

A FINAL REPORT

**COMMUNICATION STRATEGIES USED BY PUBLIC RELATIONS
OFFICER IN GIVING INFORMATION AS A PROTOCOL TO THE
PUBLIC IN PT PAL INDONESIA (PERSERO)**

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



By

Vina Indah Mustika

Student Number : 151611813031

Major : Business Communication

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL EDUCATION

UNIVERSITAS AIRLANGGA

2020

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Approved to be examined.

Surabaya, 20 June 2020

Final Report Advisor



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ENGLISH DIPLOMA PROGRAM

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2020

This to certify the final report of

Vina Indah Mustika

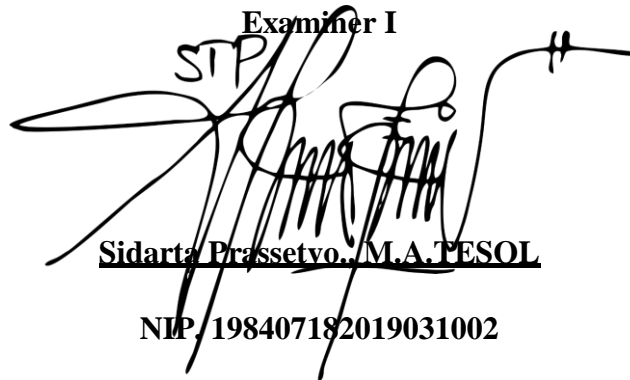
Has met the Final Report requirements of Faculty of Vocational Education

Universitas Airlangga

Surabaya, 20 June 2020

Board of Examiners

Examiner I

A handwritten signature in black ink, appearing to be 'Sidarta Prasetyo'. The signature is stylized and includes the letters 'SIP' written vertically on the left side. The signature is written over a horizontal line.

Sidarta Prasetyo, M.A.PESOL

NIP. 198407182019031002

Examiner II

A handwritten signature in black ink, appearing to be 'Annysa Endriastuti'. The signature is stylized and includes the letters 'A.E.' written vertically on the left side. The signature is written over a horizontal line.

Annysa Endriastuti, S.Hum., M.Hum.

NIP. 198510152015043201

Supervisor of *Public Relations Officer at PT. PAL Indonesia (Persero)*

A handwritten signature in black ink, appearing to be 'Mujiat Alam'. The signature is stylized and includes the letters 'M.A.' written vertically on the left side. The signature is written over a horizontal line.

Mujiat Alam

STATEMENT OF ORIGINALITY

I, Vina Indah Mustika (151611813031), 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 references, as a scientific paper should.

Surabaya, 22 June 2020



Vina Indah Mustika

151611813031

THIS FINAL REPORT IS DEDICATED TO MY BELOVED PARENTS