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Iklm Komunikasi Organisasi di BRI Corporate University
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ABSTRAK

Skripsi ini membahas iklim komunikasi organisasi yang terjadi di BRI Corporate University yang di lihat dari lima nilai iklim komunikasi organisasi seperti : (1) nilai dukungan; (2) nilai pengambilan keputusan yang partisipatif; (3) nilai kejujuran, kepercayaan dan kredibilitas; (4) nilai keterbukaan dan keterusterangan; (5) nilai tujuan kerja yang tinggi. Penelitian ini adalah penelitian kualitatif dengan desain deskriptif. Metode pengambilan data yang digunakan dalam penelitian ini adalah wawancara, observasi dan dokumentasi.

Informan dalam penelitian ini adalah 4 karyawan BRI Corporate University yang terdiri dari Deputy Chief Learning Officer, Kepala Bagian dan Staf. Hasil penelitian memperlihatkan bahwa iklim komunikasi organisasi di BRI Corporate University secara keseluruhan sudah berjalan kondusif. Hasil penelitian selanjutnya juga menggambarkan bahwa kedekatan yang terjalin antara atasan dan bawahan dirasa kurang dikarenakan kesibukan atasan yang kurang memberikan waktu kepada bawahan untuk berkonsultasi atau bertatap muka langsung serta sering terjadinya *missed communication* antar bagian yang disebabkan karena kurangnya koordinasi dan komunikasi. Dari keseluruhan hasil penelitian memperlihatkan bahwa iklim komunikasi sangat berperan penting dalam hal kinerja karyawan di BRI Corporate University.

Kata Kunci : Iklim Komunikasi, Komunikasi Organisasi.



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ABSTRACT

This thesis discusses the organizational communication climate that occurs at the BRI Corporate University which is seen from the five values of the organization's communication climate such as: (1) the value of support; (2) the value of participatory decision making; (3) the value of honesty, trust and credibility; (4) the value of openness and candor; (5) high value of work goals. This research is a qualitative research with descriptive design. Data retrieval methods used in this study were interviews, observation and documentation.

Informants in this study were 4 BRI Corporate University employees consisting of Deputy Chief Learning Officer, Section Chief and Staff. The results of the study show that the organizational communication climate at the BRI Corporate University as a whole has been conducive. The results of the next study also illustrate that the closeness that exists between superiors and subordinates is felt to be less due to the busyness of superiors who give less time to subordinates to consult or face to face and frequent occurrence of missed communication between sections due to lack of coordination and communication. The overall results of the study show that the communication climate is very important in terms of employee performance at the BRI Corporate University.

Keywords: Climate of Communication, Organizational Communication.