THE MEDIA USED TO COMMUNICATE WITH INTERNAL PUBLIC IN PT. ANGKASA PURA I AT ADISUMARMO INTERNATIONAL AIRPORT SURAKARTA

FINAL PROJECT
Submitted as a Partial Requirement in Obtaining Degree in the English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University

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MOTTO

EXPERIENCE IS THE BEST TEACHER
Bukan dari apa dia berasal, tapi akan menjadi apa dia
Dedication

Dedication to:

Allah S.W.T
My Beloved Parents
My Sisters & My Young Brother
My Friends
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Firstly, Alhamdulillahirabb’ilalamin. I thank Allah S.W.T for giving me so much easiness and pleasure in my life. I thank my loving parents, my family and my friends who wish me luck and support me any time. I love all.

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Surakarta, Agustus 2008

Tri wahyuni
ABSTRACT


This final project is written based on the job training done by the writer at AMC unit of Adisumarmo international airport. The objectives of this report are to know the kinds of communication media for internal public and to know the benefits. The writer did the job training from the 1st of February until the 28th of February.

In the discussion, the writer describes the types of media used for internal communication. Communication internal is done for internal publics, the management and the employee. To accelerate the internal communication, communication media are needed. The communication media that are used in PT. Angkasa Pura I are information billboard, letter, memo, meeting, magazine, suggestion box, telephone, radio portable/Handy Talky (HT), introduction literature, staff visitation, events, video slide and direct speech. Those communication media give many benefits, they are strengthening the relationship between management of the company and the employees, creating solidarity feeling and family feeling between the employee, creating the high motivation to work for the employees and arousing faithfulness feeling of the employee to the company.

After doing the job training, the writer has some suggestions to PT. Angkasa Pura I, that PT Angkasa Pura I need to establish Public Relation Division, to maximize the functions of public relation, and needs to add communication media such as CCTV and bulletins.
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CHAPTER I

INTRODUCTION

A. Background

PT. Angkasa Pura I is one of companies in Surakarta which is an air transportation service company. PT. Angkasa Pura I is also state-owned company managing Adisumarmo International Airport operation. As the big company, PT. Angkasa Pura I has many employees to serve the costumer, the user of services such as flight Company and the passengers. In operating the airport, communication is needed because PT. Angkasa Pura I cooperates with many other companies.

Communication plays important role in creating good relationship in a companies. Of all the elements in the company, including internal and external public, should keep a good communication. There are two kinds of communication; there are external communication and internal communication. External communication is communication between the company with the public outwards the company such as costumer, government etc. Internal communication is communication between manager or leader with the public inwards the company such as the employee and stakeholders.

Communication has purposes; they are giving understanding, growing motivation and participation and helping to get public opinion especially for all public. To manage the communication, a company usually establishes Public Relation Division. Public relation division functions as mediator connecting
information between the organization or institution and the public. The public relation officers have a duty to create a harmony relationship between an organization or institution and the public, so, they need media to support the communication. Media are chosen based on the aim. Media are means or tools to distribute the information or as mediator between communicator with communicant. The aim can be divided into two; they are external public and internal public.

Public Relation Division has many functions they are to serve public interest, to maintain good communication and stress good moral and manners. Therefore, public relation division is important in a company. The function of public relation especially in handling internal public has a big contribution to the company because good relationship in internal public can accelerate the working process in the company. Although the public relation division is important, not all company has it. It is like PT. Angkasa pura I in Adisumarmo International airport. As a big company and has many employees, it should have public relation division to manage communication in the company. The condition leads the writer to know further how the communication is managed in the company. To narrow down the discussion, it is only the internal communication which is going to be observed. The writer also wants to know what kind of media used and the benefits of the used of the media.
B. Objectives

The objectives of this final report are:

1. To know the media used for communication in PT. Angkasa Pura I Adisumarmo International Airport.

2. To know the benefits of media used for internal communication in order to create good communication between employees in PT. Angkasa Pura I at Adisumarmo International Airport.

C. Benefits

It is hoped that this final project will be useful for:

1. Student of English Department.
   
   Student of English Department can get information about communication media used in PT. Angkasa Pura I at Adisumarmo international Airport.

