessary in writing or filing letters or documents or administration.

يَا أَيُّهَا الَّذِينَ آمَنُوا إِن جَاءَكُمْ فَاسِقٌ بِنَبَأٍ فَتَبَيَّنُوا أَن تُصِيبُوا قَوْمًا بِجَهْلِ ۖ ؕ فَتُصْحُوا عَلَىٰ مَا  
فَعَلْتُمْ تَدْمِينَ (٦)

*“O ye who believe! If an evil-liver bring you tidings, verify it, lest ye smite some folk in ignorance and afterward repent of what ye did”.*

In Surah Al-Hujurat verse 6 which explains, O you who believe in Allah SWT and His Messenger, if a liar comes to you who does not see the consequences of his lies by bringing news that is detrimental to someone, first carefully examine its truth, verify the information, do not rush to conclusions until you have really investigated the information and verified the news carefully, so that the truth is clearly visible. It is feared that you will befall a people and inflict harm that should not befall them, while you do not know the true situation. So, because of this you feel regret, guilt, sadness and wish that all of that had not happened.

From the various definitions that exist, it can be concluded that a letter is

a communication medium in written form that has a certain format and structure, which is used to convey information from one party to another, either in a personal, organizational, business, or legal context. Letters have characteristics, such as the use of formal language, standardized structure, and often contain written evidence that can be accounted for.

According to Suprpto, the main function of a letter is as a means of communication between two parties in the form of writing on paper or other types, so that the main role of a letter is as a means of written communication (Iswanto dkk, 2024). The function of the letter proposed by Durotul Yatimah is as follows:

- a. Ambassador or representative of the writer who interacts with his interlocutor. Therefore, the material in the letter reflects the sender's mindset.
- b. A tool for remembering or reflecting, because documents can be stored and accessed again when needed.
- c. Guidance for taking action, such as a decision document or letter of direction
- d. Legal written documents, especially contract letters.
- e. e. Historical documents (history), such as letters that record changes and progress of an organization, as well as legal and administrative aspects.
- f. Devices used to ensure safety, for example travel permit documents (Hilda Nihayatul Aulya, Fitria Erika Sari, Yenie Eva Damayant, 2023).

### **Understanding of Correspondence**

Arimbi and colleagues stated that Archive management in correspondence governance is a system designed to organize, handle, and control crucial documents in an organization. The goal of this system is to keep documents safe, easily accessible, and can be stored for a long period of time (Arimbi dkk, 2024).

According to Simangunsong, A. S., Salamah, I. A., Situmorang, M. S., Azrohid, F., and Darmansah, T., the process of managing incoming and outgoing letters must follow steps such as sorting, recording, duplicating, directing, and delivering. Letters are managed based on standard management processes that include planning, organizing, directing, and supervising. The definition of Human Resource Management (HRM) can vary depending (Iswanto dkk, 2024).

Conclusion, Letter management is an aspect of archive management that aims to organize and manage correspondence regularly within an organization. This process includes important steps such as sorting, recording, duplicating, directing, and sending letters, and is carried out based on managerial principles such as planning, organizing, directing, and supervising. The goal is to ensure the security, ease of access, and continuity of storage of important documents in order to support smooth administration and the effectiveness of the organization's work.

#### **1. Letter Recording Model**

Zulkifli Amsyah in his work entitled Archives Management reveals that the steps usually applied in recording and distributing letters are:

a) Agenda Book

Agenda book or agenda boek (Dutch) is a type of book (notebook) used to document or register all letters (received letters or incoming letters) and letters to be sent (outgoing letters) by an office or organization. Agenda book consists of several columns including:

- 1) Date of receipt of letter
- 2) Agenda number/sequential number
- 3) Date and letter number
- 4) Mail sender
- 5) Regarding, which is the brief contents of the letter
- 6) Column related to
- 7) Letter agenda
- 8) Perbal number
- 9) And other columns that are deemed necessary, for example the description column.

b) Expedition Book

The expedition book functions as proof of receipt, delivery, or distribution of letters and goods. The information recorded in this book is less than the agenda book, which includes the sequence number, destination of the letter, contents of the letter, and signature of the recipient. Each work unit generally has an expedition book. In the control card model, the role of this book is replaced by one of the control card sheets received by the processing unit and after being signed, returned to the administration unit. (Adi Siswanto dan Husni Bt Salam, 2022)

