

CHAPTER I

INTRODUCTION

Indonesia is a big country which consists of 13.466 islands. As the largest archipelago in the world, Indonesia needs a transportation to make people able to reach one island to another island easier. Public transportation is very important in all areas of the Indonesia. Indonesia has many ways of moving people and things around. Some people used to be everywhere and others used to be specifically in either city or in countries area. There are many kinds of transportation provided in this country though land, sea, and air.

The development of transportation system in Indonesia is designed to support the development of the companies, national stability and inter-regional equality as well as distribution to realize the Indonesian Archipelago Outlook. There are parties engaged in managing transportation owned by the government in several companies. Transportation by sea is managed by PT. PELNI, land transportation managed by PT.KAI and by the air transportation managed by PT Angkasa Pura .

Since traveling by air become the easiest, air transportation in Indonesia is rapidly increasing. Plane is the only option with the fastest way and widest to go around. Airplanes move from island more easily than boats and require fewer infrastructures as rail and road expect on departure and arrival points, journeys are also generally comfortable and quicker than other transportation. Airline is a company that offers air transport for passengers and freight. Airline varies widely in size; from small companies that operate one or two planes to huge multinational companies. By the 1990s, air travel it's very important because it was very helpful for people's life either for transportation to

facilitate in sending or receiving something. An airline company can operate well with support by a large ground staff that includes reservation agents, cleaning and loaders, among many others. When an airline carries passengers it establishes a series of regular routes along with a consistent schedule. Most of these routes are set up on the hub and spoke model, with the company having a central hub through licensed resale agents.

To manage the airports and air traffic service in Indonesia, PT. ANGKASA PURA 1 (persero) as a state company is responsible for enterprise of the Indonesia department of transportation. PT ANGKASA PURA (PERSERO) is one of the companies that comprehends the importance of maintaining the company performance quality and public's trust. PT ANGKASA PURA is committed to realizing comfort for airport users by maximizing its service through good and modern supporting service with high technology. PT ANGKASA PURA has attempted to provide service which support airport business.

There are three busiest airports in Indonesia; the first is Soekarno-hatta International airport, the second is Ngurah Rai International airport and the third is Juanda international airport. In 2010, PT ANGKASA PURA 1 improved their capacity. It can accommodate 30,700,440 people, to was 49,237,437 passengers. Over capacity also occurred for PT ANGKSA PURA 11 with capacity of 30, 815,000 people, but the movement was 62,215,834 passengers.

As a the third places of the largest and the busiest airport in Indonesia, Juanda International airport is the international airport serving the city of Surabaya, East Java and surrounding areas at Waru, Sidoarjo, Juanda International Airport is managed by PT Angkasa Pura 1. The name was taken from Indonesia's Prime Minister, Djuanda Kartawijaja who suggested to build the airport. Juanda International airport is divided to

two parts, Terminal 1 and Terminal 2. Juanda International airport has a runway of 3000 meters long. 3000 meters long with 51,500m² areas of two times higher than the old terminal which is only 28,088m². The airport is also equipped with many facilities. The airport is expected to accommodate 6 million passengers and 120,000 tons of cargo per years.

The organization of PT ANGKASA PURA 1 is led by a general manager assisted by the Airport Duty Manager (ADM) and seven departments namely, Air Traffic Service (ATS) Operations department; airport operation department; airport security department; safety management system, quality management and customers department; sales department; finance and information department; share services department; totally consist of twenty seven autonomous agencies.

One of the important jobs in Juanda International airport is the Customer Service. Customer Service (CS) is an organization's ability to provide the best service for customers. Customer service is responsible for providing to the customers and also through the customer service hand, the company will find out what the customer's expectations. In her internship as the customer service at Juanda International airport, the writer tried to serve what the customer expects. Helping customers with whole-hearted becomes our intention. Knowledge of the information is not enough, but we need to have the skills and positive attitude well.

There are several reasons why the writer chose to do an internship in Juanda International airport: first, the writer wanted to get more practice and improved her skill in English for communication and interaction with foreigners. Second, Juanda International airport is the right place or field to conduct the internship as the writer can apply all the English material that the writer has been studied. Third is, the writer wanted

to know about the airport and about the real job performance of a company. After the writer did the internship in Juanda International Airport, the writer got the knowledge how to handle and give information to customers.

The writer did the internship at Juanda International Airport Surabaya, from January 19th to March 9th 2015. The writer was positioned at Customer Service (CS) and worked 5 days in a week from 6 am to 1 pm or 2 pm to 9 pm at Terminal 1 and Terminal 2. In her internship, the writer used her English to communicate with foreign passengers and give announcements to all passengers in English.

In the next chapter, the writer will explain about PT. Angkasa Pura in detail. In chapter three, the writer will explain about her activities during the internship at PT. Angkasa Pura Surabaya as a Customer Service at Juanda International Airport.