2. To PT. Angkasa Pura I After knowing the function of communication media in internal it is hoped that the PT. Angkasa Pura I should increase and keep good communication in internal public.
CHAPTER II
LITERATURE REVIEW

A. Public Relations

1. The Definition of Public Relation

According to Novel Ali, Public Relation at the beginning, of its development, was a one-way traffic of communication in the form of propaganda, publicity and campaign which are intended to influence or to affect public opinion. Then, it develops into a two way of communication that emphasize on the exchange mutual relationship between a company or an organization and its public (Ali, 1986)

Frank Jefkins states that, “Public Relation consist of all form of communication, outwards and inwards, between an organization and its public for the purposes of achieving specific objectives concerning mutual understanding” (1995:9).

The definition of Public Relation according Cutlip, Center and Broom is “distinctive management functions which help establish the mutual lines of communications, understanding, acceptance and cooperation between an organization and its public” (2000:4).

Based on the definition above, it can be concluded that Public Relation is all of planned communications which are intended to influence or to affect public opinion in order to achieve specific objectives concerning mutual understanding between an organization and its public.
2. **The Function and the Role of Public Relation**

According to Canfield, “the functions of Public Relation are: to serve the public interest, to maintain good communication, to stress good moral and manners” (Cited in Effendy 1986:4).

According to Cutlip and Center, Public Relation role makes major contribution that includes:

a) Correctly interpreting management and personal policies.

b) Helping to shape the attitudes employees reflect on their relationship outside the place of work.

c) Creating an environment favorable to the work to the work of personal or industrial relation function.

d) Providing vehicle and stimulating two-way communication as part of working condition (Cutlip and Center 1978).

There are the main functions of Public Relation according to Ruslan are:

a) Supporting the main management’s activity reaching the organization aim.

b) Building good relationship between organizations with the public as its target.

c) Identifying the opinion, perception and comment of the society to the organization, or the organization to the society.

d) Serving the public’s want and giving suggestion to the management’s director for the aim and benefits.
e) Creating a two-way communication and manage the communication current, publication and massage from the organization to the public or public to the organization to reach good image for both side (2001: 20-21).

B. Internal Public.

According to Wright and Christian (Cited by Effendy 1989) the meaning of public, can be classified into two: there are geographically and psychologically. Geographically, public mean as a number of human assemble in the certain place. Therefore, people can be divided into national public, regional public and local public. Psychologically, public means the people which have interested of some thing without have relation with the place their in.

According to Cutlip and Center, “A public is simply a collective noun for a group of individual tied together by some common bound of interest and sharing a sense of togetherness” (Cited by Effendy, 1993:133)

According to (Newsom e.t all), “Public has traditionally meant any group (or possibly, individual) that has some involvement with are organization” (2000)

Publics are divided into two categories: external and internal. External publics exist outside an institution. They are not directly and officially a part of the organization, but they do have relationship with it. Certain external public, such as government regulatory agencies, have
substantial impact on the organization (Newsom, Turk, Krukeberg, 2000:90)

Internal publics share the institutional identity. The include management, employees and many types of supporters (investors, for example). Occasionally, the term internal public is used in public relation practice to refer exclusively to employees that is workers (Newsom, Turk, Krukeberg, 2000:90).

C. Media

According to Effendy, media are means to distribute the massage which is extended by communicator with its communicant (1983).

According to Rosady Ruslan,”media are the facilities and are the tools to distribute the massage or as mediators between the communicator with its communicant” (2000:23).

From the definitions above the writer can conclude that media are facilities or tools which are used by communicator to the communicant and on the contrary to distribute the massage in order to create influence communication. In the company, communication is needed in order to create good communication between the employee and the employer.

There are three kinds of internal public media; they are printed words, spoken words, image and words.
1. Printed Words Media.

1.1 Organizational Publications.

An organizational publication can take the form of a simple newsletter, a tabloid newspaper, or a “mega paper” that combine the format of a newspaper with the style of magazine. Organization publications are directed to many publics, but the most common used is in employee communication.

1.2 Letters.

Letters remains the backbone of internal and external organizational communication; they offer an opportunity for the chief executive to communicate with employees and their families in a conversational, personalized and newsy manner.

1.3 Inserts and Enclosures

A common from is the “payroll stuffer” that goes into paycheck envelopes. Typical uses range from news vignettes to offers of merchandise and service. The insert is an important public relation medium for appealing to natural constituencies for support and important notice and news.

