

ABSTRACT

PT. Angkasa Pura I (Persero) branch of Juanda International Airport is one of the state-owned enterprises engaged in the management of the airport. On March 18, 2016 Juanda airport's Terminal 2 is the first airport to obtain the quality management certificate ISO 9001:2008 awarded by United Registrar of Systems for passenger facilities at Terminal 2 Juanda International Airports. As for the facilities which this certifications assessed for facilities services and passenger comfort.

The methods used in this research was the qualitative descriptive method using in-depth interviews, direct observation research at PT. Angkasa Pura I (Persero) branch of Juanda International Airport and supported by documentation from the company. The goal of the research is to find out the role of the organization in supporting the communications aspects of the assessment of the quality management certificate ISO 9001:2008 received by PT. Angkasa Pura I (Persero) branch of Juanda International Airport.

Based on the results of the analysis of data, it is found the existence of the communications aspects of organizations that support the assesment on the seven principles of quality management ISO 9001:2008. As for the flow of information that is applied in the organization of PT. Angkasa Pura I (Persero) branch of Juanda International Airport is the combination of simultaneous flow and flow in sequential. Internal communication activities of PT. Angkasa Pura I (Persero) branch of Juanda International Airport applied to coordinate and to establish good relations in accordance with the level of effectiveness of internal communications of the organizations.

Keywords : Internal Communication, The Flow Of Information, ISO 9001:2008, The Role Of Organization Communication