

ABSTRACT

Hafizhah Salsabila Qaulan Sadidah, 213106065, 2024. **Interpersonal Communication of Customer Service in Dealing with Customer Problems at Madiun Train Station. Diploma III English Program, Department of Business Administration, Madiun State Polytechnic.**

Interpersonal communication is something that is needed in the world of work, especially for customer service when dealing customer problems at train stations. One of the problems complained about by customers at the train station is related to problems in paying train tickets through KAI pay. However, interpersonal communication does not always run smoothly, resulting in various barriers to communication. The writing of this research focuses on the interpersonal communication process and communication barriers in customer service in dealing with customer problems at Madiun Train Station. The writing of this research uses a qualitative descriptive method. Data collection techniques were carried out by observation, interviews, and documentation with customer service staff at Madiun Train Station and customers who conveyed their problems at the customer service of Madiun Train Station. Based on the results of this research, it was found that the interpersonal communication process in customer service in dealing customer problems at Madiun Train Station has not gone smoothly, because from the six stages in the interpersonal communication process three stages that have not gone smoothly. In addition, this study also found several types of communication barriers during the interpersonal communication process of customer service in dealing with customer problems at Madiun Train Station, such as physiological barriers, psychological barriers, and semantic barriers.

Keywords: Interpersonal Communication, Communication Barriers, Customer Service, Dealing with Customer Problems, Descriptive Qualitative, Madiun Train Station

ABSTRAK

Hafizhah Salsabila Qaulan Sadidah, 213106065, 2024. **Komunikasi Interpersonal Customer Service dalam Menghadapi Masalah Pelanggan di Stasiun Kereta Api Madiun. Program Diploma III Bahasa Inggris, Jurusan Administrasi Bisnis, Politeknik Negeri Madiun.**

Komunikasi interpersonal merupakan suatu hal yang sangat dibutuhkan dalam dunia kerja, terutama bagi customer service ketika menghadapi permasalahan pelanggan di stasiun kereta api. Salah satu hal masalah yang dikeluhkan oleh pelanggan di stasiun kereta api yaitu terkait permasalahan dalam pembayaran tiket kereta api melalui KAI pay. Namun, komunikasi interpersonal tersebut tidak selalu berjalan dengan lancar, sehingga menimbulkan berbagai hambatan dalam berkomunikasi. Penulisan penelitian ini berfokus pada proses komunikasi interpersonal dan hambatan komunikasi pada customer service dalam menghadapi permasalahan pelanggan di Stasiun Kereta Api Madiun. Penulisan penelitian ini menggunakan metode deskriptif kualitatif. Teknik pengambilan data dilakukan dengan observasi, wawancara, dan dokumentasi dengan staff customer service di Stasiun Kereta Api Madiun dan pelanggan yang menyampaikan permasalahan mereka di customer service Stasiun Kereta Api Madiun. Berdasarkan hasil penelitian ini ditemukan bahwa proses komunikasi interpersonal pada customer service dalam menangani masalah pelanggan di Stasiun Kereta Api Madiun belum berjalan dengan lancar, karena dari keenam tahapan dalam proses komunikasi interpersonal terdapat tiga tahapan yang belum berjalan dengan lancar. Selain itu, penelitian ini juga menemukan beberapa jenis hambatan komunikasi pada saat proses komunikasi interpersonal customer service dalam menangani masalah pelanggan di Stasiun Kereta Api Madiun, seperti hambatan fisiologis, hambatan psikologis, dan hambatan semantik.

Kata kunci: *Komunikasi Interpersonal, Hambatan Komunikasi, Customer Service, Menghadapi Masalah Pelanggan, Deskriptif Kualitatif, Stasiun Kereta Api Madiun*