1.4 Reprinted Speeches, Position papers, and backgrounders

Expressing an organization is position in reprint is a common method of communicating with select public about controversial issues and public policy the simple explanation is that as more organization find their traditional policies and method under investigation or challenge, they respond formally in speeches or by providing testimony in congressional hearing. The major user are to inform and reassure important individual concerning about issues of mutual interest. Thus,
these materials are seat to employees, legislators, and other government officials, financial analysts, leaders of pressure group, the media and community opinion leader.

1.5 Bulletin boards

The use of bulletin boards is widespread and here to stay. Bulletin boards offer a good place to corroborate information with brief massage publicity. They provide quick access for speaking rumors and for making desirable information stick. The dynamic boards get regular attention: it needs to be updated often. In somewhat same the same categories are posters and placards on walls or columns in work are.

2. Spoken Words

2.1 Meetings

Meetings bring people together, providing opportunities to speak and opportunities to listen, a way communication, work-group meeting, quality control circles, and participative management system are example of small, task oriented meeting. Such face-to face get together are expensive in time away from routine task but economical in the long run because both of the ideas they provide and the tea-building effect.

2.2 The grapevine

The grapevine is neither a formal nor a controlled medium, but word of mouth is often the quickest means for communicating some information, the grapevine is a potent line of communication. It carries
information much more exiting that simple fact truth.

2.3 Speeches and speaker’s Bureau.

There are the advantages of speeches:

a) Provide the most direct and persuasive means of communication because it involve face-to-face contact with a live audience.

b) Help “personalize” an organization, particularly at a time when may people see larger organization as being excessively impersonal.

c) Often allows opportunities for give-and-take between speakers and audience, a two way dialogue that can be informative for both parties.

d) Helps demonstrate the organization’s proneness and its desire to be a constructive participant in industry and community activities,

e) Bring prestige to both the speaker and the organization.

f) Provide authoritative source material for other communication.

3. Image and Words

3.1. Images and words: video, film and slide presentation.

Sponsored video and films are those conceived within a commissioned by an organization for sale, training or public relation purposes. Many of strengths and principles of video and film apply to slide presentations.

3.2. Teleconferencing

The technology advance in satellite communication have also expanded the range the possibilities for meeting and speeches. The reason for using
teleconferencing is to reach people at many locations all at the same time with the same massage.

3.3 Close Circuit Television

The systems make the company possible to telecast live or by video tape and film to all employees at the same time.

3.4. Display and Exhibits

Display must be a conceived as part of the total public relation program to reach target public. Display and exhibits are also distributed much like films video tapes for use at special events and local gathering. (Cutlip, Center and Broom, 2000; 289-304).

There are various communication media. Nevertheless, generally a company only uses some of them, these media are chosen based on the effectiveness. The selection of media is also influenced by of the characteristic of the company, the amount and the strata of the personnel and the location.
CHAPTER III
DISCUSSION

A. PT. Angkasa Pura

A.1. the History of PT Angkasa Pura I

PT. Angkasa Pura I is one of government companies under the Transportation Department. It was established in 1964 with the name of “Perusahaan Negara Kemayoran”. Since 1965 “Perusahaan Negara Kemayoran was changed into “Perusahaan Negara Angkasa Pura”. In 1974, Perusahaan Negara Angkasa Pura was changed into Public Company or called PERUM Angkasa Pura.

After Soekarno-Hatta Airport in Cengkareng was operated in 1985, PT. Angkasa Pura was divided into two parts; they were PT. Angkasa Pura I and PT. Angkasa Pura II. PT. Angkasa Pura I, with its head office at former Kemayoran Airport, managed the other airports in Indonesia except the one in Jakarta. PT. Angkasa Pura II especially managed the Soekarno-Hatta Airport at Cengkareng.

A.2. the History of Adisumarmo International Airport Surakarta

In colonization era, Adisumarmo Airport is an emergency airport which is located about 14 km north of Surakarta. It was built in 1940 by Dutch government. Nevertheless, in 1942 the Airport was destroyed by Dutch and was rebuilt by Japan. Japan used this airport as Navy Military Basic Flight (Kaigun Bakusha).
After Indonesia proclaimed its independence, the name of airport was changed twice. The first name was Surakarta Airport given on the 6th of February 1946 and the second name was Panasan airport, given on the 19th of May 1946. Before 1974 all activities in this airport were focused on military aviation. The facility of the airport was increased after PATA conference in 1974, in order to serve the commercial flight as well as the military flight, including the cargo delivery activities. The commercial flight was formerly opened on April 23, 1974 and served by Garuda airways with Jakarta-Solo-Jakarta route, three times a week.

