

**A JOB TRAINING REPORT  
AS A CUSTOMER SERVICE STAFF MEMBER  
AT PT. ANGKASA PURA 1 (Persero)  
JUANDA INTERNATIONAL AIRPORT SURABAYA  
FROM JANUARY 14<sup>th</sup> – MARCH 14<sup>th</sup> 2016**

**By :**

**Novita Kurnianingsih**

**Std. Numb. 121310113003**



**A final report as a sectional completion of the terms for the degree of**

**AHLI MADYA (A.Md)**

**Major : Business Communication**

**ENGLISH DIPLOMA**

**FACULTY OF VOCATIONAL EDUCATION**

**UNIVERSITAS AIRLANGGA**

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**FINAL REPORT**

**A Job Training Report As A Customer Service Staff Member**

**At PT. Angkasa Pura I (Persero)**

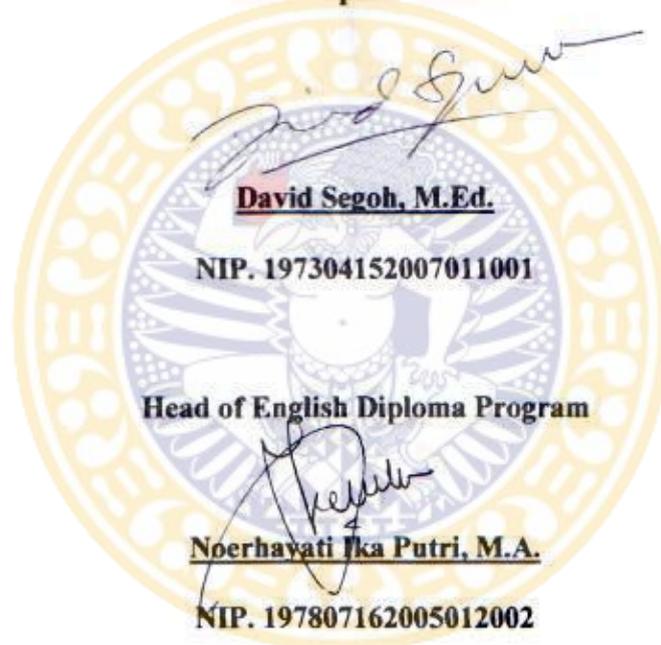
**Juanda International Airport Surabaya**

**By : Novita Kurnianingsih**

**Approved to be examined**

**Surabaya, June 15<sup>th</sup> 2016**

**Final Report Advisor**



**ENGLISH DIPLOMA**

**FACULTY OF VOCATIONAL EDUCATION**

**UNIVERSITAS AIRLANGGA**

**2016**

**This is certify that the final report of**

**Novita Kurnianingsih**

**has met the Final Report Requirement of Faculty of Vocational Education**

**Universitas Airlangga**

**Surabaya, 15<sup>th</sup> June 2016**

**Board of examiners**



**Dadung Ibnu Muktiono, M. C. S.**

**NIP. 139090992**



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**NIP. 197304152007011001**

***Allhamdulillah***

This final report is devoted to  
My beloved parents who always pray for me  
My best friends who always stay with me  
Everyone who guides me



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7. All my friends.
8. The writer's best friends : Lely. Evelyn, Farida, Syafira, Desy, Bintang, Oka, Inan, and etc.

I really hope that this final report will be useful and able to add more insights as well as broaden the knowledge of anyone.

## CHAPTER I

### INTRODUCTION

Transportation is a tool that can help all people to move from one place to another. Today, transportation becomes basic needs for people because of many reasons. The main reason is to helping their daily activities, especially for going to work. Some people need transportation to travel their goods to another place too. The importance of transport to society is obvious to anyone thinking how people travel to fulfill their needs or how they are provided with their goods and services. (Gubbins, 2003).

Transportation has many advantages for all people to help their movements. Two of these advantages are saving time and making distances seem closer. Travel to a far location with a long time is not a problem anymore. Moving from one place to another with transportation can shorten the time more than by walking because it is faster to get to the destination. Transportation can solve all problems for the movement of humans. The unique purpose of transportation purpose is to overcome space, which is shaped by a variety of human and physical constraints such as distance, time, administrative divisions and topography. (Jean-Paul Rodrigue, 2013).

Transportation consists of three types, namely water transportation, land transportation, and air transportation. Water transportation is one of the types which moves people or things across the water, for examples are boat, ship, ferry, and etc. Land transportation is a type of transportation which takes people or goods from one place to another on land using roads or railways. This is considered the most commonly used transportation, for examples bus, train, car, motorcycle, and etc. Air transportation is the

one that moves people or goods by air, minimizing barriers such as water or land, for examples are plane, helicopter, rocket, and etc.

Air transportation enables people to travel long distance in the world with worthy time. Air transportation can cover thousands of kilometers in a short time. A lot of people choose the air transportation because the passengers want to arrive the destination as fast as possible. The facilities are nice and comfortable for passengers. The services for passengers are good and satisfying too. The price is more expensive than water and land transportation but some people prefer this transportation because the efficiency time and distances. However, everyone who rides plane would feel the prestige. It is worthy considering from the advantages and services. Air transport plays an important role in modern society. It is only mode of transportation that can carry people over large distance an acceptable time. (Gourab Ghosal, 2013).

PT. Angkasa Pura is an institution which manages air transportation in Indonesia. PT. Angkasa Pura has headquarters in Jakarta where the first building of PT. Angkasa Pura is located. Based on history, Soekarno wanted to make air transportation in Indonesia like other countries that has good air transportation with good facilities, good plane condition and good parking areas for planes, etc. Soekarno developed the air transportation step by step. Soekarno wanted all workers of air transportation in Indonesia to work harder together for Indonesia's air transportation. After a long process to develop air transportation, today, PT. Angkasa Pura has many branch offices in Indonesia, two of which are in Java.

PT. Angkasa Pura I and II, which are Angkasa Pura branch offices, has the same business. The business provides air traffic services and commercial airports in Indonesia. Angkasa Pura I is located in Juanda, Surabaya, East Java. PT. Angkasa Pura I operates 13 airports in the Central and East Indonesia. Furthermore, PT. Angkasa Pura II manages 13

airports but has different places and airports. Two of airports are in West Java; namely Soekarno-Hatta Airport and Halim Perdana Kusuma Airport. PT. Angkasa Pura II is located in Jakarta, West Java. Juanda international Airport is the branch offices that is managed by PT. Angkasa Pura I which has headquarters in East Java.

