

The Development of an Electronic Office System Manual for Official Letter Writing in Accordance with Government Correspondence Regulations for Personnel of the Faculty of Education, Suan Sunandha Rajabhat University

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Abstract

This research aimed to develop and evaluate an electronic office system manual for official letter writing in accordance with government correspondence regulations for personnel of the Faculty of Education, Suan Sunandha Rajabhat University. The study involved 69 personnel in fiscal year 2025, with 56 participants selected through simple random sampling. A questionnaire, validated by experts, was used for data collection via Google Forms, and data were analyzed using mean and standard deviation. Results showed that most respondents were female, aged 36–45, and academic staff with 6–10 years of experience in writing official documents. Overall satisfaction with the manual was at the highest level with positive feedback on content accuracy, clarity of technical terms, systematic structure, and practical examples. The manual was found to enhance writing efficiency and serve as a valuable reference, though challenges remained regarding system instability, limited user understanding, and complex processes. In conclusion, the developed manual was of high quality, met the needs of personnel, and improved standardization and efficiency in official letter writing. Recommendations include adding more real document samples, providing a concise Quick Guide or infographic version, developing an E-book format, offering training workshops for inexperienced staff, and extending future research to other departments with an evaluation of document quality after manual implementation.

Keywords: Official Letter Writing, Electronic Office System, According to Archival Regulations

1. Introduction

Official letter writing is crucial for current government operations and must comply with various correspondence regulations, including those for electronic correspondence, especially since the Faculty of Education, Suan Sunandha Rajabhat University, has adopted an E-Office system.

However, the personnel at the Faculty of Education lack the necessary skills to write official letters correctly according to the regulations (e.g., spelling errors, missing key information, incorrect salutations/closings), leading to delays.

Therefore, the researcher, as the faculty's correspondence officer, has developed an Electronic Office System Official Letter Writing Manual to guide personnel in writing official letters that are systematic, correct, fast, and more efficient, thereby reducing the need for document revisions and ensuring compliance with the Official Correspondence Regulations.

2. Objective

1. To develop an Electronic Office System Official Letter Writing Manual in accordance with the Official Correspondence Regulations for the personnel of the Faculty of Education, Suan Sunandha Rajabhat University.
2. To study the results of using the Electronic Office System Official Letter Writing Manual in accordance with the Official Correspondence Regulations for the personnel of the Faculty of Education, Suan Sunandha Rajabhat University.

3. Methodology

The population used in this research consisted of the personnel of the Faculty of Education, Suan Sunandha Rajabhat University, working in the fiscal year 2025, which included 54 academic staff and 15 support staff, totaling 69 people (Personnel Administration Division, 2025).

The sample size for this research was determined using the Krejcie & Morgan table, resulting in a total of 56 personnel from the Faculty of Education, Suan Sunandha Rajabhat University, working in the fiscal year 2025. Simple Random Sampling was used to select the sample to ensure a good representation of the population for this study.

Research Instrument

To develop the research instrument, the researcher created a 5-level Rating Scale questionnaire intended to study the results of using the Electronic Office System Official Letter Writing Manual.

The process began with studying relevant concepts, theories, and literature before drafting the questionnaire. The draft was then submitted to 3 experts to check its quality and calculate the Index of Item-Objective Congruence (IOC). Suggestions from this validation process were incorporated to revise and improve the accuracy and suitability of the instrument.

After finalizing the questionnaire, the researcher sought formal permission from the Faculty of Education to conduct the research. Data was collected personally by the researcher, who explained the survey method to the personnel sample. Once the personnel completed the questionnaire, the researcher collected the data, verified its completeness, and prepared it for statistical analysis.

Data Analysis

The researcher will analyze the data using a statistical software package to calculate the Mean ($\bar{x}$) and the Standard Deviation (S.D).

4. Results

The analysis of general information from the 54 academic and support staff respondents was categorized by gender, age, personnel type, experience in official letter writing, and frequency of using the Electronic Office System. Descriptive statistics (Frequency and Percentage) were used, as shown in Table 1.

Table 1
Frequency and Percentage of General Information of Respondents Classified by Sample Characteristics

No.	General Information of Respondents	Frequency	Percentage
1. Gender	Male	15	27.78
	Female	39	72.22
	Third Gender	0	0
2. Age	25–35 years	6	11.11
	36–45 years	26	48.15
	46–55 years	17	31.48
	56 years and over	5	9.26
3. Personnel Type	Academic Staff	40	74.07
	Support Staff	14	25.93
4. Experience in Official Letter Writing	Never	0	0
	Less than 1 year	1	1.85
	1–5 years	5	9.26
	6–10 years	27	50.00
	More than 10 years	21	38.89
5. Frequency of Using the Electronic Office System	Daily	8	14.81
	Weekly	11	20.37
	Monthly	5	9.26
	Irregular, depends on necessity	30	55.56
	Never used	0	0

From Table 1. The majority of the 54 respondents were female (72.22%, n=39). In terms of age, the largest group fell within the 36–45 years range (48.15%, n=26), followed by those aged 46–55 years (31.48%, n=17).

Regarding their roles, most participants were academic staff (74.07%, n=40). The staff was highly experienced in official letter writing, with the largest group having 6–10 years of experience (50.00%, n=27), followed closely by those with more than 10 years (38.89%, n=21). Notably, all respondents had some experience in official letter writing.

