



Interpersonal Dynamics in Legal Services

Maya Amalia Oesman Palapah, Riza Hernawati*, Maman Suherman

Universitas Islam Bandung

ARTICLE INFO

Article history :

Received : 05/08/2024

Revised : 27/12/2024

Published : 30/12/2024



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Volume : 4

No. : 2

Halaman : 151 - 168

Terbitan : **Desember 2024**

Terakreditasi [Sinta Peringkat 4](#)

berdasarkan Ristekdikti

No. 72/E/KPT/2024

ABSTRAK

Komunikasi interpersonal memainkan peran penting dalam layanan publik. Meskipun teknologi mengubah cara kita berinteraksi dengan pelanggan dan pengguna, hubungan antarmanusia dalam layanan publik tetap penting. Komunikasi interpersonal juga memungkinkan umpan balik langsung, yang sangat berharga untuk meningkatkan kualitas layanan karena membutuhkan kejujuran dan transparansi. Studi ini bertujuan untuk menilai kualitas komunikasi interpersonal dalam pemberian layanan publik, terutama berfokus pada layanan pengadilan. Tujuannya adalah untuk memastikan bahwa pengadilan dapat secara konsisten memberikan layanan terbaik untuk kebutuhan penggunanya. Metode deskriptif digunakan, dan data dikumpulkan melalui kuesioner yang dibagikan kepada pengacara sebagai pengguna layanan, yang memberikan wawasan berharga. Penelitian ini menunjukkan keterampilan komunikasi interpersonal yang sangat baik yang ditunjukkan oleh personel layanan terhadap pengguna, yang secara efektif melayani masyarakat. Temuan ini diharapkan dapat menjadi pedoman bagi lembaga pemerintah lainnya dalam melaksanakan layanan publik yang inklusif dan kompetitif.

Kata Kunci : Komunikasi Interpersonal, Kualitas Layanan, Implementasi Teknologi

ABSTRACT

Interpersonal communication plays a pivotal role in public services. Despite technology transforming the way we interact with customers and users, human relationships in public services remain crucial. Interpersonal communication also enables direct feedback, which is invaluable for enhancing service quality as it requires honesty and transparency. This study aims to assess the quality of interpersonal communication within public service delivery, particularly focusing on court services. The goal is to ensure that courts can consistently provide the best service to their users' needs. The descriptive method was employed, and data were collected through questionnaires distributed to lawyers as service users, providing valuable insights. This research shows the excellent interpersonal communication skills exhibited by service personnel towards users, effectively serving the community. These findings are expected to serve as a guideline for other governmental agencies in executing inclusive and competitive public services.

Keywords : Interpersonal Communication, Service Quality, Technology Implementation

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A. Introduction

The court, particularly in one of the major provinces in Java, has made breakthrough innovations in the field of public service. This was done to reduce physical interactions and minimize the occurrence of corrupt practices. Although technology is involved in public services, the human element in the form of interpersonal communication in the court remains crucial. The public service innovation carried out by the court is one form of development of existing services. Public services are provided in two forms, including independent One-Stop Integrated Services (PTSP) and Digital Court Services (DILAN). In the independent PTSP booth, service users are assisted through a monitor screen, and when submitting documents, the documents are placed in a provided box without the help of officers.

Interpersonal communication is a key element in public service innovation; officers are required to be able to execute service operational standards according to the Operational Guidance Booklet, which serves as a guide for inclusive public service provision. This research shows that the interpersonal communication skills of officers in serving users are very good. These results are expected to serve as a guide for other government agencies in implementing inclusive public services.

The public service innovation at the Bandung High Court in the West Java jurisdiction includes the One-Stop Integrated Service Program (PTSP) and Digital Services (DILAN) through drive-thru services and barcode systems, making it the only one in the West Java region after East Java. PTSP enables service users, including lawyers, to complete judicial documents more quickly and efficiently, while drive-thru services provide easier access and faster service.

The importance of interpersonal communication in public service becomes very relevant in this situation. Effective communication between court officers, lawyers, and the general public can overcome administrative barriers, increase user satisfaction (Rahayu et al., n.d.), and convey information clearly. Technology also plays a role as a supporting tool to improve communication among all involved parties, with the potential to facilitate data exchange and reduce errors in the service process. The services provided by government institutions, especially the Bandung High Court West Java jurisdiction, have unique characteristics that need to be understood. The complexity of legal procedures and the high expectations of service users create a number of issues that need to be addressed. In this context, effective interpersonal communication is considered a crucial solution to bridge the gap between the services provided by government institutions and public expectations.

The role of lawyers, as the primary users in the Bandung High Court West Java jurisdiction, adds an important dimension to the smooth running of the legal process. The quality of interpersonal communication between lawyers, court officers, and the general public is key to ensuring the success of the judicial system. By measuring the effectiveness of interpersonal communication in the One-Stop Integrated Service Program (PTSP) and drive-thru services, this research is expected to provide a better understanding of these elements.

The importance of this research lies in the urgency to improve the quality of public services in the Bandung High Court West Java jurisdiction and similar institutions. Through comprehensive analysis of the effectiveness of interpersonal communication (Adityo et al., 2022), this research can provide a strong basis for further improvements, by understanding its impact on service quality (Nashar, 2020) and customer satisfaction levels. With the increasing integration of technology in public services, opportunities to communicate through various digital tools are increasing. Therefore, the research results provide concrete recommendations for improving public services at the Bandung High Court West Java jurisdiction, while expanding understanding of public services in government institutions in general (Tyasotyningarum & Hanif Muzaqi, 2021).

Literature Review

Interpersonal communication in public service, especially in the court environment, plays an important role in shaping organizational dynamics, employee performance, and overall service product management. The research outlines the importance of interpersonal skills of service officers in conducting public services. The innovations made at the Bandung High Court show the seriousness in providing maximum satisfaction in terms of service to the community. Of course, this public service innovation will not run

optimally without the human resources who manage it. The management must be carried out with good interpersonal communication skills so that service managers can better understand consumer needs and preferences, explain products or services clearly, and build strong and mutually beneficial relationships with consumers.

This research will look at how interpersonal communication is then implemented in public services through service products at the Bandung High Court West Java jurisdiction. Interpersonal communication (Soelarso et al., 2005) is an important process in interactions between individuals and plays an important role in understanding how messages are sent, received, and interpreted in various social contexts. Perception, memory, sensation and thinking are critical in the interpersonal communication process as they influence how information is absorbed, received and interpreted. Devito (1997: 259) states that the effectiveness of interpersonal communication begins with five general qualities that are considered, namely openness, empathy, supportiveness, positiveness and equality (Wello & Novia, 2021).

