

Implementation of Internal Organizational Communication in the Motor Vehicle Registration and Identification (Regident) System in the South Sulawesi Police Traffic Directorate

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Abstract. *The purpose of this study is to analyze the implementation of organizational communication from the aspect of internal communication in the Motor Vehicle Registration and Identification (Regident) System at the South Sulawesi Regional Police Traffic Directorate. The research uses a quantitative and qualitative approach with an Explanatory Design research design. The results show that internal organizational communication plays a very important role in the context of implementing information technology for the Motor Vehicle Registration and Identification (Regident) System services at the South Sulawesi Regional Police Traffic Directorate. Here are some key points to consider: first, Coordination and Collaboration where internal organizational communication facilitates effective collaboration between various units or departments within the Traffic Directorate. Second is Information Dissemination where effective communication ensures that all staff understand the latest changes or developments in the Regident system, including the implementation of new technology or improvements made. Third is Motivation and Engagement where good communication can increase staff motivation and their engagement in achieving organizational goals, and fourth is Conflict Resolution where open and clear communication helps in addressing conflicts or disagreements among staff or departments that may arise in the management of Regident.*

Keywords: *Internal Organizational Communication, Regident System Services, Motor Vehicles*

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INTRODUCTION

Effective and efficient motor vehicle registration and identification services from the Traffic Directorate are an important component in maintaining traffic order, reducing the number of crimes related to motor vehicles, and providing protection to vehicle owners and the general public.

There are several problems faced in motor vehicle registration and identification services at the Traffic Directorate (Dirlantas); (1) Data Inaccuracies: Inaccurate or incomplete motor vehicle registration data can interfere with the identification process of vehicles involved in criminal acts or traffic violations; (2) System Inadequacies: Outdated or inadequate motor vehicle registration systems can hinder the registration and identification process, and cause long waiting times for applicants; (3) Data Security Issues: The risk of leakage or misuse of vehicle owners' personal data is a serious problem that must be addressed in vehicle registration and identification systems; (4) Inability to Access Information: Not all authorized parties or those who

need information about vehicle registration have adequate access to the system. This may hinder law enforcement or investigations; (5) Inability to Handle Large Volumes of Data: With large volumes of motorized vehicles, filtering relevant and important information for law enforcement can be a challenge; (6) Infrastructure and Technology Limitations: Inadequate infrastructure or outdated technology can complicate the vehicle registration and identification process; (7) Lack of Employee Training: Lack of training for officers responsible for motor vehicle registration and identification can result in errors in data management or slow service processes; (8) Lack of Public Awareness: Lack of awareness about the importance of motor vehicle registration or lack of understanding of the correct procedures can cause vehicle owners to disobey regulations or break the law.

Based on these problems, Communication plays a very important role in motor vehicle registration and identification services at the Traffic Directorate (Dirlantas). Effective communication between Dirlantas and the public is very important to ensure that information about vehicle registration and identification procedures is conveyed clearly and on time. Educational initiatives and communication campaigns can help increase public awareness about the importance of having a legally registered vehicle.

Organizational Communication has a function in conveying information to the public. The Traffic Directorate can use organizational communications to convey information to the public about motor vehicle registration procedures, the requirements that must be met, and the importance of compliance with traffic regulations. Another function of organizational communication is education and public awareness. Through organizational communication, Dirlantas can increase public awareness about the importance of having a registered and legal vehicle. This can be done through education campaigns about the legal consequences of using illegal vehicles.

Communication that occurs within organizations and between organizations can be formal or informal, internal or external. So the organizational communication that will be discussed in this research is formal internal and external organizational communication. According to Lawrence D. Brennan (in Effendy, 2013) states that "Internal Communication is the exchange of ideas between administrators and employees in a company or agency complete with its unique structure (organization) and the exchange of ideas horizontally and vertically within the company or positions that cause work to take place (operations and management)."

Internal communications enable various departments and teams within an organization, such as the Vehicle Registration Department and Vehicle Identification Department, to collaborate effectively. This ensures that the motor vehicle registration and identification process runs smoothly and efficiently. Through internal communication, changes to policies or procedures related to vehicle registration and identification can be communicated quickly to the staff involved. This ensures that all team members have the same understanding of their duties and responsibilities.