2. Incoming Mail Management Procedures

a) Receipt of Letters

In the office mail management system, the receipt of incoming letters is done through one channel, namely in the general and personnel section. The implementation of receiving these letters occurs in two ways, namely directly and indirectly. In a direct way, letters are received from other organizations or institutions in physical format (hardfile) that arrives at the office. Meanwhile, for the indirect way, letters are received via electronic media such as email or WhatsApp Document in softfile form. For letters in softfile format, before continuing the process, the letter must be printed first. Generally, letters in softfile form are intended for certain fields.

b) Mail Sorting

After the letter arrives, the sorting stage is carried out to ensure the accuracy of the address and group the types of letters. Based on the explanation of Annisa and colleagues, the letter sorting process is divided into three groups, namely top secret letters, confidential letters, and regular letters. This grouping process is important so that letters can be handled based on their level of importance.

c) Attachment with Disposition Sheet

After the sorting process, the letters will be accompanied by a direction sheet that serves to introduce the incoming letter to the intended section. This direction sheet also helps in recording into the incoming letter agenda book and serves as a guide for staff to determine further actions regarding the letter.

d) Letter Recording

Letter recording is the process of documenting important information about letters received, such as sender's name, date of receipt, letter number, letter topic, etc. Initially, this recording activity was carried out traditionally using an agenda book, but now it has switched to an electronic recording system through the E-Office application, which offers better effectiveness and accuracy.

e) Letter Briefing

In handling incoming letters, especially those from regional apparatus organizations or external parties, letters are first received by the general administration or administration section. Furthermore, the letter is directed to the leader through the secretary to get direction. After receiving direction from the leader, the letter is submitted to the section or work unit related to the content and context of the letter. After that, the letter is returned to the general or personnel subsection. Finally, staff from the general administration section distributes letters to sections that have been designated by the leader. This process ensures order, effectiveness, and efficiency in the management of incoming letters.

f) Follow-up Letter

Follow-up on letters received is divided into two categories, namely letters that need to be known and archived, and letters that must be followed up. Before action is taken, the letter is first recorded and submitted to the head of the division to obtain further disposition which determines whether the letter will be stored or followed up according to needs.

g) Mail Storage

Storage of incoming documents until now is still carried out by each field independently, and has not been integrated into a centralized archive storage system. The storage process is carried out by utilizing archive racks in each field, so that archive management is still separate. (Novia Farah Azizah dan Agung Kuswantoro, 2023)

3. Outgoing Mail Management Procedures

a. Mail Processor

The processing activity begins with the preparation to the signing of official documents. Preparation of letters to be sent is carried out, among others:

- 1) There is leadership wisdom,
- 2) Preparation/drafting of the outgoing letter concept as

follows:

- a) The creation or formulation of concepts is carried out by employees or officials who manage the field, such as secretaries or leaders, or appointed officials.
- b) Every idea designed needs to be based on the considerations and direction of the leaders.
- c) Every idea that is to be submitted to a superior must first be analyzed by the person who is given responsibility or in accordance with the leader's direction or based on personal opinion regarding the contents of the official document.
- d) Every idea that has been approved will be typed and checked for completeness of the final draft of the letter to be issued, including checking the letter format, initials on the left and right sides on behalf of the position of the person signing the letter, and other things. If everything is in accordance, the letter must be initialed and signed by the relevant leader or official, then given an official stamp.
- e) After the authorized official signs it, the document is then assigned a number.

b. Outgoing mail recording

Recording outgoing letters is done by using an outgoing letter diary, which has several important columns. The first column is the sequence number, which is filled in following the order of the letters received, starting with number 001, 002, 003, and so on. The second column is the date of delivery, which records the day the letter was sent. Next, the column for the date and number of the letter is filled in according to the date and number listed in the letter. The column for the purpose of the letter lists the party or institution that is the recipient of the letter. Then, the subject column is filled in based on the main point or purpose of the letter. The summary column is used to write a brief summary of the contents of the letter. Finally, the archive code column shows the physical location where the letter archive is stored, making it easier to search in the future.

c. Doubling

- 1) Duplication is the activity of multiplying official letters using available reproduction facilities according to the number of addresses to which they are sent.
- 2) Duplication is only carried out after the outgoing letter is signed by the authorized official.
- 3) The official stamp affixed to the duplicated result must be the original, not a copy.
- 4) The amount duplicated corresponds to the destination address (distribution address).
- 5) Duplicating outgoing letters that require lightning fast and very immediate delivery must be prioritized.

