

ABSTRACT

This study aims to determine the internal communication patterns of the Telkom Employee Union (SEKAR) in maintaining a conducive communication climate. A conducive communication climate can create comfort and openness in communication. This study employs a qualitative approach using a case study method through in-depth interviews with the Central Executive Board (DPP) and Regional Executive Board (DPW) of SEKAR Telkom. The results of the study indicate that internal communication within SEKAR Telkom is functioning well, both vertically and horizontally. Vertical communication involves communication between the DPP and DPW, including the collection of aspirations, the dissemination of information, the establishment of discussion forums, the involvement of neutral parties to broaden perspectives, and the maintenance of active communication to create a conducive communication climate. Meanwhile, horizontal communication involves peer-to-peer communication among DPWs to achieve mutual understanding while maintaining communication ethics, thereby creating a conducive communication climate. Both vertical and horizontal communication patterns have been conducted in a conducive manner, thereby creating a conducive communication climate within SEKAR Telkom's internal communication. There are two main dimensions in forming a conducive communication climate at SEKAR: openness and sincerity, and high performance objectives.

Keywords: *Communication Climate, Internal Communication, Communication Patterns, Labor Union, SEKAR Telkom*