Internal communication is also important to deliver employee training and development related to the vehicle registration and identification process. This helps improve the competency and skills of staff in providing quality services to vehicle owners. By utilizing internal communications effectively, motor vehicle registration and identification service organizations can improve the quality of services they provide to the public and strengthen relationships with all stakeholders involved.

METHODS

This type of research is quantitative and qualitative research with an Explanatory Design research design. In this design, researchers divide two phases sequentially. The first stage, quantitative data collection and analysis is carried out which has priority to answer research questions. The next stage, the qualitative data collection phase, is carried out following the

previous phase. Researchers interpret qualitative data to help explain the results obtained in the quantitative phase.

In this research, researchers want to analyze the application of organizational communication, information technology, and optimization of motor vehicle registration and identification (Regident) services at the Traffic Directorate of the South Sulawesi Regional Police. To explain the formulation of this problem, first using quantitative data originating from respondents and then researchers digging for information in more depth through interviews with several sources determined using purposive sampling and then carrying out analysis and interpretation.

For the purposes of quantitative data analysis, researchers determined the research population at the BPKB Unit in the Traffic Directorate of the South Sulawesi Regional Police. The total population is 120 people spread across all police stations in the South Sulawesi Regional Police area. Meanwhile, the number of samples taken using the Cluster Random Sampling method as a sampling technique, because the population is quite large, and also the sampling technique using the cluster random sampling method, the aim is that every sample in an area has the same opportunity to be a respondent. that is, anyone the researcher meets by chance can be used as a sample.

A sample is a portion of a population that has relatively similar characteristics and is considered representative of the population. According to Indriantoro and Supomo (1999) population is a portion of the population that will be studied. To determine how many samples are needed, the Slovin formula is used (Indriartono and Supomo, 1999). Thus, the number of samples in this study is 92 people.

The data collection technique used in this research was carried out in the following ways; (1) Questionnaire Technique: It is a technique used by first preparing a list of questions and then distributing them to all respondents to be filled in and answered according to the actual situation; (2) Observation: The technique used to complete data obtained through interviews and questionnaires, by looking and making direct observations; (3) Experts Panel: It is a forum that brings together experts in certain fields to discuss special topics that have been determined by researchers in order to obtain justification (acknowledgment), clarification, strengthening of temporary findings, and even testing and developing research instruments; (4) Interviews: This method is used with the aim of obtaining primary data that is not yet included in secondary data. In-depth interviews in general are the process of obtaining information for study purposes by means of face-to-face questions and answers between the interviewer and the informant or interviewee, with or without using a guide.

Before the data obtained is analyzed further, a test is first carried out on the question instruments in the questionnaire created, namely the Validity test and Reliability test. Primary data was collected from respondents using a questionnaire, while secondary data was obtained from respondents' records. Next, after the data has been collected, it is coded and edited, then the data is entered into the SPSS data processing program.

RESULTS AND DICUSSION

Internal communication in an organization refers to the flow of information, ideas, and messages between organizational members at various hierarchical levels and departments. Implementing effective internal communication can improve overall organizational performance. The implementation of internal communication within the Traffic Directorate (Dirlantas) of the South Sulawesi Regional Police has a very important role in ensuring smooth operations and law enforcement related to traffic and motorized vehicles.

Through the implementation of effective internal communication, Dirlantas Polda can improve their operational coordination, efficiency and effectiveness in enforcing traffic laws, as well as strengthen the integrity and reputation of the institution. In examining internal communication at the Traffic Directorate (Dirlantas) of the South Sulawesi Regional Police, there

are several indicators used, starting from communication between units in the Ranmor registration, communication based on main duties, use of communication media, level of satisfaction. Based on the results of data analysis based on questionnaire data with 92 respondents, it was found that the average application of internal communication from the South Sulawesi Police Traffic Directorate in motor vehicle registration and identification services was 322.9. If based on the internal communication measurement scale, internal organizational communication at the South Sulawesi Regional Police Traffic Directorate is in the good category.