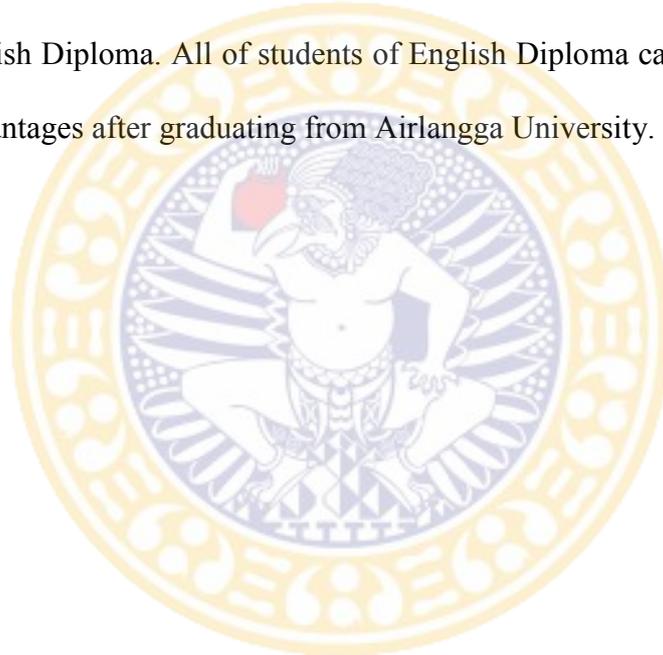
Juanda International Airport is the third largest airport in Indonesia. It is located in Juanda, Surabaya, East Java. Juanda International Airport has two terminals namely Terminal 1 and Terminal 2. Terminal 1 is for domestic flights consisting Lion Air, Sriwijaya Air, Wings Air, etc. Terminal 2 manages International flights, for example Air Asia, Tiger Air, China Air, etc. Juanda international airport has beautiful buildings and modern technology. All of the parts in Juanda International Airport have good quality and are maintained by professionals.

PT. Angkasa Pura I has several responsibilities, one of which is Customer Service Center. According to Salahuddin (2011), Customer service has main responsibilities for, for examples, to serve customer needs, solve customer problems, and give note about messages and problems of the customers to company. Customer service should give information to all inquiries of customers. In the smartest companies, asking questions and listening carefully to the answers is an important part of customer services. (Gerard Blokdiik, 2012). Customer service center is available in Terminal 1 and Terminal 2 of Juanda International Airports. It has the same duty and function like the other customer services in other companies. Juanda International Airports is the suitable choice to do internship program for the students of English Diploma.

Internship is a program that must be done by students as a graduation requirement at English Diploma, Faculty of Vocational Education, Airlangga University. PT. Angkasa Pura I is the right and suitable choice for students of English Diploma to do the Internship. The main reason to choose Angkasa Pura as internship place is there are many

tourists especially International tourist using Angkasa Pura service, so the students can apply their knowledge fully. For examples are writing, speaking, listening, and reading. PT. Angkasa Pura I is one of the bona fide companies in East Java, so after graduating from university, the students who have internship there will be easy to get jobs at bona fide companies.

Internship can help the students of English Diploma when applying for a job to a company. The company will hire the students because the students have experiences in bona fide companies such as PT.Angkasa Pura I. Internship has many advantages for all students of English Diploma. All of students of English Diploma can use the experiences and feel the advantages after graduating from Airlangga University.



## CHAPTER II

### COMPANY PROFILE

#### 2.1 A Brief History

##### 2.1.1 A Brief History of PT. Angkasa Pura I

PT. Angkasa Pura I wants to make a company that has international standard quality. Angkasa Pura airports try to give the best services for the customers. The services included safety, security and conformity. Angkasa Pura airports are the pioneer of the commercial airports in Indonesia. It started when President Soekarno visited the United States of America to meet with President John F Kennedy. After he came back to Indonesia, President Soekarno wanted Indonesia's airport to have good quality similar to the one in developing countries. President Soekarno discussed this idea to the Minister of Public Works and the Minister of Transportation.

The Government Regulation No. 33 of 1962 about The Establishment of the State Enterprise (PN) Angkasa Pura Kemayoran was made on the 15 November 1962. The main duty was to manage and maintain Kemayoran Airport in Jakarta. At that time Kemayoran Airport was the only one airport that served domestic and international flights.

Since 20 February 1964 PN Angkasa Pura Kemayoran formally took over the full operations and assets of Kemayoran Airport from the Government. Finally, 20 February 1964 was defined as the anniversary of Angkasa Pura Airports. On 17 May 1965 based on Government Regulation No. 21 year 1965 about The Changes and Additional Government Regulation No. 33 of 1962 PN, Angkasa Pura Kemayoran was renamed as

PN Angkasa Pura. It was expected that one day the company could expand and manage airports in many regions in Indonesia.

The alteration of Angkasa Pura to Angkasa Pura I Public Company was established in 19 May 1987 based on Government Regulation No. 25. Angkasa Pura II was created in the same time and has main duty to manage Soekarno-Hatta Airport and Halim Perdana Kusuma Airport.

The Government Regulation No. 5 of 1992, state that Angkasa Pura Public Company (PERUM) was changed to PT. Angkasa Pura I (Persero). All of the assets are completely managed by Government of Indonesia. Nowadays, Angkasa Pura Airports operates 13 airports in the Middle and East Indonesia, namely are Ngurah Rai Airport-Denpasar, Juanda Airport-Surabaya, Hassanudin Airport-Makassar, Sepinggan Airport-Balikpapan, Frans Kaisiepo Airport-Biak, Sam Ratulangi Airport-Manado, Syamsudin Noor Airport-Banjarmasin, Ahmad Yani Airport – Semarang, Adisutjipto Airport-Yogyakarta, Adisumarmo Airport – Surakarta, Lombok International Airport- Middle Lombok, Pattimura Airport-Ambon and El Tari Airport-Kupang

### **2.1.2 A Brief History of Juanda International Airport**

On 7 February 1964 Prime Minister Ir. H. Juanda inaugurated TNI-AL Air Force Base, managed by TNI-AL. The management of the airbase moved to the Ditjenud (A Joint Decree) on 7 December 1981. Based on Government Regulation No. 30, 1984 Public Company (PERUM) Angkasa Pura I took the management for civil air transportation on January 1st, 1985.

The change of status Perum Angkasa Pura I to PT (Persero) Angkasa Pura I was based on PP number 5, 1992. The Government of Indonesia, Susilo Bambang Yudhoyono,

inaugurated the Juanda airport terminal to move the location to the north side on 7 November 2006. On 1 December 2012 was the groundbreaking of terminal 2.

Juanda International Airport has two terminals namely Terminal 1 and Terminal 2. Both terminals have different functions in flights and airlines. Terminal 1 has a runway length of 3,000 meters with an area of 51,500 m<sup>2</sup> terminal, or about two times higher than the old terminal that was only 28,088 m<sup>2</sup>. The new airport is also included with a parking facility covering an area of 28,900 m<sup>2</sup> which can accommodate more than 3,000 vehicles. The airport is expected to accommodate 13 million to 16 million passengers per year and 120,000 tons of cargo / year.

