

# Jaringan Komunikasi Organisasi Perpustakaan Riset BPK RI dalam Pelayanan Perpustakaan di Masa Pandemi COVID-19 = The Organization Communication Network of Perpustakaan Riset BPK RI in Library Services during COVID-19 Pandemic

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## Abstrak

Penelitian ini membahas tentang jaringan komunikasi Perpustakaan Riset BPK RI dalam memberikan layanan perpustakaan di masa pandemi COVID-19. Pandemi COVID-19 yang terjadi di Indonesia hampir dua tahun ini telah mengubah metode dan budaya kerja dengan adanya fenomena bekerja dari rumah. Tujuan penelitian ini adalah untuk mengidentifikasi jaringan komunikasi di Perpustakaan Riset BPK RI ditinjau dari pola komunikasi dan peran individu serta faktor yang mempengaruhinya dalam rangka memberikan layanan perpustakaan di masa pandemi COVID-19. Penelitian ini menggunakan pendekatan kualitatif dengan metode studi kasus. Pengumpulan data dilakukan dari Februari hingga April 2022 melalui wawancara, observasi, dan analisis dokumen. Informan penelitian dipilih berdasarkan metode purposive sampling. Dari penelitian ini dapat diketahui bahwa pola komunikasi yang terbentuk di Perpustakaan Riset BPK RI adalah Pola All Channel. Selain itu, peran yang muncul dalam jaringan komunikasi adalah Gate Keeper, Opinion Leaders, Bridges, dan Cosmopolites. Dapat disimpulkan bahwa peran individu dalam membangun jaringan komunikasi di Perpustakaan Riset BPK RI adalah saling mendukung dalam memberikan layanan yang lebih inovatif dengan memperhatikan kebutuhan pemustaka di masa pandemi COVID-19. Adapun saran dari penelitian ini adalah Perpustakaan Riset BPK RI dapat terus meningkatkan keterlibatan pegawai perpustakaan dalam pertimbangan pembuatan keputusan, sehingga Perpustakaan Riset BPK RI dapat memberikan layanan perpustakaan di masa pandemi COVID-19 dengan memperhatikan peran individu serta pola jaringan komunikasi.

.....This study discusses the communication network at Perpustakaan Riset BPK RI in providing library services during the COVID-19 pandemic. The COVID-19 pandemic has occurred in Indonesia for almost two years and has changed work methods and culture with the phenomenon of working from home. The purpose of this study was to identify the communication network in Perpustakaan Riset BPK RI in terms of communication patterns and individual roles as well as the factors that influence such communication in order to provide library services during the COVID-19 pandemic. This research uses a qualitative approach with a case study method. Data collection was carried out from February to April 2022 through interviews, observations, and document analysis. Research informants were selected based on purposive sampling method. From this research, it can be seen that the communication pattern formed in Perpustakaan Riset BPK RI is the All-Channel Pattern. In addition, the emerging roles in the communication network are Gate Keepers, Opinion Leaders, Bridges, and Cosmopolites. It can be concluded that the role of individuals in building communication network at the Perpustakaan Riset BPK RI is to support each other in providing more innovative services by paying attention to the needs of users during the COVID-19 pandemic. The suggestion from this research is that Perpustakaan Riset BPK RI can continue to improve and maintain the involvement of library employees in decision-making considerations, so that the library can provide library services during the COVID-19 pandemic by taking into account the individual roles as well as the

communication network patterns.