Implementation of internal communication from the Traffic Directorate (Dirlantas) of the South Sulawesi Regional Police using 10 indicator questions regarding aspects; superior-subordinate communication, superior openness, conveying problems and exceptions, top-down communication function, bottom-up communication function, quality of information, reliability of communication, superior openness, and opportunities for upward communication. Variable measurements were carried out by analyzing the results of questionnaires distributed to 92 respondents. The results of the observations also strengthen the research data that the condition of the South Sulawesi Police Traffic Directorate has an effective internal communication system, such as an instant messaging platform or intranet, which allows Traffic Directorate members to communicate directly and in a structured manner. This allows fast and precise exchange of information between units within Dirlantas. In addition, the communication system used by the Regional Police's Traffic Directorate (Dirlantas) generally includes various communication methods designed to facilitate the exchange of information between team members, leaders and operational units. Some communication systems commonly used by the Regional Police Traffic Directorate include; (a) Radio Communications: Radio communications is one of the main tools used by traffic officers to communicate with each other in the field. This system allows direct and real-time communication between officers at the scene, police posts and command centers; (b) Cell Phones: The use of cell phones is also common in Traffic Directorate communications. Officers can use cell phones to communicate with other team members, field coordinators, or obtain additional information regarding traffic incidents; (c) Notice Board in the Office: Dirlantas usually has a notice board in the office or meeting room where the latest information, policy changes, or other important announcements are posted for all team members to see; (d) Instant Messaging System: Traffic Directorate may also use instant messaging platforms such as WhatsApp or Telegram for quick communication between team members. These instant messaging groups can be formed based on specific units or groups to facilitate coordination and exchange of information; (e) Intranet or Internal Portal: Some Polda may have an intranet or internal portal where Dirlantas members can access various information related to policies, procedures, news or other resources relevant to their duties; (f) Meetings and Gatherings: Regular meetings or get-togethers between Traffic Directorate leaders, officers, and field staff are also an important way to communicate current information, discuss law enforcement strategies, and resolve emerging problems; (g) Electronic Mail (Email): The use of electronic mail or email is also common in Dirlantas internal communications to convey written information, directions, or announcements to team members.

Internal communication within the Regional Police's Traffic Directorate (Dirlantas) varies based on the duties and functions of each line or work unit. The following is an example of internal communication that can take place between several lines or units within the Traffic Directorate. For example, Leadership and Staff, where communication between Traffic Directorate leaders and their staff includes general direction, policies and strategies. This form of communication is carried out in several ways, such as regular meetings, announcements on notice boards, electronic mail, or regular meetings.

The availability of standard or formal communication channels is very important in ensuring that each unit in the Regional Police's Traffic Directorate (Dirlantas) can carry out its duties and work well. Standard communication channels enable the effective and efficient flow of information between various units or parts within the organization. The standard channels in question are communication channels that are commonly used in the Traffic Directorate, such as;

(1) Carrying out regular meetings, whether daily, weekly or monthly, is one of the standard communication channels within the Traffic Directorate. These meetings allow leaders and team members to share information, review work progress, and discuss problems or changes that occur; (2) Circulars or circulars are used to convey written information to all team members in the Traffic Directorate. This circular may contain new regulations, organizational policies, or directions from leadership that need to be followed by all units; (3) Dirlantas also uses a centralized management information system to manage and disseminate information effectively between different units. These systems may include intranets, internal databases, or online collaboration platforms; (4) Communication can also be carried out through an organizational hierarchical structure, where information is conveyed from leaders to subordinates or vice versa through the direct superior or manager of each unit; (5) In addition to formal communication channels, there is also direct communication between members, either face to face, telephone or via email. This allows for faster and more flexible exchange of information between individuals within the organization; (6) Each unit in the Traffic Directorate is required to prepare regular reports on work progress and target achievement. This report is then evaluated by leadership to assess unit performance and provide necessary feedback.

Some steps that can be taken to ensure a good understanding of duties and responsibilities are as follows; (a) Training and Education: Providing proper training to team members on their duties, traffic laws, law enforcement procedures, and effective communication techniques is essential. By increasing their understanding of their area of duty, team members will be able to carry out their duties more efficiently; (b) Review Policies and Procedures: Regularly reviewing policies and procedures related to traffic control helps ensure that team members have a clear understanding of what is expected of them and how to perform their duties according to established standards; (c) Hold Briefing and Debriefing Sessions: Holding briefing sessions before and debriefing sessions after carrying out tasks can help clarify goals, strategies, and expectations, as well as strengthen understanding of good performance and areas for improvement; (d) Technical Skills Enhancement: Ensure that team members have the technical skills necessary to perform their duties well, such as the ability to operate communications devices, control traffic, or conduct effective law enforcement; (e) Encourage the Exchange of Information: Encouraging the exchange of information and experience between team members, whether through regular meetings, training, or discussion forums, can help increase understanding of the various aspects of their tasks and the best strategies for carrying them out; (f) Providing Resources and Support: Ensuring that team members have access to necessary resources and receive adequate support from management and leadership can help strengthen their understanding of their tasks and increase their motivation to carry them out efficiently.