The Terminal 1 of Juanda International Airport was opened in 2006. The terminal is located in the north of the runway. The terminal is divided into terminal A and B. Terminal A for departure and arrival of Batik Air, Citi Link, Sriwijaya and etc. Terminal B is for departure and arrival for Lion Air, Batik Air, and etc. Terminal 1 is only for domestic flights and Terminal 2 for International flights.

Terminal 2 was updated since 2011 and has a total area of 112,200 m<sup>2</sup>, including 3 units counter Visa on Arrival (VoA), 6 units of travelator, 5 units of escalators, 3 units of the lifts, and HBS (baggage handling system). In addition, Terminal 2 Juanda International Airport also has a parking area that can accommodate 1,845 vehicles. The airlines in Terminal 2 are Singapore Airline, China Air, Garuda Indonesia, Jet Star, Tiger Air and etc.

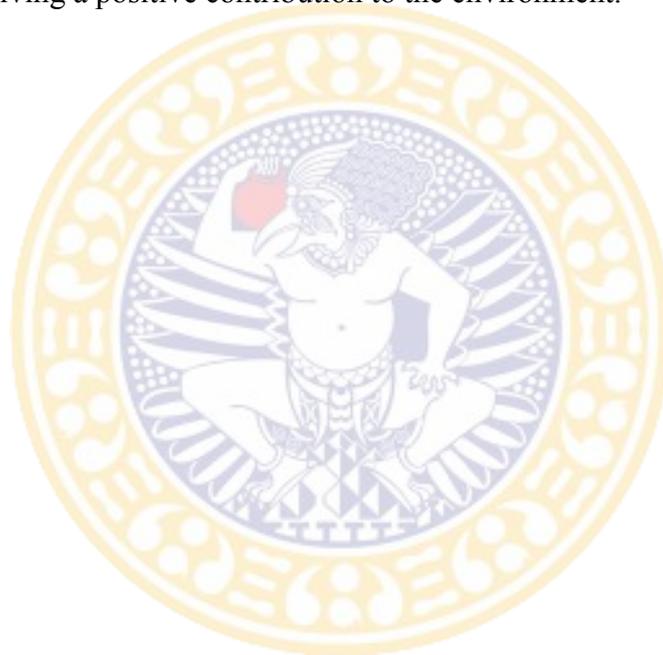
## 2.2 Vision and Missions

The vision of Juanda International Airport is :

- To become the top ten best airports management company in Asia.

The missions of Juanda International airport are :

- Increasing the stakeholder values.
- Becoming the government's partners and drivers of economic growth
- Ensuring airport services through excellent services that meet security standards, safety, and convenience.
- Increasing the company's competitiveness through creativity and innovation.
- Giving a positive contribution to the environment.



### 2.3 Organization Chart



\* The writer did her internship program at PT. Angkasa Pura 1 as a Customer Service officer in the Customer Service Section.

## 2.4 Job and Responsibilities

### 1. General Manager

General Manager ensures that Customer Satisfaction Index (CSI), and non aeronautical revenue are achieved, and contributing to the environment by managing company's performance based on company's budget plan (RKAP).

### 2. Co-General Manager

Co-General Manger helps the operational of customer service index (CSI) , non aeronautical and contributing environment by all activities of airport which based on RKAP.

### 3. Airport Operation Department Head

The duty of the airport operation deals with the operational performance in the airport by improving the safety, service, and comfort of CSI. The parts of airport Operation department head are :

- **Airport Service Section Head**

Airport Service Section Head is responsible for the services of passengers. The service is the part of facilities in the airport which is used by passengers.

- **Airport Fire Fighting and Rescue Section**

Airport Fire Fighting and Rescue Section responsible and has authority for the flight accidents by managing fire fighting and rescue activities and fire fighting maintenance.

### 4. Airport Readiness Department Head

The main duty of airport readiness department head is increasing the saftey, service, and comfort the airport. The part of airport readiness department head are :

- **Airport Facilities Readiness Section Head**

Airport Facilities Readiness Section Head handles all airport facilities and increasing the quality of all facilities.

- **Airport Equipment Section Head**

Airport Equipment Section Head handles the operational readiness of airport utilities by mechanical, electrical, heavy, and water technique equipment.

5. **Airport Security Department Head**

Airport Security Department Head is responsible for the safety including the terminal areas, public areas, premier areas, screening and checkpoint. The parts of the airport security department head is :

- **Terminal and Airside Security Section Head**

Terminal and Airside Security Section Head is responsible for the all flights of all airlines in airport.

- **Public Area and Perimeter Security Section Head**

Public Area and Perimeter Security Section Head is responsible for the safety of public area and perimeter of airport.

- **Screening Check Point Security Section Head**

Screening Check Point Security Section Head is responsible for the flights operation in airport.

6. **Safety Management System, Quality Management and Customer Services Department Head**

Safety Management System, Quality Management and Customer Services Department Head ensures the safety levels of to support CSI, such as quality management and customer

service. The parts of safety management system, quality management and customer service department head is :

- **Safety Health Environment Section Head**

Safety Health Environment Section Head handles the occupational health and safety and is responsible for the rules to support the safety levels, the health of environment, the service and customer satisfaction.

- **Quality Management Section Head**

Quality Management Section Head deals with the standard of management qualities by managing quality management activities and risk management in every work unit.

- **Customer Service Section Head**

Customer Service Section Head solves the complaints for services of customers and supports the safety levels, healthy environment and customer satisfaction.

## 7. Sales Department Head

Sales Department Head handles the income from the aviation activity, cargo sales, property, and advertising sales and food and beverages. Some duties related to sales department head are :

- **Aviation and Cargo Sales Section Head**

Aviation and cargo sales section head is handling the income of company by selling, servicing of cargo.

- **Property and Advertising Sales Section Head**

Property and advertising sales section head is handling the income from property and advertising of airport.

- **Food and Beverage Sales Section Head**

Food and beverage sales section head is handling the income by increasing the food and beverage business.

- **Retail Section Head**

Retail Section Head is handling the income by selling and increasing retail.

#### 8. Finance and IT Department

Finance and IT Department is handling the internal and external of customer satisfaction and managing the information technology. The organization chart of the parts is :

- **Accounting Section Head**

Accounting Section Head is managing the financial report of airport and company.

- **Treasury Section Head**

Treasury Section is managing the operational tax, credits, and evaluation of financial problems.

- **Information and Technology Section Head**

Information and Technology Section Head is managing the information technology services in the airport.

- **Corporate Social Responsibility**

Corporate Social Responsibility is distributing of corporation program, PKBL Environment Programs by surveyors billing and monitoring.

#### 9. Shared Service Department Head

Shared Service Department Head is handling the customer satisfaction and shared services by managing the human capital activities, general affairs, communication and legal procurement. The organization chart of shared services department head is :

- **Human Capital Section Head**

Human Capital Section Head is managing the human capital strategy by administering human capital and industrial relations.

