ABSTRACT

This research was conducted to answer two questions namely how external communication is implemented in the District Court in Jakarta and how the perspective of society on the District Court performance. This research uses qualitative method with Case Study approach. The researcher conducted interviews with 3 court officials, 2 court staff and observed the service process and court inquiries carried out. Researchers also conducted interviews with visitors and communication experts. The results of this study indicate that organizational communication in the District Court in Jakarta is still ineffective so it provides an overview of the organizational performance and aspects need to be improved. The results of this study indicate that organizational communication at the Jakarta District Court is still not optimal, thus providing an overview of organizational performance and aspects that need services to be improved, especially regarding information on legal process services for visitors.

Keywords: External Communication, Organizational Performance, Court of Justice