Although effective internal communication is vital to the success of the Regional Police's Traffic Directorate (Dirlantas), there are several obstacles that may be encountered in its implementation. Some of the main obstacles include; first, Infrastructure Limitations: Infrastructure limitations such as unstable radio networks, lack of reliable internet access in the field, or outdated communications equipment can hinder the smooth flow of information between operational units and the command center. Infrastructure limitations are one of the significant obstacles in implementing internal communications at the Regional Police's Traffic Directorate (Dirlantas). These infrastructure limitations can refer to several things, including; Unstable Communication Networks such as unstable radio networks or cellular networks can hinder the smooth flow of information between operational units in the field and the command center. Disruptions in the network can cause difficulties in conveying messages in a timely manner or even losing contact with officers in the field. Apart from that, the lack of reliable Internet access in the field can be a serious obstacle, especially in accessing centralized information systems or communicating using online platforms. This can slow down information exchange and decision making. Outdated or Inadequate Communication Devices can also be a barrier. For example, communications radios that are old and susceptible to signal interference or cell phones with poor sound quality can interfere with effective communications. Apart from that, the lack of information technology infrastructure such as a reliable data center or strong server can hinder

data access and storage, as well as slow down the process of sending messages or exchanging information.

Thus, alternative means of communication or backup lines are needed, infrastructure limitations can become a more serious problem. When key infrastructure experiences disruption or failure, the Traffic Directorate can have difficulty maintaining the communication and coordination required for its operations. To overcome infrastructure limitations in Dirlantas' internal communications, several steps can be taken including upgrading or repairing communications infrastructure such as radio networks, cellular networks, or field communications devices that can help ensure a smooth and guaranteed flow of information. Investments in information technology infrastructure such as powerful servers, reliable data centers, or computerized communications systems can improve the Traffic Directorate's ability to manage and exchange information effectively.

By overcoming infrastructure limitations, Dirlantas can ensure that internal communications run smoothly and effectively, which in turn will increase their ability to carry out operational tasks well.

Second is Difficulty Coordination between different units within the Traffic Directorate can be difficult due to differences in schedules, locations or priorities. This can hinder the timely exchange of information and efficient coordination in carrying out operational tasks. Difficulty in coordination is one of the obstacles often faced in internal communication at the Regional Police's Traffic Directorate (Dirlantas).

Several factors that can cause difficulties in coordinating between units or team members include differences in the location of Traffic Directorate Units which are spread across various geographical locations, which can make coordination between them difficult. Long physical distance can make information exchange slow and inefficient.

Traffic Directorate field officers usually work in different shifts, and this can make coordination between them difficult. Limited time to communicate and coordinate can slow down responses to emergency situations or other important events.

Different units within the Traffic Directorate may have different priorities based on their duties and responsibilities. This can lead to mismatches in the assignment or allocation of resources, which in turn can disrupt effective coordination.

Lack of Understanding of Duties and Responsibilities: Lack of understanding of the duties and responsibilities of each unit or individual within Dirlantas can cause overlap or redundancy in work, which can disrupt coordination and efficiency. To overcome coordination difficulties in Dirlantas' internal communications, several steps can be taken, including; (a) Use of Technology: The use of technology such as instant messaging platforms or online task management systems can help facilitate coordination between units and team members, regardless of their location or schedule; (b) Regular Meetings: Holding regular meetings between Traffic Directorate units to share information, evaluate progress, and plan next actions can help improve coordination and collaboration between them; (c) Priority Setting: Clearly setting priorities in tasks and responsibilities can help avoid overlaps and conflicts, and ensure efficient allocation of resources; (d) Training and Education: Providing training and education to team members about the importance of coordination and how best to achieve it can help improve their understanding and skills in communicating and coordinating well. By overcoming these coordination difficulties, Dirlantas can ensure that information and actions can be conveyed in a timely and effective manner, which in turn will improve their ability to carry out operational tasks efficiently; (e) Lack of Open Culture: Lack of an open and collaborative culture in an organization can hinder internal communication. Subordinates may feel reluctant to share information or problems they are facing, which can hinder problem identification and resolution.