- **General Affair Section Head**

General Affair Section Head is ensuring the fulfillment of employee satisfaction toward job facilities through office administration, office facilities and inventory and assets that lead to customer satisfaction.

- **Communication and Legal Section Head**

Communication and Legal Section Head is dealing with internal and external communication of the rules of customer satisfaction.

- **Procurement Section Head**

Procurement Section Head is dealing with the goods by vendor management, procurement planning, procurement contract and procurement administration.

## **2.5 Business Fields**

The business of PT Angkasa Pura I (Persero) Branch Juanda International Airport in Surabaya is the airport services that are divided into two major parts for aeronautical services and non-aeronautical services.

### **Aeronautical Services**

Aeronautical services are the ones provided to the airlines and passengers that consist of :

### **1. Aircraft parking**

Aircraft parking is the placement and retention services aircrafts in airport. PT Angkasa Pura I (Persero) Branch Juanda International Airport in Surabaya gives apron facilities that can accommodate up to 31 aircrafts of various types. In cooperation with various agencies too, it provides refueling facilities, aircraft maintenance, and operational support requirement of the airlines.

*Passenger Processing* is passenger services in the airport. PT Angkasa Pura I (Persero) Branch Juanda International Airport in Surabaya gives a comfortable passenger terminal facilities that can accommodate up to 6.5 million passenger a year. The passenger terminal is given check-in facilities, transit, passenger boarding and 11 pieces garbarata as a bridge to the plane as well as supporting facilities.

### **Non-aeronautical services**

Non-aeronautical services are supporting services that airlines and passengers need to cooperate with various parties that consist of :

1. **Food and Beverages**, food and beverage services inside and outside the airport terminal.
2. **Retail**, shopping services to meet the needs of passengers, including duty free.
3. **Advertising**, as one of strategic public facilities, airports provides spaces for advertising that can be used by various companies.
4. **Hotels**, in cooperation with Angkasa Pura hotels, airports set up a transit hotel in the passenger terminal.

5. **Property**, airport rents out space inside and outside the passenger terminal which can be hired for a variety of requirements.
6. **Vehicle parking**, parking services and the pickup passenger vehicles, including airport shuttle service, taxi, bus and others.
7. **Cargo Service**, Cargo management services, including inspection and storage of cargo.

## 2.6 Juanda Airport Facilities

Juanda Airport is an International airport in Surabaya that provides many facilities for passengers. The facilities at Juanda International Airport are :

- **Drinking Fountain**

Drinking Fountain is available for drinking water to all passengers without charge. The passengers can find these facilities in both Terminal of Juanda International Airport.

- **Land Transport System**

Land transport system is commonly used by passengers and visitors of the Juanda International Airport.

- **Free Charging**

Every gate in Terminal 1 and Terminal 2 has a free charging station. The passengers can use it every time without limited access.

- **Bus Stop**

Bus stops in Juanda International Airport at Line 2 help the passengers reach the Airport easily.

- **Nursing Room**

All mothers who have babies and toddlers can use the nursing room to nurse their babies and toddlers. Nursing Room has such a comfortable atmosphere that the babies and toddlers feel safe in this room. Nursing Room is free and passengers can use it every time.

- **Toilet**

Toilets in Juanda International Airport have special facilities for the handicapped. The domestic terminal has four handicapped toilets and The International terminal has five handicapped toilets.

- **Mushola ( Prayer's Room)**

Mushola is available in Juanda International Airport for Muslim passengers who want to pray. It is located in every toilet, making it easy to find and use.

- **Baby Trolley and Wheel Chair**

Both facilities are for passengers and free without purchasing. Both facilities are available in T1 and T2, especially in the Customer Service Center.

- **Toilet Service Assessment System**

Toilet Service Assessment System is used to assess the cleanliness of the toilet.

- **Juanda Customer Service System**

Juanda customer service system is provided to help passengers who have questions or problems in Juanda Airport. Customer Service will help the passengers and give solutions to the passengers.

## 2.7 Location

### ○ The Head Office of PT. Angkasa Pura I

Address : PT Angkasa Pura I (Persero)  
Head Office-Jakarta  
Graha Angkasa Pura I  
Kota Baru Bandar Kemayoran Blok B.12 Kav.2  
Jakarta Pusat - Jakarta 10610

Telephone : 021 654 1961

Fax : 021 654 1514

Email : [www.angkasapura1.co.id](http://www.angkasapura1.co.id)

### ○ The Branch Office of PT. Angkasa Pura I in East Java

Address : Jalan Ir. Haji Juanda, Surabaya 61253, East Java, Indonesia

Telephone : T1 (031-29862000) T2 (03-2986700)

Fax : 031-8667506

Email : [sub@angkasapura1.co.id](mailto:sub@angkasapura1.co.id)

Website : [juanda-airport.com](http://juanda-airport.com)

## CHAPTER III

### JOB ANALYSIS

#### 3.1 Job Description

Juanda International Airport as a public service airport wants to serve the customers, visitors and passengers as kings. The customers want to be served as well as possible and to receive complete information related to the flight schedule. Serving customers is an important part in both Terminal 1 and Terminal 2 of Juanda International Airport because good services can invite many customers or passengers. The Airport should give good services when customers ask information about the flight schedule, the location of facilities, transportation, etc. That is the main function of the Customer Service as the airport company's vanguard.

Customer Service center serves the customers either by telephone or in person, greets the passengers, gives the information about schedules of the departure and arrival, and gives information about location inside the airport. The details of Customer Service Officer responsibilities are:

- **Solving Customer Problems**

Every customer who has problems related to Juanda International airport should be assisted by the customer service center as well as possible. All questions from the customers should be solved by the customer service center. The way of delivering the information for passengers should be done patiently and friendly. The most frequently asked question by customers is about the location of toilet or musholla.

- **Contributing to Build The Good Image of The Company**

The reason that customer service center becomes an image of the company because they must serve the customer directly. Their attitude becomes a point of reference to adjudicate the company. Customer service center should build a good image. A company will receive good point when the customers are satisfied with the customer service center's service.

- **Giving Information**

Giving information to every passenger is one of the duties as a customer service officer. Customer service officers should give the information whatever the passengers want and need. The customers should not make the passengers disappointed for the answer of their inquiries.

- **Handling Phone Calls**

Handling phone calls is the responsibility of customer service officer. Sometimes the passengers want to ask something by telephone and the customer service officer should answers the question politely. Making a call should be done by customer service officer, such as communicating with the airlines or others in the airport.

