

Communication Climate Of The Public Relations Personnel Organization Of The North Sumatra Regional Police

Muhammad Alfikri

Faculty of Social Sciences
Universitas Islam Negeri Sumatera Utara
Medan, Indonesia



Abstract— This study discusses the communication culture that occurs in Public Relations, especially the Subfield of Information of the North Sumatra Regional Police Community which is seen from the five values in communication culture according to Redding theory such as, the value of support, the value of participation in decision making, the value of trust, the value of trust, openness and directness and the value of high work goals. This research is qualitative research with descriptive design. The data retrieval methods used in this study are interviews and observations. The informant in this study was a head of the Community Information subfield and a subfield personnel of the Community Information subfield. The results of this study show that the communication climate is conducive as a whole. The results of subsequent research also illustrate that the closeness established between leaders and subordinates is felt less because there are habits that apply and are hereditary in the police force.

Keywords— *Communication, Communication Climate, Organizational Communication*

I. INTRODUCTION

Humans are born as social creatures who are not used to living alone but need a person until the end of his life. All activities performed by humans or individuals begin with communicating. Therefore communication is an absolute thing that happens in our lives, communication can be verbal or nonverbal communication. Without communication, we cannot relate and exchange ideas, feelings and wills with someone therefore human relations are built through communication in other words communication becomes a powerful means of building a relationship. Through communication, we can get to know someone and vice versa we are also known by others. Human interaction in an organization is also a necessity that it is impossible for an organization to run well, if there is no interaction of its members. Conversely, Miss Communication or the occurrence of errors in one of the communication processes will cause the achievement of the goal or mission to be achieved in an organization. Organizational communication is basically an internal activity within the organization (Wursanto, 2003: 157).

The relationship between superiors and subordinates is at the heart of effective management. For this relationship to succeed, there must be trust and openness between superiors and subordinates. Trust, confidence, openness, honesty, security support, satisfaction, engagement, high expectations are the ideal picture of the company climate. The communication and organizational climate is something that needs to be considered by an organizational leader because these factors also affect the personality of employees. Leaders have their own policies so that their subordinates are able to perform their duties optimally. The performance of an organization is influenced by technical and non-technical aspects. Technical aspects are always related to equipment or equipment, while non-technical aspects are always related to management where there are elements of *leadership, human resources development and human relations*. In its implementation, this management function is needed in communicating both vertically and horizontally.

The communication that the author refers to is the communication that occurs between the leadership and subordinates and members with fellow members. The process of interaction that occurs then gives birth to an impact on leadership quality, trust between leaders and subordinates, trust of fellow employees, pressures in the work environment, participation of leaders and subordinates in an activity or decision making, as well as the process of controlling structures and bureaucratic systems in the company, and affecting the performance of employees in carrying out their duties. Basically, the purpose of communication in organizations is to form *mutual understanding*, so that there is a common framework of thought (*frame of reference*), and similarity of experience (*field of experience*). In the process of achieving organizational goals, a communication climate is needed that intercesses to connect, organize and foster the organizational environment that concerns the structure and function of the organization, in a relationship between its members, information processes and organizing processes. Organizational climate is shaped through interaction between members of the organization and climate is not an individual trait, but a trait formed, shared, and maintained by the members of the organization.

In practice, many companies have implemented public internal strategies well, but many have not realized what and how the implementation of the public internal program. Public relations must design a communication system with various media devices, so that all information that is important to the public internally, is well socialized. In fact, every company has a different communication climate. This is the uniqueness of each company's organizing process. The climate of communication plays a role in influencing its members, because in this process a behavior is obtained to whom to speak, who is liked, how the work activities, how it develops, what it develops, what it wants to achieve and how to adapt this in accordance with Redding's opinion that "the communication climate of the organization is much more important than the skills or techniques of communication solely in creating an effective organization" (Pace & Fanliss, 2001:146)

From the above description of the organizational communication climate, we can see the importance of the role of the organizational communication climate for the life of an organization. Therefore, the organizational communication climate is an important thing that should not be ignored, but must be considered by the organization. In government organizations, communication is useful to build relationships between agencies and agencies in the organization. A government organization is a complex organization created by law and in charge of regulating and administering laws. its function is authoritarian in a very formal sense. The existence of an organizational structure that has many different bodies and locations makes coordination in government organizations require a good communication system. A government organization that has been trying to build effective communication to improve employee performance, one of which is the North Sumatra Regional Police.