Finally, while using the Electronic Office System (E-Office) was common, the frequency varied: the largest portion of staff reported using the system irregularly, depending on necessity (55.56%, n=30), followed by those who used it weekly (20.37%, n=11). No respondent reported never having used the E-Office system.

Table 2
Mean and Standard Deviation of Respondents' Opinions on the Satisfaction with the Use of the Electronic Office System Official Letter Writing Manual

No.	Satisfaction with the Use of the Official Letter Writing Manual	Mean ($\bar{x}$)	Standard Deviation (S.D.)	Interpret (Level)
1. Content	1. Is accurate and adheres to official correspondence regulations.	4.74	0.438	Highest
	2. Covers essential topics comprehensively.	4.72	0.448	Highest
	3. Is up-to-date and aligns with current practices.	4.67	0.471	Highest
	4. Provides easy-to-understand explanations of technical terms.	4.63	0.483	Highest
	5. Clearly explains the steps for writing official letters.	4.70	0.457	Highest
2. Design and Format	6. Includes easy-to-understand and practical examples.	4.74	0.438	Highest
	7. Page layout and typography are appealing and easy to read.	4.72	0.448	Highest
	8. The use of colors and illustrations is appropriate.	4.61	0.487	Highest
	9. Organization of topics and content is systematic.	4.74	0.438	Highest
	10. The manual's format is engaging and user-friendly.	4.74	0.438	Highest
3. Received Benefits	1. Helps increase understanding of official letter writing.	4.72	0.448	Highest
	12. Helps reduce errors in official letter writing.	4.65	0.477	Highest
	13. Helps speed up the process of official letter writing.	4.74	0.438	Highest

	14. Helps increase understanding of official correspondence regulations.	4.70	0.457	Highest
	15. The manual can be practically applied to daily work.	4.72	0.448	Highest
Overall		4.70	0.454	Highest

From Table 2. The overall satisfaction of the Faculty of Education personnel with the use of the official letter writing manual was at the Highest level ($\bar{x}=4.70$, S.D.=0.4544).

Content ($\bar{x}=4.69$): Satisfaction was highest for "Is accurate and adheres to official correspondence regulations" ($\bar{x}=4.74$, S.D.=0.438) and "Covers essential topics comprehensively" ($\bar{x}=4.72$, S.D.=0.448). It was lowest for "Provides easy-to-understand explanations of technical terms" ($\bar{x}=4.63$, S.D.=0.483).

Design and Format ($\bar{x}=4.70$): Satisfaction was equally highest for "Includes easy-to-understand and practical examples," "Organization of topics and content is systematic," and "The manual's format is engaging and user-friendly" (all $\bar{x}=4.74$, S.D.=0.438). It was lowest for "The use of colors and illustrations is appropriate" ($\bar{x}=4.61$, S.D.=0.487).

Received Benefits ($\bar{x}=4.70$): Satisfaction was highest for "Helps speed up the process of official letter writing" ($\bar{x}=4.74$, S.D.=0.438). It was also high for "Helps increase understanding of official letter writing" and "The manual can be practically applied to daily work" (both $\bar{x}=4.72$, S.D.=0.448). It was lowest for "Helps reduce errors in official letter writing" ($\bar{x}=4.65$, S.D.=0.477).

5. Conclusion And Future Work

Based on the personal factor data, the majority of the respondents were female and aged 36–45 years. This predominance of female staff aligns with Thailand's national population statistics, which consistently show the female population exceeding the male population. Most participants were academic staff who had substantial experience in official letter writing, primarily between 6–10 years. Their use of the Electronic Office System, however, was noted as being irregular and dependent on need.

The overall finding of "Highest Level" satisfaction with the Electronic Office System Official Letter Writing Manual confirms its high quality in terms of content, format, and practical application. Given the high level of experience among the majority of the staff, their positive evaluation validates the manual's utility. Specifically:

- In the Content dimension, staff found the manual to be highly accurate, comprehensive, and effective in providing easy-to-understand explanations of technical terms, making it a valuable and practical reference tool.

- In the Design and Format dimension, the manual was praised for its systematic organization, clear layout, and appealing, user-friendly format, ensuring easy access to key information.

- In the Received Benefits dimension, staff reported that the manual significantly increased their understanding of official correspondence regulations and was highly practical for daily use, notably reducing errors in official letter writing.

These results indicate that the manual successfully met its objective of providing a clear, accurate, and usable resource that supports procedural compliance and enhances the efficiency of official correspondence within the faculty.

This research aligns with the study by Nuntiya Noichun, Kornkamol Chuchuoy and Sudarat Srma (2024) (Guidelines for Digital Technology Competency Developing of Teacher Students in Suan Sunandha Rajabhat University) and Sumalee Tientongdee (2023) (Guidelines for Digital Technology Competency Developing of Teacher Students in Suan Sunandha Rajabhat University) This study represents an effort to elevate digital technology and communication skills within the Faculty of Education to meet modern digital administration standards. It effectively lays the technological foundation and standardizes work procedures for both staff and teacher students, preparing them with the necessary 21st-century communication and technology skills. This directly supports the university's goal of driving efficient work performance and learning management.

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