Interpersonal communication carried out in the company will always intersect with the organizational culture that is rooted in an organization or government agency. Including the behavior of a person in an organization is strongly influenced by its organizational culture (Maniagasi, 2022) so that it will affect how an officer provides services to the community. The community as a stakeholder plays an important role in the success of a service in an organization/government agency. The principles and standards for effective public relations practice are outlined in the excellence theory (Kriyantono, 2020). This theory underscores the importance of symmetrical communication centered on discussions with various stakeholders (Tampubolon & Barokah, 2020a) and how important the role of public relations is as a communication manager. The application of these principles helps achieve effective and ethical communication in various organizational contexts.

The principles and standards for effective PR practice are outlined in the excellence theory (Kriyantono, 2019). This theory underscores the importance of symmetrical communication centered on discussions with various stakeholders and the critical role of PR as a communication manager. The application of these principles helps achieve effective and ethical communication in various organizational contexts. According to stakeholder theory, identifying, understanding, and interacting with the various stakeholders that affect or are affected by an organization is essential. Effective stakeholder management (Tampubolon & Barokah, 2020b) helps organizations achieve goals and maintain good relationships with all parties involved. Effective stakeholder management helps organizations achieve goals and maintain good relationships with all parties involved.

An important step towards improving the efficiency, transparency (Prasidi, 2010), and accountability of public service delivery is bureaucratic reform, which involves changes to government processes and structures to better meet the needs of society. An important aspect of government-society relations is public service (Tyasotyningarum & Hanif Muzaqi, 2021) Interpersonal communication skills are not only carried out to provide outgoing services but also to be able to increase work motivation and performance of service officers. Research conducted by (Aisah et al., 2023) provides insight into the effect of work discipline and interpersonal communication on employee performance at the Regional Staffing Agency of West Java Province. This study emphasizes the important role of these two factors in improving organizational effectiveness and employee productivity. Effective interpersonal communication encourages collaboration, shared understanding, and teamwork, thus contributing to improved performance outcomes. In contrast, research by (Zona & Taufik, 2019) highlighted worrying findings about the low relationship between interpersonal communication skills and job satisfaction in social services in Tanah Datar District. Research conducted by (Pasyah & Pramono, 2020) shows that the absence of social interaction in joint activities can cause conflict between individuals. This emphasizes the importance of effective interpersonal communication among parties involved in the judicial process, to prevent conflict and maintain harmonious relationships.

Effective communication is essential to ensure the smooth running of court operations and services. By strengthening personal competencies on a regular basis, service officers can ensure the flow of information becomes smoother, more transparent and accountable. The implementation of interpersonal communication in public services is not without challenges, research in the Jakarta District Court shows

that organizational communication is still not optimal, suggesting there are areas that need improvement (Submitter & Widodo, 2022). In the context of public service in courts, interpersonal communication plays an important role in forming harmonious relationships, improving service quality, and creating a productive work environment. Research by (Le, 2013) highlights the importance of interprofessional collaboration as a way to improve the quality of patient health care. This concept can be applied in the context of courts, where collaboration can be carried out among various parties, including leaders, supervisors and officers in the field so that with solid collaboration, the public service process intended for external parties, in this case the general public, will be able to run smoothly and efficiently, and provide quality legal services to the community.

The interpersonal communication skills possessed by service officers are able to facilitate all levels of society. Inclusive public services have been echoed by the Supreme Court for a long time so that the current form of public service implementation at the Bandung High Court is very representative of meeting the needs of people who have different conditions, for example, the elderly and disabled communities. A study by (Lestari, 2015) showed that interpersonal communication skills are also important in interacting with various age groups, including the elderly. Mastery of several aspects of interpersonal communication, including the ability to listen, the ability to express opinions and ideas, the willingness to be open, and the ability to control emotions. These skills are important aspects of court services, where service officers must be able to communicate with a variety of individuals from different backgrounds and have control over themselves.

Meanwhile, research by (Hartati & Respati, 2012) highlighted that interpersonal competence is essential for a person to develop harmonious, good, and effective social relationships. In the court context, good relationships between various stakeholders such as leaders, supervisors, staff, service officers can create a collaborative and supportive work environment.

B. Methodology

This study uses a quantitative descriptive research design or design in the form of a survey by observing interpersonal communication variables with dimensions of openness, empathy, supportiveness, positiveness, and equality. With a total population of 598 respondents, simple random sampling was used to produce 105 respondents as a sample representing the entire population. The instrument in this study used a questionnaire (list of statements) in which this questionnaire was compiled based on indicators of research variables to see the quality of interpersonal communication possessed by service officers of the One-Stop Integrated Service Program (PTSP) Mandiri and DILAN at the Bandung High Court West Java jurisdiction. The questionnaire statement has a 5-level answer category called the Likert Scale. This scale contains levels on a scale of 1 to 5 from strongly agree to strongly disagree with the questions asked. The technique used in this research is by measuring interpersonal communication variables with a descriptive statistical approach using SPSS (Statistical Package for Social Sciences) software by identifying indicators presented with bar charts. The results displayed on SPSS are then described with conclusions that represent the resulting diagram.

Tabel 1. Operasionalisasi Variabel

X : Promotion strategy	
Concept	De Vito (2013) states that interpersonal communication is a verbal and non-verbal interaction between two (or sometimes more than two) interdependent people (Arviana, 2023).
Construct	<ol style="list-style-type: none"> 1. Openness 2. Emphaty 3. Supportiveness 4. Positiveness 5. Equality