The North Sumatra Regional Police is the acting National Police of the Republic of Indonesia in the North Sumatra Province region. In this case, researchers specialize in research for the Public Relations Field of the North Sumatra Regional Police more specifically in the Subfield of Public Information. According to the pre-research conducted by researchers, the organizational communication climate in the Public Relations of the North Sumatra Regional Police Subfield of Public Information tends to be inconsistent, and adheres to the defensive communication climate in this organization due to bureaucratic behavior that is bureaucratic in a bureaucratic nature where the work relationship has been arranged hierarchy and impersonally, so there is a condition of rigidity in the organizational communication climate, because it is positional communication.

II. RESEARCH METHODS

The research method used is a qualitative research method because it wants to dig maximum and in depth the data about the organizational communication climate in improving the performance of personnel in the field of relations. society (Salim, 2007: 41). As for the determination of samples, researchers use *purposive sampling* methods, by taking subjects not based on strata, random, or regions but based on a specific purpose (Sugiono, 2012: 126). Techniques of collecting data through observation, interviews, documentation, in retrieving information (Margono, 1997: 181).

III. RESULTS AND DISCUSSION

RESULTS

General Description of Research Objects

North Sumatra Regional Police is often abbreviated as Polda Sumut or Poldasu formerly named Rayon Regional Command of North Sumatra Regional Police or Korandak II / SU and changed to The Regional Command of north Sumatara Police or Kodak II / SU which is in charge of maintaining the security and order of the domestic community (Kamdagri), and

after changing from Kodak II / SU to The North Sumatra Regional Police (Polda Sumut) which is in charge of maintaining security and security. Public order (Harkamtibmas) which includes the fields of Protectors, Protectors, Servants and Law Enforcement to the community in the North Sumatra Region which is currently the North Sumatra Police Chief's Office is led by Irjen Pol Agus Andrianto (Archive of Public Relations Documents of the Regional Police-SU).

Vision of the realization of superior Kamtibmas Services, the establishment of police partnerships with the community, effective law enforcement and proactive police synergy in order to strengthen domestic security. Mission (1) Realizing preemptive, preventive and repressive community security services (law enforcement); (2). Carry out early detection and detection of actions quickly and accurately through investigation, security and control activities; (3). Carry out law enforcement with non-discrimination, upholding human rights, anti-KKN and anti-violence; (4). Providing protection, protection, service and guidance to the community by increasing the role of Bhabinkamtibmas in the implementation of polmas strategies; (5). Realizing partnerships with communities and increasing police synergy with government agencies, private sectors and community organizations; (6). Maintain the safety of traffic orderly to ensure the safety and smooth flow of people and goods; (7). Improve disclosure and completion of priority cases; (8). Managing human resources in a potential, transparent, accountable, and modern manner to support opracial; (9). Accelerate the achievement of reform of the National Police Bureau by building an integrity zone towards a reliable police organization (*Strive For excellence*) and free from KKN.

Public Relations of North Sumatra Regional Police

The field of Public Relations carries out public relations functions through news management, information delivery, cooperation with the mass media and establishing partnerships with the mass media, the goal is to form positive public opinions in carrying out their main tasks (State Police Regulation Document No. 14 of 20018). In carrying out tasks, Bid HUMAS performs functions, including;

- (a) Coaching on public relations activities carried out in the Polda environment.
- (b) Information and units that include the management and delivery of information as well as cooperation and partnership with the mass media and its components.
- (c) Data collection and management, as well as the presentation of information and documentation of activities related to the delivery of news in the polda environment.
- (d) Coverage, dissemination, production and documentation of information related to the duties of the National Police.
- (e) General planning and administration, internal affairs management, and personnel management and logistics in the public relations bid environment.
- (f) Monitoring and evaluation of public relations bid program activities.

Bidang humas is led by the public relations kapid who is responsible to the police chief and in the implementation of daily tasks is under the control of wakapolda. The field of public relations consists of:

- (1) Administrative Planning Subsection (Subbagrenmin).
- (2) Subsection of Community Information (Subbidpenmas).
- (3) Subfield of Information and Documentation Management (Subbid PID).