Based on the KSAU degree number: SKEP/07/VII/1977 on 25 July 1977 Panasan Airport was changed into Adisumarmo Airport. The name of Adisumarmo was presented to honor Captain Anumerta Adisumarmo Wiryo Kusumo.

According to the government policy to improve the air transportation service to the tourists, The Department of Communication developed Adisumarmo Airport into an international Airport. The service was developed not only for domestic flight but also international flight. The route of the first the international flight was Singapore-Jakarta-Solo.

Since the 1st April 1992 Adisumarmo International Airport Surakarta, Adisucipto Airport Yogyakarta and also Syamsudin Noor Banjarmasin were legally included in PT. Angkasa Pura management.
A.3. Organization structure of PT. Angkasa Pura I

The following is the scale of organization structure of PT. Angkasa Pura I:
The duties of every division are as follows:

a. Branch Manager.

   Branch manager is responsible for coordinating and monitoring activities of corporation. It also gives reports to central office concerning with the activities and result of the corporation.

b. Office in Charge (OIC)

   Officer in charge is responsible for supervising the daily operation of the airport.

c. Operational and technical division.

   Operational and engineering division is responsible for preparing and doing rescue operation of air traffic. It also serves aviation and communication.

   1. Air Traffic Operational Sub Division.

      Air traffic Operational Sub Division is responsible for doing the activity and monitoring air traffic in Aerodrome Traffic Zone (ATZ). It also collects information for aviation rescue.

   2. PKP-PK Sub Division.

      PKP-PK (Pengamanan Keselamatan Penumpang-Pemadam Kebakaran) Sub Division is responsible for the aircraft accident. It supports the equipments to recover the aircraft.

   3. General Technical and Equipment Sub Division

      General Technical and equipment Sub Division has duty to maintain the facility and to repair the building.
4. Land Operational Sub Division.

Ground Operational Division has duty for managing fluency of service activity in airside and landside. It also maintains terminal and facilities of the airport. Ground Operation Division is divided into three parts:

a. Apron Movement Control (AMC).

The duties of AMC unit are:

1. arranging and determining placement of aircraft parking.
2. arranging movement of aircraft to parking area.
3. enforcing parking of unscheduled flight.
4. patrolling and controlling traffic or vehicle and Ground Support Equipment in apron area.

b. Information.

The duties of Information unit are:

1. Enforcing information service directly to users of Adisumarmo International airport.
2. Enforcing announcement of flight, citation, and other news.
3. Enforcing other duties from the Chief of Ground Operational Sub Division.
4. Providing tourism information particularly in Surakarta.
c. Airport Security.

The duties of Airport Security unit are:

1. enforcing ordinance pertaining to parking area, land traffic control, safety, and property protection of the airport.
2. patrolling facilities to prevent trespass and unauthorized or hazardous use of the airport environment.
3. checking passenger and their baggage, cabin, and cargo equipment by using X-ray or walkthrough.
4. providing services to the airport users.

d. Terminal Inspector.

This unit is responsible for controlling the airport equipment utilization.

d. Commercial and Administration Division.

Administration and commercial division is responsible for preparing and doing activities of personnel and administration. It also handles efforts to increase the income. Commercial and Administration Division Consist of Personnell Management Sub Division, Accounting Sub Division, Equipment and Storage Division, Commercial sub division

1. Personnel Management Sub Division.

Personnel Management Sub Division has a role to do administration activity, public relation, transportation, collecting and also processing data report.
2. Accounting Sub Division.

Accounting Sub Division has a role to do finance and budgeting activity.

3. Equipment and Storage Sub Division.

Equipment and storage Sub Division handles the material and warehousing activity.

4. Commercial Sub Division.

Commercial Sub Division handles efforts of income improvement. It also deals with bill and tax of aeronautical and non-aeronautical income.

**B. Description of The writer’s Activities.**

The writer did the job training in PT. Angkasa Pura I for a month in Apron Movement Control (AMC) unit. During the job training the writer helped the AMC officer doing their duties. The job training was started on the 1st February until the 28th of February 2008. The work days of the AMC unit of Adisumarmo International Airport are Sunday to Saturday from 05.30 am to the last flight time 08.00pm. The work time of AMC unit is divided into two shifts morning shift at 05.30 am until 13.00 pm and afternoon shifts 12.30 until the last flight time. The holiday of AMC officers are after four days work. It means that if an officer starts working on Monday, she/he will get a holiday on Friday and gets the next holiday on the next Wednesday. The working hour of those who do job the job training in this airport is divided into three shifts they are the morning shift at 06.00 am until
10.30 am. The afternoon shift at 10.00 am until 14.30 pm, and the evening shift at 02.30 pm until 06.00 pm.