- 6) Duplication of outgoing mail with a confidential security level must be strictly monitored.
- 7) The Secretary is responsible for ensuring that duplication is carried out according to the provisions set by the office.

d. Mail Delivery

- 1) Outgoing letters to be sent are put into envelopes.
- 2) On the envelopes of outgoing letters with security levels of normal (B), confidential (R), and important (P), the complete address, official letter number, and stamp are listed according to the level of delivery speed (express/immediate/very urgent/normal).
- 3) Letters with a confidential security level are put into an envelope; a complete address, official letter number, official stamp, stamp appropriate to the level of delivery speed, and a security level stamp are listed. This envelope is put into a second envelope with the same signs, except for the security level stamp.

e. Archive Storage

- 1) All outgoing mail archives (remaining) must be stored in accordance with applicable archiving provisions.
- 2) The archive keeper ensures that the archive has been processed (archive is in active).
- 3) The archive keeper determines the archive storage system.
- 4) The archive keeper performs the storage of archives.

f. Outgoing Mail Handling Facilities

The outgoing letter agenda book is used to record outgoing letters for one year. Its use starts from January 2 to December 31. Letter numbering starts with serial numbers 1, 2, 3, and so on which are filled in the agenda serial number column. For example, on January 2, 2017, letter numbering starts in the serial number column 1, 2, and so on. Furthermore, on January 2, 2018, it starts again with serial numbers 1, 2, 3, and so on. Filling in this agenda book should use a computer.

g. Expedition Book

External expedition books are used for outgoing letters that are shown to other agencies or institutions, while internal expedition books are used for internal companies. This expedition book functions as proof that the letter has been received. (Imasita, Andi Gunawan, dkk, 2022)

## Types of Letters

### 1. Official letter

An official letter is a letter used for formal purposes by individuals, institutions, organizations, or certain agencies to communicate in an official manner. Official letters are prepared following existing provisions and standards, such as the use of appropriate language, clear and direct letter content, and carefully prepared according to existing needs.

Although formal letters are generally used for personal matters, they still need to be prepared according to certain provisions. One example of a formal letter used in a personal context is an invitation to a

wedding. Formal letters are a type of letter used in formal situations. For example, letters containing official needs from a particular organization or institution, and also personal letters addressed to the organization or institution. The requirements for an official letter are as follows:

- a. Using standard or formal language.
- b. Using a standard writing structure.
- c. Used for official matters.
- d. As a means of communication, the standard language used in official letters must be clear and communicative. The contents of official letters include job application letters, meeting invitations, auction announcements from government agencies, and permits. (M. HANDIKA, KHOIRUL BAHTIAR ZEGA, AYU ANDINI, 2020)

## 2. Government Service Letter

An official letter is a document that covers issues related to government duties or administration. This document is prepared by a government agency. Some examples of official letters include letters received, letters sent, assignment letters, notification letters, payment request letters, announcements, and invitation letters for official meetings. (Tofan Stofiana dan Elma Ferayana, 2022)

In this regard, letters have, among other things, the following functions:

- a. Official letters serve as representatives of the author or institution that sends them to communicate with other parties. Thus, the contents of the letter reflect the sender's mindset.
- b. Official letters serve as reminders, because letters can be stored and accessed again when needed.
- c. Official letters serve as a reference in work, including decrees, orders, or implementation instructions.
- d. Official letters are official written documents, for example contracts.
- e. Official letters serve as evidence regarding the information conveyed, which then becomes a historical record, for example in documents regarding changes and progress of an institution, law, and administration.
- f. Official letters as proof of protection, for example travel documents. (Suyono, 2022)

## 3. Business Letter

A business letter is a piece of paper written in the name of an individual writer or based on his position in an organization, addressed to another party. This document contains information such as offers, requests, questions, considerations, applications, rejections, bills, and so on. (Sovia Rosalin, Susilowati, Deasy Chrisnia, Natalia Nur Ambulani, 2020)

Business Letter Functions:

- a. A business letter acts as a representative or spokesperson for the

sender.