Open cultural barriers, where members feel reluctant to share information, problems, or ideas for fear of negative judgment or other consequences, can be a serious challenge in Dirlantas'

internal communications. Some aspects of these barriers may include; (a) Strong Hierarchy: Dirlantas has a very hierarchical organizational structure, members may feel uncomfortable presenting their problems or ideas to superiors or leaders. They may worry that their criticism or suggestions will not be appreciated or even result in sanctions; (b) “Top-Down” Culture: A culture where communication flows only from the top down, with no room for bottom-up feedback, can cause members to feel not valued or heard. This can hinder open and collaborative communication; (c) Distrust: When there is a lack of trust between members or between superiors and subordinates, team members may be reluctant to share information for fear that the information will be misused or used against them; (d) Fear of Discrimination or Retaliation: Members may be afraid to speak openly for fear of experiencing discrimination or retaliation from their superiors or co-workers; (e) Competitive Culture: A highly competitive culture among members or units within Dirlantas can hinder collaboration and information sharing. Team members may feel the need to hide information or create an “advantage” from the information they have.

To overcome barriers to an open culture in internal traffic communications, several steps that can be taken include; (a) Building an Open Culture: Traffic Directorate leaders must lead by example in building an open and collaborative culture among members. This can involve encouraging open feedback, valuing diverse views, and creating an environment where team members feel comfortable sharing ideas and concerns; (b) Training on Effective Communication: Providing members with training on effective communication skills, including how to provide constructive feedback and how to manage conflict, can help improve their ability to communicate well; (c) Building Trust: Traffic Directorate leaders need to build trust with members through consistency, transparency, and integrity in their actions and communications. This built trust will help reduce fears of discrimination or retaliation; (d) Open Communication Channels: Opening formal and informal communication channels, such as suggestion boxes, open meetings, or dialogue sessions between superiors and subordinates, can help create an environment where members feel heard and valued; (e) Providing Support and Reward: Providing support and appreciation to members who dare to share their ideas or problems can help strengthen an open culture within Dirlantas.

By overcoming the barriers of an open culture, Dirlantas can create an environment where internal communication runs smoothly, ideas and problems can be shared openly, and collaboration between teams can be improved. This will help increase efficiency and effectiveness in carrying out their operational tasks.

Communication Failure: Sometimes, there are failures in the communication process that can be caused by technical glitches, human error, or ambiguity in the delivery of the message. This kind of communication failure can result in incorrect or missing information, which in turn can disrupt Dirlantas operations.

Communication failure is a serious obstacle that can affect the effectiveness of internal communication at the Regional Police Traffic Directorate (Dirlantas). Some factors that can cause communication failure include; (a) Technical Disruptions: Technical failures such as communications device failure, network disruptions, or problems with computer software can cause communications failures. This can hinder the timely and accurate flow of information between team members; (b) Vagueness in Messages: Unclear or ambiguous messages can cause confusion and misunderstanding among team members. Ambiguity in instructions, directions, or information conveyed can hinder a team member's ability to act appropriately; (c) Human Error: Human errors such as errors in messaging, inability to understand or convey information clearly, or negligence in checking the correctness of information can lead to communication failures; (d) Non-Compliance with Communication Procedures: If internal communication procedures are not properly followed by members, this may result in failure in sending or receiving messages. For example, if messages are only delivered through certain channels and members do not check those channels regularly, they may be missed or not responded to; (e) Disagreement or Disagreement: If there is disagreement or disagreement between members regarding the

information conveyed, this can hinder the flow of communication and result in the restriction of information that is deemed irrelevant or unimportant.

To overcome the obstacles to communication failure in Dirlantas' internal communications, several steps can be taken, including; (a) Improving Communications Infrastructure: Ensure that communications infrastructure such as communications devices, networks, and information technology systems function properly and are continuously updated to overcome technical disruptions; (b) Message Clarification: Conveying messages clearly, directly, and in detail can help avoid confusion or misunderstandings. Make sure that the message is conveyed in language that is easy to understand and without ambiguity; (c) Communication Skills Training: Providing training to team members on effective communication skills, including active listening, conveying messages clearly, and ensuring correct understanding, can help reduce human error in communication; (d) Implement Clear Communication Processes: Ensure that internal communication procedures are clear, documented, and understood by all members, and regularly monitor compliance with these procedures; (e) Encourage Feedback: Encouraging members to provide feedback on the quality of communications can help identify and address possible issues in the communication flow.

