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# THE ROLE OF AN INFORMATION OFFICER (INFOCER) TO RUN THE OPERATIONAL FLIGHT SCHEDULE OF PT. (PERSERO) ANGKASA PURA I JUANDA AIRPORT SURABAYA

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# FINAL REPORT



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## D3 ENGLISH DEPARTMENT
## FACULTY OF LETTERS
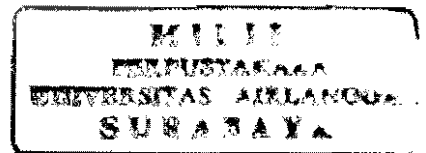## AIRLANGGA UNIVERSITY
## SURABAYA
## 2004

# THE ROLE OF AN INFORMATION OFFICER (INFOCER) TO RUN

# THE OPERATIONAL FLIGHT SCHEDULE OF

# PT (PERSERO) ANGKASA PURA I JUANDA AIRPORT SURABAYA

## FINAL REPORT

Submitted as a partial fulfillment of the requirements for

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Schedule of PT (persero) Angkasa Pura I Juanda Airport Surabaya



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# CHAPTER IV

# CONCLUSION AND SUGGESTIONS

## A. CONCLUSION

As mentioned before, Surabaya has an important role in the middle and eastern part of Indonesia because it has an international airport. The airport not only enables us to get along with other people from other regions, provinces, and even countries but also functions as the main gate to those areas since the foreign investors, businesspeople, and tourists come through the airport that may multiply the income of the tourism and economy sectors.

Airport information is defined as everything related to an airport. An *Information Officer (infocer)* is defined as a person who gives information related to an airport and helps the airport to process the airport information into a service product.

While the *infocer* is running his or her job, there is a possibility that he or she makes some mistakes. The common mistakes are always deal with the arrival times that are caused by the carelessness of the *infocer* especially the one who operates *Flight Information Data System (FIDS)*.

Service is defined as any activities or advantages offered by one or more parties to the others that are intangible and do not make any sense of ownership. There are five characteristics of a service product namely intangible, inseparable, variable thing, perishable thing and customer contact. Seven classifications of service namely market segment, tangible stages, the skill of the service providers,