

## CHAPTER IV

### CONCLUSION

Juanda International Airport is an international airport operated by PT. Angkasa Pura I (Persero) managing airport affairs services in the region of the Central and Eastern of Indonesia. It is located in Bandar Udara Juanda street number 1 Sedati, Sidoarjo, superb area in Surabaya, East Java. During five weeks the internship at PT. Angkasa Pura I (Persero) Juanda International Airport, starting from January, 15 2013 to February, 15 2013, the writer understood how to be a good worker, how to adapt in new work environments, and how to create a good communication among staff.

The reason why the writer choose Juanda International Airport is because the writer could practice her English skills especially speaking and listening and experience the real world of working by implementing several skills during the internship. The writer considers all of she had done will be very useful to under go the world of working in the future.

The writer gained lot of knowledge and experiences during her internship at Juanda International Airport. She is able to understand how the company systems work in order to keep her performance while did the internship. The writer also learns how a person must have a sense of responsibility in performing the duties. The writer had to be disciplined, be patient and friendly to make the passengers or visitors feel comfortable with the information which delivered by the writer as her priority. During the internship, more practice about the job description is important to avoid mistakes in providing information to the passengers or visitors. Besides, the writer's gained a lot of knowledge

about aviation such as the airlines and destination codes, flight schedule and facilities inside Juanda International Airport.

The writer felt proud and excited because she had a chance did her internship at PT. Angkasa Pura I Juanda International Airport. Experiences, knowledge and benefits which the writer got are very useful to go through the real world of working in the future. The staff working at Juanda International Airport is welcome the writer very well, the staff always helping the writer when she had problem. The staff helps the writer to adapt and enjoy the working atmosphere which is comfortable during her internship. Corporation between the writers with the other staff are very well with understanding each other.

The writer found several problems with the atmosphere in her office. The writer suggest that it would be better if all of the students who are doing internship in PT. Angkasa Pura I (Persero) should get training or orientation to increase the work performance of staff with a good attitude and manner, it makes the Customer Service Section Staff more solid in working and equal treatment. The writer hopes that her suggestion can be accepted by PT. Angkasa Pura I (Persero) Juanda International Airport. Then, the writer has expectation that all of experiences and knowledge which she got during the internship would be very useful in the future.