

CHAPTER IV

CONCLUSION

PT. Angkasa Pura I (Persero) is a state-owned enterprise (BUMN) which handles an airport for aviation services in Indonesia. Juanda International Airport is one of the airports managed by PT. Angkasa Pura I (Persero) to provide air transportation for people. This institution gave a chance for the participant from Airlangga University to gain lot of experiences in certain activity. After taking the internship for a month at the Airport Services Section of PT. Angkasa Pura I (Persero), the writer finally understands how to be a worker, how to adapt to new work environments, and how to create a good communication between officers, customers and passengers.

Furthermore, the writer also got a lot of experiences about how information officer staff works in the institution. Then, the writer also got a lot of knowledge about information officer staff in Airport Service Section of PT. Angkasa Pura I (Persero). In internal Airport Services Section, the writer had some duties such as; memorizing airplane codes and destination codes, making the aviation schedules, managing the airline information, and handling an online database of aviation. In the external Airport Services Section, the writer had some duties such as; providing the schedules information, giving an explanation about tourism and covering a passenger information need.

The writer can also apply some courses from English Diploma, Faculty of Humanities, Airlangga University in his duty during the internship in PT. Angkasa Pura I (Persero). Therefore, the writer's assignments during the internship could be done well.

In my opinion, PT.Angkasa Pura I (Persero) is a good place to do the internship. During the internship, the writer got a lot of new experience about management of transportation to the institutions and clients. This institution as one of the internship place for his juniors because this institution is a good place to learn a new experience about management of transportation and apply the English skills to the passengers, so that they will be ready to face real work world in the future. Before conducting the internship at this institution, the writer suggests that his juniors learn about management time and management of transportation preparing the basic jobs at PT.Angkasa Pura I (Persero).

In conclusion, doing an internship in PT. Angkasa Pura I (Persero) was an impressive experience for the writer. The internship, that had been held for a month, has given the writer some new experiences that not only give some new knowledge about how an information officer staff works, but also can be the writer's provisions to apply in the real work world later.