

ABSTRAK

Penelitian ini berjudul “Komunikasi Organisasi Satuan Polisi Pamong Praja dan Wilayatul Hisbah Kota Lhokseumawe dalam Membangun *Team work* Penegakan Syariat Islam.” Permasalahan penelitian ini berangkat dari belum optimalnya komunikasi organisasi antara Satpol PP dan Wilayatul Hisbah Kota Lhokseumawe dalam pelaksanaan penegakan syariat Islam. Permasalahan tersebut ditandai dengan lemahnya koordinasi lapangan, ketidakteraturan jadwal kerja, kurang jelasnya penyampaian instruksi, serta munculnya hambatan komunikasi internal dan eksternal yang berdampak pada belum terbangunnya kerja tim yang solid. Tujuan penelitian ini adalah untuk mendeskripsikan pola komunikasi organisasi Satpol PP dan Wilayatul Hisbah Kota Lhokseumawe dalam membangun *team work* penegakan syariat Islam, serta mengidentifikasi hambatan-hambatan komunikasi yang memengaruhi proses tersebut. Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan model *Linking Pin* sebagai kerangka analisis untuk memahami alur komunikasi vertikal dan horizontal dalam organisasi. Teknik pengumpulan data dilakukan melalui observasi langsung di lapangan, wawancara mendalam dengan aparat Satpol PP, Wilayatul Hisbah, dan masyarakat, serta dokumentasi kegiatan penegakan syariat Islam. Analisis data dilakukan menggunakan model analisis interaktif Miles dan Huberman yang meliputi kondensasi data, penyajian data, serta penarikan kesimpulan dan verifikasi. Hasil penelitian menunjukkan bahwa komunikasi organisasi Satpol PP dan Wilayatul Hisbah Kota Lhokseumawe berlangsung melalui komunikasi vertikal dan komunikasi horizontal. Komunikasi vertikal dilakukan melalui penyampaian intruksi, arahan, dan pelaporan dari pimpinan kepada anggota maupun sebaliknya. Sementara itu, komunikasi horizontal terjalin melalui koordinasi teknis, pembagian tugas, dan pertukaran informasi antaranggota dalam pelaksanaan tugas di lapangan. Namun, penelitian ini juga menemukan adanya hambatan komunikasi, tekanan eksternal dari masyarakat, serta keterbatasan komunikasi publik. Kesimpulan penelitian ini menunjukkan bahwa komunikasi organisasi berperan penting dalam membangun *team work* Satpol PP dan Wilayatul Hisbah. Penguatan koordinasi, kejelasan instruksi, serta perbaikan pola komunikasi internal dan eksternal diperlukan agar penegakan syariat Islam dapat berjalan lebih efektif.

Kata Kunci: Komunikasi Organisasi, Satuan Polisi Pamong Praja, Wilayatul Hisbah, Syariat Islam.

ABSTRACT

This study is entitled “Organizational Communication of the Municipal Police Unit (Satpol PP) and Wilayatul Hisbah of Lhokseumawe City in Building Teamwork for the Enforcement of Islamic Sharia.” The research problem arises from the suboptimal organizational communication between Satpol PP and Wilayatul Hisbah of Lhokseumawe City in implementing Islamic Sharia enforcement. This condition is indicated by weak field coordination, irregular work schedules, unclear delivery of instructions, and the emergence of internal and external communication barriers, which have resulted in the lack of a solid teamwork structure. The purpose of this study is to describe the patterns of organizational communication between Satpol PP and Wilayatul Hisbah of Lhokseumawe City in building teamwork for Islamic Sharia enforcement, as well as to identify communication barriers that influence this process. This research employs a descriptive qualitative approach, using the Linking Pin model as an analytical framework to understand vertical and horizontal communication flows within the organization. Data were collected through direct field observations, in-depth interviews with Satpol PP officers, Wilayatul Hisbah officers, and community members, as well as documentation of Islamic Sharia enforcement activities. Data analysis was conducted using the interactive analysis model of Miles and Huberman, which includes data condensation, data display, and conclusion drawing and verification. The results of the study indicate that organizational communication within Satpol PP and Wilayatul Hisbah of Lhokseumawe City takes place through both vertical and horizontal communication. Vertical communication is carried out through the delivery of instructions, directives, and reports from leaders to members and vice versa. Meanwhile, horizontal communication occurs through technical coordination, task distribution, and information exchange among members during field operations. However, this study also identifies communication barriers, external pressures from the community, and limitations in public communication. In conclusion, organizational communication plays an important role in building teamwork within Satpol PP and Wilayatul Hisbah. Strengthening coordination, clarifying instructions, and improving internal and external communication patterns are necessary to ensure that the enforcement of Islamic Sharia can be carried out more effectively.

Keywords: Organizational Communication, Civil Service Police Unit, Wilayatul Hisbah, Islamic Law.