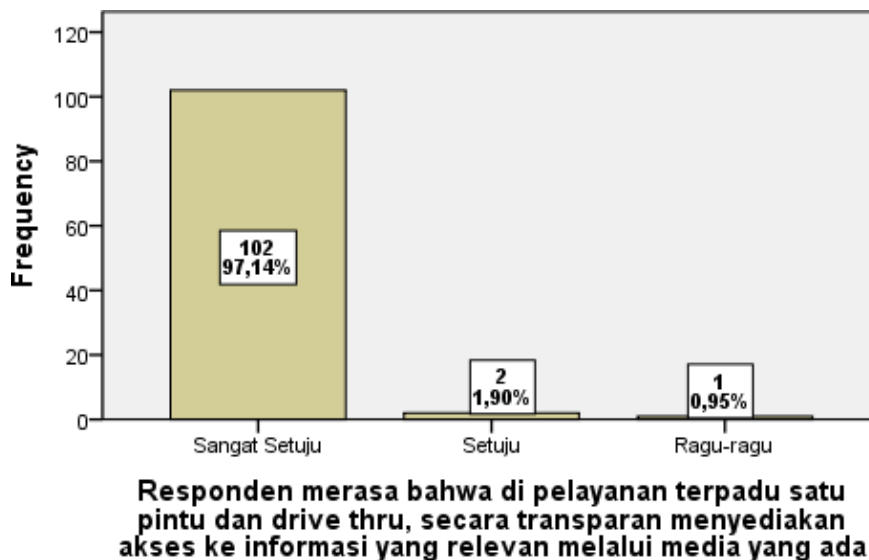
- Indikator
1. Openess
 1. Open in conveying information / disclosing information to be able to solve problems
 2. Willingness of the communicator to react honestly to the stimulus
 3. Ownership of feelings and thoughts (responsibility for the message conveyed)
 2. Emphaty
 1. Able to understand motivations and experiences, feelings and attitudes, hopes and desires
 2. Active engagement through facial expressions and gestures
 3. Concentration centered on eye contact, attentive body posture, physical closeness
 4. Appropriate touching/cuddling
 3. Supportiveness
 1. Supporting by being descriptive rather than evaluative
 2. Spontaneous rather than strategic
 3. Provisional rather than certain

C. Results and Discussion

Result

Openess

There are several indicators contained in the openness variable, including being able to be open in conveying information / disclosing information to be able to solve problems, the willingness of communicators to react honestly to stimuli and ownership of feelings and thoughts (responsibility for the messages conveyed). After the descriptive analysis test was carried out, the results of each item were obtained as follows:

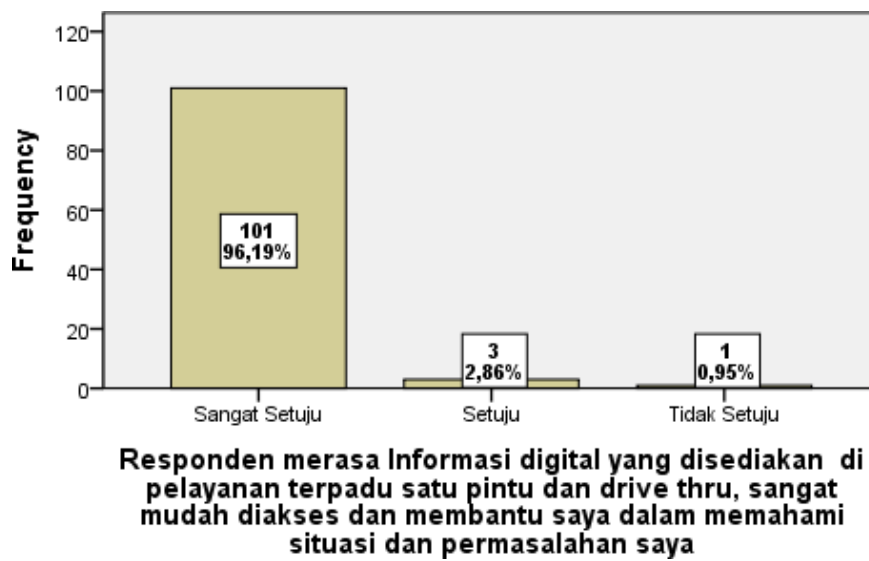


Gambar 1. Analisis Deskriptif Pelayanan Transparan

Based on the graphical data presented, it can be seen that the majority of respondents, especially lawyers who are members of the Indonesian Advocates Association (PERADI) in the West Java region, gave a positive response to transparency in the provision of access to information at the independent one-stop service and DILAN. Of the 105 respondents, 102 people or around 97.14% strongly agreed that the service provides access to relevant information transparently through various available media.

Information transparency is a crucial aspect in public services, especially in the legal sector such as courts. The availability of clear and accessible information is the foundation for justice and equitable access to public services for all levels of society in general and vulnerable communities, such as the elderly and disabled. When respondents expressed a high level of agreement with information transparency, this reflected their trust in the services provided by PTSP and DILAN at the Bandung High Court in the West Java jurisdiction. This satisfaction can be interpreted as the result of the court's efforts in providing good services to stakeholders, in this case the lawyers who were respondents in this study.

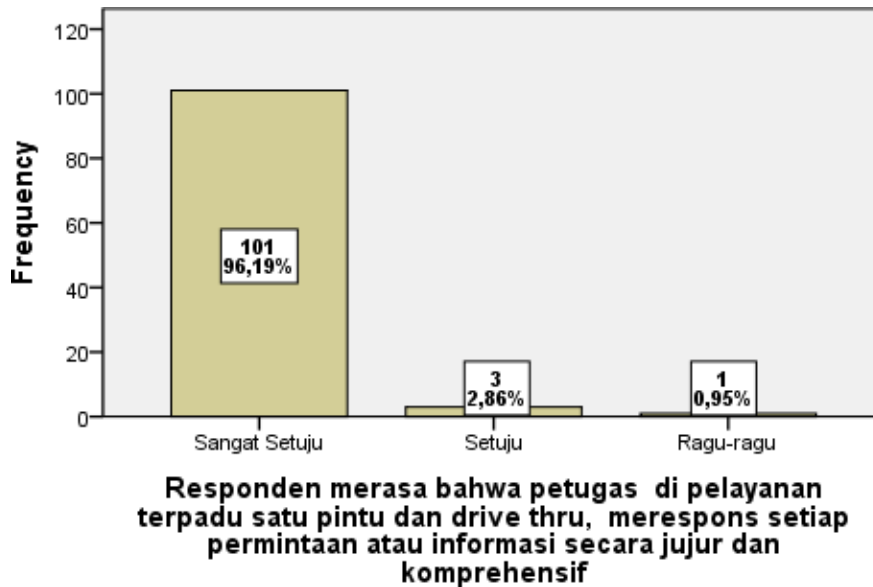
From these results, it can be seen that officers at the mandir one-stop service and digital service (DILAN) have been able to transparently provide access to relevant information through existing media. This standard of transparency is a commitment that must be maintained by the judiciary, given its important role in maintaining the integrity of the legal system and public trust. In this context, data collection and analysis as seen in the graph provides valuable feedback for authorities to continuously improve and enhance their services in line with user needs and expectations.



Gambar 2. Analisis Deskriptif Kemudahan Pelayanan

The data shows that 96.19% of respondents, primarily lawyers from PERADI in West Java, strongly agree that digital information provided through the one-stop and drive-thru services is easily accessible and helps them understand legal issues. Only 2.86% agreed, and 0.95% disagreed, reflecting high satisfaction with the digital services' accessibility and efficiency.

