

ABSTRACT

This study aims to analyze the patterns of internal communication among divisions at the Jayapura Regency Transportation Office. Internal communication is an essential factor in supporting effective coordination and ensuring the smooth implementation of each division's tasks so that organizational goals can be achieved optimally. The complexity of the organizational structure and the diverse responsibilities at the Jayapura Regency Transportation Office have the potential to create communication challenges, especially in the processes of information exchange and decision-making. The theoretical framework used in this research is Onong Uchjana Effendy's internal communication theory, which explains how internal communication patterns operate within the Jayapura Regency Transportation Office. Accordingly, this study focuses on examining the patterns of internal communication among divisions as well as the factors that influence them. This research adopts a qualitative descriptive approach, with data collected through interviews and observations, and analyzed thematically. The findings show that internal communication at the Jayapura Regency Transportation Office occurs in the forms of vertical, horizontal, and diagonal communication. However, there are still several obstacles, such as a lack of information synchronization, rigid bureaucratic procedures, and limited coordination among divisions. Furthermore, geographic conditions also served as one of the motivations for conducting this research. This study concludes that the existing internal communication patterns at the Jayapura Regency Transportation Office are functioning yet require further strengthening through improvements in coordination and communication mechanisms in order to enhance work effectiveness and public service. Hence, the results of this study are expected to serve as a reference for developing a more robust and sustainable internal communication system that can better support the overall organizational performance.

Keywords: *Communication Patterns, Internal Communication, Organizational Communication, Organizational Communication Effectiveness.*