There were many activities done by the writer during the job training, they are:

1. Filling Apron Movement Control Sheet.

   The sheet of Apron Movement Control Sheet includes:
   a. Date column to write date, month and year.

      This column filled of the date, month and year of the aircraft landing and taking off in Adisumarmo International Airport.
   b. Type aircraft column.

      The column is used to write the type the aircraft landing in Adisumarmo International Airport. The aircrafts landing are commercial aircrafts and noncommercial aircrafts. The types of the aircraft are B-737 (Boeing), A 319, A-320 (Airbus) and MD-82, Fokker, Cassa aircraft, Cessna Aircraft etc.
   c. Aircraft Operator Column.

      This column is used to write the name of airline such as Garuda Indonesia, Sriwijaya Air, Lion Air, Air Asia etc.
d. **Flight Number column.**

   This column is used to write the flight number. Flight number is written based on the standard number flight of the operator. The flight number consists of two digits word of operator code, followed by three digits number of the operator flight number. The departure flight number is different from the arrival flight number, for example the arrival flight number of one of Lion Air aircraft is JT 538, it has Jakarta-Solo route which the one departure number JT 539 has Solo-Jakarta route.

e. **The origin and destination column.**

   The column is filled with the code of the city of the destination and the arrival of the aircraft, such as SIN (Singapore), Kul (Kuala Lumpur), CGK (Cengkareng), JOG (Jogjakarta), etc.

f. **Block off and block on time column.**

   This column is used to write the time when bar of the prop is set up or removed from aircraft tire. The block on and the block off time are written based on the UTC time (Universal Time coordinate) or The GMT (Greenwich Mean Time).

g. **The Bay Number column.**

   The bay number column is filled with the apron number which is used by the aircraft. Apron is area in airport to
accommodate aircraft loading and unloading passenger or cargo, refilling, and for parking.

h. Remarks Column.

The remarks column is filled with the runway. Runway is a way which is used by the aircraft while landing or taking off.

2. Communicate using a Radio Portable.

In AMC unit, communication is often done using a radio portable. This communication is used by AMC officer with the other officers of same division and different division.

In using a radio portable, every unit has call sign; for example AMC Division has call sign CM (Charlie Mike). If there are voice from an AMC officer wants to communicate with Aerodrome Control Tower Officer for example, the AMC officer will say Tango-Whiskey, Charlie-Mike. On the contrary Aerodrome Control Tower says Charlie Mike go head. It means that the AMC officer permitted to communicate with Aerodrome Control Tower.

3. Checking the Apron Surface.

Sometimes the AMC officers invited the writer checking the apron surface. The activity is always done by the AMC officer in the morning before the first aircraft takes off.
4. Answering Phone.

The writer also answered phone from officers of other divisions who needed information from AMC division such as parking stand of the aircraft, estimate arrival time and departure time, passenger capacity information, the landing and the take off time of the aircraft.

5. Writing the daily agenda.

The AMC daily agenda contains information about activities about the AMC officers including apron traffic information.


When the aircrafts have landed and taken off, The AMC officers can look for the information of the passenger capacity. The passenger information can be taken from the aircraft directly, by asking the ground handling officer who works at the time. Then, the information is distributed to information unit and air traffic operational Sub Division by using a radio portable.

C. The Media Used By PT. Angkasa Pura I to the Internal Public.

After doing the job training, the writer got many experience and knowledge related to the airport organization especially for AMC unit. AMC has big responsibility in to organize, monitor and support all the activities in Apron area of Adisumarmo International Airport
The AMC Officers work using communication media to help them. Communication media are varied; the organization chooses the media appropriate with organization characteristic, the number and personnel strata, and the job location. PT. Angkasa Pura I uses some types of communication media to communicate to internal public. They are information billboard, meeting, radio portable/ Handy Talky, memo, letter, suggestion box, telephone, direct speech, introduction literature, visiting staff, events and magazine.