Tasks, and Functions of the Public Relations Field

Regulation of the National Police of the Republic of Indonesia number 14 of 2018 concerning the organizational structure and work procedures of the regional police, namely:

- (1) Bidhumas is in charge of organizing public relations activities (PR) at the polda level, managing information, presenting data, documentation that can be accessed by the public, carrying out cooperation, and carrying out Anev Bidhumas task activities:
- (2) In carrying out the task of bidhumas carrying out the function:

- (a) Preparation of work plans and budgets. Management and coaching of personnel and logistic management, administration and regulation, and financial management;
 - (b) Coaching on public relations activities carried out in the Polda environment;
 - (c) General information to form opinions and counter-opinions so that kamtibmas are conducive.
 - (d) Unit lighting which includes the delivery of information to internal units through research sheets, magazines, leaflets, booklets, posters and others.
 - (e) Formulation, preparation and implementation of cooperation with related partners in the field of public relations.
 - (f) Information and documentation management (PID), public service Portalwebsite Divhumas Polri.
 - (g) Management of media crisis issues both digital and electronic and the dissemination or declurred of digital information through online media and social media.
 - (h) Implementation of digital and electronic communication activities, media monitoring and management of print and digital media crisis issues: and.
 - (i) Assessment and evaluation of the Bidhumas program.
- (3) Subbagrenmin is in charge of preparing work and budget planning, managing and coaching personnel and logistics management, fostering functions and managing the ability, as well as administrative and administrative services in the Bidhumas environment.
- (4) In carrying out the task of subbagrenmin carrying out functions:
- (a) Preparation of planning and budget documents include Renstra, Renja Design, RKA-K / L, DIPA, performance agreements, LKIP, LRA, SMAP, IKU and IKK, Grants, performance evaluations, implementation of RBP, FID, and Satker Internal Government Control System (SPIP) and directing and supervising the implementation of activities and budgets.
 - (b) Maintenance of maintenance and administration of personnel;
 - (c) Logistic management and preparation of SIMAK-BMN reports;
 - (d) Financial function services that include financing, control, bookkeeping, accounting, and preparation of SAI reports and financial accountability.
 - (e) Information and documentation management (PID), public services
- (5) Subbidpenmas are in charge of organizing public lighting unit lighting which includes the management and delivery of information including cooperation and partnership with mass media and its components.
- (6) In carrying out the task of Subbidpenmas carrying out functions:
- (a) General information and units, management, and delivery of information in the Polda environment, and;
 - (b) Planning and implementing cooperation and partnerships with the mass media and its components.
- (7) In carrying out the duties of subbidpenmas assisted by:
- (a) Urpenum, in charge of organizing public lighting.
 - (b) Urpensat, in charge of organizing unit lighting; and.
 - (c) Urmitra, in charge of organizing cooperation and partnerships with the mass media and its components.
- (8) The PID subbid is in charge of carrying out the collection, processing, presentation of data, information and documentation in supporting the implementation of information both internally and externally police.
- (9) In carrying out the task of the pid subbid carrying out functions.

- (a) Data collection and processing, as well as the presentation of information and documentation in accordance with the provisions of laws and regulations in the field of KIP.
 - (b) Coverage, production, and documentation of polda activities.
 - (c) Collection of coverage results and presentation of information on police activities that can be accessed by the public.
 - (d) Analysis and formulation of data included in the classification of excluded information and the preparation of the schedule of consequent tests.
 - (e) Acceptance of the public information applicant's complaint for the objections raised and the settlement of public information through the regional information commission and exercising the right of responsibility to other parties in accordance with the provisions of the laws and regulations.
- (10) In carrying out the task of Subbid PID assisted by:
- (a) Urpullahinfodok, in charge of organizing data collection and processing, presentation of information and documentation both for multimedia subbid materials and for portals / networks and PUBLIC RELATIONS media.
 - (b) Urlipprodok, tasked with carrying out coverage, production, and documentation; and.
 - (c) Uranev, in charge of analyzing and formulating data included in the classification of excluded information and preparing the schedule of the consequent test in accordance with the laws and regulations as well as the receipt of complaints and settlement of public information.
- (11) Subbidmulmed is tasked with carrying out digital and electronic communication activities, increasing information technology resources, production, analysis, multimedia development, conducting media monitoring and management of media crisis issues both digital and electronic and dissemination of digital information, online media and social media to become an effective and creative two-way communication channel.
- (12) In carrying out tasks, Subbidmulmed performs the following functions:
- (a) Making the creative design / design of the Polri program in the form of visuals, audio visuals, advertising manuscripts and providing direction / guidance of production materials, determination of advertising media and scheduling the delivery of messages to selected media.
 - (b) Implementation of evaluation and monitoring of all media and media management in the interests of implementing police duties.
 - (c) Planning and implementing digital information dissemination activities in order to form opinions and counter public opinion through social media interests in the implementation of police duties. and online media for
- (13) In carrying out tasks, subbidmulmed is assisted by:
- (a) Urproductive, tasked with building the image of the police through writing, captions, storyboards, other multimedia products that are creative and inspiring and collect unique police stories that inspire throughout Indonesia to be visualized.
 - (b) Urpemanalis, in charge of carrying out analysis, evaluation and monitoring of all media and carrying out media management in order to benefit the police task.
 - (c) Urdisindig, in charge of spreading the digital campaign program of police institutions by prioritizing the humanist side in online media and social media.