This indicates the success of the Bandung High Court's efforts to use technology to enhance legal service quality and accessibility. Lawyers, as key stakeholders, benefit significantly from these innovations in managing complex legal cases. To maintain and improve service quality, continuous updates to technology infrastructure and information management are essential for ensuring responsive and effective court services.



Gambar 3. Analisis Deskriptif Responsif Pelayanan

Based on the graph above, it can be seen that 101 people or 96.19% of respondents strongly agreed with the question "I feel that officers at the one-stop integrated service and DILAN, respond to every request or information honestly and comprehensively." Whereas as many as 3 people or 2.86% of respondents agreed, then 1 person or 0.95% of the rest expressed doubt about the statement. Meanwhile, 3 people or 2.86% of respondents agreed and 1 person or 0.95% of the rest expressed doubt about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that officers at one-stop and DILAN integrated services respond to every request or information honestly and comprehensively.



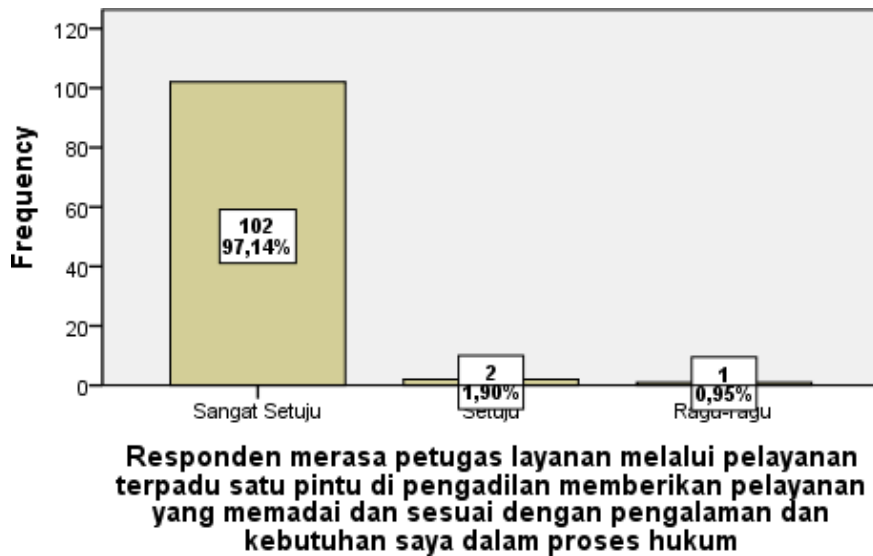
Gambar 4. Analisis Deskriptif Pelayanan yang Bertanggung Jawab

Based on the graph above, it can be seen that 102 people or 97.14% of respondents strongly agreed with the question "I believe that service officers at the one-stop integrated service and DILAN are fully

responsible for the information submitted .." Then as many as 3 people or 2.86% of the rest agreed with the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region believe that service officers at one-stop integrated services and DILAN are fully responsible for the information submitted.

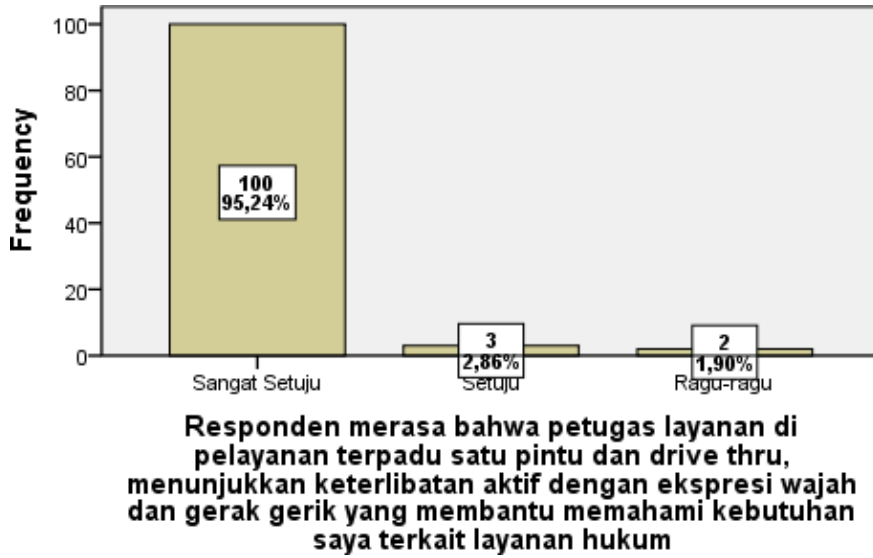
Empathy

There are several indicators contained in the empathy variable, namely being able to understand motivations and experiences of feelings and attitudes, hopes and desires; Active involvement through facial expressions and gestures; Concentration centered on eye contact, attentive body posture, physical closeness; Appropriate touch / caress. After the descriptive analysis test was carried out, the results of each item were obtained as follows:



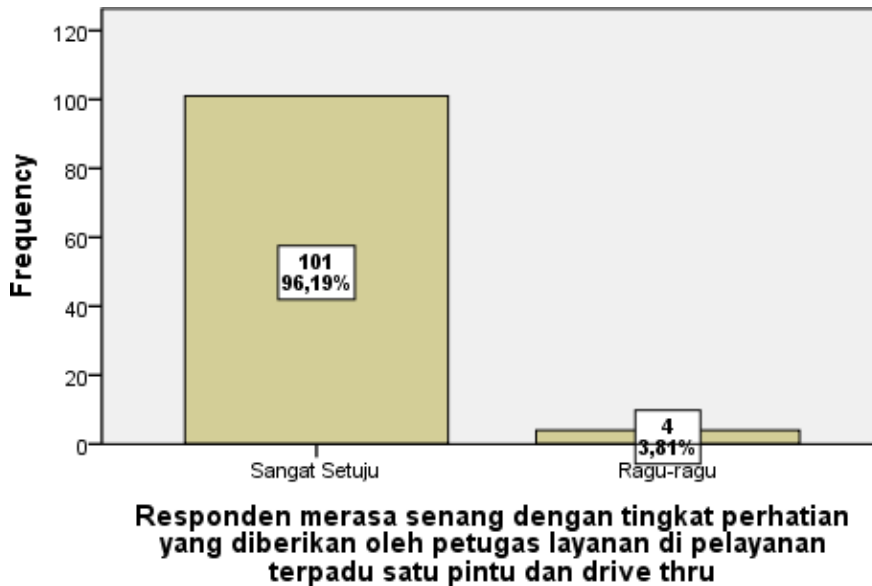
Gambar 5. Analisis Deskriptif Pemadaian Pelayanan

Based on the graph above, it can be seen that 102 people or 97.14% of respondents strongly agreed with the question "I feel that service officers through one-stop integrated services at the court provide adequate services and are in accordance with my experience and needs in legal proceedings." Meanwhile, as many as 2 people or 1.9% of respondents agreed and as many as 1 person or 0.95% of the rest expressed doubt about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that service officers through one-stop integrated services at the court provide adequate services and are in accordance with my experience and needs in the legal process.



