

Sektor Pariwisata Indonesia mengalami keterpurukan karena pandemi Covid-19 khususnya pada dunia *hospitality* salah satunya adalah industri Perhotelan. Kondisi perhotelan berada pada titik terendah akibat mobilitas yang sangat dibatasi. The Alana Hotel & Convention Center Yogyakarta adalah salah satu hotel yang terdampak pandemi Covid-19, agar dapat tetap beroperasi The Alana Hotel & Convention Center menentukan kebijakan-kebijakan baru. *Human Resources Department* memiliki peran penting dalam pembuatan kebijakan baru seperti halnya penghilangan sementara program *employee relations*. Oleh karena itu, tugas akhir ini mengangkat penelitian mengenai Pengaruh Program *Employee Relations* Terhadap Komunikasi Internal di The Alana Hotel & Convention Center Yogyakarta. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh program *employee relations* yang telah dijalankan serta kondisi hubungan komunikasi internal pada masa pandemi Covid-19. Dalam penelitian tugas akhir ini peneliti menggunakan metode kualitatif deskriptif dengan teknik pengumpulan data melalui observasi partisipan, wawancara semi-terstruktur, dan dokumentasi. Hasil dari penelitian ini menunjukkan bahwa *Human Resources Department* telah melaksanakan beberapa program *employee relations* seperti *geneal staff meeting* (GSM), Pelatihan Kompetensi, dan *special event* dan membawa membawa pengaruh terhadap hubungan komunikasi internal yaitu menjadi terciptanya iklim komunikasi yang memiliki rasa kepercayaan antar karyawan, dan keberlangsungan operasional yang jarang menemui konflik. Namun, masih ada beberapa program *employee realtions* yang belum terlaksana juga seperti program yang menjadi wadah penghubung antara karyawan dan manajemen, program motivasi kerja dan program penghargaan sehingga menimbulkan kendala hubungan komunikasi internal seperti terjadinya kesalahpahaman antara atasan dengan bawahan dalam departemen di The Alana Hotel & Convention Center Yogyakarta.

Kata kunci : *Employee Relations, Komunikasi Internal, Human Resources Department, The Alana Hotel & Convention Center, Yogyakarta*

ABSTRACT

The Indonesian tourism sector is experiencing a slump due to the Covid-19 pandemic, especially in the world, hospitality one of which is the Hospitality industry. Hospitality conditions are at their lowest due to very limited mobility. The Alana Hotel & Convention Center Yogyakarta is one of the hotels affected by the Covid-19 pandemic, in order to continue operating The Alana Hotel & Convention Center determines new policies. The Human Resources Department has an important role in the creation of new policies as well as the temporary program abolition of employee relations. Therefore, this final project raises research on the Effect of Programs Employee Relations on Internal Communication at The Alana Hotel & Convention Center Yogyakarta. The purpose of this study was to determine the effect of the program employee relations that has been carried out and the condition of internal communication relations during the Covid-19 pandemic. In this research, the researcher uses descriptive qualitative method with data collection techniques through participant observation, semi-structured interviews, and documentation. The results of this study indicate that the Human Resources Department has implemented several programs employee relations such as general staff meetings (GSM), Competency Training, and special events and have brought an influence on internal communication relationships, namely creating a communication climate that has a sense of trust between employees, and operational continuity that rarely encounters conflict. However, there are still several programs employee relations that have not been implemented, such as programs that serve as a liaison between employees and management, work motivation programs and reward programs, causing problems in internal communication relationships such as misunderstandings between superiors and subordinates in the department at The Alana Hotel & Convention Center Yogyakarta.

Keywords: *Employee Relations, Internal Communication, Human Resources Department, The Alana Hotel & Convention Center, Yogyakarta*