- **Making Daily Journal**

Daily journal should be made by customer service officers because the company wants to know the report activities of customer service officers in the airport. Everyday customer service officers should make the report and note of every activity in the airport. Every month the leader of customer service officers makes a report for the company

There are several skills that are required as a customer service officer at Juanda International Airport, such as:

- **Being Fast and Responsive**

Customer service officers should be fast and responsive in every activity. Passengers do not want to wait for a long time for customer service officers to answer the questions of passengers. The passengers call customer service officers by phone and customer service officer should write the message or questions fast.

- **Having Quick Adaptation**

In every company or place in which the writer work should adapt with the parts of environment quickly because it can help to work well and enjoy the internship program.

- **Being Multi-Tasking**

As customer service officers we need to be able to handle multiple jobs such as a public relation and a guide for passengers because customer service officer is a center of information in an airport.

- **Having Accountability**

A customer service officer should be accountable in every activity. If a customer service officer gives wrong information to passengers, the passengers will be disappointed. As a result, it makes the company and the airport embarrassed.

- **Being Able to Speak English and Other Foreign Language**

In the airport, many tourists come from different countries and can only communicate in English. As a customer service officer, the writer must speak English well so that she can answer the all questions from the tourists.

### 3.2 Job Performance

The writer did internship at Terminal 1 and Terminal 2 of Juanda International Airport as a customer service officer. The writer had same duties like the other customer service officers. The writer had to know all about the Terminal 1 and Terminal 2 of Juanda International Airport. Memorizing all of the parts at Juanda International Airport is one of the duties as a customer service officer.

In the first week, the writer explored Terminal 1 of Juanda International Airport. The writer memorized all of the parts at Terminal 1, such as shops, restaurants, toilets, mushola, check in counter, and others. Terminal 1 is divided into two parts; the first floor is *anjungan* (pavilion) and the second floor is *selasar* (lobby). *Selasar* is a place only for the passengers who arrive or depart in Terminal 1. The passengers can be picked up or dropped by their driver in that place. *Selasar* is for departure of the passengers and it is forbidden for non-passengers.

The writer made a letter which was a contract for the duration of internship and a signature if we had been allowed from the company to do internship in the airport. We got a schedule for our work time. We got four shifts for working in the airport in the morning and afternoon. Shift morning was divided two time; the first was at 06.00 am -13.00 pm and the second was at 07.00 am – 14.00 pm. Shift afternoon was divided two time as well;, the first was at 13.00 pm – 20.00 pm and the second was at 14.00 pm – 21.00 pm. We did not work for one entire week but we got work system two days working and a day free within one week. Sometimes, even though the calendar is a national holiday, we were required to work because of the schedule.

First week became the writer's first experience working in an airport. The writer was still confused about her work there and the writer did not know what the writer should do. The writer tried to ask the senior of customer service officer for what she should do. One of the activities which she should do is to serve the passengers as good as possible. The services were like answering the passengers questions, exploring to *anjungan* and *selasar* and approaching the passengers which look like confused and solving the passengers problems. In the first week, the writer learned from the senior of customer service officer there. The writer learned how the staff gave the best services, answered the questions and solved the passengers problems.

The writer tried to adapt senior customer service officer and the situation in the airport. The writer tried to be polite and patient in there. When she did not know about something, she asked to the senior of customer service officer politely. Some seniors have bad attitude, such as cruel, arrogant and etc. but the writer tried to understand them patiently.

In the second week, the writer adapted and studied how to serve the passengers, how to answer the passenger's questions, and memorize the passenger's frequently asked questions better than before. The writer learned how to give information to passengers as well as possible. In the second week, the writer got mistakes for gave the information to the passengers about the check-in counter for lion air but the seniors helped her and offered the writer explored the Terminal 1 of Juanda International Airport. The writer used Airlangga University's blazer during the internship, a tidy shirt, and trousers.

Exploring *anjungan* and *selasar* in Terminal 1 of Juanda International Airport was the writer's responsibility. Many restaurants and cafés in *selasar* are available for passengers. In the *selasar*, the restaurants and cafes consisted of Bangi Kopi Tiam, Starbucks, Soto Wawan,

Bebek Harissa, and etc. There are shops available for passengers to get souvenirs or clothes, for examples are Batik Keris, Bogajaya, and etc. *Anjungan* has many restaurants and cafés too which can be enjoyed by the passengers. There are Nasi Tambak Bayan, Soto Wawan, AW, Dunkin Doughnuts, and etc. The shops selling the souvenirs or snacks are Alfamart, Circle K, Bogajaya, and etc.

In the second week the writer learned to operate the computer. The schedule of all domestic flights in Terminal 1 of Juanda International Airport was available in computer. The writer should remember all the code areas for destination domestic flights. She felt difficult to remember all code because many cities were not familiar in my ears before so she should learn hard to memorize it all. The examples of codes area are below :

Berau	BEJ
Denpasar	DPS
Gorontalo	GTO
Palangkaraya	PKY
Timika	TIM

When the writer got the question about the destination flights from the passengers, the writer tried to answer but she should see the computer first because she could not remember well all the code areas. When she got the question from passengers about the delay schedule, she asked for help from the senior. The writer was afraid if she did a mistake so it would be better if she asked first.

In the third week, the writer explored *selasar* in terminal and memorized all the gates and waiting rooms, the location of toilets and mushola, café and restaurants, and etc.

Exploring *anjungan* and *selasar* was almost done by the writer every week. It was she did because the writer wanted to answer well if the passengers asked about it. The writer could serve the passengers well in the third week but still needed the assistance of the of customer service officer at Juanda International airport. The writer did internship well and know how to solve the problem of passengers through step-by-step.

The writer learned the codes of the airlines too. Since there are many airlines in Terminal 1, the writer should work hard to remember it all. The airlines include Citilink, Lionair, Sriwijaya and etc. These are the examples of airlines code at Terminal 1 are :

Sriwijaya	SJ
Lion Air	JT
Citilink	QG
Batik Air	ID
Wings Air	IW

The writer should remember the codes of airlines. It could help the writer if the passengers showed the boarding pass for their destination and wanted to go inside so the writer knew the Terminal 1B or 1A for the airlines in that boarding pass. The writer should answers the question from passengers in the computer. The computer helped the writer to answer all of questions of passengers about the time of arrival and departure of flights.

At Terminal 1A, the airlines arriving for domestic flights are Batik Air, Citilink and Air Fast and the departure are Citilink and Airfast. At Terminal 1B, the airlines arriving for domestic flights are Lion Air, Sriwijaya, Kalstar, and Trigana and, whereas, the airlines departing for domestic flights such as Batik Air, Lion Air, Sriwijaya, Kalstar and Trigana.

In the fourth week, the writer did internship well and seldom needed help from the staff of Customer Service Juanda Airport. The writer could serve the passengers by herself. The writer remembered all the area and airlines codes well. When the passengers asked about restaurants and cafés the writer answered well. Occasionally, the writer helped the senior to make the daily journal about the activities of the customer service officer in the airport.