Gambar 6. Analisis Deskriptif Keterlibatan Pelayanan

Based on the graph above, it can be seen that as many as 100 people or 95.24% of respondents strongly agreed with the question "I feel that service officers at the one-stop integrated service and DILAN, show active involvement with facial expressions and gestures that help understand my needs related to legal services." Meanwhile, as many as 3 people or 2.86% of respondents agreed and as many as 2 people or 1.9% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that service officers at one-stop and DILAN integrated services, show active involvement with facial expressions and gestures that help

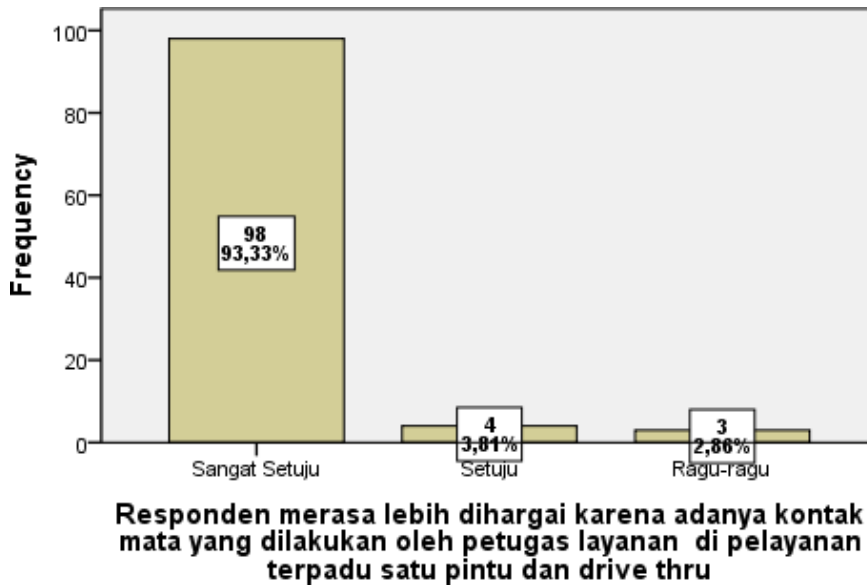


understand my needs regarding legal services.

Gambar 7. Analisis Deskriptif Perhatian Pelayanan

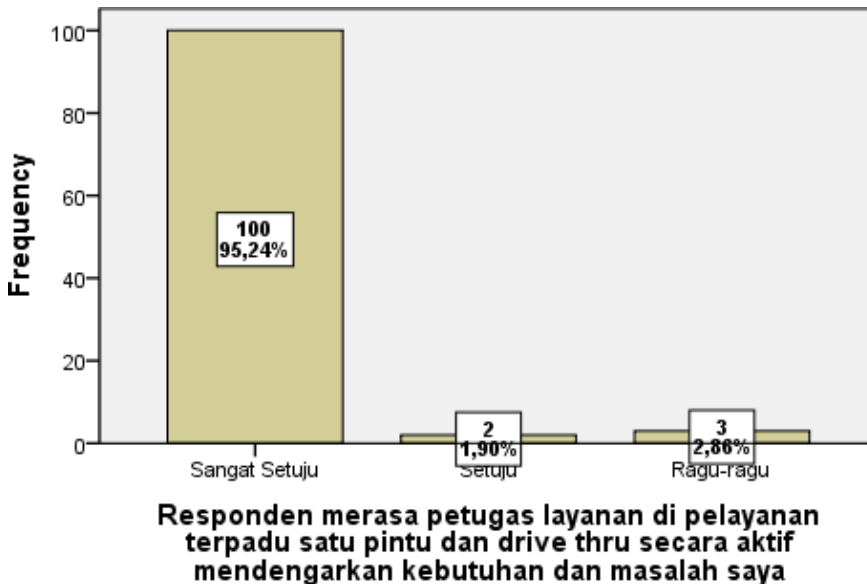
Based on the graph above, it can be seen that 101 people or 96.19% of respondents strongly agreed with the question "I feel happy with the level of attention given by service officers at one-stop integrated services and DILAN." then as many as 4 people or 3.81% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region are happy with the level of attention given by service officers at one-stop and DILAN integrated

services.



Gambar 8. Analisis Deskriptif Perhatian Pelayanan yang lebih

Based on the graph above, it can be seen that as many as 98 people or 93.33% of respondents strongly agreed with the question "I feel more valued because of the eye contact made by service officers at the one-stop integrated service and DILAN." Meanwhile, as many as 4 people or 3.81% of respondents agreed and as many as 3 people or 2.86% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel more valued because of the eye contact made by service officers at one-stop integrated services and DILAN.



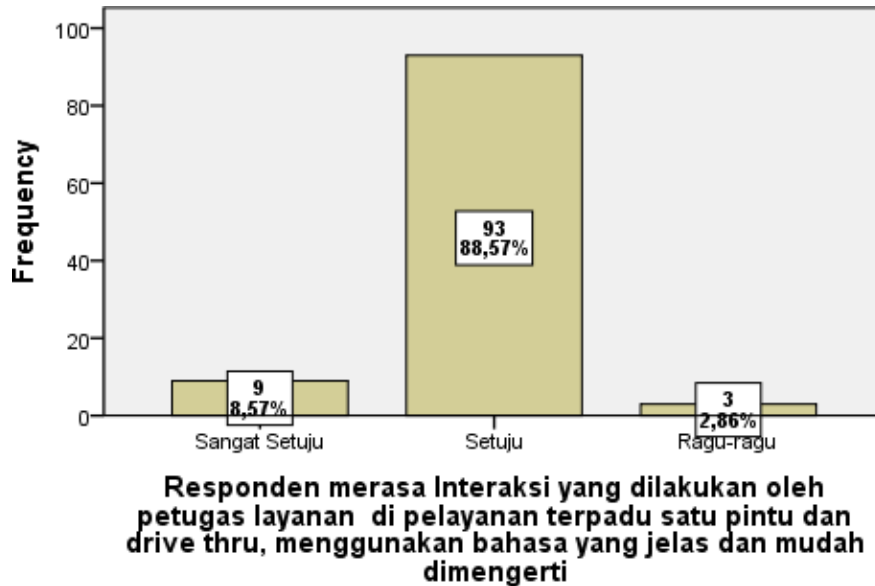
Gambar 9. Analisis Deskriptif Pelayanan

Based on the graph above, it can be seen that as many as 100 people or 95.24% of respondents strongly agreed with the question "I feel that service officers at the one-stop integrated service and DILAN actively listen to my needs and problems". Meanwhile, as many as 2 people or 1.9% of respondents agreed and then as many as 3 people or 2.86% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel

that service officers at one-stop integrated services and DILAN actively listen to their needs and problems.

