

ABSTRACT

The organization is a union between the association of two people who are more structured to work together and are formally bound to achieve predetermined goals. One of the organizations engaged in the field of pre-schools in the city of Bandung is the Jejasmall Playhouse. Jeja Kecil Playhouse is a community where children aged 2-5 years can socialize, play and be creative. The Jeja Kecil Playhouse underwent a change in management, namely a change of manager in the last year. During the course of the new management of the Jeja Kecil Play House, they often experienced organizational communication barriers. The purpose of this research is to describe the organizational communication barriers that occur and to find out the factors that become obstacles so that miscommunication occurs in the Jeja Kecil Playhouse. The research method used in this research is descriptive qualitative method. Data collection techniques and data analysis techniques in this study were carried out by observation, interviews, focus group discussions, and documentation. The results shown from this study are communication barriers that occur in the Jejasmall Play House caused by management level, number of supervised, the rank of position in the organization, change in manager, and manager interpretation. This type of change in manager is the dominant cause of organizational communication barriers at the Jeja Kecil Playhouse.

Keyword : *Organizational Communication, Organizational Communication Barriers, Community*