Each of them is explained in the following parts:

1. Information Billboard.

   Information Billboard is a big white board which is placed in all Division and Units of PT. Angkasa Pura I and it consist of much information. Generally, the billboard of the information contains the information about flight schedule, number flight, flight destination, name of airlines, information about cancellation. The information billboard in every division contains the job description officers and the other information.

2. Meeting

   Meeting in PT Angkasa Pura I divided into two kinds. They are management meeting and operational meeting. Management meeting is a meeting attended by the all of general managers from PT. Angkasa Pura I and the head officer of every division and it is held every once year. This meeting discussed the global problem, such as the employee’s problems, regulation of the company and
etc. The second meeting is Operational meeting, it is a small meeting and is held in every division in PT. Angkasa Pura I branches. This meeting is unpredictable meeting because it is held when the company encounters the serious problem. This meeting is attended by PTO (head of division or unit) and some officers of the division and other unit who have responsibility to solve the problem.

3. Radio Portable/ HT (Handy Talky)

   Radio portable is a device to communicate in long distance. It can reach the area around the Airport and it also can reach someone of out of the Airport. It has important role since it can extend the information quickly. The example of information that can be extended by HT are the time of departure of the aircraft, the arrival of the aircraft, the number of passenger and the parking stand of the aircraft.

4. Memo

   Memo is a short message written by someone to give the information. Memo is usually written by the manager and given to the employees or partners. The company used the formal memo as pronouncements letter in formal relationship between manager and the employees. Memo contains suggestions, instructions or informations about something.
5. Letter

Letter is one of communication media that is used in PT. Angkasa Pura I. This company usually uses a formal letter. There are two types of formal letter; external letter and internal letter. External letter is delivered from Management of PT. Angkasa Pura I to the other company. Internal Letter is delivered from manager to the employee or vice versa for certain purposes. Internal letter contains instructions, suggestions and information.

6. Suggestion Box.

A suggestion box is a device for obtaining additional comments, question and request. The box is used for collecting slips or papers containing opinion, comments and suggestions from customers and from employees of PT. Angkasa Pura I.

7. Telephone.

In every division of PT. Angkasa Pura is completed with telephone. It amount depends on the requirements, generally one telephone for one division except the information units. Telephone is used by the officer of division to another officers of. By telephone the employee can extend their idea, suggestion or information to the management or the other divisions. In PT. Angkasa Pura, the conditions of the telephones are good. If the telephone is broken or did not work well the employee used radio
portable. To easy the communication in every division has call sign such as AMC unit has call sign 243.

8. Direct Speech.

Direct speech is a way to communicate face to face between the employee and the manager directly. This communication is effective way for showing the open attitude’s management of PT. Angkasa Pura I. Direct speech do any time for discussing about material meeting, internal problem such as problem between employees, It has benefit to the employee, because with the direct speech the employee can remand their comments, statements and declaration their filling.

9. Presentation video or slide.

The media used in many activities in this company, such as in giving information to the new employee, explain the standard of work, described the development that the company reach. This media is used in management meeting.

10. Introduction Literature.

Introduction literatures are kinds of documents, material texts or booklet which are contain with short history about the company of PT. Angakasa Pura I, management structure, and other important information about company. This introduction literatures as source information is given for the employees.
11. Visiting Staff.

The staff visitations are done by the manager visiting all division or the officer the other officer in different unit. It is carried out to help employee understand new information and the condition of the company. Visiting staff has benefit for creating solidarity and family atmosphere between the employees.

12. Events.

PT. Angkasa Pura I often holds many events, such as celebrating PT. Angkasa Pura I anniversary, sports activity every Friday morning, celebrating national holiday and etc. The events are aimed at building good cooperation between employees and solidarity between the employees and managements.


PT. Angkasa Pura I has a magazine called Angkasa Pura 1 (AP 1). AP 1 is published by Public Relation Division of central office of PT. Angkasa Pura I in Central Jakarta. The monthly magazine is distributed for free in thirteen airports under PT. Angkasa Pura I management every month. The content of AP 1 includes the new information about the development of PT. Angkasa Pura and information about aeronautical.
D. The Benefits of the Communication Media

The benefits of the communication media for internal public are:

1. to strengthen the relationship between management of the company and the employees.

   The media that strengthen the relationship between management and the employee are suggestion box, direct speech and events. Faithfulness can also be reached with the open management.

2. to create solidarity and family atmosphere between the employees.

