

ABSTRACT

Telegram is one of the chat service provider application that has many excellent features, which is, this feature is not owned by other chat application. Like a high level of security, large file sharing, up to 1000 people. Due to many advantages possessed Telegram, the chat application is then widely used by the public in Indonesia. But surprisingly, the Ministry of Communications and Information Technology blocked the chat service. Mentioned, Telegram is a communication channel used by terrorists. The decision to block Telegram then made the public disappointed and directed the negative responses and news to the Ministry of Communications and Information. At the time of getting negative news, then that's where the role of public relations is needed.

The purpose of this study is to determine the role and function of Public Relations Ministry of Communications and Informatics in handling cases of telegram blocking. In this study the authors use qualitative methods with the type of case study research. The result of the research shows that the role of Public Relations of the Ministry of Communication and Information Technology in handling the Telegram blocking case is as Communication Facilitator and Communication Technician, while the Expert Determinants and the Problem Solving Facilitator are still limited to matters relating to the media, whereas decision making becomes the responsibility of management. For the PR function is done is good enough.

Keywords: Role of Public Relations, Function of Public Relations, Telegram blocking