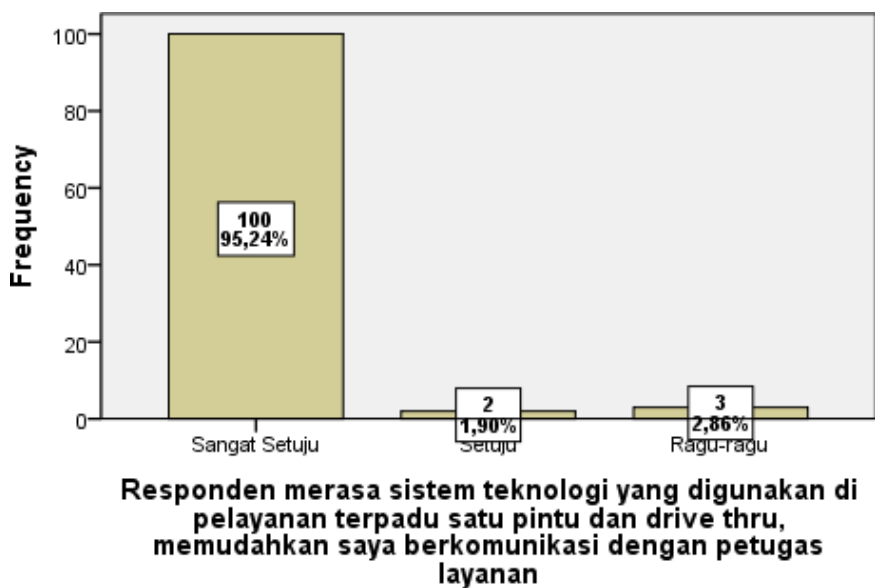
Supportiveness

There are several indicators contained in the supporting attitude variable, namely supporting descriptive rather than evaluative and spontaneous rather than strategic. Then after the descriptive analysis test was carried out, the results of each item were obtained as follows:



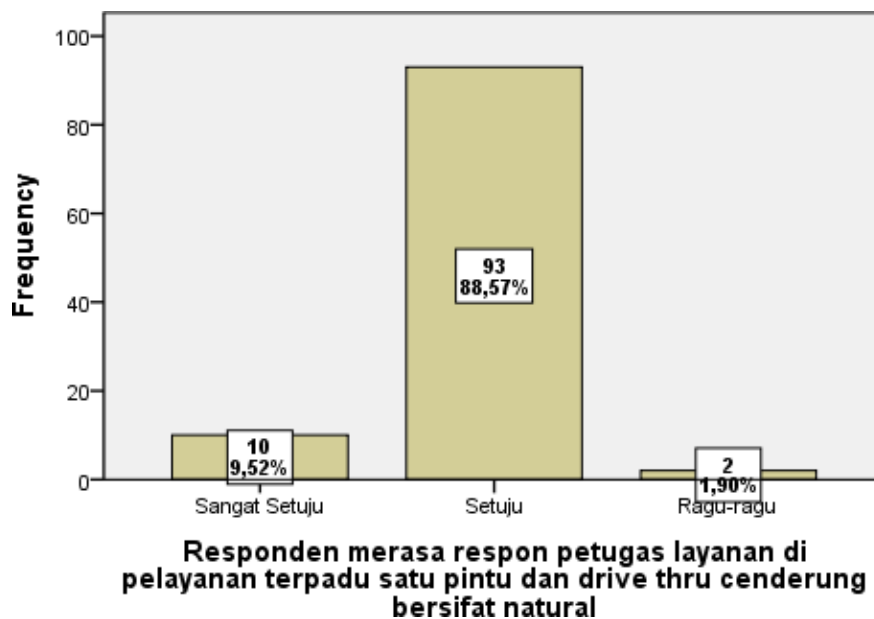
Gambar 10. Analisis Deskriptif Bahasa Pelayanan

Based on the graph above, it can be seen that 93 people or 88.57% of respondents agreed with the question "I feel that the interactions carried out by service officers at the one-stop integrated service and DILAN, use clear and easy-to-understand language". Meanwhile, 9 people or 8.57% of respondents agreed and then as many as 3 people or 2.86% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that the interactions carried out by service officers at one-stop services and DILAN, use clear and understandable language.



Gambar 11. Analisis Deskriptif Kemudahan Komunikasi Pelayanan

Based on the graph above, it can be seen that as many as 100 people or 95.24% of respondents strongly agreed with the question "I feel that the technology system used in the one-stop integrated service and DILAN, makes it easy for me to communicate with service officers". Meanwhile, as many as 2 people or 1.9% of respondents agreed and then as many as 3 people or 2.86% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that the technology system used in one-stop integrated services and DILAN, makes it easier for me to communicate with service officers.

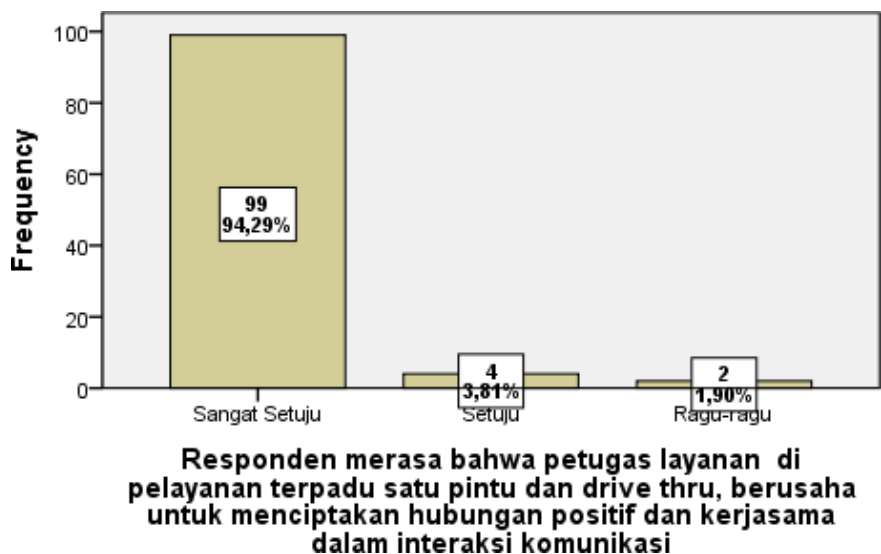


Gambar 12. Analisis Deskriptif Kenaturalan Pelayanan

Based on the graph above, it can be seen that 93 people or 88.57% of respondents agreed with the question "I feel that the response of service officers at the one-stop integrated service and DILAN tends to be natural". Meanwhile, as many as 10 people or 9.52% of respondents strongly agreed and as many as 2 people or 1.9% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that the response of service officers at one-stop integrated services and DILAN tends to be natural.