- b. Tools for conveying notifications, requests or requests, as well as thoughts or ideas related to business issues. For example, a letter requesting information on new products, a letter offering new products, a letter ordering products, a letter of collection, a letter of acceptance, a letter of rejection, and a letter of complaint or a letter of claim.
- c. Evidence or documents in written form, such as sales and purchase contracts, letters of assignment, cooperation agreements, receipts, and invoices.
- d. A device for remembering, such as a stored business document. When needed, the document can be checked or reopened to recall various activities that have been carried out previously.
- e. Historical evidence, such as company establishment permit documents, company bankruptcy documents, and company merger documents. These business documents are important archives as historical evidence in the business world.
- f. Marketing media for letter senders. Over time, business letters can also be used to introduce companies, along with goods and services available to others, both individuals and institutions or organizations. Some examples include company cover letters, product offering letters, and notification letters. This type of letter can also be promoted through the media. (Alexander Hery., 2022)

#### 4. Non-Official Letter

Personal letters or informal letters are types of letters that are usually used for casual communication between people or groups without involving business or official interests.

Personal letters or informal letters are types of letters that are usually used for casual communication between people or groups without involving business or official interests.

Formal letters are usually used for commercial, governmental, or other official purposes. Formal letters must follow strict procedures, use formal language, and often require an official signature or stamp.

On the other hand, informal letters have a higher degree of freedom. You can use more casual and informal language, and there are no rigid rules regarding formality or official signatures. (Sipas, n.d.)

#### 5. Personal letter

Personal letters are used for personal purposes between people, such as between friends or family members. The characteristics of personal letters include not using letterheads, not including letter numbers, variations in opening and closing greetings, free use of language according to the writer's wishes, and an unbound writing format. Although personal, this letter still needs to pay attention to ethics and politeness when written. Some examples of personal letters include school permission letters from parents, love letters, birthday invitations, and letters to close friends.

(Tengku Darmansah, M. Rezi Syahbanda Nst, Ade Irvan Margolang, 2024)

#### 6. Letter of invitation

An invitation letter is a letter given as information to other people so that they attend a predetermined time, location, event, or need.

This invitation letter is generally produced in large quantities. Therefore, the method of making it can use the stencil method. In this way, the individual who is given the responsibility to make the invitation letter only needs to include the recipient's address. Given the large number, the signing of the invitation letter can be done with a signature stamp, so that it only needs to be done by the designated administrative officer. (Nani Darmayanti, Fitri Yuliantri, dkk., 2008)

#### 7. Electronic Mail

Electronic mail, commonly referred to as e-mail, has become one of the crucial, efficient and economical communication channels for sharing messages and files among people.

Electronic mail, known in English as electronic mail or abbreviated email, is a service in cyberspace for communication needs. Just like the service of sending letters by post, email can manage the delivery of information and documents in electronic data format (files), including e-card services (electronic greeting cards). With conventional mail, the sender usually has to pay every time they send by buying stamps, whereas with electronic mail, the costs generally incurred are for internet access. (Joko Pramono, 2020)

Email is primarily used to send messages over the internet. However, email also has several other uses, such as:

- 1) Send and receive messages.
  - 2) Registration of social media accounts and other types of website accounts.
  - 3) Means of promoting goods or services.
  - 4) Send and receive files such as documents, photos, and videos.
  - 5) Can be used to activate smartphones such as iPhone and Samsung.
- (Alvian Hardianto, Alvina F., Lukito, 2020)

#### **Basic Principles in Writing Effective Letters**

A letter is considered effective if the information or message delivered by the sender can be easily understood by the recipient, using clear and straightforward language. (Dewi Sari Sumitro, 2019) The main principles in creating an efficient letter are:

##### a. Clarity

The principle of clarity is to explain the contents of the message so that there are no different interpretations or interpretations. Clarity can also be interpreted as openness and transparency. In the communication process, it is important for humans to have an open attitude (nothing is hidden) so that they can build mutual trust from the party receiving the message. (Muh. Rizal Masdul, 2018)

##### b. Continuity And Consistency

Continuity and consistency in communication means repeating the message in different ways, but still maintaining consistency. Uniformity ensures that the messages delivered do not contradict each other, making the process easier.