By overcoming these barriers to communication failure, Dirlantas can ensure that internal communications run smoothly and effectively, which in turn will increase their ability to carry out operational tasks well.

Cultural and Hierarchical Barriers: A strict hierarchical structure or an authoritarian organizational culture can be a barrier to open and collaborative communication. Members may feel uncomfortable raising their concerns or ideas to superiors, which can hinder innovation and process improvement.

Cultural and hierarchical barriers can be a serious challenge in the internal communication of the Regional Police Traffic Directorate (Dirlantas). A strong organizational culture and strict hierarchy can influence how team members communicate and interact with each other. Some aspects of these barriers may include; (a) Discomfort in Speaking Openly: Authoritarian or hierarchical organizational cultures can make members feel uncomfortable speaking openly, especially in front of their superiors. They may worry about negative consequences or judgment for their opinions or suggestions; (b) No Open Communication Channels: A strong hierarchical structure can hinder the flow of information from the bottom up. Members may feel there are no open channels of communication to convey problems, ideas, or feedback to management or leadership; (c) Imbalance in Information Sharing: Leadership or management tends to have greater access to information than other members. This can lead to an imbalance in information sharing and make team members feel disengaged or empowered; (d) Authoritarian or Dominant Behavior: Leaders or superiors who exhibit authoritarian or dominant behavior can inhibit open and collaborative communication. Members may feel afraid to express their opinions or concerns for fear of repercussions or punishment from superiors; (e) Perception of Injustice or Discrimination: If members feel that decisions or treatment carried out by leadership are unfair or discriminatory, this can hinder open communication and trigger tension among team members.

To overcome cultural and hierarchical barriers in Dirlantas' internal communications, several steps that can be taken include; (a) Building an Open Culture: Traffic Directorate leaders need to lead by example in building an open culture, where members feel comfortable speaking openly and sharing their ideas or concerns without fear of consequences; (b) Create Open and Diverse Communication Channels: Creating open and diverse communication channels, including suggestion boxes, discussion forums, or dialogue sessions with leadership, can help stimulate open and collaborative communication; (c) Developing Empathetic Managerial Skills: Traffic Directors need to develop empathetic, listening and facilitating managerial skills, which enable them to listen carefully and provide support to team members; (d) Encourage Participation and Collaboration: Encouraging active participation from members in decision making, planning, and

project implementation can help overcome hierarchical barriers and empower team members; (e) Providing Training on an Open Culture: Providing members with training on the importance of an open culture and effective communication skills can help increase understanding and acceptance of the culture.

By overcoming these cultural and hierarchical barriers, Dirlantas can create an environment where internal communication runs smoothly, ideas and problems can be shared openly, and collaboration between units can be improved. This will help increase efficiency and effectiveness in carrying out their operational tasks.

Overcoming these obstacles requires commitment from Traffic Directorate leadership as well as efforts to improve existing infrastructure, training, organizational culture and communication systems. By overcoming these obstacles, Dirlantas can ensure effective internal communications and maintain optimal operational performance

CONCLUSION

Internal organizational communication has a very important role in the context of applying information technology to the Motor Vehicle Registration and Identification (Regident) System services at the Traffic Directorate of the South Sulawesi Regional Police. Here are some important points to consider:

Coordination and Collaboration: Internal organizational communications facilitate effective collaboration between various units or departments within the Traffic Directorate. This is important to ensure that all parts involved in managing Resident can work synergistically in implementing information technology and ensuring consistency in the services provided.

Information Dissemination: Effective communication ensures that all staff understand the latest changes or developments in the Resident system, including the implementation of new technology or improvements made. This helps in keeping all parties informed and minimizes confusion or uncertainty in operational processes.

Motivation and Engagement: Good communication increases staff motivation and their engagement in achieving organizational goals, such as improving service quality or increasing operational efficiency. Staff who feel involved are more likely to contribute positively in implementing change and making the most of technology.

Conflict Resolution: Open and clear communication helps in dealing with conflicts or differences of opinion among staff or departments that may arise in the management of Resident. This can avoid obstacles in technology implementation or ineffective decision making.

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