Sometimes the writer helped the passengers by taking them with wheel chairs to the gates. Usually, the writer helped the elderly to get the plane by wheelchair, so that it would be easier and faster for them to reach the gate. Customer service officer should have good initiative to help the passengers. The fourth week was the last week for the writer to stay in the Terminal 1 because the next week the writer moved to Terminal 2.

In the fifth week, the writer moved to Terminal 2 and the writer explored in Terminal 2. The activities that the writer did was similar in terminal 1. The writer tried to memorize the parts of the Terminal 2, such as the minimart, check in counter, cafés, restaurants, and etc. The writer brought a note to document the parts of Terminal 2. Many restaurants and café which are available for passengers, there are Food Court, Popeyes, Starbucks and etc. The minimart and shops are Bon-bon Voyage, Bogajaya, Indiva, and etc.

The writer explored in the first and second floor in Terminal 2 of Juanda International airport. In the first floor, there is only one gate which is for Garuda airlines, namely gate 1. The second floor there are twelve gates, there are for Garuda Indonesia, Air Asia, Tiger Air, and etc. Second floor has restaurants and café too. There are Burger King, Chat Time, Starbucks and etc. There are shops such as national Geography, Keris, Bogajaya and etc.

Terminal 2 has various activities to serve the passengers. In every hour, there must be one customer service standing in front of the counter to serve the customers. The seniors

taught anything that she had to do there, such as answering information about flight schedule, gate opening, check-in counter, and etc. In the sixth week, the writer explored the Terminal 2 again. It could help the writer to more remember the parts of Terminal 2. The writer learnt how to answer the questions from the passengers and the often passengers frequently asked questions. The question of passengers was the same same as in the Terminal 1 but the difference are the name of restaurants and flights. The problem's passengers were the same too, like in Terminal 1. One of these was where is the place for check-in and departure. The writer should memorize all of the parts of Terminal 2 because if the passengers ask about it, the writer can answer very well.

In the Terminal 2 the writer seldom operated the computer because senior of customer service officer always operated it every time. The computer in Terminal 1 and 2 has different layout and information. In Terminal 2, the customer service officer can see the depiction of all planes in the world. It is very awesome for the writer and it became an amazing experience that I had in my life.

The writer learnt about code areas for the destination of passengers. In Terminal 1, we can get the information about flight codes of every city in Indonesia. On the other hand, in Terminal 2 we can get the information about the flight codes of many countries. The writer felt difficult for that because many names of another country were unfamiliar before. The writer did not want to give up so the writer learnt hard to memorized it all. The examples for the destination are :

Kuala Lumpur	KL
Singapore	SIN

Hongkong	HKG
Taipe	TPE

In the seventh week, the writer still memorized the parts of the terminal and learned how to operate the computer to look up the schedule of all flights. The writer could serve the passengers better than before. In this week the writer gave the information to the passengers by her self. The writer would ask the senior if she really did not know what she should answer or do.

The writer learnt about codes of airlines because sometime the passengers ask about the check in counter by showing their boarding pass. It would help the writer to answer the question about it to the passengers well. The examples of the codes of airlines at Terminal 2 are below :

Garuda	GA
Air Asia	XT
Royal Brunei	BI
Cathay Pacific	CX
Singapore Airlines	SQ

Making a daily journal was one of the duties of customer service officer. Sometimes the writer helped the leader of our customer service officer to fill it. The daily journal was about our activities and this duty was same like in Terminal 1. The journal was about our activities and the delayed of the flights. The activities reported in the journal include the announcement of lost a boarding pass, goods and etc.

Airport provides baby strollers and wheel chairs for passengers for free. They are free to use by passengers. These facilities are available in Terminal 1 and in Terminal 2, the location to use these facilities is in the customer service counter. If the passengers want to use these facilities, they should leave an identity card in customer service center. This rent rule is also applied both at Terminal 1 and Terminal 2.

The eighth week was the last week the writer did an internship at Terminal 2 at Juanda Airport. It also became the last week the writer did intership in Juanda International Airport. The first month was conducted in Terminal 1 and the second month was done in Terminal 2 of Juanda International Aiport.

The writer could do all duties very well in the last week in airport. The writer knew what she should do and the writer could memorize well about the parts of Terminal 2. The writer could give solutions for the problem's passengers without asking the senior of customer service officer. The writer could face the complaints of passengers without asking the senior customer service officer. In the last week the writer very enjoyed to doing her duties with no worries.

The writer sometimes handled the phone too at Terminal 2, and it was the same like when she did this job at Terminal 1. The writer learnt how to greet the passenger in phone and talk patiently. Sometimes the passengers wanted to complaint or asked something by phone. The question or complaints were such as the arrival and departure time, why the flights delayed and etc.

The writer did her internship for eight weeks and now is the end of her internship. The writer did internship as good as possible. The writer had many experiences from it all.

Terminal 1 and Terminal 2 gave her much knowledge and it will be preparation for work after the writer graduate from university.

The writer did some duties in Juanda International Airport, such as:

- **Answering and Making Phone Calls**

Answering and making calls was one of duties as a customer service center in airport. Sometimes customer service must answer the the telephone from passegers. The passengers want to know the schedule of arrival or departure as a customer service officer. Making calls to airlines should be done when necessary, for example the passengers want have to lunch but want to pay with credit card and customer service officer should make a call with the restaurant to answer that credit is used.

- **Giving Information to The Passengers**

Every passenger wants to know the parts of airport, such as where is the Sriwijaya's arrival, departure of Lion Air, the mini mart, souvenir shops, café, and restaurants and etc. As customer service officer the writer should remember all of the parts of airport. The example is if the passenger wants to know the check in counter for Citilink in Terminal 1 so the writer should give the true information for that passenger.

- **Entering Data**

Entering a data is the same as making journal. The journal is filed with report activities in the airport. The delay of the flights is one report in the journal. Every fifteen minutes, if there is delayed flights, the writer should fill in the journal. Founding items is a one of the report that in daily journal.

### ▪ Solving Passenger's Complaints

Every complaints or problems from the passengers need solutions. The solutions are from the customer service officer. The customer service officer should give the best solutions for passengers

## 3.3 Problems and Solutions

### 1. Having some problems to adapt when working in internship's place

Working in a new place which the writer did not know before made the writer confused about what to do. For example there, the writer should adapt with the work place such as the staff, rules, and the all activities.

In Terminal 2 was the difficult place to adapt for the writer. She met the senior of customer service officer who was cruel and bad tempered. The writer was afraid to ask something which she did not know but if the writer did not ask, she was afraid to make mistake in her duties as a customer service officer. The writer decided to be more patient and asked the thing she wanted to know with calm voice.

Sometimes the seniors did not want to stood in the front of customer service counter every one hour. She offered the students of internship that stood in the front of it for a long time. The writer faced this problem with asked the senior with politely and she would to stand frequently.