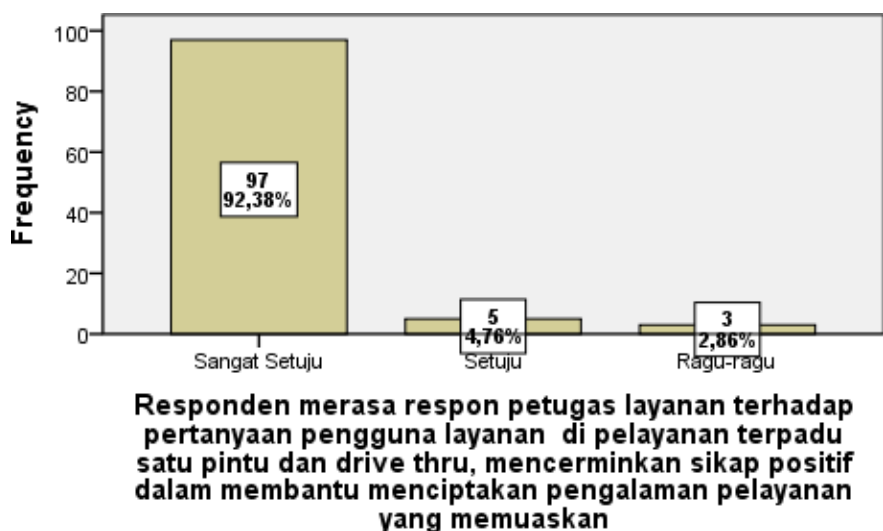
Positiveness

There are several indicators contained in the supporting attitude variable, namely expressing a positive attitude and encouraging people to participate. Then after the descriptive analysis test was carried out, the results of each item were obtained as follows:



Gambar 13. Analisis Deskriptif Hubungan Positif dalam Interaksi Pelayanan

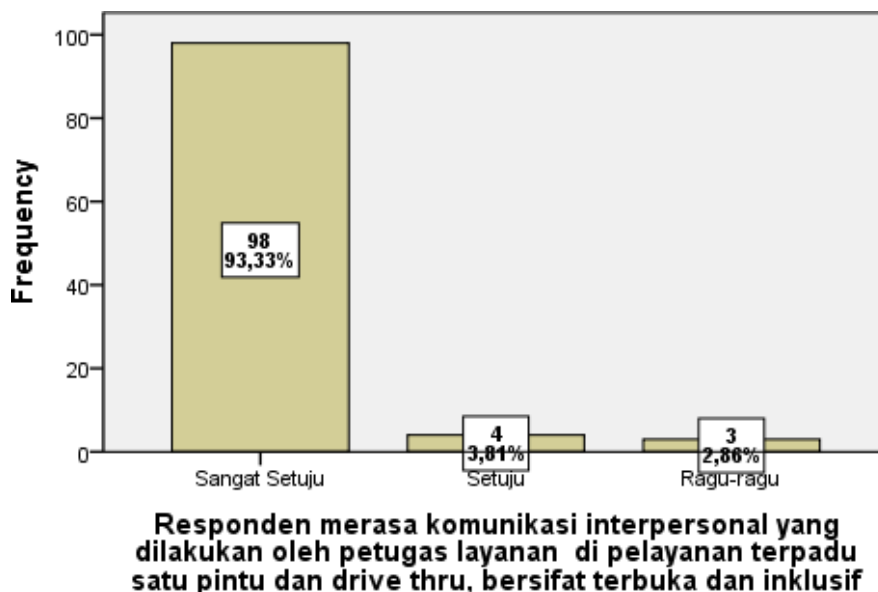
Based on the graph above, it can be seen that as many as 99 people or 94.29% of respondents agreed with the question "I feel that service officers at the one-stop integrated service and DILAN, strive to create positive relationships and cooperation in communication interactions." Meanwhile, as many as 4 people or 3.81% of respondents agreed and as many as 2 people or 1.9% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that service officers at one-stop integrated services and DILAN, strive to create positive relationships and cooperation in communication interactions.



Gambar 14. Analisis Deskriptif Sikap Positif dalam Interaksi Pelayanan

Based on the graph above, it can be seen that 97 people or 92.38% of respondents strongly agreed with the question "I feel that the service officer's response to service user questions at the one-stop integrated service and DILAN, reflects a positive attitude in helping to create a satisfying service experience." Meanwhile, 5 people or 4.76% of respondents agreed and then as many as 3 people or 2.86% of the rest expressed doubt about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that the service officer's response to service

user questions at the one-stop integrated service and DILAN, reflects a positive attitude in helping to create a satisfying service experience.