DISCUSSION

To find out the communication culture that developed in the Subfield of Information of the North Sumatra Regional Police Community, the author observed it from the daily communication events and components of communication that formed it. during the plunge of spaciousness, the author conducted an in-depth interview about the communication patterns formed in the

organizational environment and made observations in participating in organizational activities over a period of two months, then from The steps outlined above can only be revealed the communication climate of the North Sumatra Regional Police Community Information Subfield: Communication in the Subfield of Community Information follows an open pattern in the delivery of messages so that staff can relate directly with the Head of Field. The procedure applies to formal communication, where the field conveys directly information about the organization directly to the staff.

Basically, the communication patterns of the Subfield of Public Information include downward communication, upward communication and horizontal communication there is also informal communication such as rumors (grapevine) that occur in the internal environment of the organization Subfield of Public Information, the delivery of information about task instructions or messages related to the organization is a form of communication down. To the field of providing information to all staff about the work that must be done by conveying it through the morning apple involving all staff, providing information can also be through telephone, sms or Whatsapp Group by the Head of Field and the head of field can also command his staff even though it is outside working hours.

Communication patterns in the Subfield of Community Information will form an organizational communication culture that is seen from five values. The five cultural dimensions put forward by Redding are Supportiveness, Participation of members in making decisions, trust, openness and high performance goals, before entering the first point regarding the communication climate of the author organization assumes that first an overview of the interaction process is needed in the Subfield of Community Information. The results of the author's interview regarding Interaction in the Penmas Subfield are as follows:

"So if policing there are rules of the game and there is a culture, we are communicating every day starting from the morning apple, so every day we apple that morning of course we check the readiness of the member to carry out the task that day, then the obstacles and problems faced we discuss in the morning apple, then daily outside the morning apple of course there are important things such as the excitement of the leader from above jug. a convey, then if there are tasks that we need to command or we convey to the members so that he works or does yes we convey that communication. So, the model of police communication is two-way and there is one-way (interview with Kasubid Penmas on May 9, 2019)

"The communication process with the leader so far is quite good, because we start from morning to evening meaning that we also come here on time and get off work according to the schedule here which is 07.00-15.00 even we often overtime because there is unexpected work that comes to us. If with colleagues we are all solid, harmonious because here is the nature of teamwork does not work alone who has a position and there is no position all gathered at one big table like galen look every day for the flash of the newspaper" (interview with Banum on May 9, 2019) "Communication with the leadership is smooth, the communication is smooth or smooth or there are no obstacles, open and with smooth cooperation partners, familiar (interview with Brigadier Agus Salim on May 9, 2019)"

From the above statements, the author interprets that the interactions established in the Subfield of Community Information are good, communication begins with doing apples every morning so that the staff immediately get direction from the leadership and with colleagues is also good because the work is teamwork then must be able to communicate well so that there is no Miss communication. Although in the subfield of information of the majority of Christians, they always uphold tolerance so as not to interfere with the productivity of the organization's wheels and continue to run in accordance with the work program that has been determined. This will be more clearly seen by using the five ideal factors contained in the organizational communication culture as explained below:

1) Support Value.

The first point raised by Redding in the organizational culture dimension is *Supportiveness* or the way leaders help their members to maintain their feelings of themselves to feel important and valuable. Through the interview the author obtains the following data:

"Yes, make us have to know his ability, when ordering something is not the way, right, I have to check why? Do you understand him or not? Of course he will I provide well we give a debriefing do not also we order but he does not understand what the obstacles. So I as the leader must know what the problem is" (interview with the Head of the Subfield of Public Information solid on May 8, 2019) "Yes it is always, for example there is a difficulty there are obstacles for sure he asks which level feels difficult which level is difficult which is impenetrable which part should be

equally for us to break. It's always what we coordinate between leader and subordinates. (interview with Mr. Widodo on May 8, 2019) "

Based on the statement put forward by the Head of the Subfield of Public Information, the author concluded that as a superior, Mr. Nainggolan applied the first point in this regarding the support of his subordinates in the form of offers of discussions to his subordinates on various problems found at work.