   Solidarity and family atmosphere can grow if the employees know the condition each other. They will understand about the problem faced by other employee. Solidarity and family atmosphere can be built from daily interaction in work place through communication media such as HT, Telephone, staff visitations and events.

3. to build the high motivation of work the employees.

   High motivation can be build because of the used communication media of meeting and direct speech.

4. building faithfulness of employee to the company.

   Faithfulness can be created if the employees know the company well this includes knowing the development of company, knowing the failure and the success of the company. Moreover, the employee needs to understand what the company given for them such as the policy. The media giving those benefits are introduction literature, presentation video slide, meeting and magazine.
CHAPTER IV
CONCLUSION AND SUGGESTION

A. Conclusion

Based on the discussion in chapter III, the writer conclude that communication in PT. Angkasa Pura I in Adisumarmo International airport was manage by personnel management sub division. One of the function of public relation is creating well communicate between all public. The kinds of communication in PT. Ankasa Pura I were external communication and internal communication. Internal communication is communication between management and the employees. The communication media that be used for internal communication are:

1. Information billboard.
2. Meetings.
3. Radio portable/ Handy Talky (HT)
4. Memo.
5. Letter.
6. Suggestion Box.
7. Telephone.
8. Direct Speech.
9. Presentation Video Slide.
10. Introduction Literature.
11. Visiting Staff.
12. Events.

The communication media that are used in PT. Angkasa Pura I to communicate for internal public have many functions, they are:
1. to strengthen the relationship between management of the company and the employees.

2. to creating solidarity feeling and family atmosphere between the employees.

3. to build the high motivation of work the employee.

4. to creating possess feeling of employee to the company.

B. Suggestion

1. PT. Angkasa Pura I in Adisumarmo international airport needs to establish public relation division in order to do the public relation functions well. Public relation division, could focused on managing the communication, therefore the other division can focus with their job.

2. The company has to complete the communication media such as CCTV, bulletin for the employees to give more information about the condition and situation in the company.
BIBLIOGRAPHY


www.angkasapura1.co.id.
APPENDICES
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MENTERI PERHUBUNGAN KUNJUNGI LOKASI BANDAR INTERNASIONAL LOMBOK

Jusman Syafii Djamal
PT (PERSERO) ANGKASA PURI
GRU UUDNIA KETERANGAN, SURABAYA

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SUGGESTION - COMPLAINT

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Tanggal: 11 Januari 2008

Saran - Keluhan:
- Waiting room masuk, kurang luar, urutan jeta baju
- Tempat parkir, kurang luas

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Note:
Haijji, saran keluhan ini dimaksud ke bulat saran atau diterangkan melalui
sangat penting;
Please put this suggestion / complaint in the suggestion/complaint box available, 
or submit to the Information Desk.
PT. PERSEROAN ANGGKATA PERA:
BANDARA AGUNG MARGOвая SURABAYA

MEMO INTERN

KEPADY Y.H.
Asisten Pelaksana Bandara

- Mohon untuk digunakan surat ke PT. Boven gara
- Surat yang telah diterima PT. Boven gara
dengan surat yang telah diterima PT. Boven gara

Surabaya, 22 Februari 2018
Asisten Teknik Infrastruktur & Lingkungan

SIMPATI SNI:
NIP. 99021225-8

Terima kasih Y.H.
- Asisten Penangmawan.
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Pengusul
MANAGER OPERASI & TEKNIK

S.I.M.N
NIP.98042356-3

Drs. Endi Martono
ASS. MAN PELAYANAN
NIP.03553736-3
PT. (PERSERO) ANGKASA PURA I
KANTOR CABANG
BANDAR UDARA INTERNASIONAL ADISUMARMO - SURAKARTA

SURAT PERINTAH GENERAL MANAGER PT (PERSERO) ANGKASA PURA I
BANDAR UDARA ADISUMARMO - SURAKARTA

NOMOR : SPPN. 65 / UM.10.5.3 / 2008 / GM.8

TENTANG
PANITA RAPAT KOORDINASI OPERASI & TEKNIK TAHUN 2008 PT (PERSERO) ANGKASA PURA I
DI BANDAR UDARA ADISUMARMO - SURAKARTA

GENERAL MANAGER

Menurut : Beberapa telegram yang diterima dari Perusahaan Utama Angkasa Pura yang direbutkan


2. Atta Peraturan PT (Persero) Angkasa Pura I Nomor 1 tanggal 2 Januari 1999


Mempelajari : Surat Edaran Direksi PT (Persero) Angkasa Pura I Nomor KEP.56 / OM.00 / 2004

Memerintahkan : Surat Edaran Direksi PT (Persero) Angkasa Pura I Nomor KEP.14 / OM.00 / 2004

DIREKTORAT : Para Pegawai dan Staf yang melaksanakan tugas sesuai surat ini.