Continuity and consistency in communication is a never-ending process. In practice, the delivery of information needs to be done repeatedly with variations, but still has similarities so that the message can be better received by the public. (Jihan Afizha dan Abdul Kholik, 2021)

c. Courtesy

Politeness is written using good and correct Indonesian, especially in official letters. (Vidya Octa Sari, 2018)

d. Completeness

Completeness indicates that we need to try to provide the most comprehensive information to those who need it. Comprehensive information can foster trust and confidence for those who receive the information.

People often look for data when they are facing uncertain situations. With comprehensive information, they tend to feel more confident. On the other hand, lack of information often creates confusion and interferes with effective communication. (Arif Gunawan, Yanto dan Fera Indasari, 2021)

### **Historical Perspective: Letters in the Context of the Prophet's Time**

In the early days after being appointed as Allah's messenger, the Prophet Muhammad sallallahu 'Alaihi Wasallam built communication with tribal leaders and leaders of other countries. He sent a messenger who brought a letter inviting him to convert to Islam. Correspondence via letters was addressed to Heraclius (Roman Emperor), Raja Negus (Ruler of Ethiopia), and Khusrau (Ruler of Persia).

The format of the Prophet's *da'wah* letters sent to the kings is very amazing. This is evident from the letters of the Prophet Shallallahu 'Alaihi Wasallam written by his secretary, Zaid bin Tsabit, always beginning with the sentence *Basmalah* and praise to Allah *Ta'ala*, even though the letters were addressed to infidels. The Prophet's concern for the kings by giving good advice in each of his letters is proof of the success of his *da'wah* to the objects of *da'wah*. (Fauziah Ramdani, 2019)

During the Time of the Prophet Muhammad SAW: Scholars agree that the *Al-Quran* was written and collected during the life of the Prophet Muhammad SAW. He ordered his companions to record the revelations they received. The *Koran* was written in the form of a *mushaf* (book) using various materials available at that time, such as date palm leaves, camel bones, and pieces of cloth.

During the reign of Caliph Uthman ibn Affan: Caliph Uthman ibn Affan (r.a.), who ruled between 644 and 656 CE, played an important role in the standardization of the *Quran*. He ordered the collection and copying of existing *mushafs* so that there would be no variations in the text of the *Quran* due to the differences in Arabic dialects that were developing at that time.

After the Time of the Prophet Muhammad SAW: Since the time of Caliph Uthman, many copies of the Koran were made and distributed to various Muslim regions. The copying process was carried out very carefully by skilled copyists and supervised by scholars. It is believed that there have been no significant changes in the text of the Koran since then.

Accuracy in Writing the Quran: Scholars admit that writing the Quran requires great accuracy and care. Every letter, word, and verse must be written accurately so as not to change its meaning or interpretation. This accuracy is believed to be the result of the direct supervision of the Prophet Muhammad SAW and his companions in the process of writing and collecting the Quran. (Khofifaturochmah dkk, 2023)

## CONCLUSION

Office correspondence plays an important role in supporting smooth administration and formal communication in the work environment. Types of office letters such as official letters, business letters, and personal letters have different functions but support each other in the administration system. The principle of effectiveness in correspondence, such as clarity of content, proper systematics, straightforward language, and accuracy of purpose, are the keys to producing communicative and professional letters. Historical studies show that the practice of correspondence has been going on since the time of the Prophet Muhammad SAW, where letters were used as a means of diplomacy, conveying Islamic teachings, and inter-regional communication. These historical values provide inspiration in building a modern correspondence system that is not only efficient, but also has ethical and strategic value. Therefore, a thorough understanding of the types, principles, and history of correspondence is essential to support effective and valuable office governance.

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