

RINGKASAN

Penelitian ini berjudul “*Pola Komunikasi Antar A Head Branch Shared Service Unit Dengan Staff Human Capital Support Officer Di Bank Tabungan Negara Kantor Cabang Bandung.*” Penelitian dilakukan untuk mengetahui dan mendeskripsikan bagaimana Pola Komunikasi yang ada di antara Head Branch Shared Service Unit Dengan Staff Human Capital Support Officer Di Bank Tabungan Negara Kantor Cabang Bandung serta untuk mengetahui apasaja yang menjadi faktor pendukung dan faktor penghambat pada penerapan pola komunikasi tersebut. Melalui paradigma konstruktivisme, penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan deskriptif. Adapun lokasi penelitian yaitu di Bank Tabungan Negara Kantor Cabang Bandung.

Adapun yang melatarbelakangi dilakukannya penelitian ini yaitu PT. Bank Tabungan Negara (BTN) mengedepankan karyawan dengan memiliki Amanah, Kompeten, Harmonis, Loyal, Adaptif, Kolaboratif antar sesama anggota karyawan dengan baik. Maka dari itu agar maksud ditetapkan *Core Values* yang menjadi pondasi dalam berperilaku untuk mencapai visi Bank, dibutuhkan komunikasi yang baik dan optimal antara atasan dan bawahnya, agar maksud dan tujuan perusahaan dapat tercapai secara efektif dan efisien. Namun nampaknya untuk menciptakan kelancaran komunikasi yang terjalin antara Head Branch Shared Service Unit Dengan Staff Human Capital Support Officer Di Bank Tabungan Negara Kantor Cabang Bandung masih memiliki kendala, adanya gap antara atasan dan bawahan menimbulkan seringnya terjadi miskomunikasi diantara staff dengan unit head dan membuat adanya beberapa kesalahan atau ketidak sesuaian dalam penyelesaian tugas yang telah ditetapkan. sehingga menarik bagi penulis untuk melakukan pengakajian lebih dalam mengenai bagaimana pola komunikasi bagaimana Pola Komunikasi yang ada di antara Head Branch Shared Service Unit Dengan Staff Human Capital Support Officer.

Hasil penelitian ini menjelaskan bahwa pola komunikasi yang diterapkan antara Head Branch Shared Service Unit Dengan Staff Human Capital Support Officer yaitu dengan menggunakan Pola Roda (*wheel*) dan Pola Menyeluruh (*All Chanel*). Pola Komunikasi Roda (*Wheel*) terlihat karena Head Branch Shared Service Unit memberikan arahan, instruksi dan juga informasi-informasi terkait kebutuhan cabang dan administrasi SDM secara langsung kepada staff-staffnya. Sedangkan Pola Menyeluruh (*All Chanel*) terlihat adanya antara Head Branch Shared Service Unit Dengan Staff Human Capital Support Officer Di Bank Tabungan Negara Kantor Cabang Bandung ketika Head Branch Shared Service Unit mengadakan sesi sharing untuk evaluasi, coaching dan monitoring.

Selanjutnya, hambatan pada Pola Komunikasi yang terjadi antara Head Branch Shared Service Unit Dengan Staff Human Capital Support Officer Di Bank Tabungan Negara Kantor Cabang Bandung diketahui Hambatan dari proses komunikasi, Hambatan fisik, Hambatan psikologis sosial dan Hambatan manusiawi.

Kata Kunci : Pola Komunikasi, Pola Komunikasi Rantai (*Chain*), Pola Komunikasi Roda (*Wheels*), Pola Komunikasi Seluruh Saluran (*All Chanel*)

SUMMARY

This research is entitled "Pattern of Communication Between A Head Branch Shared Service Unit With Staff Human Capital Support Officer at the State Savings Bank Bandung Branch Office." The study was conducted to identify and describe the existing communication patterns between the Head Branch Shared Service Unit and Human Capital Support Officer Staff at the State Savings Bank Bandung Branch Office and to find out what are the supporting factors and inhibiting factors in the application of the communication pattern. Through constructivism paradigm, this research uses qualitative research method with descriptive approach. The research location is at the State Savings Bank Bandung Branch Office.

The background of the research is PT. Bank (BTN) is an employee organization that has Trust, Competent, Harmonious, Loyal, Adaptive, Collaborative among fellow employees well. Therefore, for the purpose of establishing the Core Values which are the foundation for behavior to achieve the Bank's vision, good and optimal communication is needed between superiors and subordinates, so that the company's goals and objectives can be achieved effectively and efficiently. However, to create communication that exists between the Head Branch Shared Service Unit and Human Capital Support Officer Staff still has problems, there is a gap between and subordinates that often occurs miscommunication between staff and unit heads and makes some errors or omissions. compliance in completing assigned tasks. so that it is interesting for the author to conduct a deeper study of how the communication patterns that exist between the Head of the Shared Service Unit Branch with the Human Capital Support Officer Staff at PT. Bank (BTN) Bandung.

The results of this study explain that the communication pattern applied between the Head Branch Shared Service Unit and the Human Capital Support Officer is by using the Wheel Pattern and the All Chanel Pattern. The Wheel Communication Pattern is seen because the Head Branch Shared Service Unit provide directions, instructions and also information related to branch needs and HR administration directly to its staff. Meanwhile, the Overall Pattern (All Channels) can be seen between the Head of the Shared Service Unit and the Human Capital Support Officer when the Head of the Shared Service Unit held a sharing session for evaluation, coaching and monitoring.

Furthermore, the barriers to communication patterns that occur between the Head Branch Shared Service Unit and Human Capital Support Officer Staff at the State Savings Bank Bandung Branch Office are known to be barriers from the communication process, physical barriers, social psychological barriers and human barriers.

Keywords : pattern of communication, Chain Communication Patterns, Wheels Communication Patterns, All Channel Communication Pater