2) The Value of Participation in Decision Making

In the second dimension of the organizational communication climate expressed by *Redding* is the participation of members in making decisions. Here are the results of the author's interview about this dimension:

"If we are here already there are policies we say it must be the way of difference our organization. It can't be impossible if this police force is only one policy maker, namely the Police Chief. If he says A must A that there should not be two policies only one so when the leader who takes the policy conveys down must the road should not be not the way. For example, I said "Don't send a release" yes it should not be sent if sent yes I followed up. Or "send this all to social media" sent if it is not sent yes I am legal him, I reprimand him. First of all I reprimand first, second and third I can physically follow push ups, scot jump" (Interview with the Head of Subfield of Public Information on May 9, 2019) "Rarely, as far as the status of the position to attend the work meeting of the field to be addressed" (Interview with Mr. Jamal on May 9, 2019) "Yes always, if the meeting always follows the operator, during the implementation" (Interview with Mr. Agus on May 9, 2019) "All members who are here are not me but all" (Interview with Mrs. Lasma on May 9, 2019) "Come, get involved we sometimes meet up for example: about yesterday's election (Interview with Mrs. Merry on May 9, 2019)

Through the statement expressed by the Head of Society, the author can interpret that the policy set is the result of the decision of the leadership who feels in Top Management, while people who have positions in *Middle* Management are given limits on the authority to make decisions related to the implementation of the policy both policies and decisions in the implementation of policies. However, members are always involved to attend meetings regarding organizational policies all have the same rights in the Subfield of Information relations in which there is a belief value The effort can be in the form of actions and statements by all members of the organization (Pace & Faules 2002). The value of trust, belief and reliability that occurs in the Subfield of Public Information can be seen from the results of the interview above, the author interprets that every employee feels given confidence in the responsibility given to them the leadership does not discriminate religion, age, position etc. all given confidence in carrying out their work in accordance with the existing Auth.

3) Trust Value

Furthermore, the third dimension put forward by Redding is Trust, namely, gaining trust and being able to maintain trust. The results of the author's interview on this dimension are as follows:

"Necessary, yes we give the same personal responsibility then we become an example of Role model if we become an example of being able to protect the men, must not promise the mouth so we must what we say it is implemented. The leader's voice speaks A work A don't be different A work B, C etc. that's the leadership model. Yes, we must, we *monitor* even though we are sitting here, but the road (via Hp)" (interview with the Head of the Subfield of Public Information on May 8, 2019) "Yes Alhamdulillah we have been like in protect, assisted yes hopefully until now still in trust with him" (interview with Mr. Widodo on May 8, 2019) " Yes, as far as the leader to his subordinates, the attitude is well established and gives full confidence (interview with Mr. Jamal on May 8, 2019) believe 100% if we are ready we leave the same as him "nih father already ready" (interview with Mrs. Lasma on May 8, 2019) "If about the trust of the commander I think there is nothing in doubt so there is no question to us (Interview with Mrs. Merry on May 8, 2019). Believe the times (Interview with Mrs. Dirma on May 9, 2019). Trust superiors not from us his thoughts, yes from the father himself we do not know if indeed he believes or not with us (Interview with Mr. Agus on May 9, 2019)

A good communication climate is characterized by the value of trust of organizational members and if it can develop and maintain relationships in which there are values of confidence, trust and self-reliance. Such efforts can be actions and statements by all members of the organization (Pace & Faules 2002). The value of trust, belief and reliability that occurs in the Subfield of Public Information can be seen from the results of the interview above, the author interprets that every karyawan feels given

confidence in the responsibility given to them the leadership does not discriminate religion, age, position etc. all given confidence in carrying out their work in accordance with the existing Auth. With this trust, it does not mean that every boss takes off his subordinates just like that there is still control and monitoring the extent of the progress of the work they do. In this case, the attitude of control and monitoring of the superior is a form of responsibility of a leader for his subordinates.