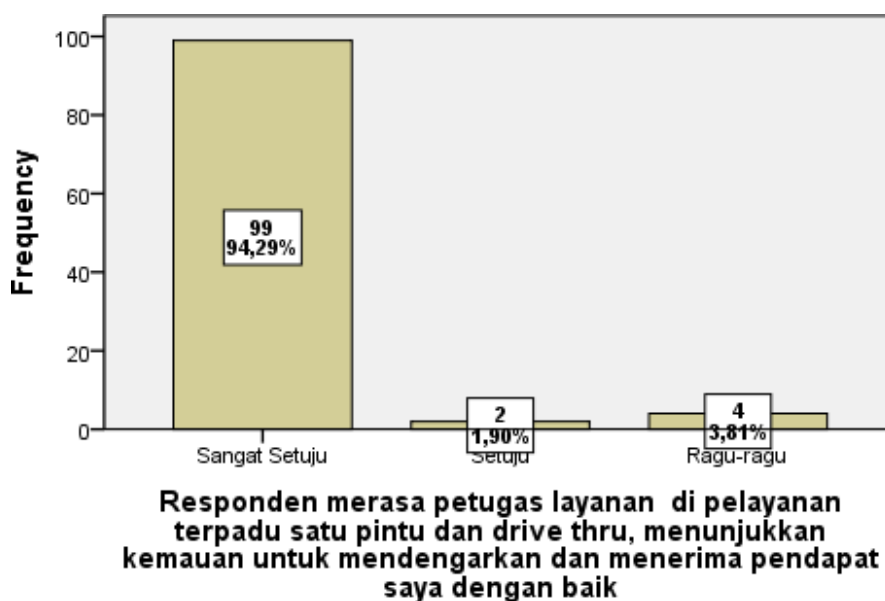


Gambar 15. Analisis Deskriptif Sifat Terbuka dan Inklusif Pelayanan

Based on the graph above, it can be seen that as many as 98 people or 93.33% of respondents strongly agreed with the question "I feel that the interpersonal communication carried out by service officers at the one-stop integrated service and DILAN, is open and inclusive". Meanwhile, as many as 4 people or 3.61% of respondents agreed and then as many as 3 people or 2.86% of the rest expressed doubts about the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that interpersonal communication carried out by service officers at one-stop integrated services and DILAN, is open and inclusive.

Equality

There are indicators that exist in the supportive attitude variable, namely accepting other people's opinions and valuing them positively. Then after the descriptive analysis test is carried out, the results of each item are obtained as follows:



Gambar 16. Analisis Deskriptif Sikap Supportif Pelayanan

Based on the graph above, it can be seen that 99 people or 94.29% of respondents strongly agreed with the question "I feel that service officers at the one-stop integrated service and DILAN, show a willingness to listen to and accept my opinion well." Meanwhile, as many as 4 people or 3.81% of respondents stated that they were undecided and then as many as 2 people or 1.9% of the rest agreed with the statement. So it can be concluded that lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that service officers at the one-stop integrated service and DILAN, show a willingness to listen and accept my opinion well.

Discussion

Communication skills, in this case interpersonal communication, dominate library services. This interpersonal communication is a reference point where library staff must have the skills to serve each user who can reach thousands of people every day, and have their own uniqueness in communicating. This will later determine the success of a person in fulfilling his duties as an information servant (Simahate, 2013).

Referring to the topic taken in this study, to measure the interpersonal communication skills possessed by One-Stop Integrated Service Program (PTSP) service officers and drive-thru services at the Bandung High Court West Java jurisdiction there are several indicators of effective interpersonal communication that must be measured, openness, empathy, supportiveness, positiveness, and equality.

In the openness indicator, it is expected that service officers are able to be open in conveying information /disclosing information to be able to solve problems, the willingness of communicators to react honestly to stimuli, and have ownership of feelings and thoughts (responsibility for the messages conveyed). As a result, respondents in this case lawyers in the Indonesian Advocates Association (PERADI) in the West Java region feel that the one-stop integrated service and DILAN transparently provide access to relevant information through existing media. This is evidenced by 102 people or 97.14% of respondents strongly agreed with the statement. Meanwhile, 2 people or 1.9% of respondents agreed and 1 person or 0.95% of the rest expressed doubt. In addition, respondents also felt that the digital information provided at one-stop services and DILAN was very easy to access and helped them understand their situation and problems. Then as many as 102 people or 97.14% of respondents strongly agreed with the statement that they believe service officers at the one-stop integrated service and DILAN are fully responsible for the information submitted.

In the empathy indicator, it is expected that service officers are able to understand motivations and experiences, feelings and attitudes, expectations and desires; actively involved through facial expressions and gestures; concentration centered on eye contact, attentive body posture, physical closeness and appropriate touch / caress. As a result, respondents, in this case lawyers in the Indonesian Advocates Association (PERADI) in the West Java region, felt that service officers provided services that were adequate and in accordance with their experiences and needs in the legal process. This is evidenced by seeing as many as 102 people or 97.14% of respondents strongly agree with the statement. Meanwhile, 2 people or 1.9% of respondents agreed, then 1 person or 0.95% of the rest expressed doubt. In addition, respondents also felt that service officers showed active involvement with facial expressions and gestures that helped understand their needs related to legal services. The eye contact provided made respondents feel more valued. This also made respondents feel happy with the level of attention provided by service officers at the one-stop shop and DILAN. Overall the service officers actively listened to their needs and concerns.

In the supportiveness indicator, it is expected that service officers are able to support by being descriptive rather than evaluative and spontaneous rather than strategic. As a result, 88.57% of respondents felt that the interactions carried out by service officers at the one-stop integrated service and DILAN, used clear and understandable language, besides that the technology system used made it easier for them to communicate with service officers. In addition, respondents in this case lawyers feel that the response of service officers at one-stop integrated services and DILAN tends to be natural.

Service officers at the One-Stop Integrated Service (PTSP) and DILAN drive-thru services in the Bandung High Court have demonstrated strong interpersonal communication skills. On the positiveness indicator, 94.29% of respondents agreed that officers foster positive relationships and cooperation, creating a satisfying and inclusive service experience. On the equality indicator, 94.29% of respondents strongly agreed that officers listened and valued their opinions positively, reflecting openness and respect. These findings highlight that service officers effectively meet communication expectations, ensuring quality interactions and positive experiences for users.

D. Conclusion

Innovations in public services by the Bandung High Court, West Java, demonstrate a commitment to improving and enhancing the quality of services provided to the public. Through the One Stop Integrated Service (PTSP) program and digital services (DILAN), service users, including lawyers, can complete court documents more quickly and efficiently. This innovation aims to reduce physical interactions and corrupt practices, and improve the accessibility and quality of legal services.

Interpersonal communication is a key aspect of this innovation. Service officers are expected to be able to carry out operational standards well, including in terms of openness, empathy, supportive attitude, positive attitude, and equality. The results showed that service officers had successfully met these expectations. Service users, especially lawyers, were satisfied with the transparency of information provided as well as the level of empathy and attention provided by officers. This positive response shows that innovations in public services have succeeded in creating a good relationship between the court and the community.

The importance of interpersonal communication is also evident in improving service user satisfaction, overcoming administrative barriers, and increasing public trust in court institutions. The use of technology as a support tool has helped speed up access and improve service quality, but the human element remains key in ensuring service effectiveness.

The results of this study provide a solid basis for further improvements in public service delivery at the Bandung High Court West Java jurisdiction. Concrete recommendations can be provided to improve service quality and broaden the understanding of public services in general. Thus, this innovation is not only beneficial for the court institution, but also for the public who need easier and faster access to the justice system.

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