Untuk : 1. Membantu memerintahkan untuk kesadaran dan perbaikan

2. Surat ini untuk disampaikan kepada para pegawai yang bersangkutan, untuk dikaitkan

Dikeluarkan di: Surakarta

Tanda Tangan : 18 Januari 2008

GENERAL MANAGER

BANDAR UDARA INTERNASIONAL SEKARABARU - SURAKARTA
PT. (PERSERO) ANGKASA PURA I
KANTOR CABANG
BANDAR UDARA INTERNASIONAL ADISUMARMO SURAKARTA

SURAT PERINTAH GENERAL MANAGER PT (PERSERO) ANGKASA PURA I
BANDAR UDARA INTERNASIONAL ADISUMARMO SURAKARTA

NOMOR : SPRL. PT / UK 20.5.6 / 2008 / SMK 8

TEMATIK
PANITIA HARI ULANG TAHUN KE 44 PT (PERSERO) ANGKASA PURA I
DI KANTOR UDARA ADISUMARMO - SURAKARTA

GENERAL MANAGER

Perihal
Deskripsi: Benda dalam rangka Persiapan Panitia Hari Ulang Tahun Ke 44 PT
Angkasa Pura I di Bandar Udara Adisumarmo – Surakarta, maka diperlukan perbu-
kepanjangan.

Mengingat
1. Peraturan Pemerintah Nomor 5 Tahun 1992 ;
2. Akta Pendirian PT (Persero) Angkasa Pura I Nomor 1 tanggal 2 Januari 1992
Perubahan Nomor 95 tanggal 19 Maret 1995, 16 April 1998 dan 18 September
1998 Negara Republik Indonesia ;
3. Akta Perubahan Nomor 3 tanggal 27 September 1999 (Nomor 30) ;
4. Keputusan Direksi PT (Persero) Angkasa Pura I Nomor KEP.064 / 01.09.00 / 2001;

Mempertahankan
Surat Edaran Direksi PT (Persero) Angkasa Pura I Nomor ED. 01 / HK.00 / 1993 Ta-
Januari 1993.

DIPERINTAHKAN :
Kepada : Para Pegawai dan Staf yang nantinya tercantum pada Lampiran Surat Perintah
Untuk : 1. Para Pegawai dan Staf yang nantinya tercantum pada Lampiran Surat Perintah
Penempatan bekerjasama sesuai tugas yang diperintahkan.
2. Surat Perintah ini disampaikan kepada yang bersangkutan, untuk dilakukan dengan
penuh rasa tanggung jawab dan berkepanjangan bekerja.

Dikeluarkan di : Surakarta
Tanggal : 26 Januari 2008

Pada: Wkt: 08.00 WIB

Yth.:
1. Para Manager
2. Para Asisten Manager
3. Yang bersangkutan.

GENERAL MANAGER

[Signature]

PT (PERSERO) ANGKASA PURA I
KANTOR UDARA ADISUMARMO - SURAKARTA

[Alamat PT (PERSERO) ANGKASA PURA I]
PT. (PERSERO) ANGKASA PURA I
KANTOR CABANG
BANDAR UDARA INTERNASIONAL ADISUMARMO SURAKARTA

SURAT-KETERANGAN

NOMOR: APJ. 547 / KP.70.3 / 2008 / GM-I-B

I. General Manager PT. (Persero) Angkasa Pura I Bandar Udara Internasional Adisumarmo Surakarta dengan ini menerangkan bahwa:

Nama: Tri Wahyuani
N.I.M: C.9305079.
Jurusan: Bahasa Inggris
Program Studi: D.III


II. Demikian Surat Keterangan ini dibuat dengan sebenarnya untuk dapat dipergunakan sebagai mertinya.

Surakarta, 03 April 2008

A.N. GENERAL MANAGER
MANAGER KEU, KOM & UMUM

ASSISTEN MANAGER PERSONALIA & UMUM

SIP. 9156017-M.