4) The Value of Openness and Directness

The fourth dimension put forward by Redding is, Openness and Openness. Here are the results of the interview that the author got in the field:

"Yes, if indeed they need to be conveyed, in accordance with the need, if indeed they need yes, because in this staff so between the leadership and that they join, if outside working hours may also I rule him outside working hours, for example suddenly I telephone "this is the activity of the Police Chief is there then the members of the committee!" there is no story not to leave. There is no story, but if civilians are possible but if we have to leave and I check there is a result or not and send me my photo through WA it's my evaluation." (interview with the head of the Subfield of Public Information on May 8, 2019) "With the superior Iya really comfortable free to speak and with colleagues comfortable, smooth" (interview with Mr. Agus on May 8, 2019) "Free in the sense of work duties that are in order and order we take care of (interview with Mr. Jamal on May 8, 2019) " comfortable, free to talk to superiors there are no limits and also with colleagues if we are stuck the work is not smooth because there are limits that are. If we don't have a direct barrier just ask and do speed up the work so" (interview with Mrs. Lasma on May 8, 2109)

Communication culture in the context of the value of openness is often seen from the relationship of superior communication with subordinates. According to Lews the communication down is to convey a purpose, to change attitudes. form opinions, wade through fears and suspicions that arise due to misinformation, prevent misunderstandings due to lack of information and prepare members of the organization to conform to deeds (Muhammad, 2004: 18). The communication climate on the value of openness and blatantness in the Subfield of Public Information: the author sees that employees are free to express opinions but there must be cultural systems that must be followed without discriminating religion, age, position etc.

5) High Work Goal Value

In the last dimension regarding the organization's communication climate, *Redding* revealed high performance goals following the results of interviews that researchers get in the field regarding this dimension:

"Yes, we discuss, if we can't finish reporting to the leadership, yes we report it. Yes, if we can't solve it here with deliberation, we convey it to the leadership. Even if he can't already directly to the Police Chief must be completed, there is no problem that must not be solved in this organization, But the level of rewarding is not me but his superiors. If it's just a compliment, it's okay, eating meatballs, not papa is varied. For example, yes eating fried, we also as leaders must sometimes provide stimulation so that they are passionate, nor have we face this stingy not playing it chaotic (Interview with the Head of Subfield of Public Information on May 9, 2019)

Interpreting the above statement, the author observes that the existing opinion and cultural bodies do not affect their performance because they work professionally following the Auth that has been given to each employee. Members at all levels of the organization demonstrate a commitment to the goals of high performance, high productivity, high quality, low cost as well as showing great attention to other members of the organization (Pace & Faules, 2002). In order to achieve organizational progress, superiors try to find various ways to get the best performance from their staff, how to give awards in the form of praise and even occasionally eat together but not an award in the form of promotion of positions because if the promotion of the position is a decision from the Police Chief. To the Subfield of public information always prioritizes the interests of the organization over personal interests does not discriminate the background of employees such as religion, age and position, if there are employees involved in conflicts then the leadership swiftly responds by calling both parties and must be resolved at that time so as not to interfere with the wheels of the organization. Interpreting the above statement, the author observes that differences of opinion and existing culture do not affect their performance because they work professionally following the Auth that has been given to each employee.

IV. CONCLUSION

Research on the organizational communication climate conducted in the Subfield of Public Information can be seen from the communication patterns and values that form the communication climate of the Subfield of Community Information. Communication patterns in the Subfield of Public Information are illustrated in formal and informal communication. The formal communication of the Head of the Subfield conveys information every Morning Apple while the informal communication that occurs in the form of interludes from subordinates regarding jealousy as staff to other staff who receive special attention from superiors. While judging from the values forming the communication climate such as the values of Support, Participation, Decision Making, Trust, Confidence, Reliability, openness and Directness and High Performance Goals, it resulted in the finding that the communication climate is conducive as a whole guided by the Auth that has been given. Every element of the organization seeks to create good communication in a family and togetherness that is seen from the above values. The communication climate is seen in the events below, including, the staff feel the support directly and indirectly from the superiors when the work they do is supported and appreciated by the superiors and the boss always gives explanations and directions first before giving tasks to his subordinates, decision making in the organization always involves the staff both directly and indirectly. In the process of giving ideas or ideas must follow the culture that exists in the police force. And staff are also always involved to attend meetings about policy meetings that will be determined by the leadership, the trust given by the superior is felt directly by the subordinates, it can be seen when there is a sudden police chief activity, the boss directly sends his members even though the boss is in the office and his subordinates carry out their duties outside the leadership office always give confidence to them, on the value of openness and directness in the communication culture of the Subfield of Public Information, generally it can be applied to all members by opening the door wide and receiving and listening. the difficulty of the staff, the goal of high performance can be seen from the tasks given by the superiors are always done to the maximum although there are some obstacles in terms of culture and human resources that are dominated by age. who are not young anymore but do not hinder their performance. Always work on the auth that has been given by the superior, and the boss always controls and gives appreciation in the form of praise or eating together for their performance.

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