

ABSTRAK

Penelitian ini bertujuan untuk mengetahui Komunikasi Interpersonal Diadik antara Petugas Pelayanan Tilang dengan Pelanggar Lalu Lintas dalam Menangani Kasus Tilang di Kantor Kejaksaan Negeri Bireuen. Fokus penelitian menganalisis komunikasi interpersonal diadik menggunakan indikator menurut Joseph A. DeVito, yaitu keterbukaan, empati, sikap mendukung, sikap positif, dan kesetaraan, serta hambatan komunikasi interpersonal yang muncul dalam proses pelayanan tilang. Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengumpulan data melalui observasi dan wawancara terhadap petugas pelayanan tilang dan pelanggar lalu lintas. Hasil penelitian menunjukkan bahwa komunikasi interpersonal diadik antara petugas pelayanan tilang dan pelanggar lalu lintas telah berjalan cukup baik. Keterbukaan terlihat melalui penyampaian informasi dan pemberian kesempatan kepada pelanggar untuk bertanya serta menyampaikan permasalahan. Empati ditunjukkan melalui upaya petugas memahami kesulitan pelanggar, sedangkan sikap mendukung diwujudkan melalui pemberian arahan dan bantuan selama proses penyelesaian tilang. Sikap positif terlihat dari komunikasi yang sopan, ramah, tenang, dan tidak menghakimi, sementara kesetaraan ditunjukkan melalui adanya komunikasi dua arah dan kesempatan bagi pelanggar untuk menyampaikan pertanyaan serta permasalahan. Hambatan komunikasi interpersonal meliputi perbedaan pemahaman pelanggar terhadap prosedur penyelesaian tilang, keterbatasan waktu komunikasi, serta kondisi pelayanan yang ramai. Dalam menghadapi hambatan tersebut, petugas memberikan penjelasan ulang, arahan, dan informasi mengenai tahapan pelayanan yang harus dilakukan. Disarankan agar Kantor Kejaksaan Negeri Bireuen terus meningkatkan kualitas komunikasi interpersonal diadik melalui penyampaian informasi yang lebih jelas, lengkap, sistematis, dan mudah dipahami serta meningkatkan strategi pelayanan untuk mengatasi keterbatasan waktu interaksi ketika kondisi pelayanan ramai.

Kata Kunci: Komunikasi Interpersonal, Pelayanan Tilang, Petugas dan Pelanggar Lalu Lintas.

ABSTRACT

This study aims to determine the dyadic interpersonal communication between ticketing officers and traffic violators in handling traffic ticket cases at the Bireuen District Attorney's Office. The focus of the study is analyzing dyadic interpersonal communication using indicators according to Joseph A. DeVito, namely openness, empathy, supportive attitude, positive attitude, and equality, as well as interpersonal communication barriers that arise in the ticketing service process. This study uses a qualitative descriptive method with data collection techniques through observation and interviews with ticketing officers and traffic violators. The results of the study indicate that dyadic interpersonal communication between ticketing officers and traffic violators has been running quite well. Openness is seen through the delivery of information and providing opportunities for violators to ask questions and express problems. Empathy is shown through the officer's efforts to understand the violators' difficulties, while a supportive attitude is manifested through providing direction and assistance during the ticketing process. A positive attitude is seen from polite, friendly, calm, and non-judgmental communication, while equality is shown through two-way communication and opportunities for violators to express questions and problems. Interpersonal communication barriers include differences in violators' understanding of ticketing procedures, limited communication time, and busy service conditions. To address these obstacles, officers provided re-explanations, directions, and information regarding the required service steps. It is recommended that the Bireuen District Attorney's Office continue to improve the quality of interpersonal communication between students by providing clearer, more comprehensive, systematic, and easily understood information, as well as improving service strategies to address limited interaction time during busy service times.

Keywords: *Interpersonal Communication, Traffic Ticketing Services, Officers, and Traffic Violators.*