## **2. Remembering the codes of the all airlines and the flight destination**

As a customer service center in Juanda airport, the writer should know and remember all the codes of flights and airlines. There are many codes from many city or airline in Juanda airport. The customer should remember all gates in *Selasar* which for arrival passengers.

One day the passenger came to me and she showed her boarding pass. The passenger ask about the check in counter for the lion air. The writer could not answer the question because she did not and can memorize well the all place in Terminal 1. The writer was confused and embarrassed but finally the senior helped her to answer that question. The seniors offered the writer to explored the Terminal 1 of Juanda International Airport so that it would not happened again.

## **3. Remembering all facilities and parts of Juanda International Airport**

Juanda international airport has many facilities for passengers. The customer service center of Juanda airport should remember the locations and the functions of the facilities, such as mini-mart, bakery shop, café and restaurant, and etc.

One day the passengers asked about where was the location Nasi Campur Tambak Bayan. The passenger asked the writer. The writer still could not remember all restaurants in Terminal 1. The writer answered the question but it was false. The passenger came back again and complained if the information was wrong. The writer's leader helped answering that question and ordered the writer to explore the Terminal 1 again and remember it well.

### 3.4 Supporting Subjects

The writer learned things from the university before she did the internship program in PT. Angkasa Pura I (Persero) Juanda International Airport. The lesson which helped the writer are as follow :

➤ Listening

This lesson helped the writer hear the tourists who speak in English so the writer could answer or give the solution and information for the tourist.

➤ Speaking

Speaking was the important part to do internship in Juanda International Airport because the writer met many tourists, so the writer had to speak English well.

➤ Reading

Reading helped the writer do the internship program because sometimes the tourists gave the address of their tourism objects or hotel in English.

➤ Writing

This lesson helped the writer write in English when serving the tourists. Sometimes if they did not know what the writer meant and what the writer said, the writer wrote in a piece of paper.

➤ Pronunciation

Pronunciation is a part of speaking lesson, we can speak well if the writer pronounce words well too. The tourists would understand what the writer means.

➤ Computer Application

Computer application helped the writer operated the computer to check the data base in computer. As a customer service officer the writer also operate the computer too.

➤ Cross Cultural Understanding

This lesson helped the writer serve the tourists from other countries. Every country has different services such as the body language, faces, and gratitude.

➤ Psychology Services

Psychology Services helped the writer serve the customers with the best way.

➤ Public Speaking

Public speaking helped the writer speak well without being nervous in front of the customers.



## CHAPTER IV

### CONCLUSION

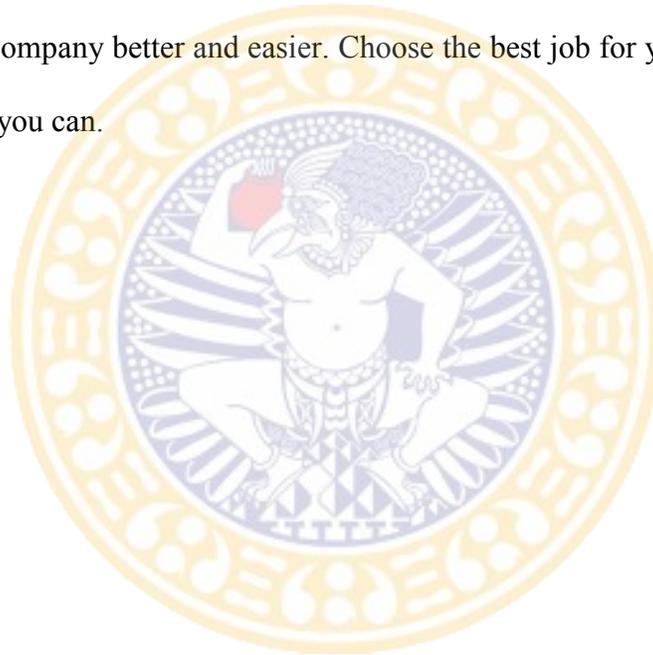
PT. Angkasa Pura I (Persero) is a company that manages Juanda International airport. PT. Angkasa Pura I (Persero) on duty to manage airports in the east and center parts of Indonesia. Juanda International Airport is located in Jln. Ir. Haji Juanda, 61253, Surabaya, East Java, Indonesia. Juanda International Airport has two terminals which have different flights. Terminal 1 is only for domestic flights and Terminal 2 for international flights.

During 8 weeks the writer did an internship program in PT. Angkasa Pura I (Persero) from 14 January until 14 March 2016, the writer got a lot of knowledge and experience. It may help the writer work better in work of world after graduating from Airlangga Univesity. The writer has many reasons for choosing PT. Angkasa Pura I (Persero) as her internship place. The main reason is the writer could practice her English skill such as listening, speaking, writing, reading and etc. Many tourists come to Juanda International airport so the writer can meet the tourists from different countries every day.

At Juanda International airport the writer learned about how to serve the passengers, how to build a good image, how to be patient with passengers, and etc. After graduating from Universitas Airlangga the writer will have many experiences from Juanda International airport by participate in PT. Angkasa Pura I (Persero). The writer becomes proud and feels the preciousness of doing an internship program because PT. Angkasa Pura I (Persero) is a bona fide company which managesv expensive transportation in Indonesia.

PT. Angkasa Pura I (Persero) is an Indonesian state owned enterprises which a lot of Indonesia citizen want to work in there.

Of course, some troubles may happen when she works in an airport but she could handle all the problems very well. he writer suggests, that before having some internship, the participant should take seminar so they can adapt easier in a company. On the other hand, how to socialize with partner in work place and customers is important too. The participant should learn many aspects in their job before did internship. It will make the writer performance in a company better and easier. Choose the best job for your internship program and do the best as you can.



