

A FINAL REPORT

**THE IMPORTANCE OF LISTENING COMPREHENSION IN
UNDERSTANDING AN ACCENT TO PROVIDE CLEAR
INFORMATION BY THE CUSTOMER SERVICE OFFICER AT
PT ANGKASA PURA I, BALI**

**Presented in partial fulfillment of the requirement for the Diploma Degree in
English Language**



By

**Melvine Melati Fatimah
Student Number: 151711813031**

**ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL STUDIES
UNIVERSITAS AIRLANGGA**

2020

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Approved to be examined.

Surabaya, 6th June 2020

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ENGLISH DIPLOMA PROGRAM

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2020

This is to certify the final report of

Melvine Melati Fatimah

Has met the Final Report requirements of Faculty of Vocational Studies

Universitas Airlangga

Surabaya, 6th June 2020

Board of Examiners

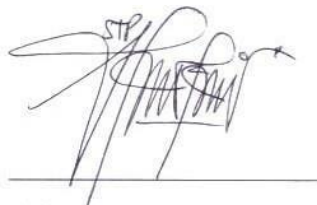
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STATEMENT OF ORIGINALITY

I, Melvine Melati Fatimah (151711813031), honestly declare that the final report I wrote does not contain the works or parts of the works of other people, except those cited in the quotation and the references, as a scientific paper should.

Surabaya, 6th June 2020



Melvine Melati Fatimah

151711813031

**I DEDICATED THIS FINAL REPORT TO MY BELOVED PARENTS AND
FAMILY**