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APPENDICES



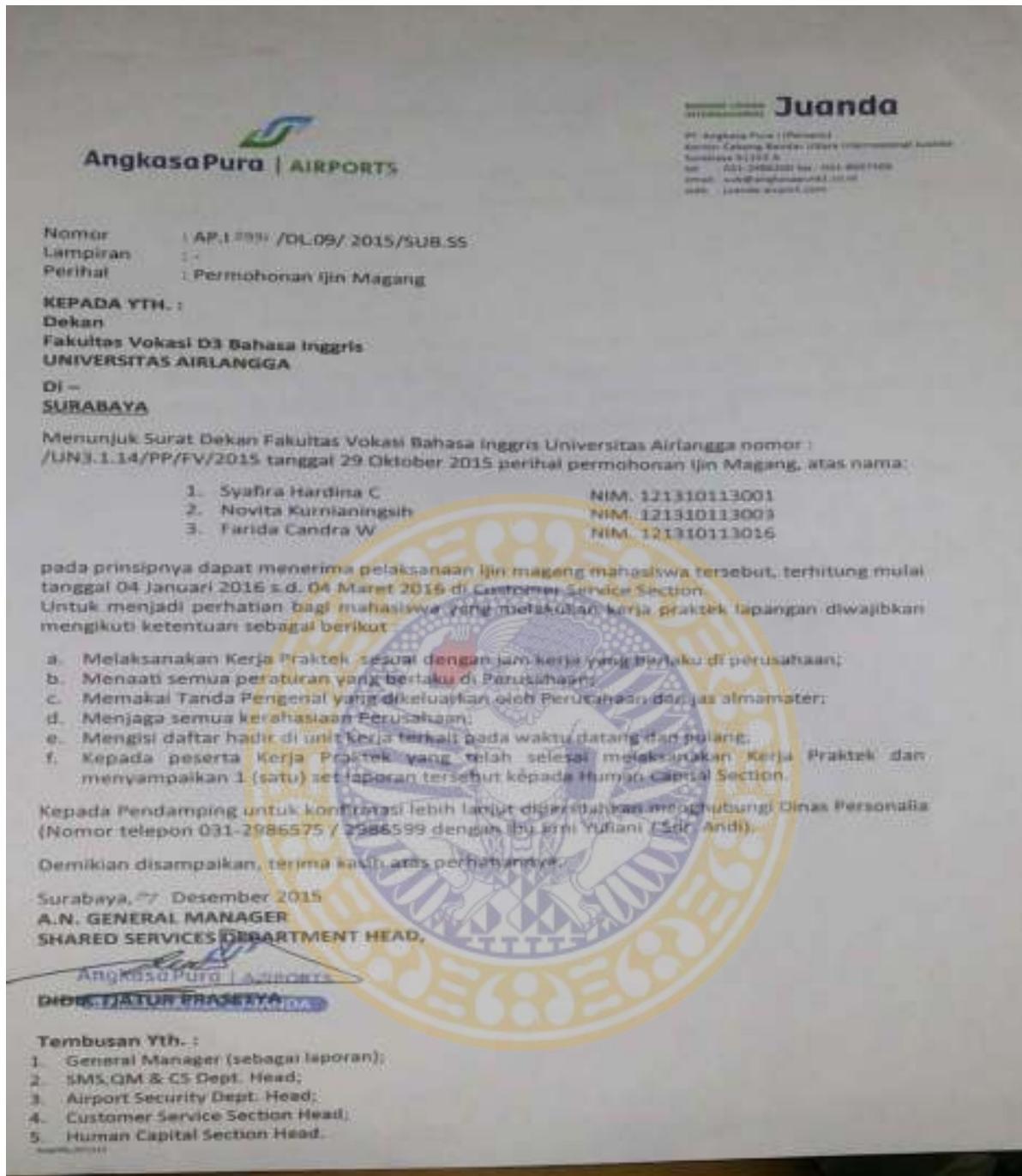
This is the counter of Customer Service



This is one of the facilities from Juanda International Aiport for passengers



The letter for the internship program in Juanda International Airport



The letter for the rules of intenship program at PT. Angkasa Pura I (Persero)



My partners to do internship program



My leader and staff member at Juanda International Airport

  
**FORMULIR PENILAIAN MAGANG**  
**MAHASISWA PROGRAM STUDI D3 BAHASA INGGRIS**  
**FAKULTAS VOKASI**  
**UNIVERSITAS AIRLANGGA**

NAMA MAHASISWA: NOVITA KURNIANINGSIH NIM: 181310113003  
MATA KULIAH: INTERNSHIP

No.	Faktor Penilaian	Persentase	Skor	NILAI ( Skor X Persentase )
1	Kemampuan	30%	80	24
2	Sikap dan Perilaku	20%	80	17
3	Penampilan	10%	80	08
4	Disiplin	10%	80	08
5	Tanggung Jawab	10%	80	08
6	Kepuasan	10%	80	08
7	Inisiatif	10%	80	08

Jangka Waktu : 11 - 01 - 2016 s.d. 11 - 03 - 2016 Jumlah : 81  
Tempat : CUSTOMER SERVICE Grade : A

SKOR	GRADE	KETERANGAN
≥ 75	A	Sangat Baik (Sangat)
70,0 - 74,9	AB	Baik (Sangat)
65,0 - 69,9	B	Baik
60,0 - 64,9	BC	Cukup (Sangat)
55,0 - 59,9	C	Cukup
45,0 - 54,9	D	Kurang
< 45	E	Kurang (Sangat)

Penilai / Supervisor  
CUSTOMER SERVICE  
SECTION HEAD  
ISNU WARSUDI

*Nilai dianggap sah apabila ada terangnya semua kriteria tersebut dan terdapat / terdapat polyastrasi P22*

This is the writer's assessment form with good score

**CHEDULE ON THE JOB TRAINING (OJT)**  
**ANGKASA PURA I (PERSERO)**  
**UNIVERSITAS AIRLANGGA**  
**TERMINAL 1**

*Kalbe Kamis Jumat Sabtu Minggu Senin Selasa Rabu Kamis Jumat Sabtu*

JANUARI														
10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
-	OH	S	P	L	SB	PB	L	S	P	L	SB	PB	L	S
-	OH	L	SB	PB	L	S	P	L	SB	PB	L	S	P	L
-	OH	P	L	S	PB	L	SB	P	L	S	PB	L	SB	P

*14-21*      *7-14*      *15-20*      *6-13*      *14-21*      *7-14*      *13-20*      *6-13*

*III = rabu & sabtu*  
*IV = selasa & jumat*  
*V = senin & Kamis & minggu*

Surabaya  
CUSTOMER SERVICE  
RATIH A...

This is the writer's schedule during did internship at Juanda International Airport

### BIOGRAPHICAL SKETCH

Novita Kurnianingsih was born in Wonogiri, Central Java, Indonesia on November 2, 1993. She currently lives in Griya Bhayangkara A4/24, Sidoarjo, East Java, Indonesia. She was formerly a student of Universitas Negeri Surabaya (UNESA) majoring Pendidikan Tata Rias. On the third semester, she decided to enroll Universitas Airlangga (UNAIR). Currently, she is in the final year of her study in the faculty of vocational education, majoring English Diploma for Business Communication.

As part of her studies in Airlangga University, she experienced being a customer service in the PT. Angkasa Pura I (Persero) during her internship program on January 14<sup>th</sup> – March 14<sup>th</sup> 2016.

Besides, she has also experienced being an English tutor for 3 years in English in Mind Course (EMC). Teaching English is one of her passions. Additionally, she is also interested in sports. She won several tournaments when she was in high school of SMPN 1 TAMAN and SMA HANG TUAH 2 SIDOARJO.

Being an entrepreneur is one of her dreams. By applying knowledge she obtained from her studies, Novita is always eager to develop her competence and improve her skills earnestly.